

**Department:** County Human Services      **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:** 25037B  
**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:** As the federally designated Area Agency on Aging, ADVSD held community listening sessions in 2016 with participants 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. 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. 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of participants who received transportation assistance <sup>1</sup>	1,966	N/A	1,900	1,900
Outcome	Percent of participants with improved utilization of ADVSD services after receiving transportation services	31%	50%	31%	40%
Outcome	Percent of non-Medicaid participants who report increased mobility because of transportation services <sup>2</sup>	81%	89%	81%	85%

**Performance Measures Descriptions**

<sup>1</sup>New measure. Includes Medicaid Non-medical Transportation and Older Americans Act transportation services. <sup>2</sup>Reworded for clarity. Measure was previously "Percent of participants who report increased mobility because of transportation services."

Previous measure: "Number of participants who received bus passes, tickets and/or other rides" FY19 Actual=958. FY2020 Purchased=1.000. FY2020 Estimate=958.

## 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	2020	2020	2021	2021
Personnel	\$0	\$60,227	\$0	\$211,880
Contractual Services	\$168,542	\$1,913,455	\$168,542	\$1,843,660
Internal Services	\$0	\$8,793	\$0	\$28,097
<b>Total GF/non-GF</b>	<b>\$168,542</b>	<b>\$1,982,475</b>	<b>\$168,542</b>	<b>\$2,083,637</b>
<b>Program Total:</b>	<b>\$2,151,017</b>		<b>\$2,252,179</b>	
<b>Program FTE</b>	0.00	0.50	0.00	1.98

Program Revenues				
Intergovernmental	\$0	\$1,982,475	\$0	\$2,083,637
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,982,475</b>	<b>\$0</b>	<b>\$2,083,637</b>

## Explanation of Revenues

This program generates \$28,097 in indirect revenues.  
\$1,525,975 - Medicaid Community Transportation  
\$500,062 - TriMet Community Transportation Local Match  
\$52,000 - OPI PWD Pilot Project  
\$5,600 - Title IIIB

## Significant Program Changes

**Last Year this program was:** FY 2020: 25037-20 ADVSD Transportation Services

FTE changes include an increase of 1.00 FTE Program Technician.