



Serving Linn, Benton and Lincoln County Residents

Transportation Brokerage Advisory Committee

Date: Thursday, March 5, 2020
Time: 10:00 – 11:30 am
Location: Oregon Cascades West Council of Governments
 Upstairs Conference Room, 1400 Queen Ave. SE, Albany
Contact: Danny Magana, 541-812-2016

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| 1) | 10:00 Call to Order and Introductions | Staff |
| 2) | 10:05 Agenda Review | Staff |
| 3) | 10:10 Chair and Vice-Chair Elections | All |
| 4) | 10:20 Public Comment | Chair |
| 5) | 10:25 Previous meeting minutes for approval <i>August 17, 2018 (Attachment A)</i> <i>November 30, 2018 (Attachment B)</i> <i>February 7, 2019 (Attachment C)</i> <i>September 5, 2019 (Attachment D)</i> <i>November 7, 2019 (Attachment E)</i> <i>ACTION: Decision on minutes</i> | Chair |
| 6) | 10:30 CCO 2.0 Update – Member Demographics | Staff |
| 7) | 10:50 Review of Special Projects | Staff |
| 8) | 11:10 Staff Reports <ul style="list-style-type: none"> • <i>Statistics</i> (Attachment F) • <i>Costs per ride per client</i> (Attachment G) • <i>Budget report</i> (Attachment H) • <i>Mileage Reimbursement</i> | Danny Magana |
| 9) | 11:20 Other Business | Chair |
| 10) | 11:30 Adjournment | Chair |

OMAP Transportation Brokerage Advisory Committee
Friday, August 17, 2018
10:00 to 11:30

Cascades West Center
 1400 Queen Ave SE – Upstairs Conference Room
 Albany, Oregon

Video Conference
 Toledo Office

Committee Members Present: Amy Peer, Carolyn Fry, Cheryl Landis, Lee Lazaro, Mary Marsh-King, Suzette Boydston, and Pam Barlow-Lind (video)

Members Absent: Jasper Smith, Laurie Barajas, and Tony Howell

Ex-Officio: Tamatha Tracer (phone)

Staff Present: Brenda Mainord, Danny Magana, Katie Trebes, Kara Beck, and Emma Chavez

| TOPIC | DISCUSSION | DECISION / CONCLUSION |
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| I. Call to order and Agenda Review | <p>Self-introductions were conducted at 10:05 am.</p> <p>The Chair, Suzette Boydston reviewed the agenda. She requested to add Public Comment to all future agendas.</p> <p>Boydston also requested to receive an electronic copy of the Transportation Brokerage Advisory Committee (TBAC) membership roster.</p> <p>Boydston officially called the meeting to order at 10:12 am when Vice-Chair, Lee Lazaro arrived.</p> | <p>Additional agenda item: Mobility Management Grant Discussion</p> <p>Staff will email the membership roster to members.</p> |
| Public Comment | | There were no public comments. |
| II. Election of Chair and Vice Chair | Lee Lazaro voted for Suzette Boydston to continue to serve as the Chair of the TBAC. Lee Lazaro was nominated to continue to serve | Consensus by the Transportation Brokerage |

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| | <p>as the Vice-Chair. Pam Barlow-Lind voted for Boydston to serve as the Chair and Lazaro as the Vice-Chair, Cheryl Landis seconded. Members met consensus.</p> <p>Members questioned the terms of the officers, and requested a copy of the bylaws. Staff provided copies to members. Boydston advised that membership term expirations are good in order to get new knowledgeable citizens an opportunity. She noted that it would be good to add consumers as member to the TBAC.</p> | <p>Advisory Committee for Suzette Boydston to serve as the Chair, and Lee Lazaro to serve as the Vice-Chair.</p> |
| III. Minutes from the May 18, 2018 | <p>Amy Peer moved to approve the May 18, 2018 meeting minutes, Barlow-Lind seconded. Consensus to approve the minutes as written.</p> | <p>Consensus by the TBAC to approve the May 18, 2018 meeting minutes as written.</p> |
| IV. Pedal Corvallis Presentation | <p>Oregon Cascades West Council of Governments (OCWCOG) staff, Ulisses Martinez provided an update on Pedal Corvallis.</p> <p>Martinez has worked for OCWCOG for a little over a year as an Outreach Ambassador. He has provided community engagement on the program, Pedal Corvallis by attending events.</p> <p>Martinez advised that Pedal Corvallis is a Bikeshare program. Bikeshare is prevalent outside of the US, and prevalent in large cities within the US. Bikesharing is different from a bike rental in that there are stations where the bicycles are checked out from. Martinez went on to provide a full presentation on the program.</p> <p>Pedal Corvallis launched in 2016 with 6 stations, 33 bikes, and 2 trikes. The program was set to target IHN-CCO clients and the public, 18 and older. In April 2017, 2 additional stations were added with 8 bikes. In the fall of 2018, 2 additional stations will be added at OSU, with 9 bikes. The program consists of sponsors and partners that provide gift cards, and incentives.</p> <p>The annual membership for non-IHN members is \$25 annually, or</p> | <p>Staff to follow up at the next meeting with responses to pending questions.</p> |

