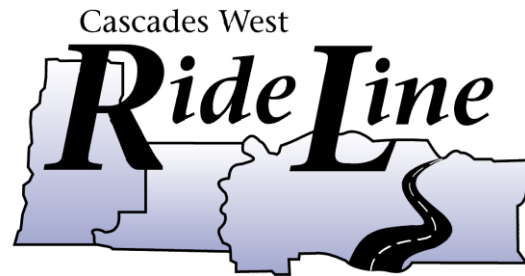


Advisory Committee Meeting

March 24, 2017
10:00am – 11:30am



Serving Linn, Benton and Lincoln County Residents

Cascades West Center, Upstairs Conference Room
1400 Queen Ave SE. Albany, Oregon

Phone and Video Conferencing will be available upon request
203 N Main St. Toledo, Oregon

- I. **Call to Order, Self-Introductions** (10:00 – 10:05) Chair, Suzette Boydston

- II. **Minutes from the November 4th, 2016 meeting** (*Attachment I*) (10:05 – 10:15) Chair
ACTION: Decision on minutes

- III. **IHN CCO Overview** (10:15 – 10:45) Tammy Tracer
Overview of CCO and IHN

- IV. **Brokerage Operations** (10:45 – 11:00) Brenda
Statistics (Attachment II)
Budget report – to be distributed at meeting.

- V. **Project Overview – Sarah’s Place** (11:00 – 11:15) Brenda

- VI. **Review of 2017 Meeting Dates** (11:15 – 11:20) Chair
 - *Friday, May 19th*
 - *Friday, August 18th*
 - *Friday, November 17th*

- VII. **Other Business** (11:20– 11:30) Chair

- VIII. **Adjourn**

**OMAP Transportation Brokerage Advisory Committee
November 4th, 2016
10:00 to 11:30**

<p>Cascades West Center 1400 Queen Ave SE – Upstairs Conference Room Albany, Oregon</p> <p>Video Conference Toledo Office</p>

Committee Members Present: Karlie Hahn, Barbara Pederson, Lee Lazaro, Amy Peer, Jasper Smith, Mary Marsh-King, Sarah Ballini-Ross (via phone), Tony Howell, Cheryl Landis, Tracey Bailey (via phone for Pam Barlow-Lind) and Tammy Tracer
Staff Present: Phil Warnock, Brenda Mainord, Anita Lengacher, Kara Beck, Katie Best, Tarah Campi, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
I. Call to order and Self-Introductions	Brokerage Operations Manager, Brenda Mainord called the meeting to order at 10:07 am. Introductions were conducted.	
II. Committee Membership and Bylaws	<p>Members received the Committee Membership List and Bylaws. Mainord advised that Sara Wetherson has moved from DHS. Once staff receives the name of her replacement, the membership list will be updated. Mainord also noted that there are a couple of vacancies to the membership and for the committee to email staff any suggestions they may have of potential members.</p> <p>No additional clarifications needed to be made. Staff encouraged members to email any questions or concerns that may come up to Brenda Mainord, bmainord@ocwcog.org.</p>	

Attachment I Draft Minutes

<p>III. Election of Chair and Vice Chair</p>	<p>Phil Warnock, Community and Economic Development Director provided a quick overview of the Brokerage and requested for members to share what non-emergent medical transportation means to them in their field of work. Some committee members took turns sharing their response.</p> <p>Members were tasked with electing a Chair and Vice Chair for the Committee. Members questioned what the role of the Chair would be. Staff advised that the agenda and minutes are prepared in house. The agenda is reviewed and approved by the Committee Chair and that the Chair facilitates the meetings. The Vice Chair would fill in for the Chair when they are not able to attend a meeting.</p> <p>Members voted for Suzette Boydston to serve as the Committee Chair and Lee Lazaro to serve as the Vice Chair.</p>	<p>Consensus from the Transportation Brokerage Advisory Committee for Suzette Boydston to serve as the Committee Chair and Lee Lazaro to serve as the Vice Chair.</p>
<p>IV. Minutes from the June 9th, 2016 meeting</p>	<p>Lee Lazaro moved for approval of the June 9th, 2016 meeting minutes. Seconded by Cheryl Landis. Minutes approved by consensus.</p>	<p>Consensus to approve the June 9th, 2016 meeting minutes as presented.</p>
<p>V. Meeting Calendar</p>	<p>Staff noted that the Committee needs to find a standing day and time of the month to meet. Per the bylaws the committee would meet on a quarterly basis and, or as needed. For the 2017 calendar the meeting dates would fall on the months of February, May, August, and November.</p> <p>After discussion, members agreed that the best meeting date would be on the third Friday of the month, from 10:00 am to 11:30 am. It was discussed that future meetings would be scheduled in the upstairs conference room where teleconference and video conference would be available to members.</p> <p>Staff advised members that future meeting communication would be</p>	

