



U.S. Department
of Transportation
**Federal Transit
Administration**

In Partnership With
The Coordinating Council on Access and Mobility



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of Transportation
**Federal Transit
Administration**



Department of
Veterans Affairs

Veterans Transportation & Community Living Initiative

GRANTEE WEBINAR

**2:00-4:00 p.m. Eastern
December 15, 2011**



Agenda

Welcome

Program Goals & Expectations

Grant Application & Obligation Process

Partners & Technical Assistance Program

Questions



Welcome

Brian Farber

FTA Associate Administrator
Communications & Congressional Affairs

Henrika Buchanan-Smith
FTA Associate Administrator
Program Management

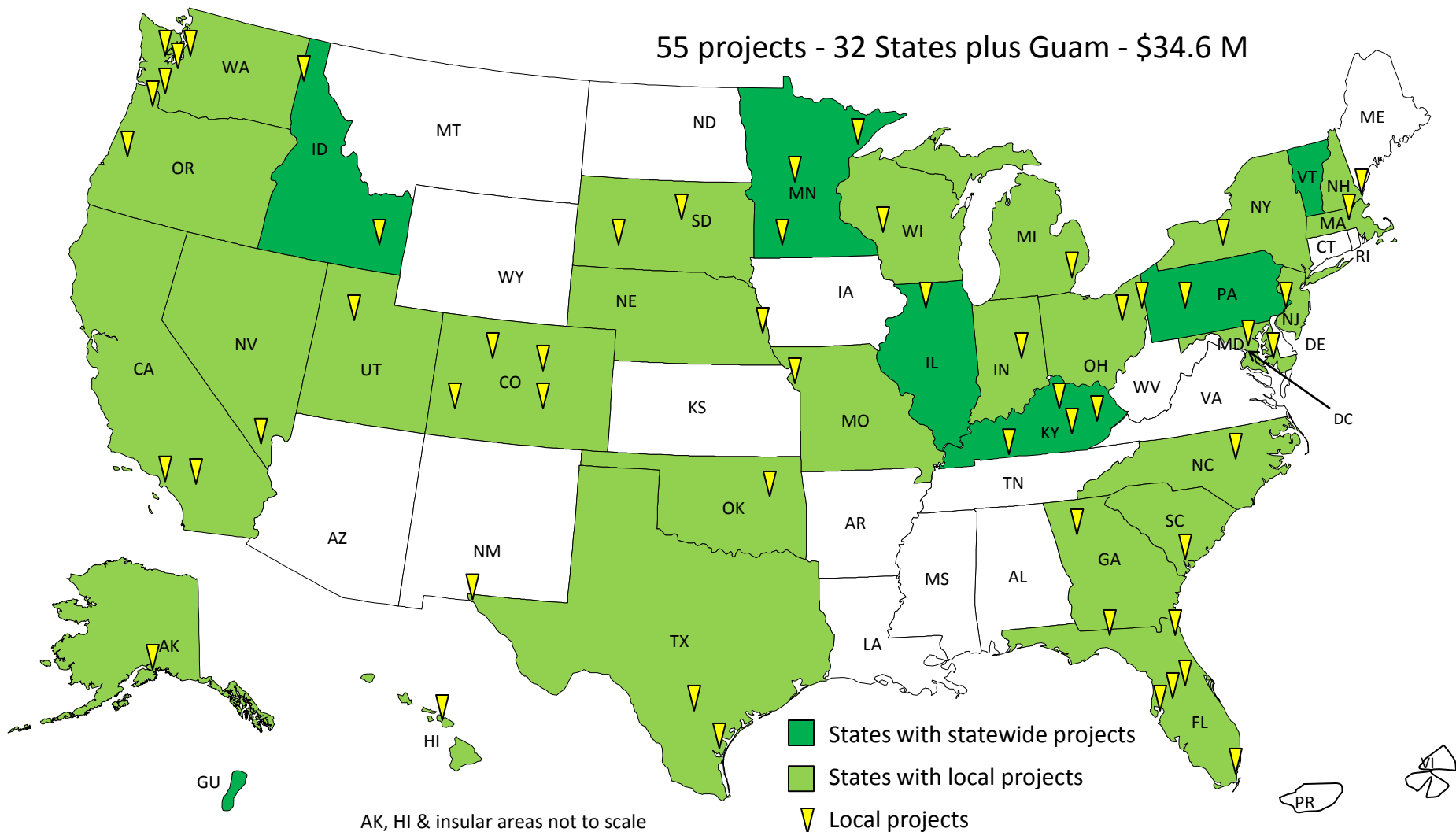
Veterans Transportation & Community Living Initiative

