

Regional Coordinating Council Meeting Notes
March 27, 2014
2:00 pm

Attending:

Tara Styer- TTD
Judy Weber- TRPA
Mike Reynolds- RSVP Carson City
Bojana Vujeva- Community House
Paula Lambdin: El Dorado County
Gerri Grego: El Dorado County Commission on Aging
Ray Goodenough: OPEN
Pam Stoddart and Debbie McCarthy: Barton Community Health Center
Deanna Hooper: Lake Tahoe Family Resource Center
Albert Bass: Southern NV RSVP
Liz Barnekeff- EDCOE CDP
Deirdre Slater- EDCOE CDP

Tara: Welcome and Introductions.

Many items discussed will relate to the Social Services Transportation Advisory Council (SSTAC) meeting, which is following the RCC meeting.

In follow-up to the January meeting, Tara inquires if anyone has utilized LogistiCare or had any experiences with Medicaid/Medi-Cal transportation.

Pam: Has not utilized LogistiCare yet.

Tara: LogistiCare contact for the Tahoe region:

Elysse Munoz

elysse.munoz@logisticare.com

(866) 428-0750

Gerri: Inquires if LogistiCare has begun serving the area.

Tara: TTD was contacted by Elysse to purchase bus passes for a Medi-Cal beneficiary.

Next agenda item is to discuss the two opportunities for specialized transportation services. These program concepts were approved by the TTD Board on March 14, 2014. At the last RCC meeting we discussed the possibility of a program to serve both North and South shores. Following that meeting TTD partnered with the Town of Truckee and submitted a proposal to Area 4 Agency on Aging (A4AA). The proposed program would use Older American's Act funds to provide a specialized transportation program in eastern Placer and Nevada counties. A4AA has a four part grant review process and the proposal was considered competitive. Kelly Beede, from the Town of Truckee, and Tara traveled to Sacramento and Woodland to describe and clarify the program. Kelly and Tara took a map of the region to describe the unique situation and the challenges individuals face when they need to travel to Auburn, Grass Valley, and Sacramento for services. The program would serve on North Lake Tahoe and Truckee residents over 60 and it would provide local and out of area service. The original proposal included eight local service days and three out of area trips each month. The out of area trips would be to

popular destinations (1: Auburn/Roseville/ Sacramento, 2: Grass Valley/Nevada City, 3: Reno). The results from the A4AA Advisory Committee were to fund Nevada County for \$25,000 and Placer County for \$25,000. Final review will be on April 11, 2014 by the A4AA Governing Board.

The second opportunity is for South Lake Tahoe Specialized Transportation Service. Tara has been working with the City of South Lake Tahoe to put the Senior Center van back in operation. TTD is exploring Caltrans and NDOT funding to help cover the operational costs. The proposed program would be operated through TTD's existing contract with Keolis transit. If funding is received from Caltrans and NDOT, additional match funding would still be needed. Tara is exploring other funding opportunities that could be considered for match.

Ray: Inquires if the proposed project would be for paid drivers.

Tara: Confirms; preferred approach to operate under the existing contact with Keolis.

Gerri: Asks if the drivers would not have specific training for transporting elderly populations.

Tara: The drivers are very experienced and they would have sensitivity training, PASS training and various other trainings. These are skilled operators who are experienced in transporting vulnerable populations.

Both of the proposed specialized transportation programs (North and South shore) would use skilled operators, due to the distances traveled. Transporting multiple people can be a stressful and sometimes challenging, so it is appropriate for skilled operators.

The A4AA proposal between TTD and Truckee also includes the use of volunteer travel escorts. The escorts would assist passengers who might need extra help.

As for the South Shore Senior Center van, Tara will continue to identify and pursue funding sources and keep the RCC up-to-date. Tara is open to any suggestions and will be following up on previously suggested opportunities (e.g. Celebrity Golf Tournament).

Gerri: Inquires if Tara has spoken with Michelle Hunter with EDC Agency on Aging.

