



CCAM

Coordinating Council on
Access and Mobility

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*National Center for Mobility Management
(NCMM) Survey Analysis*

Department of Health and Human Services Results

April 2019

CCAM

Introduction and Key Findings

Introduction

The National Center for Mobility Management (NCMM) conducted a survey to gather input from state and local stakeholders and to inform the strategic direction of the Coordinating Council on Access and Mobility (CCAM).

The NCMM survey:



Was designed to identify **promising practices, barriers, and challenges** around coordinated transportation



Reached **200 individuals** who work at transportation and human services organizations that receive HHS funding¹



Was conducted from **June to November 2018**

This report analyzes a selection of the survey questions, considering only the responses from respondents who receive HHS funding.

¹A total of 549 respondents completed at least part of the survey. During the data cleaning process, 22 responses were removed due to incomplete or low-quality responses. 527 respondents were included in the final overall analysis.

Note: The percentages in the figures throughout this report may not add to 100% due to rounding.

Key Findings

Benefits

HHS-funded respondents see transportation coordination as beneficial to their organization.

85% say transportation coordination improves their organization's ability to serve constituents

77% believe coordination improves the quality of transportation services

Despite the widespread belief that transportation coordination is beneficial, **only 29% of HHS-funded respondents agree they are incentivized to coordinate transportation services.**

Participation

71% of HHS-funded respondents participate in at least one coordination activity. They most frequently participate in:

44% State, regional, or local coordinating councils

42% Coordinated transportation plan development

29% Sharing transportation data across organizations

Barriers

HHS-funded respondents face a wide variety of barriers when seeking to coordinate transportation.

At least 50% said each surveyed barrier makes coordination more difficult. The most frequently reported barriers are:

86%

Lack of available transportation

85%

Lack of cost-sharing arrangement or reimbursement structure

85%

Lack of time/staff

Knowledge

Many HHS-funded respondents are not knowledgeable about available resources:

