



CCAM

Coordinating Council on
Access and Mobility

Rural and Underserved Areas Focus Group

Coordinating Council on Access and Mobility

February 27, 2018

CCAM

Coordinating Council on Access and Mobility

Teleconference: 1-866-285-7776

Access Code: 4602344#

Agenda



1. Welcome and Introductions
2. CCAM Background
3. Focus Group Information
4. Focus Group Discussion
5. Next Steps

Welcome and Introductions



Introductions

To help us get to know one another, please introduce yourself by sharing the following details.

- ❖ **Name**
- ❖ **Name of Organization/Agency**
- ❖ **Location**
- ❖ **Title**

CCAM Background



What is the CCAM?

The Coordinating Council on Access and Mobility (CCAM) is an interagency partnership established by Executive Order to coordinate the efforts of the federal agencies that fund transportation services for targeted populations.



Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:



People with
Disabilities



Older Adults



Individuals
of Low Income



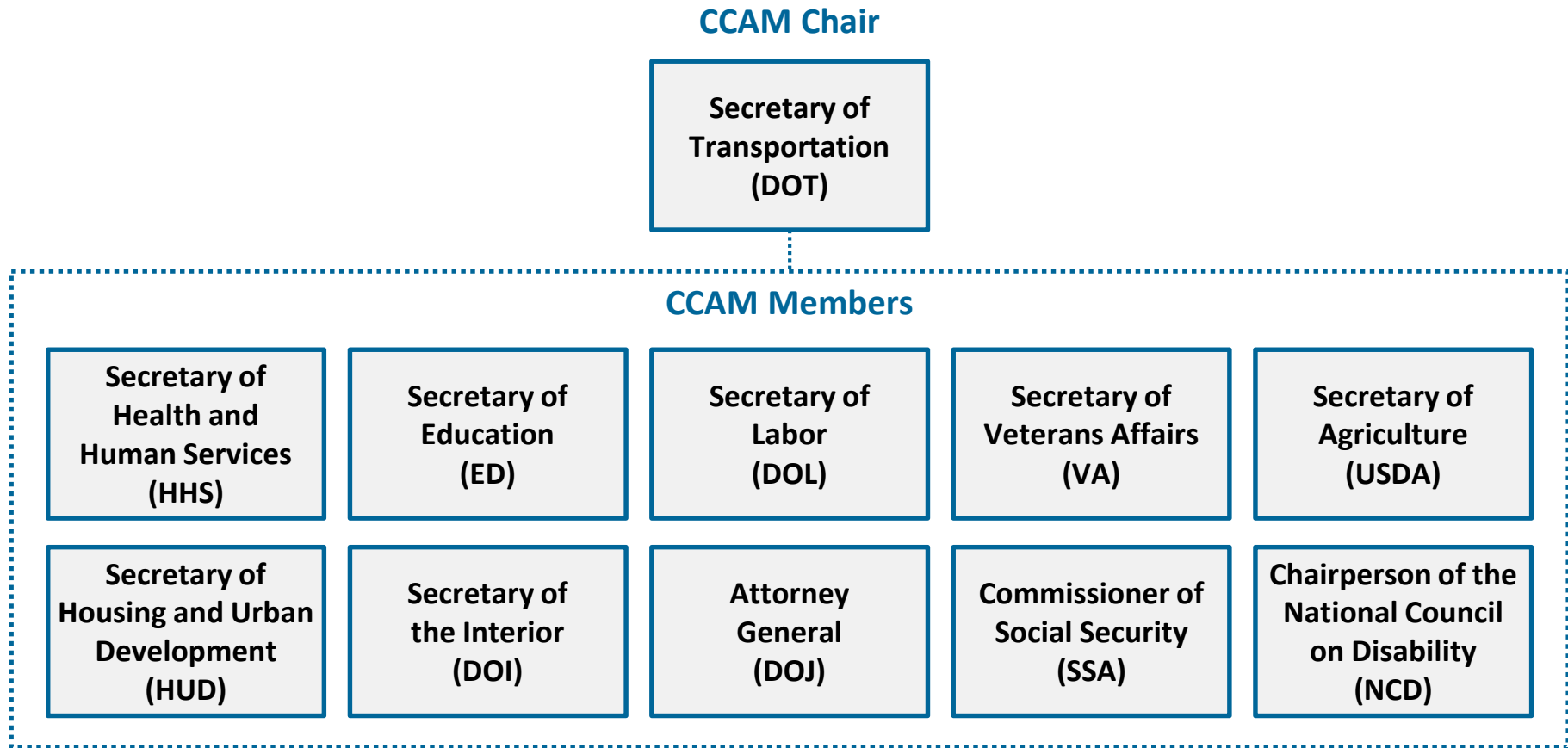
Vision

Equal access to coordinated transportation for all Americans

CCAM

Who serves on the CCAM?

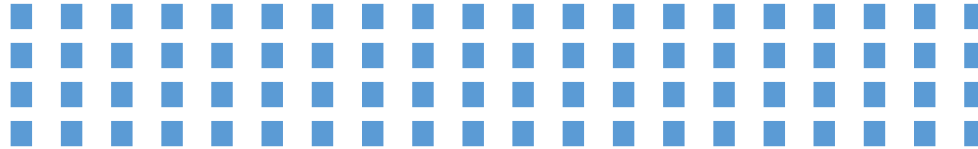
The CCAM consists of the following federal representatives or their designees.



Why is transportation coordination important?

Transportation coordination allows human service providers to assist more people in a cost-efficient manner.

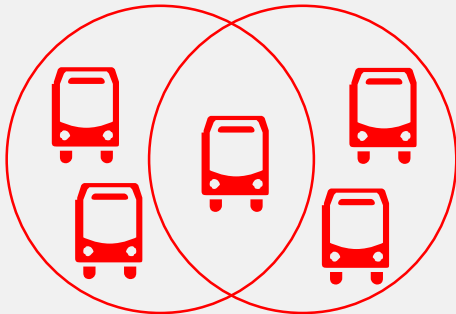
80 federal programs fund transportation for targeted populations...



*...but these programs are often **duplicative** and **fragmented**.*