Tara: Confirms that she has spoken with Michelle in the past and the Older Americans Act transportation funds in EDC are very limited, around \$4000. Tara will contact Michelle again to gather more information and determine if there is an opportunity for funding. The funding amounts for transportation in Placer and Nevada counties are significantly higher (Nevada: \$53,600 and Placer: \$63,860).

Tara asks for questions about the proposed specialized transportation programs.

Next agenda item is the volunteer driver recruitment for existing programs. Volunteer driver programs are commonly used in rural areas to expand mobility options and many Tahoe residents rely on volunteer programs for transportation. Volunteer driver programs require a high degree of administrative oversight. Rather than establishing a new program through the RCC, it would be more appropriate for the RCC to help recruit volunteer drivers for the existing programs in the community.

Ideally, this would lift some of the administrative burden, allowing the programs to provide more transportation. Mike Reynolds from Northern Nevada RSVP will discuss their volunteer driver program to provide an overview of the types of information that we would like to collect for these agencies.

Mike: Mike refers to a number of documents used by RSVP to administer their program (attached). The RSVP volunteer driver program is a good, but extremely challenging to administer. RSVP has two vans and several full time employees that oversee the program. The program's weak link is driver recruitment. It is also challenging to match a driver to a request; RSVP receives upwards of 30 requests per day. RSVP is very good at filling the requests, but only because they have two full time employees who answer calls all day. The challenge is training volunteers, who may cancel. Mike believes that to increase efficiency, RSVP needs to hire paid drivers. RSVP still has a successful program that provides many rides. The coordinator spends 3/4 of the day taking requests and then works with two assistants to match drivers with requests.

RSVP is required to review and update their program every two years.

Driver Qualifications:

- Must be 25 or older to drive a client
- Must have a valid Driver's license from the State of Nevada or If a resident of California a valid driver's license from California.
- Must submit to a background check
- Must complete a volunteer application.
- Must submit a 3 year DMV report from the state licensed in.

Mike inquires about volunteer drivers from California and the interstate situation. All RSVP drivers are from Nevada.

Ray: All OPEN drivers are from California, but trips are frequently to Nevada.

Driver Requirements:

- Must pass a background check that has been evaluated by RSVP Staff.
- Must pass a DMV report evaluation done by RSVP staff, which should go back three years.
- Must provide proof of insurance if driving personal vehicle. Also vehicle must pass RSVP staff inspection for safety and road compliance.
- Must provide a copy of Driver's license and photo ID
- Must verify by signature that all required information has been read and understood concerning client transportation

Driver Training:

- Must have a Van Orientation by RSVP Staff. This will include: Safety, ADSD compliance, Ramp operation, Van controls and operation, Van placards and safety notices, seat belt usage, no smoking rules, Van documents (registration, proof of insurance) donation envelopes, emergency procedures and equipment, paratransit wheelchair safety and tie down procedures, pre and post drive inspection procedures, gas procedures, Circle Safety walk procedures.

- Must read and sign all Driver Orientation and Client guidelines.
- Must be trained by RSVP staff on Client Transfer procedures.
- Must complete Elder Abuse Training
- Must have read and signed the RSVP Volunteer Handbook
- Must attend a 4 hour Biennial Driver Training session given by RSVP staff or contracted parties.
- Must be trained by RSVP staff on vehicle inspection and operator maintenance requirements.

It is challenging to be expeditious, while ensuring safety. Volunteers may feel that the process is too extensive and choose to volunteer elsewhere. Mike refers to the NV DMV DVD, which RSVP requires that the volunteers review. RSVP has an extensive van orientation (e.g. emergency procedures, fire extinguisher). Once the orientation is complete and the volunteer has signed off that they have read all orientation material and they have passed all tests, they are a certified driver. Volunteers are required to attend a four hour AARP driver training every two years provided by an AARP instructor. RSVP is giving new emphasis to client transfer procedures to limit liability and policy will be revised.

