

**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) provides older adults, people with disabilities, and Veterans with equitable and efficient access to quality services and programs. Services meet people's diverse needs and expectations by providing transportation to individuals with mobility barriers, helping them maintain their independence and quality of life. Transportation services provide 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 session participants specifically said lack of transportation hindered their ability to go to District Senior Centers and culturally specific organizations. According to AARP, 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 access social services, medical care, and community activities. Availability of transportation aligns with DCHS goals to improve equitable access to services and the health of participants.

**PROGRAM ACTIVITY:** ADVSD transportation services help address the persistent need of older adults, people with disabilities, and Veterans to access affordable transportation services for a variety of social services, attend medical appointments, and participate in community activities that reduce social isolation. Transportation services are funded through Medicaid and County Funds. Medicaid service case managers and contracted community partners, including District Senior Centers, assist participants with transportation scheduling and coordination. Transportation services include screening for eligibility, assessing needs, assisting with applications, authorizing and coordinating rides, and distributing bus passes and tickets purchased through contracts with local transportation providers. Other services include scheduled guaranteed rides (Premium Rides) from our partner, Ride Connection, and cab rides for urgent transportation needs that cannot be met by TriMet or Ride Connection. 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	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of participants who received bus passes, tickets and/or other rides <sup>1</sup>	1,040	N/A	1,040	1,000
Outcome	% of participants with improved utilization of ADVSD services after receiving transportation services	38%	45%	38%	40%
Outcome	% of participants who report increased mobility because of transportation services	89%	75%	89%	89%

**Performance Measures Descriptions**

<sup>1</sup>New measure: represents an unduplicated count of participants receiving bus passes, tickets, cab rides, and/or premium rides.

Previous measure: "# of participants who received bus passes and tickets" FY17 Actual=647, FY18 Purchased=950, FY18 Estimate=647.

## Legal / Contractual Obligation

In Multnomah County, ADVSD has a contract with the Oregon Department of Human Services to administer programs under the Federal Older Americans Act. 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>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>
Personnel	\$0	\$49,171	\$0	\$52,586
Contractual Services	\$168,542	\$2,266,332	\$168,542	\$2,045,425
Internal Services	\$0	\$8,020	\$0	\$14,464
<b>Total GF/non-GF</b>	<b>\$168,542</b>	<b>\$2,323,523</b>	<b>\$168,542</b>	<b>\$2,112,475</b>
<b>Program Total:</b>	<b>\$2,492,065</b>		<b>\$2,281,017</b>	
<b>Program FTE</b>	0.00	0.50	0.00	0.50

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$1,452	\$0	\$6,047	\$0
Intergovernmental	\$0	\$2,323,523	\$0	\$2,052,475
Beginning Working Capital	\$0	\$0	\$0	\$60,000
<b>Total Revenue</b>	<b>\$1,452</b>	<b>\$2,323,523</b>	<b>\$6,047</b>	<b>\$2,112,475</b>

## Explanation of Revenues

\$1,494,279 - Medicaid Community Transportation  
\$500,596 - TriMet Community Transportation Local Match  
\$60,000 - Beginning Working Capital  
\$52,000 - OPI PWD Pilot Project  
\$5,600 - Title IIIB

## Significant Program Changes

Last Year this program was: FY 2018: 25037 ADVSD Transportation Services