

Financing the Operation of Transportation One-Call/One-Click Centers

Numerous federal and state programs include eligible uses and activities that support the operation of transportation one-call/one-click centers. This piece provides an overview of these programs. For some case study examples of how local partners have worked together to establish and operate their own transportation one-call/one-click centers, check out the “local profiles” under the One Call-One Click Transportation Toolkit at www.onecalltoolkit.org.

Because the Veterans Transportation and Community Living Initiative funds (www.fta.dot.gov/veterans) can only cover capital costs associated with transportation one-call/one-click centers, it is important for applicants and grantees to identify other funds to support the operation of these centers.

FTA Formula Program Funding

FTA’s **Urban** (§5307), **Rural** (§5311), **Job Access/Reverse Commute** (§5316), **New Freedom** (§5317), and **Elderly and Disabled Persons** (§5310) programs allow “mobility management” as an eligible capital expense under the above programs at an 80% federal share. One-call operations are specifically included in the definition of mobility management. Under these programs, the 20% local match may be fulfilled with other non-DOT federal funds, pursuant to those funds’ rules and regulations. Guidance documents are found on the FTA website at http://www.fta.dot.gov/laws/leg_reg_circulars_guidance.html.

Since there is no additional federal funding currently being expressly available for one-call centers’ operations, it is essential that parties interested in the Veterans Transportation and Community Living Initiative grants identify partners who either operate existing one-call centers, or who have access to funding which can cover these operating costs. There are a number of logical partners to consider for inclusion:

Potential Existing One-Call Center Operators

- **Public transportation operators.** Transit agencies frequently operate some form of transportation call center, whether directly serving the customers of their paratransit operations, or tied in with their other customer service functions. Funding primarily is drawn from state and local sources, but some Federal Transit Administration (FTA) programs can fund one-call operations.

These funds are directly allocated by FTA to states and localities who decide how they are spent. The American Public Transportation Association’s website can direct applicants to their community transit operator: <http://www.apta.com/resources/links/unitedstates/Pages/default.aspx>.

- **Ageing and Disability Resource Centers**, which are local resource centers designed to improve and streamline access to services and long-term care funded jointly by the Administration on Aging and Centers for Medicare & Medicaid Services. More information on this program and its network can be found at the Administration on Aging’s website, at http://www.aoa.gov/AoAroot/AoA_Programs/HCLTC/ADRC/index.aspx
- **One-Stop Career Centers** do not have to provide one-call/one-click services for their customers, but most of them do offer some degree of these automated services to help assist job-seekers with a variety of employment-seeking issues, including transportation. This network is funded through the Department of Labor’s Employment and Training Administration, and information on these centers,

together with information on other useful resources in the federal government's employment and training arena, can be found at http://workforceinvestmentworks.com/workforce_resources.asp

- **2-1-1 Information and Referral Centers** are operable in almost every state in the US, where they connect people with information about social services in their community, often including information about the transportation necessary in order to access community services. Most 2-1-1 centers do not actually arrange for services, but their telephone and information infrastructure can be extremely useful in the development and delivery of one-call/one-click transportation services. The 2-1-1 network is supported and largely operated through affiliates of United Way Worldwide. More information on the network of 2-1-1 centers, including links to individual 2-1-1 operators, is available through the National 2-1-1 website, www.211.org
- **Veterans Service Organizations** and offices exist in every state, and often are found at the county, city or community level. Many of these offices operate information and referral call centers, and often arrange access to services for veterans. Those state offices and national organizations accredited by the Dept. of Veterans Affairs are listed on-line at <http://www.va.gov/ogc/apps/accreditation/accredvso.asp>. Additional links for helping locate these services and offices are on the "Application and Partner Resources" page at www.fta.dot.gov/veterans. Information on the kinds of services and benefits that VA programs extend to eligible veterans, including transportation services, can be found at the VA's on-line guide to veterans' health benefits, at http://www.va.gov/opa/publications/benefits_book/benefits_chap01.asp. In addition, the Dept. of Veterans Affairs has national priorities on connecting homeless veterans with services and benefits (visit <http://www.va.gov/homeless/>), and on connecting women veterans with services and benefits (visit <http://www.va.gov/womenvet/>).

