

**Program #25037 - ADVSD Transportation Services** 2/17/2017

**Department:** County Human Services      **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) supports older adults, people with disabilities, and Veterans to have equitable and efficient access to quality services and programs that meet their diverse needs and expectations by providing transportation services that help individuals with transportation and mobility barriers to maintain their independence and quality of life. Transportation services provide participants with transportation coordination, bus passes and tickets, and emergency rides for increased mobility and access to health and social services.

**Program Summary**

**ISSUE:** As the federally designated Area Agency on Aging, ADVSD held community listening sessions in 2016 with individuals from diverse communities who identified transportation coordination and services as a top priority. People with limited English proficiency were nearly twice as likely to indicate transportation was an important unmet need when compared to people fluent in English. Community listening sessions participants specifically said lack of transportation hindered their ability to go to District Senior Centers and culturally specific organizations. According to American Association of Retired Persons, more than 20% of Americans 65 and older do not drive and require mobility assistance.

**PROGRAM GOAL:** The goal of ADVSD transportation services is to support older adults, people with disabilities, and Veterans to have access to social services, medical care and community activities. Availability of transportation aligns with DCHS goals to improve equitable access services and health of program participants.

**PROGRAM ACTIVITY:** ADVSD services help address the persistent need for older adults, people with disabilities, and Veterans to access affordable transportation services for a variety of social services, go to medical appointments, and participate in community activities that reduce social isolation. Transportation services are funded through Medicaid and county funding. Medicaid service case managers and contracted community partners, including District Senior Centers, assist individuals with transportation scheduling and coordination. Transportation services include screening for eligibility, assessing needs, assisting in applications, authorizing and coordinating rides, and distributing bus passes and tickets purchased through contracts with local transportation providers. An additional component is conducting advocacy on behalf of older adults, people with disabilities, and Veterans requesting transportation services and bringing attention to the service network when demand exceeds transportation assistance supply.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of participants who received bus passes and tickets	927	927	927	950
Outcome	% of participants with improved utilization of ADVSD services after receiving transportation services	44%	44%	44%	45%
Outcome	% of participants who report increased mobility because of transportation services	N/A	N/A	N/A	75%

**Performance Measures Descriptions**

In 2016, ADVSD implemented a division-wide performance management system to measure participant outcomes and improve program administration. As a result, all ADVSD Program Offers were redesigned for FY18 to reflect the new measures. The FY17 Purchased amounts are estimates and differ from measures shown in the FY17 Adopted Budget.

## Legal / Contractual Obligation

ADVSD has a contract with Oregon Department of Human Services to administer programs under the federal Older Americans Act, in Multnomah County. Oregon Revised Statute 410 allows for the administration of services to older adults and people with disabilities through local governmental entities.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2017</b>	<b>2017</b>	<b>2018</b>	<b>2018</b>
Personnel	\$0	\$76,570	\$0	\$49,171
Contractual Services	\$166,942	\$2,559,114	\$168,542	\$2,266,332
Internal Services	\$0	\$8,567	\$0	\$8,020
<b>Total GF/non-GF</b>	<b>\$166,942</b>	<b>\$2,644,251</b>	<b>\$168,542</b>	<b>\$2,323,523</b>
<b>Program Total:</b>	<b>\$2,811,193</b>		<b>\$2,492,065</b>	
<b>Program FTE</b>	0.00	1.00	0.00	0.50

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$5,961	\$0	\$1,452	\$0
Intergovernmental	\$0	\$2,666,377	\$0	\$2,323,523
<b>Total Revenue</b>	<b>\$5,961</b>	<b>\$2,666,377</b>	<b>\$1,452</b>	<b>\$2,323,523</b>

## Explanation of Revenues

\$1,690,908 – Medicaid Community Transportation  
\$42,000 – OPI PWD Pilot Project  
\$34,911 – State General Fund – Sequestration Assistance  
\$5,600 – Title IIIB  
\$550,104 – TriMet Community Transportation Local Match

## Significant Program Changes

**Last Year this program was:** FY 2017: 25020A ADVSD Access & Early Intervention Services

In FY18, Program Offer 25020 ADVSD Access & Early Intervention Services has been split into seven Program Offers: 25032 ADVSD Outreach, Information & Referral, 25033 ADVSD Nutrition Program, 25034 ADVSD Health Promotion, 25035 ADVSD Case Management & In-home Services, 25036 ADVSD Safety Net Services, 25037 ADVSD Transportation Services, and 25038 ADVSD Advocacy & Community Program Operations.