AIRS Conference, 2014 – Atlanta, GA

Steering Toward the Future: The Importance of Rural Transportation Programs and Initiatives

June 3, 2014

Angela Brown, MSW, CIRS-A
Project Assistant, NCST/Eldercare Locator
National Association of Area Agencies on Aging (n4a)
Today’s Panel

• Melisa Lopes, Caregiver Specialist

• Angela Brown, Project Assistant

• Darren Wallace, National Coordinator, Highly Rural Transportation Grants

• Lynn Joyner, Gateway/ADRC Resource Specialist
Eldercare Locator
Melisa Lopes
About the ElderCare Locator Call Center

• A public service of the Administration for Community Living that assist older adults, families, and caregivers in locating resources in their local area.

• Funded through a grant, it is administered by the Association of Area Agencies on Aging (n4a).

• Provides Information and Referral to callers.

• Educates callers on programs and services that are available nationwide.
Call Center 2013 Statistics

- 248,273 Contacts
- 5,522 Written Correspondence
- 18,933 Transportation calls
Who is on the Line?

Where Calls Came From

Other Locations
- American Samoa: 73
- Guam: 14
- Puerto Rico: 4719
- Virgin Islands: 0
- Other Countries: 41
- Not Identified: 14263
Purpose of Calls

Top 5 Purpose of Calls

- Transportation: 14%
- Health Insurance: 12%
- Housing Options: 8%
- In-Home Services: 8%
- Social Security: 4%
For More Information:

Melisa Lopes, CIRS-A
Eldercare Locator, Team Lead
National Association of Area Agencies on Aging 1730 Rhode Island Ave., NW Suite 1200
Washington, DC 20036
Tel. 202-872-0888 x 8914
mlopes@n4a.org
Angela Brown
Project Assistant
NCST & Eldercare Locator
NCST Organization

**Partnership:**
Easter Seals and the National Association of Area Agencies on Aging

**Funding:**
Federal Transit Administration with guidance from the U.S. Administration on Aging

**Mission:**
To increase transportation options for older adults and enhance their ability to live more independently within their communities throughout the United States.

**Functions:**
- Technical Assistance: Guidance, information, resources, and referrals
- Outreach
- Training
- Applied Research
n4a Initiatives

• One-call, One-click
  • 2-1-1
  • Aging I&R/A/Aging & Disability Resource Centers

• Veteran’s Transportation Community Living Initiative (VTLCl)

• Mobility Management
  • Individual Level – One on One or group education and counseling on transportation options and alternatives to driving
  • Systems Level – Help facilitate coordination among transportation and human services providers and ensure availability of a range of transportation options and modes to support older adult mobility needs in U.S. Communities
Family of Transportation

**Modes:**
- Driving
- Walking/Biking
- Public Transit: Fixed Route, Dial-a-Ride
- Paratransit
- Shuttles
- Taxi
- Volunteer Driver Programs

**Services:**
- Assisted Transportation
- Ride Share
- Older Driver Safety Programs
- Mobility Management/Transportation Options Counseling
- Travel Training
- One-Call/One-Click Resource Centers
Transportation Team

- Assist callers who are in need of special transportation services: ADRC, long-distance services, county-to-county, and medical transportation.

- **Investigate** and **research** additional transportation resources for complex calls.

- **Track** and **Trend** transportation calls.

- **Collaborate** with National Center on Senior Transportation (NCST) to provide I&R to callers.

- **Provide** enhanced services to callers who are in special need of additional resources.
Top 5 Transportation Calls

- Medical Appointment - 79%
- General Transportation - 7%
- County-to-County - 4%
- Wheelchair/Scooter - 3%
- Stretcher - 1%
## Top Five States

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<tr>
<td>Texas</td>
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<tr>
<td>Georgia</td>
<td>6%</td>
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<td>California</td>
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Rural Transportation Challenges

- Cost for Service Delivery
  - Limited Drivers
- No Public Transportation
  - Travel Distance
  - Schedule
Veterans Transportation Program

- VTS
- Rural Grants Sect. 307
- Beneficiary Travel
- VTN
Veterans Transportation Program (VTP)

- VTP is comprised of:
  - Veterans Transportation Service (VTS),
  - Beneficiary Travel (BT),
  - Highly Rural Transportation Grants (HRTG).

