

## **Regional Coordinating Council (RCC) Meeting Notes**

**May 15, 2014**

**2:00 pm**

### **Attending:**

Tara Styer- TTD

Judy Weber- TRPA

Mike Reynolds- RSVP Carson City

Gerri Grego: El Dorado County Commission on Aging

Ray Goodenough: OPEN

Cristina Luquin: Tahoe Family Resource Center

Travis Lee: Douglas County Senior Service and Douglas Area Regional Transit (DART)

Leanne Wagoner: Barton Health

Wendi McCray: Alta California Regional Center

Julia Tohlen: TNT-TMA

Graham Dollarhide: Jump Around Carson (JAC)

**Tara:** Greeting and introductions.

**Graham:** Pending grant approval from NV Aging and Disability Services Division (ADSD), JAC will be offering free bus passes for seniors. Sign up will begin in late June.

**Tara:** TTD updated the Demand Response Policies and Procedures and the Reduced Fare Application. Both documents are on the TTD website. A brochure is also being created and will be distributed to the community. Tara is willing to discuss completion of the application with any medical groups that frequently complete the professional verification portion of the form. Revisions were intended to streamline the application and make it easier to complete.

Reno RTC will be providing transportation from Reno (Meadowood and Summit Malls) to Sand Harbor this summer (brochure attached).

**Graham:** Inquires if TTD will still be operating the East Shore Express.

**Tara:** Confirms the East Shore Express will still be running from Incline Village to Sand Harbor.

Tara introduces Travis Lee, Manager of Douglas County Senior Services and Douglas Area Rural Transit (DART).

**Travis:** Travis handles the senior programs (home delivered meals, nutrition programs, and emergency response units) - last safety net for seniors before an assisted living facility. Programs are designed to keep seniors independent and in their homes and transportation fits nicely into the role. DART is a 5311 funded transportation agency and they also receive funding from ADSD.

DART transportation is divided into two separate services; 1) Dial-A-Ride (DAR), and 2) local fixed route (brochure attached). Budget cuts created DART DAR and it has become a vital resource. Ninety percent of the riders on DART DAR are seniors over 60 and ADA eligible individuals. It is a curb to curb service, similar to paratransit, but it is open to the general public. Passengers must schedule in advance. DART provides 25,000-27,000 rides each year. Seniors use DAR for medical, recreation trips, and visits to the senior center. Carson Valley Medical Center elected to sponsor DART, since they provide transportation to the hospital. Carson Valley MC advertises on the buses and DART provides transportation for patients and employees ride the fixed route.

Many routes were streamlined when the budget was cut. A local fixed route was created to allow connections between the Ranchos community with the new shopping center, the new community center, Carson Valley Inn, Carson Valley Medical Center and other points of interest for community members in the Carson Valley.

The Tahoe Douglas Senior Center receives ADSD funding. Receiving tobacco money in NV requires that the money must be spent in NV. Many of the seniors who go to the Tahoe Douglas Senior Center live in South Lake Tahoe. Few rides were for Douglas County residents, so ADSD pulled funding.

Travis requested ADSD funding to provide DAR services to the Lake for Douglas County residents. Funding was secured and DART is in the process of printing brochures for the service. Travis will work with the TTD to assist in areas not being served and avoid duplication. Travis may contact Caltrans to see if there are match funds available for the service. He is open to suggestions so the service can help individuals in both states. This would be an additional service for the community.

Travis asks for questions.

**Tara:** Comments that she contacted the dialysis clinics to explain the service, they did not have any patients residing in the basin portion of Douglas County.

**Graham:** Inquires if TTD receives bi-state funding and suggests that TTD apply for California funding to assist DART.

**Tara:** Caltrans 5310 funding is not currently available.

**Travis:** Comments that it might be a way to handle the bi-state situation.

**Tara:** Comments that more coordination between JAC, DART, TTD, Reno RTC, and RSVP would be good for the region. Some Valley Express riders take the service into Carson City and connect to the Reno RTC. Other individuals without transportation who have medical appointments in Reno use this service, but it is one of the few options. This trip can create a very long day, especially when the connections do not align.

**Travis:** Comments on the use of DART volunteer drivers for medical trips. Unifying the agencies would help passengers seamlessly and efficiently transfer between systems. The community would like an airport shuttle and more efficient options.

**Gerri:** Inquires how this might correspond with the senior center van.

**Tara:** The senior center van could potentially connect with other services in the Carson Valley.

**Travis:** Inquires about the van.

**Gerri:** The van is underutilized and the RCC is trying to get a paid staff person to operate the vehicle. The service would provide transportation to different destinations on different days of the month.

**Travis:** Comments that there should be a conversation to connect services as the mission is the same.

**Tara:** Tara suggests that the group discuss the updates with the van and acknowledges that the van was discussed at the EDC Commission on Aging meeting earlier that day.