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55 projects - 32 States plus Guam - \$34.6 M



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Department of
Veterans Affairs

Direct Funding Partners

Department of Transportation
Department of Veterans Affairs
Department of Labor

Other Partners

Department of Defense
Department of Health & Human Services
Military and Veterans Service Organizations

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PROGRAM GOALS & EXPECTATIONS



VTCLI Purpose

- Build on success of FTA's United We Ride "One Call Center" model
- Bring together available transportation services with human service programs—especially for veterans and military families



Program Benefits

- Enhance coordinated federal, local transportation and community partnerships
- Integrate services that help U.S. veterans, service member and military families connect with local transportation options
- Improve access to home- and community-based services for people with disabilities and older adults
- Reflect intent of Supreme Court's Olmstead Decision
- Align with White House Joining Forces Initiative



Project Goals

- Establish or expand a one-call/one-click transportation resource center
 - Include resources for veterans, service members and military families
 - Promote use of center with military community
- Create partnerships between transportation providers and veterans and military communities
- Increase involvement of veterans and military communities in local Coordinated Human Services Transportation Planning process



Project Expectations

- Continued development of partnerships with Veterans and Military Service Organizations (VSO/MSO)
- Partnership including VSO/MSOs will be continually involved in the design and implementation of project
- Community will update Coordinated Plan to address transportation needs of veteran & military community (or verify it has already done so)



What does success look like?

- Grantees complete an operational one-call/one-click center
- The project areas and grantees better understand the transportation needs of veterans, service members and military families
- Grantees and partners improve coordination to effectively meet these needs

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Questions?



GRANT OBLIGATION PROCESS



Receiving your Grant

- Work with FTA regional offices
- First-time FTA recipients encouraged to find pass-through grantee
- Finalize budget with line items
- In-kind match must be verified by FTA
- Double-check with regions on certain issues:
 - Capital leasing
 - Training line items

Just a Reminder!

ELIGIBLE EXPENSES

- Hardware (Computers, Servers)
- In-Vehicle Technology
- Software
- Other Capital Costs
 - Facility-Related Capital (Purchase, Lease, Alteration)
 - Design & Engineering
 - Project Administration (Up to 10% of Costs)

INELIGIBLE EXPENSES

- Vehicle Acquisition
- Preventive Maintenance
- Mobility Management
- Cost of Operating One-Call Center
- Marketing
- Non-capital training



Timeline

- By Dec 31 – Make contact with Regional Office
- Early 2012 – Verify Certs & Assurances, Civil Rights, etc. up to date
- Mar 30, 2012 – Submit draft TEAM application to Region for review
- OBLIGATION GOAL:

June 30, 2012

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Questions?



PARTNERS & TECHNICAL ASSISTANCE PROGRAM



Veterans Transportation Program

Veterans Transportation and
Community Living Initiative (VTCLI)



Veterans Transportation Service (VTS)



VTS is a sub-initiative of the VA's Enhancing Veteran Experience and Access to Healthcare Transformation Initiative and is focused on helping Veterans overcome transportation barriers to treatment, especially for Veterans who are visually impaired, elderly, or immobilized due to disease or disability, and those living in rural and highly rural areas.



Keys to Success



- **Create a state of the art access system using 21st Century technology including ridesharing software.**
- **Improve the quality of life for Veterans by improving their health through supporting early identification and treatment of health problems and well as ongoing treatment of existing problems.**
- **Investigate best and strong practices in transportation and support implementation at facility and VISN level.**



VTs Collaborative Partners



Establish a network of community transportation service providers including:

- **Veteran Service Organizations**
- **Federal, state and local government services**
- **Non-profits**
- **Community and commercial providers**



VTCLI & VTS



- **VTS is a partner in the CCAM initiative and has a budget of \$3 million for staffing and training in mobility management**
 - **Mobility Managers at VA health care facilities are responsible for establishing community partnerships and coordinating these resources to serve Veterans' transportation needs.**
- **VA has adopted the concept of using a “mobility management ” approach which creates and uses community and agency partnerships to increase transportation options for Veterans; thereby enhancing Veterans' access to care**