There are other federal government funding programs which might be used to help operate transportation one-call/one-click centers. Most of these programs are administered by state or local governmental agencies, and it is possible that one or more of these could be the source of some revenue to help support the operations of a transportation one-call/one-click center in your state or community.

Other Potential Funding Programs

- **Social Services Block Grants**, administered by state agencies with funding received from the federal Administration for Children and Families. Program management contacts in the states can be found at http://www.acf.hhs.gov/programs/ocs/ssbg/grantees/Contact_08.html
- **Refugee Resettlement** grants and programs, administered both through state agencies and local community-based organizations, using funding received from the federal Office of Refugee Resettlement. Additional information, along with state and local program contacts, can be found at <http://www.acf.hhs.gov/programs/orr/>
- **Developmental Disabilities** basic support grants, which are administered by state councils on developmental disabilities, using funds received from the federal Administration on Developmental Disabilities. Contact information for these state councils can be found at <http://www.acf.hhs.gov/programs/add/states/ddcs.html>
- **Community Services Block Grants**, administered largely by designated local community action programs with funding received from the federal Administration for Children and Families. Additional information, along with tribal, state and local program contacts, can be found at <http://www.acf.hhs.gov/programs/ocs/csbg/index.html>
- **Supportive Services and Senior Centers** are planned and coordinated largely through local Area Agencies on Aging, with funding from the federal Administration on Aging. A somewhat comparable

program addresses the needs of Native American elders. State and area Agencies on Aging can be found at

http://www.aoa.gov/AoARoot/AoA_Programs/OAA/How_To_Find/Agencies/find_agencies.aspx;

information on services for Native American elders can be found at

http://www.aoa.gov/AoARoot/AoA_Programs/HCLTC/Native_Americans/index.aspx

- **Medicaid** programs in most states use a lot of call center technology for various aspects of program delivery. In some, the state Medicaid agency relies on brokers or other intermediaries to operate some form of one-call/one-click service to arrange for the provision of non-emergency medical transportation. Medicaid is a state-federal partnership, with federal payments made to states from the Centers for Medicare and Medicaid Services. A listing of states' Medicaid directors can be found at the website of the National Association of Medicaid Directors, <http://www.namd-us.org/>
- **Ryan White HIV/AIDS Program** funds largely support direct services provided by state and local agencies, but funds can be used to coordinate care, which can include the operation of one-call/one-click services. State and local agencies receive their funds from the federal Health Resources and Services Administration; information on this program and its grantees is at <http://hab.hrsa.gov/>
- **Maternal and Child State Block Grants** and related programs of the federal Health Resources and Services Administration's Maternal and Child Health Bureau support direct service delivery to families, as well as support for the health delivery infrastructure, including the use of one-call/one-click solutions. Information on this family of programs is at <http://mchb.hrsa.gov/programs/index.html>.
- **Centers for Independent Living**, and statewide Independent Living Councils, are charged with providing an array of services and information to help persons with disabilities live more fully in the mainstream of society. The operation of one-call/one-click services can fit very neatly with the ongoing operation and effectiveness of these networks. Their federal funding is received via the Rehabilitation Services Administration within the US Dept. of Education; additional information on these programs and networks may be found through the Independent Living Research Utilization website at <http://www.ilru.org/html/publications/directory/index.html>
- The federal Bureau of **Indian Affairs' Division of Workforce Development** manages a number of programs for federally recognized Indian tribes that include provisions for coordination and one-stop delivery of services and information with regard to Native Americans' employment and economic development. These programs are administered through the Bureau's regional and agency offices, which can be found at <http://www.bia.gov/WhoWeAre/RegionalOffices/index.htm>
- Although primarily used for construction or other capital projects, there are many eligible uses for **Community Development Block Grant** and related funds, including both the capital and operating costs associated with one-call/one-click services, as determined by state and local plans and priorities. These funds are allocated, primarily on a formula basis to states and eligible cities by the US Dept. of Housing and Urban Development. Information on state and local grantees is available at http://www.comcon.org/programs/contact_cdbg.html