



Addressing Transportation Barriers for Older Adults and People with Disabilities



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NADTC Overview

Mission:

To improve access to transportation for older adults, people with disabilities, and caregivers

Partnership:

Easterseals and the National Association of Area Agencies on Aging

Funding:

Federal Transit Administration with guidance from the U.S. Department of Health and Human Services, Administration for Community Living.

(866) 983-3222

contact@nadtc.org



Introduction to the session

- What we hope you'll take away from this session:
 - **Understanding** of how transportation impacts individuals in receiving timely and necessary support services.
 - **Ideas and Best Practices** from the Atlanta Regional Commission.
 - **Information and resources** to engage with transportation providers in your community.

Transportation is essential to supporting community inclusion, health, employment, etc

- How can the community at large support older adults and people with disabilities to continue, working, thriving, creating and contributing?
- Your job may not be related to transportation, yet we know that without transportation, your clients may not be able to reach the support services you **do** arrange.

The Family of Transportation Options



Modes:

- Driving
- Public Transit: Fixed Route, Dial-a-Ride
- Paratransit
- Private Options: Taxi, Uber, Lyft
- Volunteer Driver Programs
- Walking/Biking

Services to connect to transportation modes

- Information and Referral/Assistance
- “One-Call/One-Click” for Transportation Resources
- Travel Training
- Mobility Management
 - One-on-one counseling or group education and counseling on transportation options and alternatives to driving
 - Coordination among transportation and human services providers to ensure the availability of a range of transportation options and modes to support the mobility of older adults and people with disabilities.

Atlanta Regional Commission

Identifying and Overcoming Transportation Barriers for Clients

Mary Blumberg
Patti Szarowicz

What is the Atlanta Regional Commission?

- Regional planning and intergovernmental coordination agency for 10-county area – 4.2 million people
- Metropolitan Planning Organization and Area Agency on Aging



www.atlantaregional.com

Transportation Programs

Funding

- FTA 5310
- OAA Title III
- Behavioral Health and Disability Funds
- ADA
- SSBG
- CMS Medicare Demonstration

Types of Rides

- Demand Response
 - Traditional
 - Volunteers
 - Vouchers
- Fixed and flex route shuttles

5310 Type Trips/Rider

July 2015 – April 2016 (26,848 riders)

- 4% - Employment
- 39% - Medical
- 57 % - Personal
- 1274 unduplicated riders/month
 - 82% 65+
 - 31% Persons with Disability
 - 17% below poverty

Why Transportation Matters

- Top Consumer Need/Request
- Vital for Aging Population
- Transportation Maintains/Improves Quality of Life
- Improved Health Outcomes

Community-based Care Transitions Program

- *GOAL: reduce all cause all condition 30 day readmissions by 20% - 6 hospital partners*
- *Target population = HIGH RISK Medicare FFS beneficiaries*
- *Evidence-based Coaching self-management intervention (CTI™)*
- *Enhanced services*
 - ✓ *Home Delivered Meals*
 - ✓ *Homemaker Services*
 - ✓ **TRANSPORTATION**

READMISSION COMPARISON

October 1, 2014- January 31, 2016

Cohort	N	30 day readmission (baseline 19.4%)			Readmission Rate
		Expected	Actual	Avoided	
Enrolled w/o transportation services (94% of all enrolled)	7,937	1,540	1,191	349	15%
Enrolled and receiving transportation services (6% of all enrolled)	464	90	32	58	7%
TOTALS	8,401	1,630	1,223	407	

Medicare Savings

Cohort	N	Medicare cost (\$409.91 per beneficiary)	Avoided Medicare costs (\$10,000 per avoided readmission)	Net Gain (savings-cost)
Enrolled w/o transportation services	7,937	\$3,253,456	\$3,490,000	\$236,544
Enrolled and receiving transportation services	464	\$190,198	\$580,000	\$389,802
TOTALS	8,401	3,443,654	4,070,000	626,346

7% Increased Success Rate
in Physician follow-up visit
within 14 days
with
Transportation Services

Bridges to Consumers

- Aging and Disability Resource Center
- SimplyGetThere.org
- Travel Training

Getting the Word Out

- Marketing Campaigns
- Television Partnership
- Community Engagement and Outreach
- Trainings and Forums

www.Simply Get There.org

- “Trip discovery” tool for public, private, specialized and volunteer transportation services
 - Similar to kayak.com
 - Pulls from two ARC-developed databases, ESP and atltransit.org
- Responsive design for use on computers, tablets, and smartphones
- Unique to the Atlanta region
- **Includes specialized transportation**
- Does not have scheduling capabilities