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| | <p>\$10 monthly. Membership covers rides up to 2 hours; additional time is \$3 per hour. There is also now a pay as you go at \$1 every ½ hour with the first two hours being free. IHN members receive the service for free.</p> <p>OCWCOG has contracted with Zagster to provide the bicycles, maintenance, and call service. To check out the bicycles, the Zagster application is downloaded to a smartphones. If a smart phone is not available, texting is available to check out the bicycles. A code is provided to unlock the bicycles via the application or text.</p> <p>Members noted that a possible barrier are the persons that do not have a cell phone, or a computer with which to sign up for the service.</p> <p>As of August 15th, total participation has reached 1,110 with 8,024 total trips. Repeat ridership is above average, with IHN membership being about one-quarter of active members.</p> <p>In the Summer of 2017, Pedal Corvallis did a neighborhood-focused outreach to 600 households in the Garfield neighborhood. A service analysis data on the outreach was done. Members received an overview of the data results in their agenda packet, and Martinez reviewed the results.</p> <p>Member questions and feedback:</p> <ul style="list-style-type: none"> • Why was the City of Corvallis chosen over other communities? • How much money is collected in fees per ridership? • How much went back to Medicaid clients? <ul style="list-style-type: none"> ○ Note from Boydston: Per Federal Statute, funds collected must be dedicated to a Medicaid clients. • What is the budget and who is the fiscal agent? | |
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| | <ul style="list-style-type: none"> • South town Corvallis is a good area to target with additional outreach and to get data on usage at its station. Would be good to get a second station there. • Growth in Linn County shows the need for expanding the service to the area. • It's a good model program for other local areas. | |
| V. Statistics and Budget Report | <p>In the interest of time, staff Danny Magana questioned if there were specific questions on the report.</p> <p>Boydston advised that she would like a detailed report on where clients are taking trips to. Mainord advised that transportation is only available for non-emergent medical appointments, therefore; all appointments are to clinics, hospitals, medical facilities. The only instance where we take clients to a different type of facility is when a client is transported to a pharmacy.</p> <p>Additionally, Boydston would like to know why only about 10% of the approximate 55 thousand eligible clients are utilizing the RideLine transportation service. Mainord advised it depends what they are eligible for under Medicaid, as well as some members have their own means of transportation or family members who provide transportation to them.</p> <p>Cheryl Landis noted that it would also be good to know how RideLine compares to other like services across the Country.</p> | Staff to follow up on questions at the November 16th 2018 meeting. |
| ADDITIONAL AGENDA ITEM | <p>Lazaro advised that there is a concern that not enough eligible clients are utilizing the service and that not enough outreach is being conducted. This in turn could cause a lack of potential ridership in the community. This population seems to be less healthy than the average population and more in need. The concerns have been outlined and emailed to the TBAC Chair, and have been discussed with COG Board representatives.</p> | <p>Tamatha Tracer to provide a presentation at the November 16th meeting.</p> <p>Staff to follow up on questions at the November 16th meeting.</p> |