- VTS is a sub-initiative of the VA’s Enhancing Veterans Experience and Access to Healthcare Transformation Initiative and is focused on helping Veterans overcome transportation barriers to treatment, especially for Veterans who are visually impaired, elderly, immobilized due to disease or disability, and those living in rural and highly rural areas.
Veterans Transportation Program (VTP)

- Through the VTS program, VA provided funding to local VA facilities for mobility managers, transportation coordinators and vehicles to be driven by VA staff to complement the existing access to care which volunteers already provide.
- VHA recognizes the importance and utility of the VTN supported by DAV, a very positive contributor to Veterans receiving health care. Since 1987, the DAV, with support of VA Voluntary Service (VAVS) has staffed and funded a nationwide DAV volunteer-based transportation network. In some instances, DAV and/or chapters have donated vehicles to VA medical centers for use in transporting Veterans seeking VA services.
Veterans Transportation Program (VTP)

- To facilitate transportation for Veterans facing barriers to healthcare, VTS has established the position of a Mobility Manager at VA health care facilities to coordinate and arrange for the transport of Veterans to and from their VA health care appointments. Mobility Managers extend transportation options available to meet each Veteran’s unique situation by coordinating with a network of community transportation service providers such as VSOs including DAV; community transportation providers; federal, state and local government transportation services as well as non-profits that operate within the local VA medical facility catchment area.
Veterans Transportation Program (VTP)

- Collaboration and coordination between VTS, VTN and DAV is of primary importance to ensure a seamless, consistent transportation resource for Veterans.
Mission

*Improve the quality of life for Veterans by increasing access to health care through integrated and cost effective transportation solutions*

Vision

*Overcome barriers to care by assuring effective and efficient transportation*
What is VTS

- Provide Veterans with convenient and timely access to transportation services and overcome access barriers to increase transportation resources and options for all Veterans by employing Mobility Management concepts to develop a network of available transportation resources and providing VA operated transportation resources.
- Partner with Veterans Transportation Network (VTN)
- Integrate with Veteran Service Organizations (VSOs)
- Focus on Rural and Highly Rural areas
VTS Program Objectives

- Establish a network of community transportation service providers
- Create a state-of-the-art system using 21st Century ride-sharing software
- VTS contracted with RouteMatch Software at the onset of the program.
Phase I Sites

- Ann Arbor, MI
- Muskogee, OK
- Salt Lake City, UT
- Temple, TX
Phase II Sites

- Alexandria, LA
- Amarillo, TX
- Battle Creek, MI
- Boston, MA
- Cambridge, MD
- Iron Mountain, MI
- Montana
- Northern Arizona
- Phoenix, AZ
- Portland, OR
- Puget Sound, WA
- Tucson, AZ
- VISN 2-5 Sites
- Washington, DC
- West Texas
## Phase IV Sites

- Albuquerque, NM
- Augusta, GA
- Bay Pines, FL
- Bedford, MA
- Black Hills, SD
- Chillicothe, OH
- Cleveland, OH
- Coatesville, PA
- Dayton, OH
- Danville, IL
- Denver, CO
- Dublin, GA
- Harlingen, TX
- Honolulu, HI
- Huntington, WV
- Indianapolis, IN
- Jesse Brown, IL
- Las Vegas, NV
- Lexington, KY
- Manchester, NH
- Mather, CA
- Memphis, TN
- Minneapolis, MN
- Mt. Home, TN
- N. Indiana
- Omaha, NE
- San Diego, CA
- Sheridan, WY
- Tennessee Valley, TN
- Tomah, WI
- Tuscaloosa, AL
- West Haven, CT
- Wichita, KS
Current VTS Program Information