57%

Are aware of coordination planning activities in their community

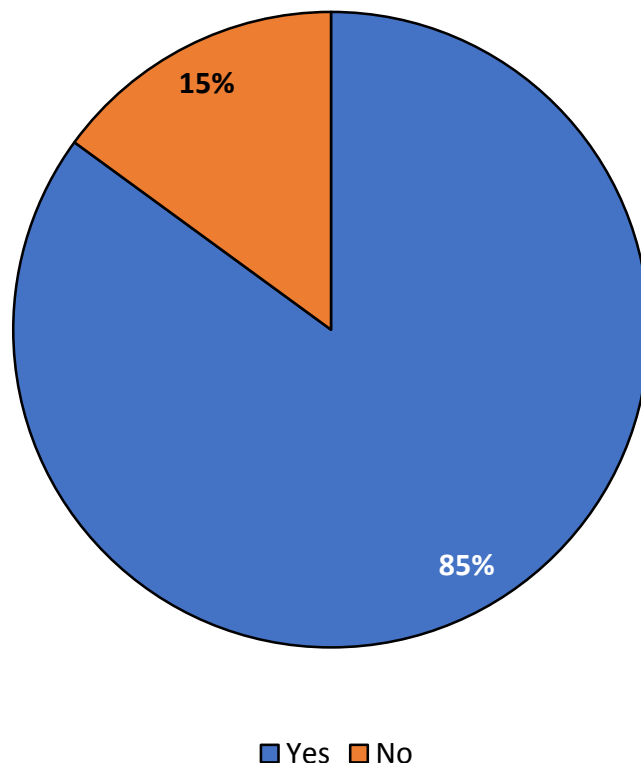
50%

Understand available federal funding sources

Selected Question Data

Figure 1: Usefulness of Transportation Coordination

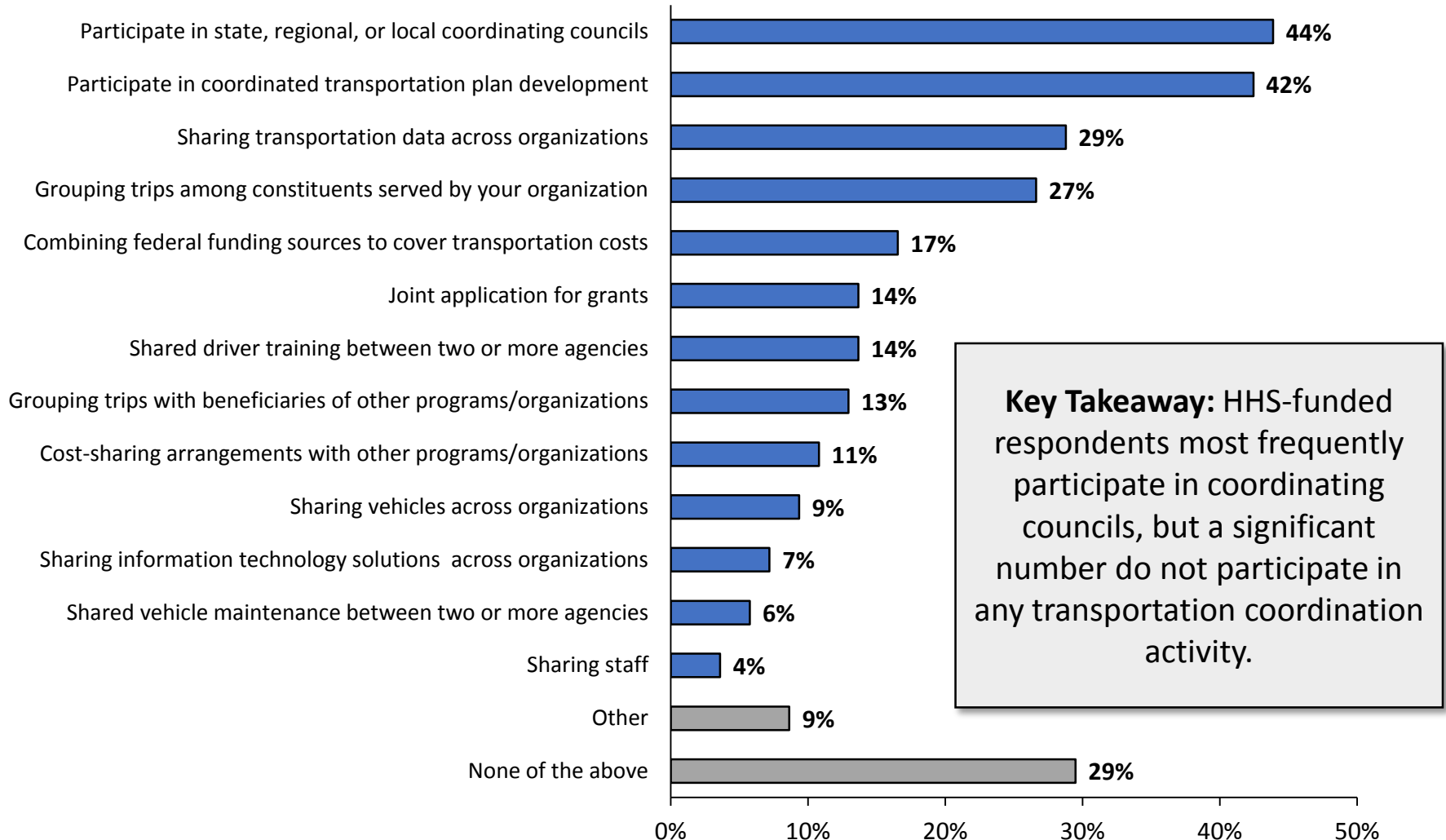
Question: Do you believe that transportation coordination enhances your organization's ability to serve its constituents?



Key Takeaway: Almost all HHS-funded respondents believe that transportation coordination enhances their ability to serve constituents.

