



Healthful Services – Transportation Action Meeting

Tuesday, August 20, 2013, 3pm – 4:30pm

NOTES

Present in Ellsworth: Jim Fisher (HCPC), Michael Reisman (Beth C. Wright Cancer Center), Valerie Webb (Special Children's Friends), Jo Cooper (Friends in Action), Elisa Madore (American Cancer Society), Stacie Roberson (WHCA), Sandi Duchesne (Grow WA), Elsie Flemings (Healthy Acadia), Sandie Dubay (Healthy Acadia), and Nina Zeldin (Healthy Acadia).

Present via Telephone: James Bradley (Bucksport Bay Healthy Communities Coalition)

Introductions & Updates

James Bradley, Health Planning Director for the Bucksport Bay Healthy Communities Coalition introduced himself and was welcomed by the group. He is excited to work in the community and to work with the various committees. BBHCC's Transportation Committee is very active and has established a one-a-week shuttle bus to Bangor as well as a once a week bus service in the Bucksport compact area.

Elsie explained that the group had recently produced a brochure that lists transportation options in Hancock and Washington Counties and that Bucksport's C.A.R.E. organization is listed on it. Elsie will make sure to bring James some brochures.

Michael Reisman reported that Beth C. Wright Cancer Center, in partnership with MCMH, received a grant that can provide transportation to doctor's appointments for breast cancer patients, as well as free mammograms.

Jo explained that 95% of Friends in Action's activities involve transportation.

Stacie reported that the transition to the new broker system is slowly getting better, but is a difficult process. WHCA's information can remain the same on the Transportation Brochure, but the brochure should also now include the broker's phone number as well. Elsie will add this to the on-line version of the brochure, and when more brochures are printed, the additional information about the broker will be included.

Valerie Webb explained that Watch Me Shine, an organization that provides services to children with special needs, would be closing at the end of the month, leaving Special Children Friends as the only provider for this client population.

Elisa Madore explained that she works with Michael on the Road to Recovery projects. Volunteers are always in demand to drive clients to doctor appointments.



Jim Fisher works with all 37 towns in Hancock County. While primarily a transportation planner, he also works on creating healthy communities by planning biking, hiking and walking trails.

Stacie was asked to give a further update on the new brokerage system, and to let the group know if there is anything the group can do to help. Stacie said that everything at WHCA remains the same with the exception of Maine Care trips. All Maine Care clients must now call the broker to ask for a ride or request reimbursement. The broker in turn contacts WHCA who then provides the ride. WHCA has funding to provide transportation to doctors' appointments for veterans and others without Maine Care. From what Stacie has heard, the biggest problem for the clients with Maine Care is getting through to the broker. WHCA has had to field a lot of calls from frustrated people who are encouraged to be patient and keep trying.

Jo mentioned that Friends in Action has been getting a lot of complaints about the broker system. There is the perception that people can't get through. Some people have been put on hold for over an hour. Many people can't wait that long, physically and/or emotionally, and as a result they call Jo looking for a volunteer to give them a ride.

Stacie reported that WHCA is working closely with CTS (the broker) to minimize problems. For example, WHCA changed their dispatch hours to match CTS's hours. WHCA has had to call CTS when it was noticed a person who needs regular rides (such as to a dialysis appointment) was not on the schedule. Another struggle is CTS's stipulation that only Maine Care clients can be in a vehicle when receiving rides. In the past, it was a lot easier to fill a bus, as WHCA was able to allow folks from various different grant sources to ride the same bus – more efficient and cost effective.

Valerie shared that her client's parents are concerned about being able to get through to the broker to make cancellations. If cancellation notice is not given, rides can be denied to a family. If a parent tries to cancel and can't get through to the broker, they shouldn't be penalized.

The State is looking into the many broker complaints received. WHCA has been telling clients to call Maine Care Member Services to report problems with the broker. Stacie will send the number to the group.

Elsie will follow up with Stacie about what broker information should be on the brochure.