- VTS currently has 70 operational sites, 52 of which have trained Mobility Managers. One hundred forty-four individuals have attended the Mobility Manager Academy.
- VTS plans expansion to all 152 VA Hospitals
- Mobility Management Concept

Veterans Transportation Service National Coordinator:
  Marc Chevalier: 404-324-1628 or Marc.Chevalier@va.gov
# VTS Contact Information

## Regional Coordinators

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<tr>
<th>Region</th>
<th>VISNs</th>
<th>Coordinator</th>
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<tr>
<td>A</td>
<td>1,2,3,4,5,6</td>
<td>Yvonne Pozgar</td>
<td>443-252-4584</td>
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<tr>
<td>B</td>
<td>9,10,12,15,16</td>
<td>Mindy LaCrone</td>
<td>918-348-5564</td>
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<tr>
<td>C</td>
<td>7,8,11,17,18</td>
<td>Kevin Bergan</td>
<td>404-798-7454</td>
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<tr>
<td>D</td>
<td>9,20,21,22,23</td>
<td>Alex Martinez</td>
<td>404-798-7511</td>
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Mobility Management Concept
Veterans Transportation Program

Purpose:
To define what Mobility Management is and how it fits within the scope of the VA.
Mobility Management

- More than 80 federal programs funding transportation
- Different eligibility, different requirements
- Service duplication
- Service gaps
- Excess capacity
- Customer service nightmare
Mobility Management grew out of the need for:

- Transportation to/from work, medical appointments, etc.
- Recognized transportation hardships of individuals with disabilities; severe, chronic medical and mental health conditions
- Rural area residents without public transportation and/or transportation deprived resources
Mobility Management

For many years, VAMC’s staff have recognized the following:

- Negative impact of lack of transportation on Veterans health and quality of life
- Most VA Medical Centers have been operating patient shuttles between the main facility and Community Based Outpatient Clinics (CBOCs) or between different VA Medical Centers within their VISN.
- Some sites have even become involved in operating their own Special Mode Patient Transport on a door-to-door basis.
Mobility Management

- Reduction of patient No-Shows and Cancellation of appointments;
- Reduction in Special Mode Transportation costs
- Consistency in receiving treatments for dialysis, chemo therapy, radiation therapy, rehabilitation therapy, vision impaired services, mental health therapy
Eligibility

- **All** Veterans that are eligible for VA medical benefits are eligible for transportation services provided by VTS.
- Para transit agencies maintain requirements for eligibility for customers who may want to use the service. Eligibility may depend on particular disabilities, where a person lives, or their participation in various programs such as Medicaid or Medicare. For VTS, all Veterans who use the facility providing services are eligible.
Roles and Responsibilities

- Establish good working relationships with outside agencies such as United We Ride, State Department of Transportation, Area Councils of Government, VTCLI grantees and Veterans Service Organizations.
- Develop Memorandums of Understanding for cooperative agencies
Highly Rural Transportation Grants
Purpose

The Department of Veterans Affairs (VA) has established a program to provide grants to Veteran Service Organizations and State Veteran Service Agencies to assist Veterans in highly rural areas through innovative transportation services to travel to Department of Veterans Affairs medical centers. The program is authorized by section 307 of the Caregivers and Veterans Omnibus Health Services Act of 2010, Pub. L. 111-163.
This program provides grants to eligible recipients to assist Veterans in highly rural areas through innovative transportation services to travel to the Department of Veterans Affairs medical centers and to non-VA authorized care. (Authority: Pub. L. 111-163, 38 U.S.C. 501)
Highly Rural Defined

• In the case of an area, highly rural means that the area consists of a county or counties having a population of less than seven person per square mile.
## States with Highly Rural Counties