Figure 2: Transportation Coordination Activities

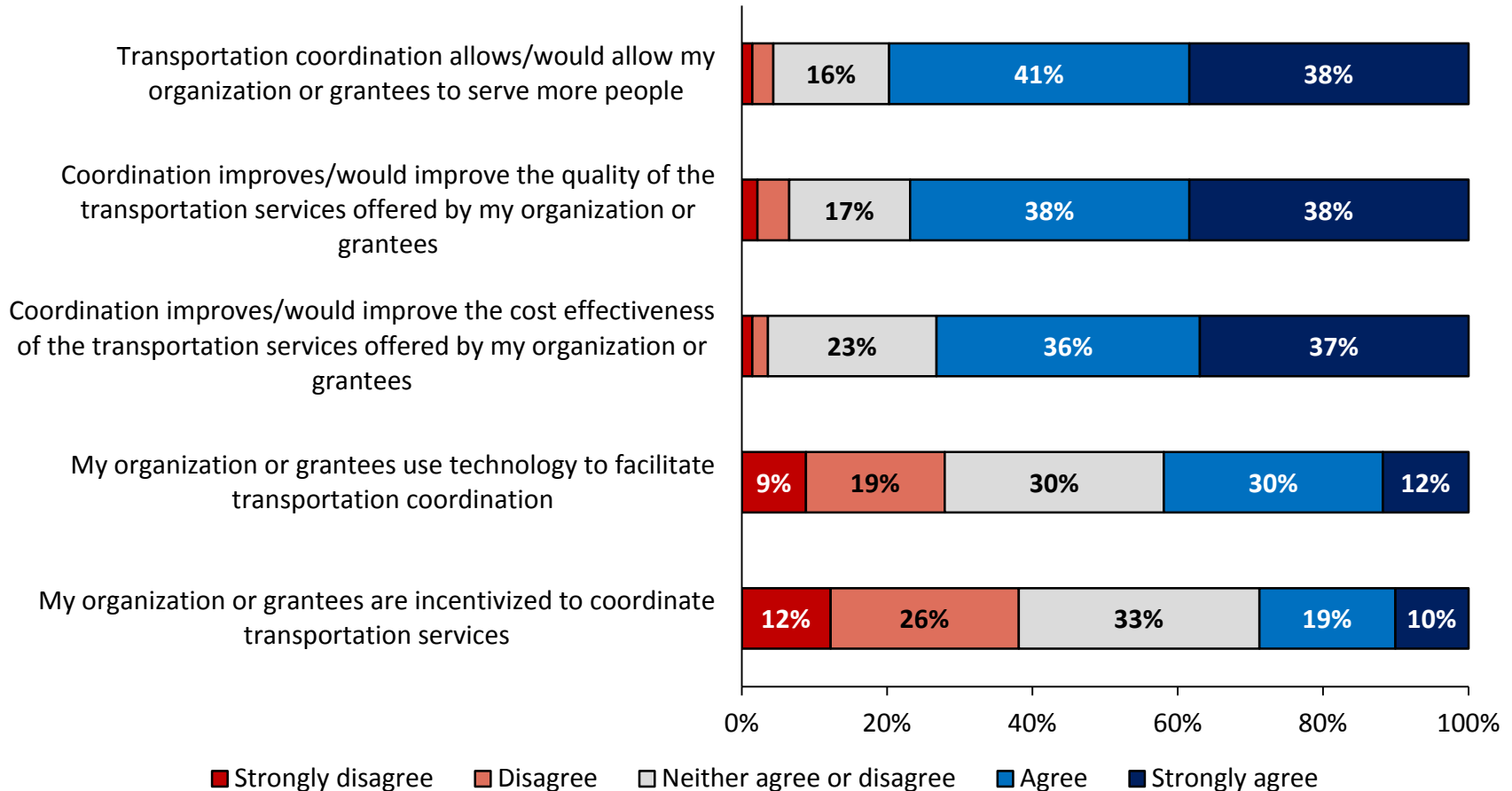
Question: Does your organization or its grantees participate in the following transportation coordination activities? Select all that apply.



