

Healthful Services – Transportation Access Meeting  
Ellsworth City Hall  
Tuesday, April 29<sup>th</sup> 2014

*Introductions & Updates*

- Karen Wilcock – retired epidemiologist, interested in transportation in Gouldsboro
- Jo Cooper – ED of Friends in Action, volunteer transportation for elderly and disabled
- Valerie Webb – case manager, child programming CFO
- Dyan Walsh – EAAA, Director of Family and Caregiver Services, Elizabeth West program (mileage reimbursement if living outside greater Bangor or within Bangor there is van for appointments), volunteer-based “elder buddies,” new program, grew out of community cafes and grocery visits
- Josephine Jacob – Deer Isle resident, interested in transportation, boat building classes
- Angie Butler – Next Step Domestic Violence Project, transition advocate, working with residents and court advocate, transportation is barrier for people they work with (only one vehicle per house, etc.), even in Ellsworth, living out of downtown is a struggle
- Dorthia Martell – Eastern Maine Development Corporation, transportation management association for Eastern Maine, a betterment grant to continue that work, looking at gaps in existing programs, website to list programs regionally
- James Bradney – ED for Bucksport Bay Healthy Community Coalition, transportation committee that works with DE Transportation and WHCA, facilitate volunteer-driver program
- Jack Frost – Maine Coast Memorial Hospital, development committee
- Angela – WC:OC
- Holly Duesenberry – Mental Health and Substance Abuse...Gouldsboro
- Al May – CDC
- Jim Fischer – HCPC
- Sandie Dubay – CTG Project Manager

*Eastern Area Agency on Aging – Mainecare Transportation, CTS (Dyan Walsh)*

- October meeting, CTS spoke about transportation services, this group agreed to be advisory board for bettering programming and we would also come to spring meeting for feedback and updates
- Last Thursday, CTS did not get the future contract for Maine Care Transportation in this region. They are not present today since their contract ends in June. LogistiCare now has the contract: and we want to see if some of the pitfalls of last contract can be avoided. They will begin in July. (York County is already working with LogistiCare and they indicated that it was “bumpy in the beginning but seems to be getting better”); LogistiCare has contract to serve all counties except Somerset, Kennebec, Penobscot, and

Piscataquis; WHCA doesn't know why/where they scored low in competitive grant process.

- How do we communicate better?
  - o invite them to August meeting of this group,
  - o make sure they are aware of some of CTS's challenges, seemed to be disconnect between what was happening and what was being communicated to the provider,
  - o have a contact person from LogistiCare from the beginning (not just a customer service),
  - o their company is based out of Georgia...send a letter from the group, if they are going to be up here – offer them a welcome and invite them, through the appointed point person;
- Last fall discussions about CTS: concerns that the call center was in Lewiston and they did not seem to understand the distances between location in this area and schedule transportation appropriately.
- The team had many questions about LogistiCare. How large is LogistiCare? How many clients do they have across the country? Where will they be based? What is their reputation across the country? How many call centers do they have? With MaineCare billable services, can there be an aide riding with a child?
- Dyan reports that they serve over 17 million people in 42 states. There is concern over the time and distances in Maine.
- Dyan Walsh will write draft letter/email for feedback to the group

#### *Announcement*

Susan Komen Grant was received by Maine Coast Memorial Hospital. They will partner with Beth C. Wright Cancer Resource Center (who will manage funds). The focus will be on breast cancer and improve travel access to the regional hospital. It is important to get the word out. This grant will work closely with other partners to improve patient navigation, provide free mammograms and other diagnostic testing.

“Free Prescription Discount Card” Jack Frost shared information about a prescription discounts program. He would like us to spread the word on this opportunity. This could be used to help defray some of the medication expenses that are not covered by the Mainecare “donut hole”. It could also be used as supplement for more expensive drugs. The County Commissioner’s Office has more prescription cards to distribute. Please provide feedback of how this is being used.