<http://www.simplygetthere.org/>

SIMPLY GET THERE

[Providers](#)[Sign up](#)[Log in](#)[Trip](#)[Options](#)[Review](#)[Plan](#)[NEXT](#)

Trip Details

**Trip*** Round trip One-way trip**Trip Options***

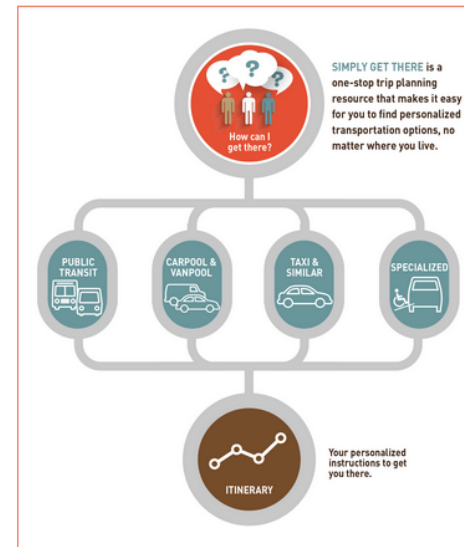
- Bike
- Carpool
- Drive
- Specialized Services
- Vehicle for Hire
- Public Transit
 - Bus
 - Rail

Trip Purpose*

General Purpose

Departing From***Arriving At*****Trip #1 (Outbound)***Arriving By **Trip #2 (Return if round trip)***Departing A [NEXT](#)

About Simply Get There



Please click [here](#) for more information about transportation options in the Atlanta region. If you need someone to compare trip options by telephone, please call 404-463-3333.



Phase 2: In Development

- System design specifications to expand software application capabilities and allow “trip transaction”
 - Centralized eligibility
 - Triaging to the best provider and mode
 - Booking
 - Scheduling
 - Dispatching
 - Payment
- Make the design to be released as open source software so that others can use it.

Travel Training

- Instills the skills needed to ride public transit
- Individuals and groups
- Teaches:
 - How to plan a trip and read schedules
 - How to get to and from nearby bus/train stops
 - How to buy a ticket
 - How to board and exit trains and buses

Atlanta's ADRC

- Information & Referral Assistance
- Behavioral Health Coaching Initiative
- Intake & Screening
 - CCSP
 - SOURCE Partner's Atlanta
 - HCBS Non-Medicaid Services (effective July 1, 2016)
- Education & Resource Development
- Community Options Counseling
- Nursing Home Transition

Transportation Resources

- Non-Medicaid HCBS
- Medicaid
- Public Transportation
- Transportation Vouchers
- Volunteer
- Private Pay

Transportation is an issue beyond a ride from location A → location B

A 55 year old individual who is a two-year stroke patient enrolled herself in a test program at a hospital to receive FREE physical therapy for several weeks. She is receiving SSDI and lives in a rural county and is seeking transportation to a hospital located in the city. She reported that she could drive with one arm for a very short distance but was not comfortable driving in the city.

*This is a real situation reported to the Atlanta Aging & Disability Resource Connection

Your Voice Matters

- Contact your local Metropolitan Planning Organization (MPO)
 - <https://www.planning.dot.gov/mpo.asp>
- Human Services Transportation Plan
 - Input on needs of seniors, persons with disabilities and persons with low-income

Questions?

- Mary Blumberg
 - MBlumberg@atlantaregional.com
- Patti Szarowicz
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Resources to identify transportation programs available in your community:

- Your **state's 211**: Dial 2-1-1 or visit <https://www.disability.gov/2-1-1-help-in-your-area/> for a listing of 211 websites by state.
- **Area Agency on Aging** or the **Aging and Disability Resource Center**: Call the Eldercare Locator at 1.800.677.1116, or visit www.eldercare.gov.
- **Centers for Independent Living**: <http://www.ilru.org/projects/cil-net/cil-center-and-association-directory>.
- **Local public transit agency**: www.apta.com/resources/links/unitedstates/Pages/default.aspx.
- **Metropolitan Planning Organizations**: <https://www.planning.dot.gov/mpo.asp>



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