n=139

Figure 3: Transportation Coordination

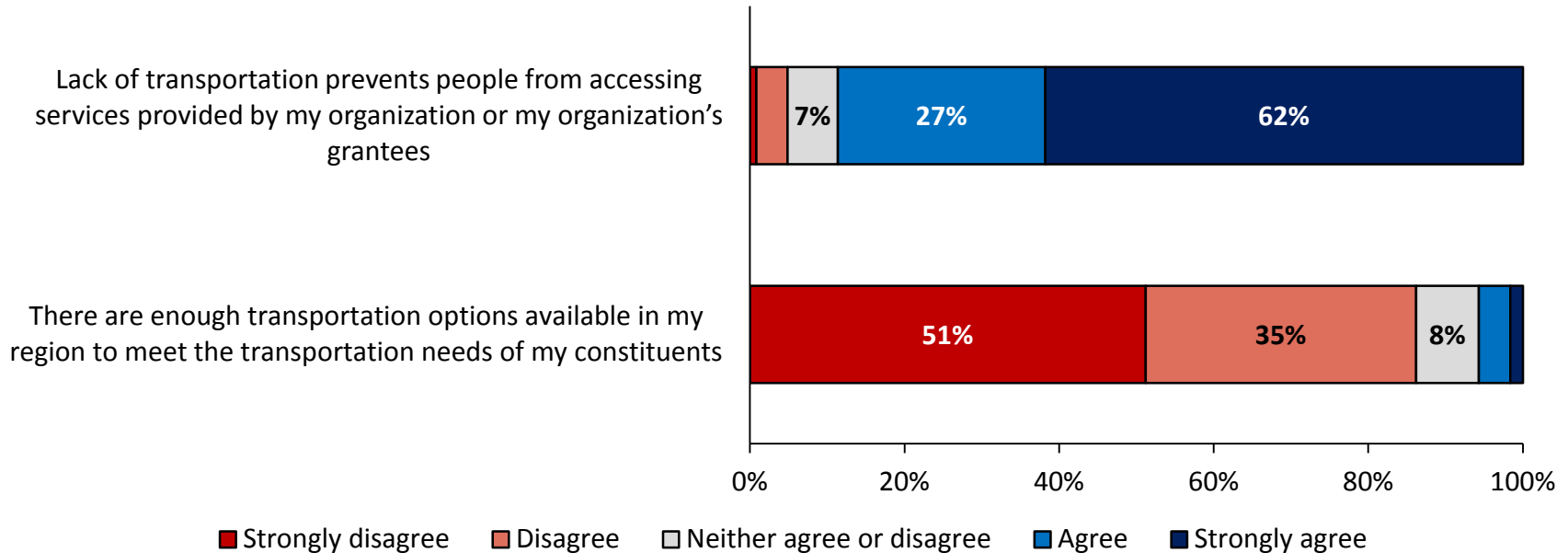
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most HHS-funded respondents believe that coordination improves service delivery, but far fewer feel incentivized to implement coordination activities.

