New Freedom and Coordination Opportunities

John Prospero—Director of Transportation
The Arc of Livingston-Wyoming
The Arc of Livingston-Wyoming
-Transportation Department Overview
--Staffing

- 11 Full-time staff
  - 1 Director
  - 2 Dispatchers
  - 2 Safety Managers
  - 5 Mechanics
  - 1 Garage Admin
- 80 Per Diem Bus Drivers
- 10 Per Diem Bus Aides
Transportation Department Overview
--Fleet

- 160 Agency Vehicles
- 85 NYS DOT Vehicles
  - 34 White Transit Style buses
    - 14 5310 buses
  - 17 Yellow School buses
  - 34 Mini-vans
Transportation Department Overview
--Ridership and Stats

- Approximately 2 Million annual DOT miles
- 1300 one-way trips per day
New Freedom Grant

Two Different Programs

- Senior Transportation
  - Non-emergency medical door through door service

- Supported Employment
  - Transportation of agency consumers to supported employment jobs in the community
Senior Transportation

- **Origin of idea**
  - OFA and DSS expressed a need for non-emergency medical transport
  - Applied for NCST Senior Transportation Grant in 2007

- **Community Need**
  - Need became greater with opening of County dialysis center
  - Unique door through door service
    - Service was not offered by any carrier in the county.
    - DSS contracted service with companies located over 30 miles away—at a very high cost.
Senior Transportation (cont)

- New Freedom Partners
  - Livingston County DSS
  - Office of the Aging
  - County Skilled Nursing Facility
  - Noyce Community Hospital
  - The Arc of Livingston-Wyoming
Senior Transportation (cont)

- Funding Areas
  - New Freedom
    - Mostly operational funds
    - Mileage, driver wait time, admin, marketing
  - Office of the Aging
    - Initial commitment was $10,000. Funding cuts have reduced amount to $6,400.
  - Medicaid
  - Voluntary Contributions
Senior Transportation (cont)

- Operations
  - DSS provides screening and brokerage
  - Internet dispatching through Versatrans (upgrade financed through grant)
  - Utilization of current 5310 fleet during off-hours
  - Dialysis Success—we currently transport approximately 40% of all patients.
    - CNR partnership has expanded outside of grant
Senior Transportation (cont)

- **Ridership**
  - Fixed Route—Average 500 trips per quarter
  - Demand responsive—Average 35 trips per quarter
  - In the first year we transported over 60 different Seniors to non-emergency medical appointments

- **Medicaid Savings**
  - First year of program saved Livingston county over $30,000 in Medicaid savings.
  - The grant literally paid for itself.
Senior Transportation (cont)

- Issues?
  - Voluntary Payments
  - Scope Creep

- Future?
  - Expand program to include agency’s consumers and their medical needs
  - Continue to market to reach more of the community
Supported Employment

- Program that helps individuals with developmental disabilities to work in the community
- Agency assists consumer in finding employment and provides job coaching
Supported Employment (cont)

- Livingston and Wyoming counties
  - Rural counties
  - Public Transit providers offer limited fixed route service

- Supported employment program offers no funding for transportation
Supported Employment (cont)

- Whenever feasible, consumers provide their own transportation to work
- Most consumers do not drive
- Agency was providing transportation to consumers
  - Job coaches
  - Residential staff
  - Transportation department
Supported Employment (cont)

- Funding issues and rising transportation costs placed many consumer supported employment jobs at risk
- Agency was considering different options, including eliminating service
Supported Employment (cont)

- New Freedom
  - Funding allowed status quo to continue
  - Transportation provided by different sources
  - Potential for new opportunities
Supported Employment (cont)

- New Freedom Mechanics
  - Funding based on mileage rate
  - Transportation department works with SEMP department to coordinate rides
  - Funds are distributed internally based on service provider
  - Goal of program was to assist employment of 41 consumers
Supported Employment (cont)

- First year of program New Freedom provided $65,000
- Impacted employment of over 60 consumers
- Enabled agency to expand Supported Employment program to some higher need consumers
Questions???

John Prospero
The Arc of Livingston-Wyoming
jprospero@lwarc.org
585-658-3311