Locations



State	VTCLI Location	VTS Location (VAMC)
AK	Municipality of Anchorage	Alaska
CA	Southern California	Loma Linda
GA	ARC	Atlanta
IL	Statewide	Marion, IL
MD	Eastern Shore of Maryland	Baltimore
MO	Kansas City (MO, KS)	Kansas City, MO
MN	Statewide	St. Cloud
OK	Tulsa, Muskogee	Muskogee
OR	Portland	Portland
PA	Statewide	Altoona
WA	Spokane	Spokane



The Brand





VTS Logo



Veterans
Transportation
Service

The National Resource Center for Human Service Transportation Coordination: Veterans Transportation & Community Living Initiative Technical Assistance

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COORDINATION



Community
Transportation
ASSOCIATION

VTCLI Technical Assistance Goals

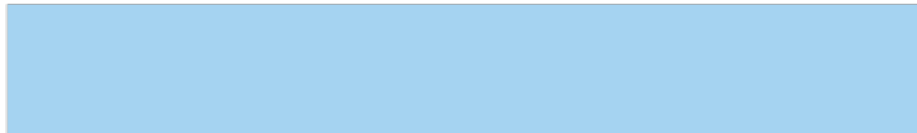
- **Goal 1:** VTCLI sites successfully carry out their funded projects
- **Goal 2:** VTCLI communities demonstrate strategies for including veterans, service members & military families in transit planning and service delivery

The VTCLI Technical Assistance Team

- National Resource Center for Human Service Transportation Coordination (NRC), housed at CTAA
- American Public Transportation Association
- Armed Forces Services Corporation
- Easter Seals
- Harman Consulting
- Joblinks Employment Transportation Center, housed at CTAA

The VTCLI Technical Assistance Commitment

Every one of the 55 VTCLI projects will receive technical assistance from the technical assistance team



VTCLI TA: Values & Guiding Principles

- Our work will model “one-stop” assistance, and will be aimed toward building capacity and promoting sustainability
- We promote self-help and peer-to-peer exchange wherever reasonable
- We will provide “active advice” in our technical assistance, and will not hold back in apprising grantees of risks associated with particular actions or inaction
- The VTCLI projects we help are to be integrated in their communities’ coordinated transportation infrastructure
- The principle of “Nothing about us without us” applies to veterans and military families transportation
- We aim for VTCLI materials, information and experiences to be replicable and available beyond just the project sites

VTCLI TA: Some Roles & Responsibilities

- Each of the 55 VTCLI projects will have a specific person named as their technical assistance facilitator; these facilitators will be from among the VTCLI TA partner organizations
- UWR Ambassadors will serve as part of the “eyes and ears” in the field, maintaining contact with VTCLI projects as fits in to their ongoing Ambassadorial duties
- FTA Regional and HQ staff will be responsible for all grants management, reporting and oversight issues, and will maintain ongoing communication with VTCLI TA facilitators

The VTCLI TA Approach: Determining Specific Technical Assistance Needs

- Project applicants may not yet know their specific technical assistance needs, or may find new TA needs arise during project period
- To help our team begin to determine TA needs, every project will need to complete an on-line survey. One of the fields on this survey is a brief “scope of work,” from which we perform TA-focused content analysis
- Continuing iteration of needs via TA facilitator

VTCLI TA: General Framework of TA Strategies

The following are our parallel strategies:

- Development & use of content on public www.fta.dot.gov/veterans website
- Development & use of VTCLI-specific content on a private on-line shared workspace, to be hosted by US Department of Labor
- Facilitation of peer exchange
- Periodic education on topics of general interest across VTCLI, such as through webinars and local partnership-building activities
- Direct technical assistance interventions in response to observed or requested needs

VTCLI Technical Assistance Survey

- Overview: Collect Project Info and TA needs
 - VTCLI projects peer-to-peer Web network
 - Basis for VTCLI transparency and accountability
 - www.surveymonkey.com/s/VTCLI_ProjectInfo
- Grant Recipient Information
 - Primary Recipient
 - Sub-recipient(s)
 - Project IDs
 - Project contacts

VTCLI TA Survey cont'd

- VTCLI Project Information (capital \$)
 - Project ID number (See Fed Register notice)
 - Project Category
 - Project Scope of Work (250 – 500 words)
 - Project Budget
- Associated Project Information (operating \$)
 - Same as above

VTCLI TA Survey cont'd

- Military/Veterans Community Engagement
 - Identify military installations in project area
 - Identify VSO and MSOs included in project
 - Determine outreach TA requirements
- Performance measures for your project
- Deadline for completion:
 - January 15, 2012