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<tr>
<th>AK</th>
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<td>LA</td>
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<tr>
<td>NY</td>
<td>OK</td>
<td>OR</td>
<td>SD</td>
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<tr>
<td>UT</td>
<td>VA</td>
<td>WA</td>
<td>WY</td>
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Program Benefits

- Seeks to improve transportation access for those Veterans who are in very remote areas.
- Improve Veterans access to VA medical care
- Enhances transportation efforts from Veteran Service Organizations and State Veteran Service Agencies
- Seeks to enhance the coordination of transportation resources
Eligible Entities

1. Veteran Service Organizations
   Any organization recognized by the Secretary of Veterans Affairs for the representation of Veterans under section 5902 of title 38, USC

2. State Veteran Service Agencies
Recognition of Organizations

Listing of Congressionally chartered and other Veterans Service Organizations recognized by the Secretary for the purpose of preparation, presentation, and prosecution of claims under laws administered by the Department of Veterans Affairs, as provided in Section 5902 (formerly Section 3402) of Title 38, United States Code (U.S.C.) and Sub Section 14.628(a) and (c) of 38 C.F.R.
Recognition of Organizations

How to apply for your VSO to be recognized by the Secretary of Veterans Affairs:

• See 38 C.F.R. Sub Section 14.628
• Follow the CFR requirements
• Explains in detail what is required
• Mailed directly to the Secretary’s Office
A directory of organizations which includes Veterans and Military Service Organizations and State Directors of Veteran Affairs is published by the Office of The Secretary of Veterans Affairs.

The directory can be found at:

http://www.va.gov/vso/index.cfm
Approximately $3 million is available each year under Grants for Transportation of Veterans in Highly Rural Areas to be funded under this notice. The maximum allowable grant size is $50,000 per highly rural area.
Grant Awards

- One grant may be awarded to a grantee per fiscal year for each highly rural area in which the grantee provides transportation services.

- Transportation services may not be simultaneously provided by more than one grantee in any single highly rural area.
Use of Grant Funds

- Assist veterans in highly rural areas to travel to Department of Veterans Affairs medical centers.
- Otherwise assist in providing transportation in connection with the provision of medical care to veterans in highly rural areas.
Veterans will NOT be Charged

- Transportation services provided to Veterans through utilization of a grant will be free of charge.
Notice of Funding Availability (NOFA)

- When funds are available for grants the NOFA will:
  - Grant application requirements
  - [www.grants.gov](http://www.grants.gov)
  - Federal Register
  - Date, time and place for submitting completed grant applications
Notice of Funding Availability (NOFA)

- List of the counties that are highly rural
- Explain the things that you need to know to apply for the grant
- Explain the scoring and selection criteria of the grant
- The length of term for the grant award
Contact Information

- HRTG@va.gov
- (404) 528-5380
- Darren Wallace, National Coordinator
- Sylvester.Wallace2@va.gov
Veterans Transportation Community Living Initiative (VTCLI)
Veterans Transportation Program

Purpose:
To give explicit details about the Veterans Transportation Community Living Initiative (VTCLI) and partnership with the VA Medical Centers.
The Veterans Transportation and Community Living Initiative (VTCLI) is an innovative, federally coordinated partnership that will make it easier for U.S. Veterans, active service members, military families, and others to learn about and arrange for locally available transportation services that connect them with work, education, health care, and other vital services in their communities.
VTCLI Background

• VTCLI projects are being funded in urban, suburban, and rural communities around the nation to strengthen and promote "one-call" information centers and other tools that conveniently "connect the dots" as never before.

