



Serving Linn, Benton and Lincoln County Residents

Transportation Brokerage Advisory Committee

Date: November 30, 2018
Time: 10:00 am – 11:30 am
Location: Oregon Cascades West Council of Governments
Downstairs Meeting Room, 1400 Queen Ave. SE, Albany
Contact: Danny Magana, 541-812-2016

1. **10:00 Call to Order and Agenda Review** **Chair**
2. **10:05 Public Comment** **Chair**
3. **10:10 Minutes from August 17, 2018** (*Attachment A*) **Chair**
ACTION: Decision on minutes
4. **10:15 Samaritan Health Plan Presentation** **Tamatha Tracer**
5. **11:00 Staff Reports** **Danny Magana**
 - *Pedal Corvallis Update*
 - *Well Care Program Update*
 - *Statistics* (*Attachment B*)
 - *Costs per ride per client* (*Attachment C*)
 - *Budget report* (*Attachment D*)
6. **11:20 Other Business** **Chair**
7. **11:30 Adjournment** **Chair**
Next meeting, February 15th

OMAP Transportation Brokerage Advisory Committee
Friday, August 17, 2018
10:00 to 11:30

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

Video Conference
 Toledo Office

Committee Members Present: Amy Peer, Carolyn Fry, Cheryl Landis, Lee Lazaro, Mary Marsh-King, Suzette Boydston, and Pam Barlow-Lind (video)

Members Absent: Jasper Smith, Laurie Barajas, and Tony Howell

Ex-Officio: Tamatha Tracer (phone)

Staff Present: Brenda Mainord, Danny Magana, Katie Trebes, Kara Beck, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
I. Call to order and Agenda Review	<p>Self-introductions were conducted at 10:05 am.</p> <p>The Chair, Suzette Boydston reviewed the agenda. She requested to add Public Comment to all future agendas.</p> <p>Boydston also requested to receive an electronic copy of the Transportation Brokerage Advisory Committee (TBAC) membership roster.</p> <p>Boydston officially called the meeting to order at 10:12 am when Vice-Chair, Lee Lazaro arrived.</p>	<p>Additional agenda item: Mobility Management Grant Discussion</p> <p>Staff will email the membership roster to members.</p>
Public Comment		There were no public comments.
II. Election of Chair and Vice Chair	Lee Lazaro voted for Suzette Boydston to continue to serve as the Chair of the TBAC. Lee Lazaro was nominated to continue to serve	Consensus by the Transportation Brokerage

	<p>as the Vice-Chair. Pam Barlow-Lind voted for Boydston to serve as the Chair and Lazaro as the Vice-Chair, Cheryl Landis seconded. Members met consensus.</p> <p>Members questioned the terms of the officers, and requested a copy of the bylaws. Staff provided copies to members. Boydston advised that membership term expirations are good in order to get new knowledgeable citizens an opportunity. She noted that it would be good to add consumers as member to the TBAC.</p>	<p>Advisory Committee for Suzette Boydston to serve as the Chair, and Lee Lazaro to serve as the Vice-Chair.</p>
III. Minutes from the May 18, 2018	<p>Amy Peer moved to approve the May 18, 2018 meeting minutes, Barlow-Lind seconded. Consensus to approve the minutes as written.</p>	<p>Consensus by the TBAC to approve the May 18, 2018 meeting minutes as written.</p>
IV. Pedal Corvallis Presentation	<p>Oregon Cascades West Council of Governments (OCWCOG) staff, Ulisses Martinez provided an update on Pedal Corvallis.</p> <p>Martinez has worked for OCWCOG for a little over a year as an Outreach Ambassador. He has provided community engagement on the program, Pedal Corvallis by attending events.</p> <p>Martinez advised that Pedal Corvallis is a Bikeshare program. Bikeshare is prevalent outside of the US, and prevalent in large cities within the US. Bikesharing is different from a bike rental in that there are stations where the bicycles are checked out from. Martinez went on to provide a full presentation on the program.</p> <p>Pedal Corvallis launched in 2016 with 6 stations, 33 bikes, and 2 trikes. The program was set to target IHN-CCO clients and the public, 18 and older. In April 2017, 2 additional stations were added with 8 bikes. In the fall of 2018, 2 additional stations will be added at OSU, with 9 bikes. The program consists of sponsors and partners that provide gift cards, and incentives.</p> <p>The annual membership for non-IHN members is \$25 annually, or</p>	<p>Staff to follow up at the next meeting with responses to pending questions.</p>