Time Commitment:

- RSVP is very flexible on volunteer time commitment but we strive to encourage the driver to volunteer as often as their schedule permits. We solicit their preferred times or available times on the initial driver orientation. We encourage them to set aside a day of driving that they can drive as many clients as possible in one day. This reduces coordination time.

RSVP requests the volunteer to provide their availability. Currently they have 51 volunteers.

Tara: Inquires about service area and if RSVP serves Incline Village.

Mike: The general service area is the urban area around Carson City, into Washoe. There are also representatives in eastern Nevada and southern Nevada (Albert Bass in Pahrump). RSVP is also trying to partner with the VA. Northern Nevada RSVP serves Elko, Battle Mountain, Lovelock, Wendover, Wellington, and north of Reno. Mike will check if Incline Village is within their service area.

Bojana: Is the program only for medical purposes or anything a senior might need assistance with (e.g. grocery shopping, errands)?

Mike: Anything within reason, grocery shopping, medical, pharmacy, other appointments. No gambling or movie trips.

Tara: Announces that the VA Volunteer Transportation Network is looking for volunteers for the South Lake Tahoe service on Thursdays.

Bojana: Announces that a MyRides representative will be at the North Tahoe Family Support Team meeting on April 2nd to discuss the program.

Tara: Asks Ray to share any OPEN volunteer qualification information.

Ray: The qualifications are very similar to RSVP. OPEN also has a two page client's rights and drivers responsibilities document.

Mike: Asks Ray if he coordinates the OPEN rides himself.

Ray: Yes, it is almost fulltime. OPEN has received an inheritance from a client and is looking at redesigning their mission statement. Ray has also been working with Barton Hospital to establish an office with paid staff.

Tara: Contacted Hands on Tahoe, a local volunteer organization, about their process for recruiting volunteers. Each agency recruiting volunteers submits a request online with volunteer qualifications and contact information. The volunteers are not screened or insured through Hands on Tahoe. Tara inquired if it was appropriate for the RCC to create a listing for volunteer drivers, and then refer interested volunteers to recruiting driving programs. It seems to make the most sense for each agency to post individual listings as prospective volunteers are able to contact the requesting agency directly.

Drafts of the south shore demand response policies and procedures as well as the reduced fare application are available for review on the TTD website and public comments are accepted until April 1, 2014. The RCC meeting notes are also available on the website for review. Feel free to send edits or comments to Tara.

With the help of Bojana, Tara developed a brief survey to determine specialized transportation needs in North Lake Tahoe. The survey was implemented at the Project MANA food distribution sites in Kings Beach, Incline Village, Truckee, and Tahoe City. Some interesting results:

How many times in the last year have members of your household had to miss or reschedule essential needs appointments or activities (e.g. medical/dental appointments) due to lack of transportation?

N=38

0 (zero):	3 responses: 3/38= 8%
1-2:	17/38=45%
3-4:	6/38=16%
5-8:	4/38=11%
8-10:	zero
>10:	2/38=5%
No answer:	6

Do members of your household need transportation on a regular basis to any of the following appointments or activities?

The top four destinations were:

Medical: 16

Shopping: 14

Employment: 13

Dental: 9

There is significant need for transportation to dental appointments in both North and South shores. Many of the individuals at the project MANA sites indicated that they need to go to Grass Valley for specialty dental services.

Ray: Ray frequently takes clients to three locations in Placerville.

Bojana: The dentist at the KB clinic does not typically see children. There is not a pediatric dentist in the region that accepts Medi-Cal, beneficiaries must travel to Auburn or Roseville.

Ray: Suggests Dr. Goodis in Diamond Springs.

Deidre: Children can also go Dr. Mutzer/Meltzer (sp?) in Fair Oaks.

Gerri: Mentions the Shingle Springs Tribal Health Program (<http://www.sshwc.org/>), which is open to the public. The clinic offers a variety of services, including dental.

Tara: In closing, Tara asks for final additional comments and questions before transferring to the SSTAC meeting.