• Veterans and their families may quickly and conveniently turn to trusted sources who have been specially trained to help them access local transportation options and other support services, ranging from workforce training to food pantry locations.
VTCLI Background

- The initiative is developed and supported by members of the federal Coordinating Council on Access and Mobility—a federal inter-agency council established in 2004 currently chaired by Secretary LaHood—and other stakeholders. Council member participants include the Departments of Transportation, Veterans Affairs, Labor, and Health and Human Services.
- The Department of Defense and over a dozen leading VSOs are also involved.
- The VTCLI grant program is managed and administered by the FTA.
VTCLI-VTS Involvement

• Many grantees that developed their proposal developed the proposal in partnership with local VA Medical Centers.
• Many of the Medical Centers are now tasked with answering questions, providing information and most importantly providing some of the basic principles of mobility management.
• Your task should be to advance the mission of VA, by promoting and providing local Veteran information such as gaps in transportation services or needs.
• The mobility management basic principles can answer the question; What do we do?
VTCLI Website

• Attached is the link to the FTA’s website for the VTCLI. It contains a list of all the grantees for both phases as well as valuable information about the project.

http://www.fta.dot.gov/grants/13094_13528.html
Heart of Georgia Altamaha Regional Commission
Area Agency on Aging / ADRC
V. Lynn Joyner, CIRS-A

AIRS 2014: Branching Out In I&R
Steering Toward the Future: The Importance of Rural Transportation Programs and Initiatives

June 3, 2014

“ADRCs have a unique opportunity to meet people at times of critical decision-making and change their lives.” ADRC-TAE
2010 Census: Georgia Profile

Population Density by Census Tract

Georgia Population 1970 to 2010
- 1970: 4,589,575
- 1980: 5,463,105
- 1990: 6,478,216
- 2000: 8,186,453
- 2010: 9,687,623

State Race® Breakdown
- White: 59.7%
- Black or African American: 32.8%
- Hispanic or Latino: 6.3%
- Other races: 1.3%

Hispanic or Latino (of any race) makes up 8.8% of the state population.

Population by Sex and Age

Housing Tenure
- Total Occupied Housing Units: 3,585,584
- Owner Occupied: 65.7%
- Renter Occupied: 34.3%

Average Household Size of Owner Occupied Units: 2.67 people
Average Household Size of Renter Occupied Units: 2.56 people

People per Square Mile by Census Tract
- Less than 1.0
- 1.0 to 19.9
- 20.0 to 99.9
- 100.0 to 199.9
- 200.0 to 499.9
- 500.0 to 999.9
- 1,000.0 to 1,999.9
- 2,000.0 or more

County Boundary
Georgia State Boundary
Geographic Subdivision Boundary
Arrows indicate direction of population change

U.S. Census Bureau
U.S. Department of Commerce
Economic and Statistical Administration
United States Census Bureau
DHS Division of Aging Services
Planning and Service Areas

PSA/AAA
1  Northwest Georgia
2  Georgia Mountains/Legacy Link
3  Atlanta Region
4  Three Rivers/Southern Crescent
6  Northeast Georgia
6  River Valley
7  Middle Georgia
8  Central Savannah River
9  Heart of Georgia Altamaha
10  Southwest Georgia/SOWEGA CoA
11  Southern Georgia
12  Coastal Georgia

Effective 7-1-2000
PSA/AAA Names Effective August 2006
The Area Agency on Aging Planning and Service Areas are designated by DHS Division of Aging Services and may be different from the new Regional Commissions.
Heart of Georgia Altamaha AAA/ADRC

- Encompasses 6,902 square miles – almost 12% of Georgia’s total

- 17 Counties and 63 Municipal Governments

- Population Density
  HOGA 44.58 vs. GA 168.4

- No metropolitan areas

- Laurens County: Most populous county
  Population density – 54
  Georgia’s 4th largest county

- Predominantly farming, forestry, light industry manufacturing and a large government sector

- Five Counties Make Up 50% of the Total 60+ Population

U.S. Census Bureau
Georgia Statistics System, University of Georgia
Total Population Change from 2000 Census to 2010 Census

Population 2000 Census
Population 2010 Census

- Appling
- Bleckley
- Candler
- Dodge
- Emanuel
- Evans
- Jeff Davis
- Johnson
- Laurens
- Montgomery
- Tattnall
- Telfair
- Toombs
- Treutlen
- Wayne
- Wheeler
- Wilcox