Begin with background for those less familiar. The van is only used 6-8 hours each week by a few seniors on a reservation basis. The vehicle is owned by the County and operated by the City through volunteer drivers. It was suggested that the MOU between the City and County be discontinued and the ownership of the vehicle be transferred to TTD. An additional meeting revealed that the County would need a formal request from TTD so the concept could be reviewed with the appropriate decision makers. TTD Board approval would be needed to compose a formal request and program funding is needed before this item can be taken to the Board. TTD would only accept ownership of the vehicle for the South Lake Tahoe Specialized Transportation Service.

A draft white paper proposal was distributed at the Barton Community Advisory Council meeting and a recommendation was made that reduced the budget significantly. Tara has applied for funding from the Sierra Health Foundation and should hear back this month. Tara also applied for NDOT funding, but the application was denied because there were no dedicated match funds. The opportunity for funding through foundation grants is still available, but would require a partnership with a 501 C 3. Tara believes that foundations grant funding is a good way to get the program started.

Tara spoke with the El Dorado County Commission on Aging about the proposed program and there were some good recommendation from that meeting. Tara will also be speaking with the Seniors Inc. and Tahoe Basin Senior Citizen's Center groups. Tara inquires if Ray Goodenough has any comments on the van.

**Ray:** Comments that as a nonprofit (OPEN) would be happy to work with Tara to apply for foundation grant funding.

**Tara:** Inquires if it would be appropriate for her to attend an OPEN Board meeting.

**Ray:** Ray clarifies if OPEN would be writing the grant or if they would just be using the nonprofit status.

**Tara:** Tara is willing to draft the grant, if they were able to use OPEN's nonprofit status. The Walmart Foundation might be an opportunity.

**Ray:** There is no date set for the next OPEN Board meeting, but Tara should attend.

**Travis and Ray:** Ask Gerri if they can attend a future EDC Commission on Aging meeting.

**Tara:** Asks Gerri to discuss some of the items that they EDC Commission on Aging are involved in.

**Gerri:** The Commission is assisting in the development of a senior fair in Pollock Pines for August 2015. There will be activities and events for seniors and important medical and social service information. The first organizational meeting will be in August 2014.

All senior centers are celebrating Older American Month in May.

**Travis:** Inquires how many senior centers are in the South Lake Tahoe and Basin area.

**Gerri:** Just South Lake Tahoe and Tahoe Douglas Senior Centers.

**Travis:** Inquires about countywide.

**Gerri:** There are seven centers and a new senior day care center in Cameron Park. The day care center is already full. The capacity is 24; 17 older adults attend daily and there are eight on a waiting list. One additional staff person needs to be hired to bring the center to total capacity.

**Travis:** Interested in looking at the center. Douglas County is building a senior day care center in the Carson Valley. The new building will have a senior center, community health nurse, a senior day care center and community center. It will be a multi-generational center.

**Gerri:** The Cameron Park facility used to be a fire station, then it was converted to a senior center and now it has become the senior day care center. It is a nice facility with a garden area.

**Tara:** Inquires if the Douglas County senior center would be exclusive to Nevada County residents. California residents who commute to Carson Valley could take their parents to the Center during the day.

**Travis:** The Center will be medically based, so as long as they have a physician's order providing specific instructions on how to care for them. The nurse will provide onsite clinical care. The capacity is similar to the Center in Cameron Park.

**Judi:** Inquires if it is the building across from Lampe Park.

**Travis:** Confirms and comments that it will be opening spring of 2015.

**Tara:** Inquires about the ratio of seniors to staff.

**Travis:** Unsure, this Center is the first in Douglas County. Grants require certain ratios. The Douglas County Center will have the lock-down features to prevent those with Alzheimer's and Dementia from wandering. It will be a great place to give a caregiver some respite.

**Tara:** Are you also considering transportation?

**Travis:** No transportation. There will be a separate drop off location in the back of the building, to make it very easy for the caregiver.

**Tara:** Sounds like there is a focus on those who require memory care.

**Travis:** The building is available for tours, but it is not open to the public. There is a preschool located in the center of the building and a playground outside. The adult day care center has windows adjacent to the playground, so the older adults can watch the kids play. Studies have shown that older adults like to watch kids play or traffic. This will be a combined use of the facility. Those averse to seeking governmental services will be able to attain them at the community center.

**Tara:** In August, the Carson City Regional Planning Group meeting will be held in South Lake Tahoe. Tara asks Travis if that group will be open to the RCC participants.

**Travis:** Yes, it is the Aging and Disability Services Divisions (ADSD) Regional Planning meeting. Travis is the Chair and the meeting will be held in the morning on August 19<sup>th</sup> at the TRPA building. The meeting discusses current events in Northern Nevada and should be an insightful experience.