	<p>\$10 monthly. Membership covers rides up to 2 hours; additional time is \$3 per hour. There is also now a pay as you go at \$1 every ½ hour with the first two hours being free. IHN members receive the service for free.</p> <p>OCWCOG has contracted with Zagster to provide the bicycles, maintenance, and call service. To check out the bicycles, the Zagster application is downloaded to a smartphones. If a smart phone is not available, texting is available to check out the bicycles. A code is provided to unlock the bicycles via the application or text.</p> <p>Members noted that a possible barrier are the persons that do not have a cell phone, or a computer with which to sign up for the service.</p> <p>As of August 15th, total participation has reached 1,110 with 8,024 total trips. Repeat ridership is above average, with IHN membership being about one-quarter of active members.</p> <p>In the Summer of 2017, Pedal Corvallis did a neighborhood-focused outreach to 600 households in the Garfield neighborhood. A service analysis data on the outreach was done. Members received an overview of the data results in their agenda packet, and Martinez reviewed the results.</p> <p>Member questions and feedback:</p> <ul style="list-style-type: none"> • Why was the City of Corvallis chosen over other communities? • How much money is collected in fees per ridership? • How much went back to Medicaid clients? <ul style="list-style-type: none"> ○ Note from Boydston: Per Federal Statute, funds collected must be dedicated to a Medicaid clients. • What is the budget and who is the fiscal agent? 	
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	<ul style="list-style-type: none"> • South town Corvallis is a good area to target with additional outreach and to get data on usage at its station. Would be good to get a second station there. • Growth in Linn County shows the need for expanding the service to the area. • It's a good model program for other local areas. 	
V. Statistics and Budget Report	<p>In the interest of time, staff Danny Magana questioned if there were specific questions on the report.</p> <p>Boydston advised that she would like a detailed report on where clients are taking trips to. Mainord advised that transportation is only available for non-emergent medical appointments, therefore; all appointments are to clinics, hospitals, medical facilities. The only instance where we take clients to a different type of facility is when a client is transported to a pharmacy.</p> <p>Additionally, Boydston would like to know why only about 10% of the approximate 55 thousand eligible clients are utilizing the RideLine transportation service. Mainord advised it depends what they are eligible for under Medicaid, as well as some members have their own means of transportation or family members who provide transportation to them.</p> <p>Cheryl Landis noted that it would also be good to know how RideLine compares to other like services across the Country.</p>	Staff to follow up on questions at the November 16th 2018 meeting.
ADDITIONAL AGENDA ITEM	<p>Lazaro advised that there is a concern that not enough eligible clients are utilizing the service and that not enough outreach is being conducted. This in turn could cause a lack of potential ridership in the community. This population seems to be less healthy than the average population and more in need. The concerns have been outlined and emailed to the TBAC Chair, and have been discussed with COG Board representatives.</p>	<p>Tamatha Tracer to provide a presentation at the November 16th meeting.</p> <p>Staff to follow up on questions at the November 16th meeting.</p>

	<p>Lazaro advised that they would like to know if this is a real concern. He noted that a survey could be developed to find out if members know of the service. This would help to find out if they are aware of it; why are they not taking advantage of it. If they are not aware of the service, find out how can the Brokerage can make it more accessible.</p> <p>Staff provided RideLine brochures and trifold to members and advised that they are provided at tabling events. Additionally, the Well Care program provides a venue for staff to meet with community members in the Region. What staff has found is that many discharge planners, as well as facilities do not know how to navigate the service.</p> <p>Questions and feedback:</p> <ul style="list-style-type: none">• If developing a survey, make it available in multiple ways• What number of eligible clients are using the service?• Look into what the barriers are, and how to address them• Educate about RideLine to TBAC members, and in general <p>Tamatha Tracer advised that when a new member comes into IHN, they receive a new member packet with information on all the services they are eligible for, including information on transportation services. Additionally, with their ID cards they receive a member guide with information they need to know within the first 30 to 60 days. This also includes information about the transportation services. Tracer also noted that it's important to keep the financials in mind when budgeting.</p> <p>Boydston questioned if the transportation service funds are restricted. Tracer advised that yes, it is. Lee wanted clarification if the transportation is capitated. Tracer advised that it is capitated. The</p>	
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	<p>capitation is analyzed in every other year basis and reset for every two years, given the history. This is looked at Statewide, not by CCO. However, there is not a never ending budget. Landis wanted to know how it can be capitated if every member is capitated. Tracer advised that, it is a service that every Medicaid members is eligible to have, however; the CCO's are paid a capitated premium. Landis stated that there could be a distribution issue. Tracer advised that Samaritan is a non-profit organization and they do not keep any of the funds. She noted that she is available to make a presentation on how the funds are spent. Lazaro requested for Tracer to focus her presentation on the constraints Samaritan CCO is faced with.</p> <p>Katie Trebes advised that last fiscal year, the COG applied for a Mobility Management grant regarding dialysis transportation in Lincoln County. The current CTAA grant also targets Lincoln County, however; it is not focused on Medicaid services. The grant is designed to create a best practices guide for partners to use when it comes to outreach and inclusion during planning processes. The CTAA grant focus is to get the seniors and people with disabilities involved. Staff has had a kick-off meeting, and is expecting to send out the survey this afternoon.</p> <p>Member Feedback:</p> <ul style="list-style-type: none"> • Reach out to members not being served • How many members call and cannot receive a ride? • Connect with Meals on Wheels for outreach on RideLine • Utilize the one on one Federal Statute of one visit per year, per client 	
<p>VI. Well Care Program</p>	<p>Staff, Kara Beck advised that the purpose of the Well Care program is to provide transport to additional services that will enhance overall wellness and quality of life for members by improving social determinants of health, ultimately reducing hospital admissions, ER and urgent care visits.</p>	