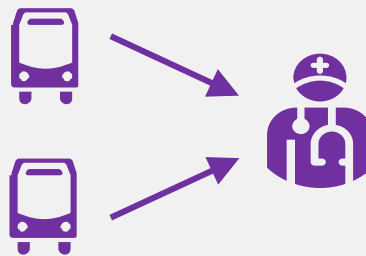
Coordinated transportation improves:

Efficiency



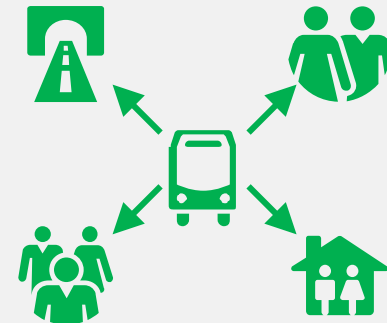
Funding recipients save program funds by sharing resources.

Accessibility



Funding recipients collaborate to provide more route options.

Availability



Streamlined policies allow programs to serve new people and regions.

Which HRSA & SAMHSA programs fund transportation?

The following HRSA and SAMHSA are under the purview of the CCAM.

Health Resources and Services Administration (HRSA)

- Coordinated Services and Access to Research for Women, Infants, Children, and Youth
- Health Center Program
- Rural Health Care Services Outreach, Rural Health Network Development, and Small Health Care Provider Quality Improvement Program
- HIV Emergency Relief Project Grants
- HIV Early Intervention Services
- HIV Care Formula Grants
- Healthy Start Initiative
- Maternal and Child Health Services Block Grant to the States
- Healthy Communities

Substance Abuse and Mental Health Services Administration (SAMHSA)

- Comprehensive Community Mental Health Services for Children with Serious Emotional Disturbances
- Substance Abuse and Mental Health Services - Access to Recovery
- Block Grants for Community Mental Health Services
- Block Grants for Prevention and Treatment of Substance Abuse
- Prevention and Texas Block Grant



Did you know?

If your organization receives funding from one of these programs, **a portion of your funds may be used for transportation services.**

You may also be able to collaborate with other federal funding recipients to provide transportation options for your patients.