Sandy Duchesne was able to introduce herself in person, rather than over the phone this month. Sandy works for Green Light Solutions. She is a consultant with WHCA working on the implementation of a federal grant that is working on transportation, housing and workforce development in Washington and Aroostook Counties (The initiative is called GROWashington-Aroostook).



Transportation Brochure & Script Update

Sandie Dubay brought brochures for group members to distribute. Elsie explained that the brochure, in conjunction with a short script and tally sheet, was being used by clinics when making appointments for clients. James interested in getting a copy of the script – Elsie will send James the script and tally sheet as well as brochures.

The initial feedback from providers was positive- a fair number of people asked for information about transportation options. In addition, many organizations continue to ask for copies of the transportation brochure.

Transportation Summit Planning

Potential Panelists

Strengthening Our Volunteer Driver System:

Jo is continuing to follow up with Sharon Eaton. If Sharon cannot speak, Jo will ask Sharon for a recommendation of someone else. Jo spoke with Mark Green and he confirmed that he or Linda would be a panelist (representing WHCA). Jo confirmed that she would be a panelist. At the previous meeting, the group decided that someone from C.A.R.E would be a great presenter on this panel. James B. will follow up with Ramona Wade, of C.A.R.E., to be a speaker.

Strengthening Our Public Transportation/Bus System:

Jim Fisher reported that Don Cooper is confirmed as a speaker. Eileen (from Jackson Lab) deferred to Sharron Tate, but Sharon may not be able to make it. Sue Moreau (DOT) cannot be a speaker. Paul Murphy is planning on attending the Summit and will speak if need be.

Angie from WC:OC is following up with Jennifer King and is talking to businesses in Washington County about speaking.

The group discussed the value of having someone from the Legislature speak - possibly someone on the transportation committee (Beth Turner was recommended) or Sharon Treat. Jo and Elsie will follow through.

It was suggested to ask Doug Jones from the Downeast Community Hospital to be a speaker.

Exploring Creative Solutions:

Sandy Duchesne and Michael Reisman are confirmed speakers for this section. Jim will follow up with Tom Crikelair. If Tom is unavailable, Jim will approach John Melrose and then John Archer. Angie will continue to follow up with David Whitney.

The group discussed the idea of speakers preparing power points to have available for distribution at the summit. The power points could be put on CD's and/or a website.



Jim suggested the speakers be asked how they grow and sustain their programs.

The availability of small grants for transportation access and other community health linkages (through Healthy Acadia & partners' CTG grant) will be discussed during the welcome section and final discussion sections of the agenda. In addition, Healthy Acadia and partners will display the grant opportunity and be available to answer questions at table in the exhibit/ organization display area.

The group brainstormed about who should be invited to the summit, producing the following list: community members, health providers, transportation providers, social service providers, YMCAs, other community organizations, businesses, the Machias Chamber of Commerce, Sunrise County Economic Council, legislators (state and national).

Valerie volunteered to promote the Summit to providers who serve clients at Special Children's Friends. Angela will do outreach in Washington County.

The importance of securing RSVP's was discussed. The group agreed the invitation should be changed to include: "Register for this event by October 30th by contacting Elsie."

Discussion of incorporating Tiger II report/themes into the Summit

Although focused on how to get residents of Bangor to and from work, the Tiger II report makes many of the same recommendations that the Transportation Team has discussed and its recommendations could be good to incorporate into the Summit. It was suggested to make the report available to attendees electronically. It was also mentioned that Don Cooper would probably refer to this report in his presentation, and the group could suggest to Matt Dunlap that he include reference to some of the key points in his keynote speech (along with other things).

Other Summit Details

Nina suggested audio and / or visual taping of the Summit as an alternative (or in addition) to having note-takers for each panelist. Michael will contact the Machias High School, as their students have done taping for him in the past.

**Next meeting:
Tuesday, September, 24; Ellsworth City Hall Auditorium; 3:00 pm – 4:30 pm.
(4th Tuesday of every month)**