	Landis advised that she has received concerns that from people about not wanting to converse about what they have already discussed, and that if RideLine is only gathering data, they do not want to have discussions. She suggested for Beck to connect with Nicole Fields with Health Promotions.	
VII. Other Business	<ul style="list-style-type: none"> • Legislative Update • Member updates 	Due to running over time on other agenda items, this agenda items was not discussed.
VIII. Adjournment		Meeting adjourned at 11:55 am.

Cascades West Ride Line Statistics

July 1, 2018 to September 30, 2018

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>	
IHN			
24	3	Bus	
15	12	Comm. Bus	
38	11	Lodging	
88	17	Meals	
10	8	Meals-Escort	
11,934	585	Mileage	49,233 Trips
3	2	Parking	10,595 Not shared
50	43	Secure	38,638 Shared
29,854	2,251	Sedan	
251	123	Stretcher	
1	1	UNASSIGNED!	
6,965	656	Wheelchair	
49,233	3,712	Sub Total	
OHP			
2	2	Comm. Bus	
37	2	Lodging	
22	2	Meals	
7	2	Meals-Escort	2,405 Trips
827	57	Mileage	338 Not shared
3	3	Secure	2,067 Shared
1,223	130	Sedan	
45	13	Stretcher	
239	34	Wheelchair	
2,405	245	Sub Total	
wcare			
27	8	Sedan	
27	8	Sub Total	
51,665	3,965	Grand Total	

July	IHN	OHP
Not Coverd	4	
Diff CCO	2	
Brokerage Transport		
Not Eligible	1	
No PA	133	
Other	2	
Over 45 Days	18	
Total	160	0
August		
	IHN	OHP
Not Coverd	12	2
Diff CCO	1	2
Brokerage Transport	6	
Not Eligible	6	
No PA	113	
Unable to Verify	4	
Over 45 Days	35	
Total	177	4
September		
	IHN	OHP
Not Coverd	11	1
Diff CCO		1
Brokerage Transport	1	
Not Eligible	5	
No PA	106	
Unable to Verify	3	
Over 45 Days	1	
Total	127	2

Information provided is for the QUARTER

July 1, 2018 to September 30, 2018

		Number Trips	Cost of Trips	Average Charge Per Trip	Unduplicated Clients	Trips Per Client	Charge Per Client
Benton	Sedan	5,438	\$ 185,761.52	\$ 34.16	438	12	\$ 424.11
Lincoln	Sedan	5,106	\$ 362,912.80	\$ 71.08	463	11	\$ 783.83
Linn	Sedan	19,743	\$ 690,168.48	\$ 34.96	1,406	14	\$ 490.87
Other Co's	Sedan	790	\$ 29,983.70	\$ 37.95	50	16	\$ 599.67
Benton	Wheelchair	1,010	\$ 39,496.94	\$ 39.11	119	8	\$ 331.91
Lincoln	Wheelchair	941	\$ 50,106.43	\$ 53.25	95	10	\$ 527.44
Linn	Wheelchair	5,188	\$ 255,787.05	\$ 49.30	451	12	\$ 567.16
Other Co's	Wheelchair	64	\$4,935.72	\$77.12	16	4	\$308.48
Benton	Mileage	769	\$ 4,786.80	\$ 6.22	55	14	\$ 87.03
Lincoln	Mileage	3,442	\$ 33,559.37	\$ 9.75	232	15	\$ 144.65
Linn	Mileage	8,369	\$ 53,314.88	\$ 6.37	342	24	\$ 155.89
Other Co's	Mileage	181	\$ 1,803.02	\$ 9.96	8	23	\$ 225.38

Charge is based on the transportation providers base rate plus mileage rate per trip

RIDELINE BROKERAGE

September 30, 2018

FY 18

CASCADES WEST COUNCIL OF GOVERNMENTS		
FY 2017-2018 Budget Summary / Financial Statement ending balance		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	7,379,243	1,239,438
Title XIX DHS FFS	516,000	19,074
Contract Revenue	15,000	0
Miscellaneous	3,000	880
TOTAL REVENUE	7,913,243	1,259,392
Wages	507,744	109,076
Leave	25,337	7,452
Benefits	382,844	65,738
TOTAL PERSONNEL	915,925	182,266
Contract Expense	6,733,769	1,824,806
Materials and Supplies	263,549	60,981
TOTAL MATERIALS & SUPPLIES	6,997,318	1,885,786
GAIN / (LOSS)	-	(808,660)