

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 that meet their diverse needs. Transportation services 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: Participants from diverse communities have indicated 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. 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 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: 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 in applications, authorizing and coordinating rides, and distributing bus passes and tickets purchased through contracts with local transportation providers, and authorization of other transportation services. 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. A direct impact of the COVID-19 pandemic was reduced utilization for transportation for social and medical appointments. Transportation providers have modified their services to provide home delivery of groceries and other essential items.

Performance Measures

| Measure Type | Primary Measure | FY20 Actual | FY21 Budgeted | FY21 Estimate | FY22 Offer |
|--------------|-------------------------------------------------------------------------------------------------------|------------------|---------------|---------------|------------|
| Output | Number of participants who received transportation assistance | 1,712 | 1,900 | 1,022 | 1,200 |
| Outcome | ADVSD services after receiving transportation services | 33% ¹ | 40% | 30% | 30% |
| Outcome | Percent of non-Medicaid participants who report increased mobility because of transportation services | N/A ² | 85% | 85% | 85% |

Performance Measures Descriptions

¹All transportation utilization by older adults and people with disabilities is down due to the Governor's Stay Home Stay Safe order. ²Survey data was not available due to service delivery changes resulting from the COVID-19 pandemic.

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

| | Adopted General Fund | Adopted Other Funds | Requested General Fund | Requested Other Funds |
|------------------------|-------------------------|------------------------|---------------------------|--------------------------|
| Program Expenses | 2021 | 2021 | 2022 | 2022 |
| Personnel | \$0 | \$211,880 | \$0 | \$192,351 |
| Contractual Services | \$168,542 | \$1,843,660 | \$171,742 | \$1,843,660 |
| Internal Services | \$0 | \$28,097 | \$0 | \$49,073 |
| Total GF/non-GF | \$168,542 | \$2,083,637 | \$171,742 | \$2,085,084 |
| Program Total: | \$2,252,179 | | \$2,256,826 | |
| Program FTE | 0.00 | 1.98 | 0.00 | 1.70 |

| Program Revenues | | | | |
|----------------------|------------|--------------------|------------|--------------------|
| Intergovernmental | \$0 | \$2,083,637 | \$0 | \$2,085,084 |
| Total Revenue | \$0 | \$2,083,637 | \$0 | \$2,085,084 |

Explanation of Revenues

This program generates \$28,064 in indirect revenues.
\$1,527,422 - Medicaid Community Transportation
\$500,062 - TriMet Community Transportation Local Match
\$52,000 - PWD OPI Pilot Project
\$5,600 - Title III B (OAA - Supportive Services)

Significant Program Changes

Last Year this program was: FY 2021: 25037A ADVSD Transportation Services