#### *Friends in Action, Assisting Rides & Computer Scheduling – Jo Cooper*

Assisted Rides is an online program for volunteer drivers

- Only been implemented for a few months
- Can be used for multiple services
- Volunteers have user ID and password
- Shows rides where volunteers need to fill in (i.e. pending), volunteer selects if they are available

- It is possible to look at entire calendar of assigned rides, cancelled rides, names of clients and volunteers
- Friends in Action usually calls volunteers, 12 volunteers who use the program, otherwise is used for staff to help manage
- Program calculates mileage from volunteer's home, client's home, destination
- Can be searched by origin, destination, and calculating a round-trip (that may be split as two trips)
- Also populates a report, especially helpful for reporting volunteer time and more accurate mileage, repeated visits,
- Can notify a volunteer through email, that includes mapping tools and driving instructions for the volunteers
- Subscription with program could be shared with other agencies, potential to cross reference with other organizations (e.g. WHCA), interested in medical center where there are numerous patients, those clinics could directly set up a ride for repeat clients, etc. possible to partner with other organizations doing similar work (meals on wheels) and other kinds of ride matching
- Clients still need to get in contact with Friends in Action to register and set up rides/location/etc.
- Majority of trips originate in Ellsworth, Hancock, Franklin, Surry but also requests from Steuben
- Cost for system-\$1000 for the year (more or less)
- Capacity to create invoices, has route optimization for multiple deliveries/pick-ups, also able to track birthday cards of clients or thank you cards when volunteers hit a certain mileage count, possible to look up volunteers based on when they last drove a trip or if they have repeatedly driven a specific client, etc. volunteers can fill out the times that they are available, there is more information to populate if needed
- It is possible to export data
- This online program has a lot of potential!
- Beth Wright Center has put a volunteer manager in charge of this who can identify "cancer rides" and get details of appointment, i.e. different levels of volunteers
- At Home Downeast has their own program

### *Next Steps & Updates*

- o Holly - will connect with Jo and Karen about volunteer system in Schoodic, still in the works
- o Sandy Deschesne and Angela - Park and ride signage from DOT
- o Jim - Downeast Bus Stop signs and departure times with a QR tag feature, not much funds is needed; different signage for West Bus (need to talk to Judy East), still designing signs, DTI (Downeast Transportation) is pressing for signage for blind citizens, include braille and have a sign map for the entire county - Jim will bring templates to CTG Leadership Team Meeting on May 8<sup>th</sup> in Machias (location TBD, 10-12?)
  - Park & ride signage?

- Magnetic signs for volunteer drivers of vans, whose phone number should go on the side? Different ones for different organizations (WHCA, Friends in Action, etc.)
- Some one suggested taking a mock up of volunteer badge, “your face could be here”
- Commercial driving companies could come to meetings? Downeast and West Transportation?
- Relationship with taxi company to provide \$1 round-trip to shuttle services – grant requires holding public meeting to assess need, depending on need would contract with other business – CTG funds had hoped to promote program and ridership
- Contact Greenville Hospital about van, hospital has purchased vans for patients to get to medical appointments, hospitals would not compete with other transportation services and no advertising of service (i.e. only on patient demand), applied for grant for wheelchair accessible van, if other public transportation is available to use that first, what is the radius of service?

*Further issues for this group to pursue*

- Bus stop signs, park & ride, bike racks
- Volunteer organizations and healthcare facilities (Harrington health center? and in Schoodic?)
- Software – Island Connections, Friends in Action, WHCA, interface between them? Is this a conversation for the larger group? Doubt that there is a standard base – at minimum, there could be different users who cross over to other organizations/programming?

*Eastern Maine Development Corporation – Rideshare program*

Including people who are not connected to social services, website created for ride matching and other resources, rideshare is volunteering a ride, “Getting There” has a goal of (Waldo, Hancock, Penobscot, Piscataquis, Washington) enabling people to get where they are going without duplicating efforts – Eastern Maine Transportation Management Association (TMA), looking for AmeriCorps to help staff and additional grant funding

- Background checks
- Technical difficulties
- Please use the site and give back feedback

For more information go to: [gettingtheremaine.com](http://gettingtheremaine.com) or [dmartel@emdc.org](mailto:dmartel@emdc.org)

Next Meeting: June 24, 2014  
3-4:30pm Ellsworth City Hall Auditorium