**Tara:** Comments on many similarities between the NV ADSD and the EDC Commission on Aging meetings.

At the last RCC meeting the proposal to Area 4 Agency on Aging (A4AA) was still under review. Kelly Beede and I went through the four step review process and were awarded \$25,000 for eastern Placer and \$25,000 for eastern Nevada counties. This funding will support a one year pilot program. The service is very similar to the proposed service for the South Lake Tahoe senior center van. TTD is partnering with the Town of Truckee to offer a regional and out of area transportation service for older adults. Regional service refers to travel between Tahoma to Truckee. Out of area trips will be provided each month to Reno, Grass Valley/Nevada City, and Auburn/Roseville/Sacramento. The A4AA receives funding from the Older Americans Act. TTD will administer the program and Gold Country Telecare (GCT) will operate the service through an existing contract with the Town of Truckee. Currently (GCT) operates the Town's dial a ride and the fixed route services. The partnership was a product of the January RCC meeting after we learned about the A4AA call for projects. It is really important that we have community involvement in this program to ensure it is utilized. Seniors will be given priority, but we intend to fill the buses to make the trips efficient.

**Gerri:** Inquires if the Tribal medical facility is accepting the general public.

**Tara:** Tara contacted the Chapa De medical and dental providers in Grass Valley and Auburn and they do provide services to the general public.

**Gerri and Wendi:** Comment on Tribal clinic in the Diamond Springs area.

**Travis:** Inquires if funding came from Tribal groups for the North Lake Tahoe/Truckee program.

**Tara:** Clarifies that funding is from the Older American Act through California counties or Agencies on Aging. Area 4 Agency on Aging includes seven counties. El Dorado County is not part of the A4AA and they do not typically contract services. EDC typically provides services directly (e.g. attorneys for senior legal services). Limited funding is available for transportation, 2013 was the first year that transportation was funded for \$3000-\$4000. Unfortunately, if more money were dedicated to transportation it would have to come from another program.

**Travis:** Inquires if Barton Memorial stands alone.

**Leanne:** Confirms

**Travis:** Inquires if Barton would be interested in advertising on the SLT senior center van for an exchange of funding. Carson Tahoe provides a \$25,000 donation to DART. The medical center has an opportunity to advertise and many passengers are going to or from the hospital.

**Leanne:** Suggests the Barton Health grants and mentions that one of the target areas is access. Generally those individual grants do not exceed \$10,000. Barton does sponsor other programs.

**Travis:** This would probably be seen as advertising.

**Leanne:** Suggests that her supervisor might be the most appropriate person to contact.

**Ray:** Comments that OPEN has received funding from Barton for a few years.

**Tara:** Asks Ray to explain OPEN to Travis.

**Ray:** Ordinary People meeting Extraordinary Needs (OPEN) is a private nonprofit organization. OPEN has been providing transportation and medical need assistance for nearly 20 years. In 2013, OPEN provided over 14,000 miles of transportation.

The need for out of area transportation is amazing and it continues to grow. Ray expects to provide more transportation this year. There are some constructive conversations between Barton and OPEN to improve transportation.

**Travis:** Travis offered to put the RCC in contact with the CEO at Carson Valley Medical Center, who contacted DART about advertising on the buses. Carson Valley Medical Center has advertised for four years and spends about \$100,000 and they feel it is very beneficial way to outreach to the community.

Inquires about a TRIAD organization in the Tahoe area. TRIAD is a national organization that is designed to bring key groups in the community together (law enforcement, senior services/commission on aging, fire department, and usually a representative from local hospital). The Northern NV TRIAD meets monthly to collaborate to reduce victimization to seniors and how to promote transportation programs. Travis is the TRIAD president and is willing to help if SLT is interested in forming a TRIAD.

**Ray:** Suggests that we invite these community members to the RCC.

**Gerri:** Comments on the new legislation requiring a background check and permit for caregivers. It gives law enforcement an opportunity to investigate a bad situation.

Gerri met with the fire chief to discuss evacuation plans.

**Tara:** The agenda topics have been discussed. Tara asks for additional comments or suggestions. Typically, a transportation agency is asked to describe their services that we may or may not know about. Although we had someone discuss the VA Volunteer Transportation Network program last summer, the VA has recently gone through some personnel changes and it might be useful to see if the program has changed. Tara is also open to suggestions for upcoming meetings.

**Ray:** Comments on the fabulous care he has received at the Reno VA.

**Mike:** Agrees with Ray and mentions the Healthy Vet Program and requests that he discuss the program at the next meeting.

**Tara:** Requests that Mike also describe some of the information that he learns at the Coordinated Transportation Association of America (CTAA) Conference, including information about a single point of contact (SPC) service. A SPC can range from a rudimentary system with printed information and a telephone to a more technologically advanced system with online joint scheduling and dispatching. Concept is similar to a 211 or 511 service.

The next meeting is scheduled for July 24<sup>th</sup> at 2:00 and it will be at the Parasol Building.

**Julia:** Mentions that Jaime met with the American Cancer Society and they are building a database of transportation alternatives. This is an opportunity to include other transportation providers in the database.

**Tara:** Tara would like to include the A4AA program. She also suggested the SLT Cancer League.

**Ray:** OPEN should be added to the database.

**Tara:** Inquires if the database is only for California programs.

**Julia:** Unsure at this point.

**Tara:** Closes meeting