	<p>emailed out through mailchimp services and that the emails look different from Outlook. The materials will be accessible from within the body of the email rather than as an attachment. It was also noted that members may need to add these emails to the whitelist so they do not go into their junk box.</p>	
<p>VI. Brokerage Overview</p>	<ul style="list-style-type: none"> ➤ Brokerage History Brokerages in Oregon began in the late 90s. Oregon became fully brokered in 2006 with 8 brokerages, covering all 36 counties. The Coordinated Care Organization (CCO) came into effect in 2011 and a pilot contract with the Brokerage became active in 2013. Currently there are 16 CCO's and 12 Brokerages in the State. The Brokerage goals are to; increase transportation availability, enhance service quality, simplify access to transportation for clients, and maximize the use of current transportation resources. ➤ Brokerage Operations The Brokerage currently hold 27 provider contracts with 68+ vehicles. An average of 600 trips are taken daily, 17,310 monthly with approximately 8,700 calls per month. The Brokerage staffs 9 full time employees and 4 part time. A total of 63,091 members are served by the RideLine Brokerage. Member by County: Linn County – 35,574 Benton County – 13,389 Lincoln County – 14,129 ➤ Intake and Screening 	

	<p>This process assists with verifying new clients needs, mobility, resources, and setting expectations. Once a client is discharged from a hospital, a reassessment takes place. In its 3rd quarter statistics, the intake and screening verification had 344 new clients, 104 rescreens of which 20% are mileage clients. This process has provided better customer service to new clients and has improved call center efficiency.</p> <ul style="list-style-type: none"> ➤ Mileage Reimbursement Program The program provides travel allowance to eligible IHN-CCO and OHP clients for travel expenses to and from a covered medical service. It allows for greater flexibility for client needs. The Brokerage has issues 835 mileage reimbursement debit cards. A sedan round trip (depending on provider) versus a mileage reimbursement round trip, can save over \$100. ➤ Mobility Management The program is designed to assist people to learn how to plan trips and independently use public transportation. Training includes reading a transit map/schedule, using transit websites and information lines, identifying safe people to ask for help, street safety, stranger danger, general route training, and destination training. Trainings are tailored to the individual's specific needs. ➤ Bikeshare Program Through cost savings, the Brokerage was provided with funds for a bikeshare pilot program, Pedal Corvallis. The program launched in June of 2016 with 35 bikes at 6 different stations. IHN-CCO members receive a free membership for the program which is a \$25 cost for all other members of the 	
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Attachment I Draft Minutes

	public 18 year and older. There are currently 85 active members of which 1/3 are IHN-CCO clients. A total of 197 all-time members have registered with 858 total trips logged.	
VII. Other Business	Future meeting agenda items: <ul style="list-style-type: none">• Overview of CCO and IHN; their role, nuts and bolts and health delivery model.• Regional Transportation System Update	
VIII. Adjourn	Meeting adjourned at 11:35 am.	

Cascades West Ride Line Statistics

October 01, 2016 - December 31,2016

Number of Trips Number of Clients

(unduplicated)

IHN			
91	5 Bus		
6	5 Comm. Bus		
174	26 Lodging		
33	3 Lodging-Esc		
184	30 Meals		
105	24 Meals-Escort		
14,624	645 Mileage		
22	20 Secure		
27,661	2,047 Sedan		
237	113 Stretcher		
10	3 UNASSIGNED!		
6,377	534 Wheelchair		
49,524	3,455 Sub Total		
OHP			
1	1 Comm. Bus		
62	6 Lodging		
25	5 Meals		
14	3 Meals-Escort		
1,066	72 Mileage		
5	5 Secure		
1,311	157 Sedan		
10	10 Stretcher		
2	1 UNASSIGNED!		
321	43 Wheelchair		
2,817	303 Sub Total		
52,341	3,758	TOTAL	

	Trips
	Not Shared
38,867	
10,657	Shared
49,524	

	Trips
	Not Shared
2,289	
528	Shared
2,817	

Number of answered calls during this quarter was 24,712