Total 2000 Census: 272,894
Total 2010 Census: 303,199
Total Population and Aging Population Comparison

303,199

58,388 – 19%

30,889 – 52%

Population 2010 Census
Population 60+
Population Rural 60+

Appling
Bleckley
Candler
Dodge
Emanuel
Evans
Jeff Davis
Johnson
Laurens
Montgomery
Tattnall
Telfair
Toombs
Treutlen
Wayne
Wheeler
Wilcox

0 12500 25000 37500 50000

U.S. Census Bureau
Georgia Statistics System, University of Georgia
Total Population and Grandparent Population Comparison (Age 30+)

- Total Population: 303,199
- Grandparent Population: 8,096
- Grandparent Responsible for Grandchild: 4,346

Counties:
- Appling
- Bleckley
- Candler
- Dodge
- Emanuel
- Evans
- Jeff Davis
- Johnson
- Laurens
- Montgomery
- Tattnall
- Telfair
- Toombs
- Treutlen
- Wayne
- Wheeler
- Wilcox
Total Population and Caregiver Population Comparison

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U.S. Census Bureau
Georgia Statistics System, University of Georgia
Kinship Care
Caregiver
Georgia Cares
Weatherization
Financial Homemaker
MOW Congregate Nurses
Abuse Employment
Legal Mental Health
Housing Home Repairs
Respite Gateway
Transportation Material Aid
Adult DC Personal Care
LTCO Modification
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• Adult Day Care
• Apartment Communities
• Community Living Arrangements
• Continuing Care Retirement Communities
• County-based Aging Program
• County Aging Program Subcontractor
• Dental Clinics
• Dialysis Clinics
• General Hospitals
• Geriatric Hospitals
• Hospice Inpatient
• Individual Retirement Communities – Nonsubsidized
• Individual Retirement Communities – Subsidized
• Libraries
• Nursing Homes
• Parks and Recreation
• Personal Care Homes
• Pharmacy Deliveries
• Psychiatric Hospitals
• Senior Center
• Specialized Agency
• Specialty Hospitals
• Wellness Centers

Atlanta Regional Commission (ARC) – http://llc.atlantaregional.com/ - used by permission
Approximate Mileage Across Counties

- Bleckley: 11-18
- Laurens: 30-37
- Johnson: 21-25
- Emanuel: 29-39
- Emanuel: 17-18
- Telfair: 11-27
- Toombs: 16-25
- Tattnall: 17-33
- Appling: 20-24
- Wayne: 20-37
Callers seeking NET to receive medical treatment at these locations:

Savannah, Georgia
Brunswick, Georgia
Vidalia, Georgia
Augusta, Georgia
Macon, Georgia
Heart of Georgia Altamaha AAA/ADRC

**Challenge – Non-Emergency Transportation (NET)**

- No Public Transportation
- Handful of Cab Companies
- 7/17 Counties have a county transportation program for county residents only
- In County Only
  - Restricted Out of County
  - Unrestricted Out of County
  - DHS Coordinated Trans
- Some limit hours of operation
- Fees range from $2 to $12 roundtrip < 50 miles
Anatomy of a Transportation Call

- Interview
- Customer Service
- Request
- Analyze
- Medicaid
- Medicare
- County
- Brainstorm
- Information Services
V. Lynn Joyner, CIRS-A
Gateway/ADRC Resource Specialist
Heart of Georgia Altamaha Regional Commission
Area Agency on Aging
Aging and Disability Resource Connection

912-367-3648
joyner@hogarc.org
Group Activity

**Topic #1**: Funding/Partnerships

**Topic #2**: Outreach

**Topic #3**: Navigation Options
Next Steps

• What are you going to do when you get back?

• How will this assist you in better serving callers in rural areas seeking transportation options?
Thank You!

Questions?

Angela Brown, MSW, CIRS-A
abrown@n4a.org
1.866.528.NCST (6278)