Figure 4: Availability

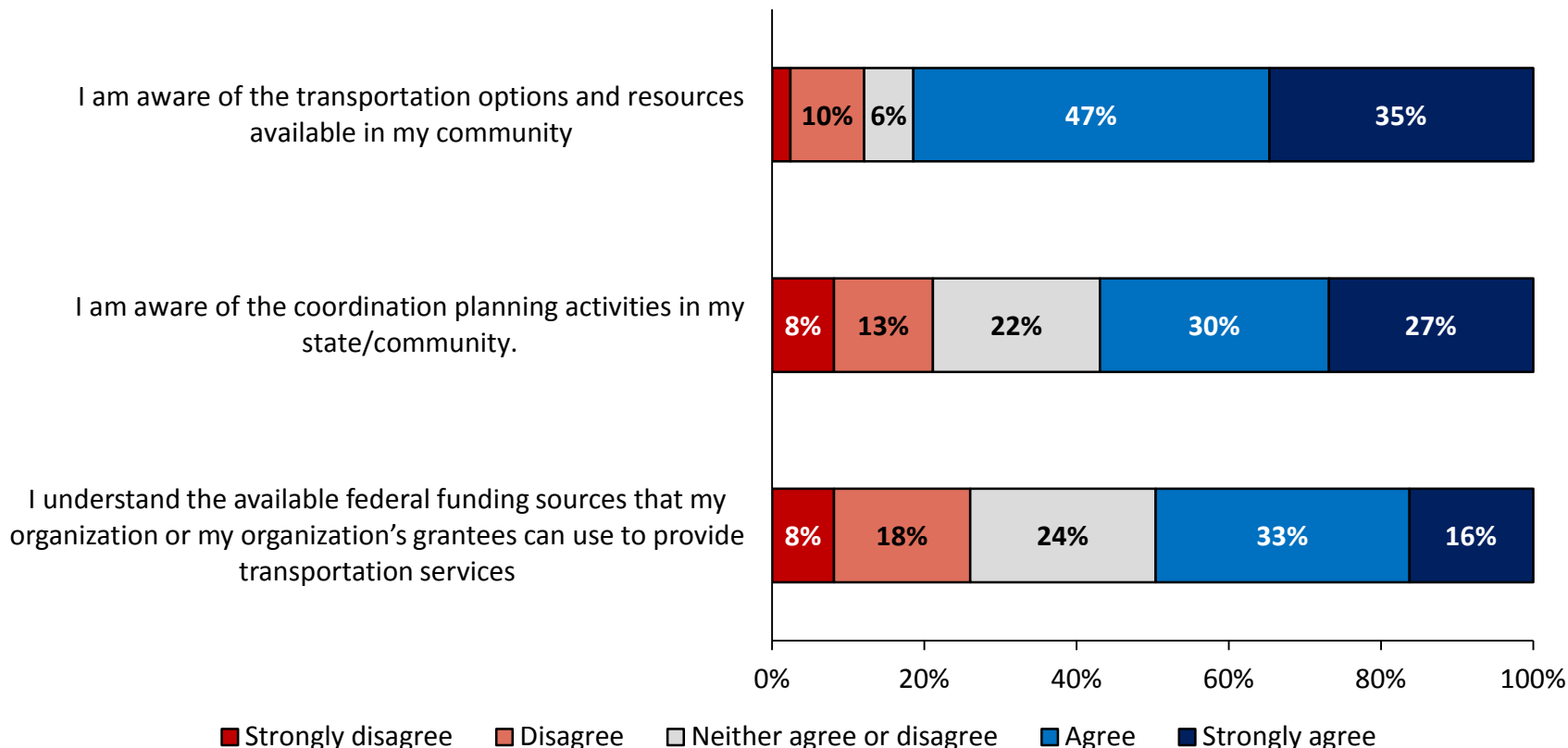
Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Almost all HHS-funded respondents believe that their communities lack sufficient transportation services and options, impeding access to HHS-funded services.

Figure 5: Awareness

Question: Please indicate the level to which you agree or disagree with the following statements:



Key Takeaway: Most HHS-funded respondents are aware of transportation options in their communities. However, fewer are aware of existing coordination activities or federal funding sources for transportation.

Figure 6: Potential Barriers to Transportation Coordination

Question: To what degree do you believe the following factors impact your organization’s ability to coordinate transportation services?

| Rank | Barrier | Percentage |
|------|---|------------|
| 1 | Lack of available transportation | 86% |
| 2 | Lack of cost sharing arrangement or reimbursement structure | 86% |
| 3 | Lack of time and/or staff | 85% |
| 4 | Inability to secure local match funding | 76% |
| 5 | Complexity of reporting or other administrative requirements | 75% |
| 6 | Federal laws, regulations, and/or guidance | 70% |
| 7 | Lack of transportation data | 70% |
| 8 | State laws, regulations, and/or guidance | 69% |
| 9 | Concerns about sharing vehicles | 69% |
| 10 | Concerns about grouping beneficiaries from different federal programs | 62% |
| 11 | Lack of enabling technology | 62% |

■ 0% □ 50% ■ 100%

Key Takeaway: Almost all HHS-funded respondents experience a variety of impediments to coordination. A lack of available transportation is the most common barrier to coordination.

n=112-119

Note: The figure above displays the sum of “Makes it much more difficult” and “Makes it somewhat difficult” responses.

What Respondents are Saying About Transportation Coordination

“We have vans across the state with empty seats going to health facilities. If we can fill the seats even though they aren’t necessarily a Medicaid recipient we can bridge the gap. It will help keep health care costs down by keeping trips from becoming emergent and enable the residents access to the health care they desperately need.”

“Most of the passengers we serve are the same people who receive other social services. Working as a team with other social service entities enables us to provide a ‘total package’ of needed services.”

“If transportation services were available for our patients they would be able to keep their treatment appointments.”

“Agencies believe, whether rightly or wrongly, they cannot ‘share’ funds to provide transportation services. If coordination continues to be promoted, federal laws, regulations, guidance, needs to require or encourage resource sharing at the state level. Then, presumably, the states will push that to the county level.”