Focus Group Information

Meeting Objectives and Outputs

The objectives and outputs of today's meeting are listed below. The discussion will focus on coordination of non-emergency medical transportation (NEMT).

Objectives



Understand HRSA & SAMHSA grantees' current role in providing NEMT



Identify examples of NEMT coordination in rural areas



Identify barriers to NEMT coordination in rural areas

Outputs

- Transportation coordination barriers and opportunities to be addressed by federal-level working groups
- Documented promising practices and lessons learned

Focus Group Discussion Ground Rules

The ground rules for focus group participants are designed to promote open and considerate discussion.

1. Speak candidly
2. Listen actively and attentively
3. Ask for clarification if you are confused
4. Take responsibility for the quality of the discussion
5. Build on one another's comments
6. Avoid monopolizing the discussion
7. Speak from your own experience, without generalizing
8. Announce your name before speaking
9. Keep discussions confidential

Focus Group Discussion

Tell us about your organization.

- What services does your organization or your grantees provide?
- How many people does your organization or your grantees serve, and in what geographic area?
- What portion of your patients or grantees live or operate in a rural area?
- Which HRSA and/or SAMHSA grants does your organization receive or administer?

Objective 1: Identify HRSA & SAMHSA grantees' current role in providing NEMT



Discussion topics for this objective include:

1. Intersection of transportation and patient care
2. Transportation services provided by your organization or grantees
3. Transportation data and tracking

Objective 1.1: Intersection of transportation and patient care



- a. How do patients access care at your organization?
- b. What methods of transportation do your patients use to access your healthcare facility?
- c. How does transportation availability affect patients' ability to access care? How does a lack of transportation impact the following factors?
 - Patient health outcomes
 - Patient care experience
 - Organizational spending

Objective 1.2: Transportation services provided by your organization or grantees



- a. Does your organization provide transportation services? If so, how?
 - Mobility management?
 - Service coordination?
 - Travel reimbursement?
 - Nonemergency medical transportation (NEMT)?
- b. How does your organization respond to patient inquiries about transportation?

Objective 1.3: Transportation data and tracking



- a. How does your organization fund transportation services?
- b. How does your organization track transportation data?
 - Spending data?
 - Vehicle usage data?
- c. What are the barriers to collecting and analyzing transportation data?

Objective 2: Identify examples of NEMT coordination in rural areas



Discussion topics for this objective include:

1. Coordination among service providers
2. Coordination among state entities

Objective 2.1: Coordination among service providers



- a. Does your organization coordinate with community or human service organizations to provide transportation to your facility and/or other community resources?
- Cost-sharing arrangements?
 - Vehicle-sharing arrangements?
 - Coordination with Medicaid providers or other healthcare providers?

Objective 2.2: Coordination among state entities



- a. How do state offices support coordination of services among grantees and other human service providers?
 - Incentives for coordination?
 - Guidance around coordination practices?
- b. How do state offices coordinate with other state entities that fund health and community services?

Objective 3: Identify barriers to NEMT coordination in rural areas



Discussion topics for this objective include:

1. Coordination challenges and concerns
2. Challenges in a rural setting
3. Challenges serving targeted populations

Objective 3.1: Coordination challenges and concerns



- a. What challenges do you and your organization encounter (or anticipate encountering) when attempting to coordinate transportation services?
 - Policy challenges (e.g., Federal laws, regulations, and guidance)?
 - Practical challenges?
 - Administrative challenges (e.g., cost, staff, IT infrastructure)?
 - Other challenges?
- b. What concerns do you have about potential transportation coordination arrangements?

Objective 3.2: Challenges in a rural setting



- a. How does the rural setting affect your organization's ability to provide and/or coordinate transportation services?

Objective 3.3: Challenges serving targeted populations



- a. How are transportation services more challenging for the following populations?
 - Individuals with lower income
 - Individuals with disabilities
 - Older adults
 - Individuals with behavioral health abuse disorders
- b. How does your organization overcome these challenges?

Next Steps and Closing

Next Steps

1. Email the contacts below with any additional feedback.
2. Follow CCAM progress at www.transit.dot.gov/CCAM.

FTA Contact Information

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