



CCAM

Coordinating Council on
Access and Mobility

Rural Veterans Transportation Focus Group

Coordinating Council on Access and Mobility

March 1, 2018

Teleconference: 1-888-668-7002

Access Code: 7678109#

CCAM

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



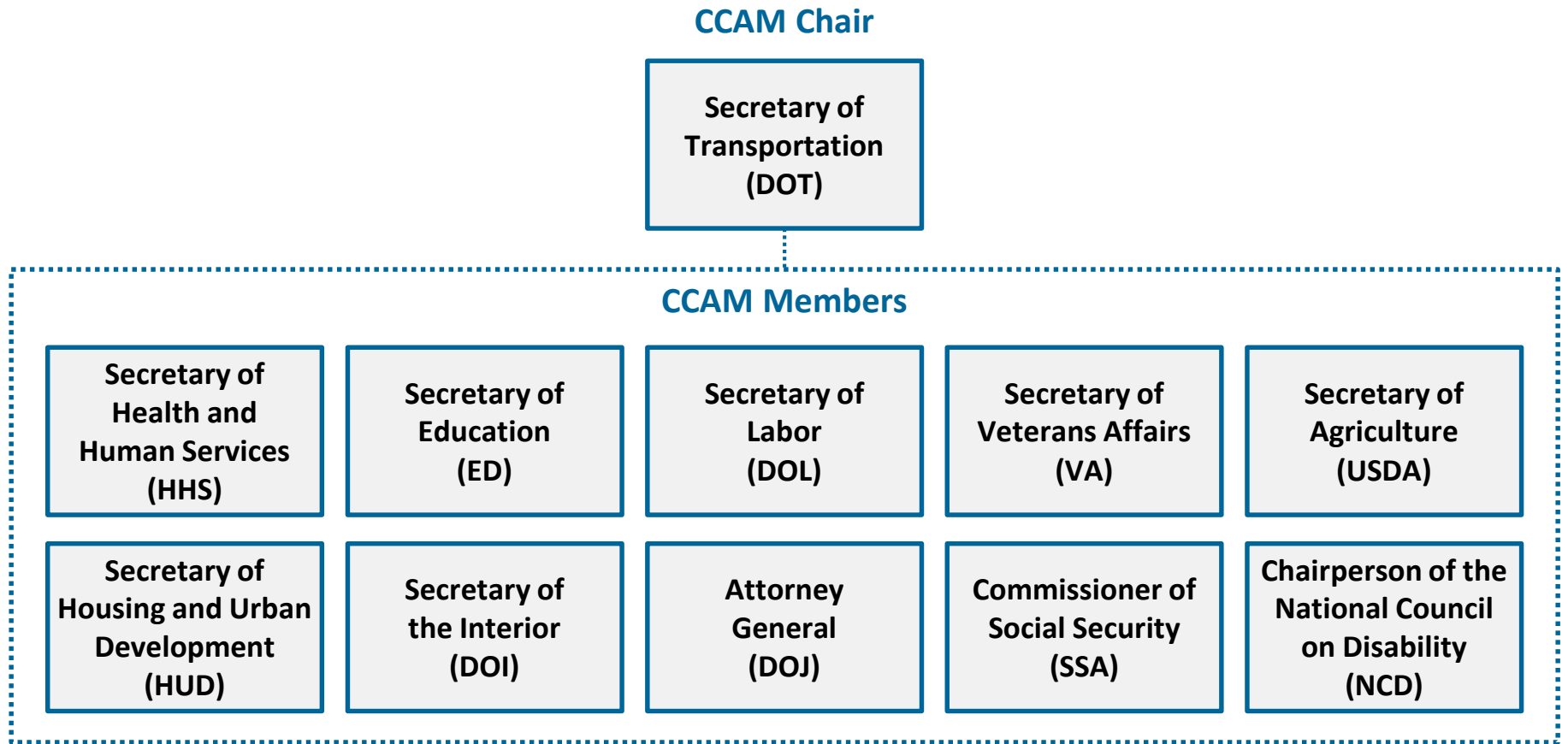
Vision

Equal access to coordinated transportation for all Americans

CCAM

Who serves on the CCAM?

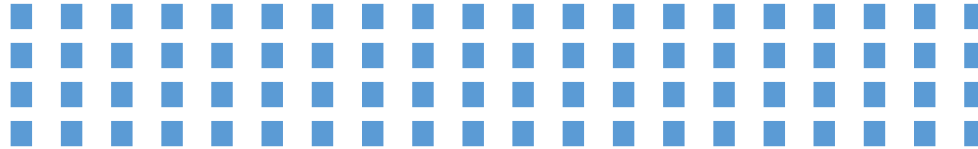
The CCAM consists of the following federal representatives or their designees.



Why is transportation coordination important?

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

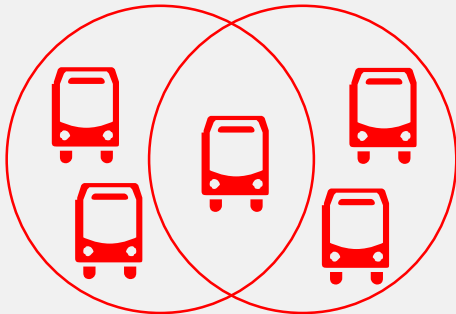
80 federal programs fund transportation for targeted populations...



