

**Department:** County Human Services

**Program Contact:** Erin Grahek

**Program Offer Type:** Existing Operating Program

**Program Offer Stage:** As Proposed

**Related Programs:**
**Program Characteristics:**
**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% <sup>1</sup>	40%	30%	30%
Outcome	Percent of non-Medicaid participants who report increased mobility because of transportation services	N/A <sup>2</sup>	85%	85%	85%

**Performance Measures Descriptions**

<sup>1</sup>All transportation utilization by older adults and people with disabilities is down due to the Governor's Stay Home Stay Safe order. <sup>2</sup>Survey 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	Proposed General Fund	Proposed 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
<b>Total GF/non-GF</b>	<b>\$168,542</b>	<b>\$2,083,637</b>	<b>\$171,742</b>	<b>\$2,085,084</b>
<b>Program Total:</b>	<b>\$2,252,179</b>		<b>\$2,256,826</b>	
<b>Program FTE</b>	0.00	1.98	0.00	1.70

Program Revenues				
Intergovernmental	\$0	\$2,083,637	\$0	\$2,085,084
<b>Total Revenue</b>	<b>\$0</b>	<b>\$2,083,637</b>	<b>\$0</b>	<b>\$2,085,084</b>

## 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