VTCLI Technology Deployment

- Three VTCLI One-Call Center objectives drive technology deployment.
- Two types of VTCLI technology projects
 - “New” one-call centers
 - “Bolt-on” technology enhancements
- VTCLI transparency and accountability
 - Pay special attention to FTA’s procurement procedures
- Unique VTCLI peer-to-peer communication provided
- Performance measures for technology enhancements required in NOFA
- Technology assistance on all the above is available from TA Consortium

3 Step Model to Serve the Military Community

Phase 1: Needs Analysis

Perform an Inventory of Needs for Service Members, Veterans, and Military Families in Your Community

Phase 2: Resource Planning

Undertake an Analysis of What Needs Can Be Met based on Current and Planned Resources

Phase 3: Outreach

Communicate Current and New Transportation Programs

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Military Community Overview

- Active Duty
 - Wounded Service Members
 - Wounded Warrior Families
 - Other Service Families
- Veterans
 - Veterans with Disabilities
 - Low Income/Homeless Veterans
 - Student Veterans

VTCLI TA: Some Next Dates & Steps

- **By Jan 15, 2012:** All sites to complete on-line surveys; UWR Ambassadors to encourage completion
- **By Jan 31, 2012:** VTCLI national team will assign TA facilitators to individual sites
- **By Feb 15, 2012:** UWR Ambassadors to introduce each VTCLI project site point of contact to their TA facilitator
- **By Mar 31, 2012,** and at least once each subsequent calendar quarter: TA facilitator to connect with VTCLI project site, gauge progress, follow up on completed/progressing TA, assess needs, and recommend next TA actions

VTCLI TA: Specific TA Strategy – public website

In general, the www.fta.dot.gov/veterans website is the one-stop source for information on inclusion of veterans and military families in coordinated public transportation, as well as for “public” information of and about VTCLI projects

Content will include:

- Links to One-Call Toolkit and related documents
- Technology Deployment checklist and related materials
- Guide to Engaging Your Military Community
- Bookshelf on research & literature related to transportation for veterans, service members and military families
- Material on operating funds, coordinated planning, etc.
- General information on VTCLI, its partners and its projects

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VTCLI TA Specific TA Strategy – private on-line shared workspace

General approach: As part of the DOL-hosted “ePolicyWorks” Internet platform, this will function like a private website with content very specific to VTCLI and its projects. The purpose of this is to help sites better understand and carry out their own projects, to facilitate peer-to-peer exchange and enable sites to learn from each others’ experiences, and to help keep FTA and TA partnership abreast of sites’ focuses and progress

Content will include:

- Maps and other visually presented data for VTCLI
- Abstracts of VTCLI projects
- Sites’ reports on progress and/or technical assistance
- Site-specific information not appropriate for mass distribution
- Opportunity to address and share issues, topics of concern



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New Collaboration Tools for Sites' Use

In Spring 2012.....

- We will provide you with a template and technical assistance to establish your own local collaborative workspaces for your stakeholders.
- We will provide you with a template and technical assistance to establish local online dialogues that will assist you to reach out to the broader community.

Closing Words on VTCLI Technical Assistance

Our technical assistance is built around the idea of single points of contact for each VTCLI grantee. The team, however, brings a spectrum of skills, and we work together to match these skills to VTCLI grantees' needs.

- National Resource Center for Human Service Transportation Coordination (NRC), www.NRCtransportation.org
- American Public Transportation Association, www.APTA.com
- Armed Forces Services Corporation, www.AFSC-USA.com
- Easter Seals, www.projectaction.org, www.seniortransportation.net
- Harman Consulting
- Joblinks Employment Transportation Center, www.SolutionsToGetThere.org

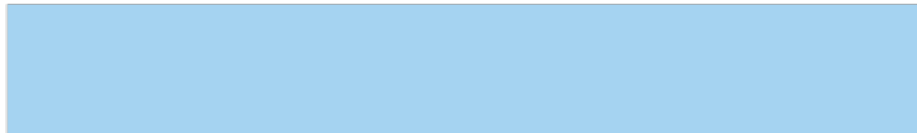
Questions? Seeking More Information on our VTCLI Technical Assistance?

Ask now, or contact.....

Chris Zeilinger, Director, National Resource Center
for Human Service Transportation Coordination

Email: [zeilinger @ ctaa.org](mailto:zeilinger@ctaa.org)

Phone: 202.250.4108



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VTCLI website: www.fta.dot.gov/veterans

Application/Obligation questions to FTA Regions

All other questions to Erik Weber:

Erik.Weber@DOT.gov

202-366-0705