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

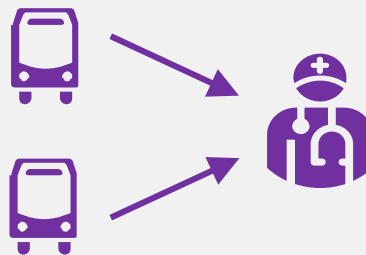
Coordinated transportation improves

Efficiency



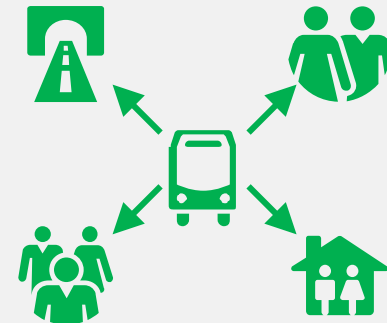
Funding recipients save program funds by sharing resources.

Accessibility



Funding recipients collaborate to provide more route options.

Availability



Streamlined policies allow programs to serve new people and regions.

Which VA programs fund transportation?

The following VA programs may fund transportation services for Veterans and their families and therefore fall under the purview of the CCAM.

Program	Type of Assistance	Purpose
Veterans Transportation Program	Project Grants	Offers Veterans travel solutions to and from their VA health care facilities
Veterans State Adult Day Health Care	Formula Grants	Provides Veterans who need skilled services, case management, and help with activities of daily living with a place to go during the day for social activities, peer support, companionship, and recreation
VA Homeless Providers Grant and Per Diem Program	Project Grants	Promotes the development and provision of supportive housing and/or supportive services that help homeless Veterans achieve residential stability, increase their skill levels and/or income, and obtain greater self-determination
Automobiles and Adaptive Equipment for Certain Disabled Veterans and Members of the Armed Forces	Direct Payments for Specified Use	Provides financial assistance to certain disabled servicepersons and Veterans toward the purchase price of an automobile or other conveyance and an additional amount for adaptive equipment to insure the eligible person will be able to operate or make use of the automobile or other conveyance

Focus Group Information

Meeting Objectives and Outputs

The objectives and outputs of today's meeting are listed below.

Objectives



1. Understand the current state of non-emergency medical transportation (NEMT) for rural Veterans



2. Identify existing examples of NEMT coordination in rural areas



3. Identify barriers to coordinating VA NEMT with other federally funded NEMT services

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

Objective 1: Understand the current state of NEMT for rural Veterans



Discussion topics for this objective include:

- 1.1 Available Services
- 1.2 Meeting Veterans' Needs
- 1.3 Transportation Data

Objective 1.1: Available Services



- a. How does your organization provide NEMT services for eligible Veterans?
 - VAMC-owned vehicles?
 - Contracts with third-party transportation providers?
 - Volunteer drivers?
- b. What eligibility criteria must an individual meet in order to use your organization's NEMT services? What are the sources of these criteria?
- c. How does your organization fund NEMT services for Veterans in your state or jurisdiction? Rural Veterans?

Objective 1.2: Meeting Veterans' Needs



- a. Is your organization able to meet Veteran demand for NEMT?
How do you handle excess demand?
- b. On average, how satisfied are Veterans with the quality and availability of current NEMT services?
- c. What are the most common transportation concerns expressed by Veterans?

Objective 1.3: Transportation Data



- a. How does your organization track transportation data?
 - Spending data?
 - Vehicle usage data?
 - Rider demographics?
 - Customer satisfaction?
- b. How is the transportation data used?
- c. What are the barriers to collecting and analyzing transportation data?



Objective 2: Identify existing examples of NEMT coordination in rural areas

Discussion topics for this objective include:

- 2.1 Coordination Examples
- 2.2 Cost and Resource Sharing
- 2.3 Coordinated Planning

Objective 2.1: Coordination Examples



- a. How does your organization coordinate with other human service organizations or agencies to provide NEMT for rural Veterans?
- b. How does your agency promote transportation coordination in rural areas?

Objective 2.2: Cost and Resource Sharing



- a. Has your organization entered into transportation cost sharing arrangements with other human service agencies or organizations?
- b. Does your organization use community-based resources to provide NEMT to Veterans in rural areas?
- c. Does your organization make assets, such as vehicles and software, available to other human service organizations in your community?



Objective 2.3: Coordinated Planning

- a. Does your organization participate in coordinated transportation planning?
- b. Does your agency participate in a state, regional, or local coordinating council?



Objective 3: Identify barriers to coordinating VA NEMT with other federally funded NEMT services

Discussion topics for this objective include:

3.1 Coordination Challenges



Objective 3.1: Coordination Challenges

- a. What challenges does your organization encounter (or anticipate encountering) when coordinating NEMT? When participating in coordinated planning?
- b. What policies prevent you from coordinating NEMT services?
- c. What coordination challenges arise when working with dually eligible beneficiaries?
 - How do you coordinate with Medicaid to provide NEMT for dual eligible Veterans?

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

CCAM Inbox

CCAM@dot.gov

Danielle Nelson

Danielle.Nelson@dot.gov