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| | <p>Lazaro advised that they would like to know if this is a real concern. He noted that a survey could be developed to find out if members know of the service. This would help to find out if they are aware of it; why are they not taking advantage of it. If they are not aware of the service, find out how can the Brokerage can make it more accessible.</p> <p>Staff provided RideLine brochures and trifold to members and advised that they are provided at tabling events. Additionally, the Well Care program provides a venue for staff to meet with community members in the Region. What staff has found is that many discharge planners, as well as facilities do not know how to navigate the service.</p> <p>Questions and feedback:</p> <ul style="list-style-type: none">• If developing a survey, make it available in multiple ways• What number of eligible clients are using the service?• Look into what the barriers are, and how to address them• Educate about RideLine to TBAC members, and in general <p>Tamatha Tracer advised that when a new member comes into IHN, they receive a new member packet with information on all the services they are eligible for, including information on transportation services. Additionally, with their ID cards they receive a member guide with information they need to know within the first 30 to 60 days. This also includes information about the transportation services. Tracer also noted that it's important to keep the financials in mind when budgeting.</p> <p>Boydston questioned if the transportation service funds are restricted. Tracer advised that yes, it is. Lee wanted clarification if the transportation is capitated. Tracer advised that it is capitated. The</p> | |
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| | <p>capitation is analyzed in every other year basis and reset for every two years, given the history. This is looked at Statewide, not by CCO. However, there is not a never ending budget. Landis wanted to know how it can be capitated if every member is capitated. Tracer advised that, it is a service that every Medicaid members is eligible to have, however; the CCO's are paid a capitated premium. Landis stated that there could be a distribution issue. Tracer advised that Samaritan is a non-profit organization and they do not keep any of the funds. She noted that she is available to make a presentation on how the funds are spent. Lazaro requested for Tracer to focus her presentation on the constraints Samaritan CCO is faced with.</p> <p>Katie Trebes advised that last fiscal year, the COG applied for a Mobility Management grant regarding dialysis transportation in Lincoln County. The current CTAA grant also targets Lincoln County, however; it is not focused on Medicaid services. The grant is designed to create a best practices guide for partners to use when it comes to outreach and inclusion during planning processes. The CTAA grant focus is to get the seniors and people with disabilities involved. Staff has had a kick-off meeting, and is expecting to send out the survey this afternoon.</p> <p>Member Feedback:</p> <ul style="list-style-type: none"> • Reach out to members not being served • How many members call and cannot receive a ride? • Connect with Meals on Wheels for outreach on RideLine • Utilize the one on one Federal Statute of one visit per year, per client | |
| <p>VI. Well Care Program</p> | <p>Staff, Kara Beck advised that the purpose of the Well Care program is to provide transport to additional services that will enhance overall wellness and quality of life for members by improving social determinants of health, ultimately reducing hospital admissions, ER and urgent care visits.</p> | |

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| | Landis advised that she has received concerns that from people about not wanting to converse about what they have already discussed, and that if RideLine is only gathering data, they do not want to have discussions. She suggested for Beck to connect with Nicole Fields with Health Promotions. | |
| VII. Other Business | <ul style="list-style-type: none"> • Legislative Update • Member updates | Due to running over time on other agenda items, this agenda items was not discussed. |
| VIII. Adjournment | | Meeting adjourned at 11:55 am. |

OMAP Transportation Brokerage Advisory Committee
Friday, August 17, 2018
10:00 to 11:30

Cascades West Center
 1400 Queen Ave SE – Upstairs Conference Room
 Albany, Oregon

Video Conference
 Toledo Office

Committee Members Present: Laurie Barajas, Amy Peer, Suzette Boydston, Mary Marsh-King, and Jasper Smith

Members Absent: Tony Howell, Lee Lazaro, and Pam Barlow-Lind

Ex-Officio Present: Tamatha Tracer

Staff Present: Tarah Campi, Danny Magana, Phil Warnock, and Emma Chavez

| TOPIC | DISCUSSION | DECISION / CONCLUSION |
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| 1. Call to order and Agenda Review | The Chair Suzette Boydston called the meeting to order at 10:00 am. | There were no changes to the agenda. |
| 2. Public Comment | | There were no public comments. |
| 3. Minutes from August 17, 2018 | <p>Boydston noted that she appreciates the layout of the minutes and how it makes it very clear what topics have been brought up and the decisions that were made.</p> <p>She went on to remind the Committee that it would be good to have a consumer as part of the TBAC.</p> <p>Boydston also noted that Friday meetings are tough.</p> <p>Staff Phil Warnock advised that OCWCOG will be focusing on a renewing commitment from members.</p> | <p>A quorum was not met and the minutes were tabled for the next meeting.</p> <p>Introductions were conducted after membership discussion.</p> |

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| | <p>Members noted that it would be important to let consumers know that transportation could be provided via transportation services such as dial a bus.</p> | |
| <p>4. Samaritan Health Plan Presentation</p> | <p>Tamatha Tracer provider a presentation on the Oregon Health Authority (OHA) rate settings per the TBACs conversation at its last meeting.</p> <p>Tracer noted that Rates are established within state budget guidelines to support the Oregon Health Plan (OHP). Settings are set as such:</p> <ul style="list-style-type: none"> • Rates must be actuarially sound and meet CMS requirements. • IHN works closely with OHA’s Actuarial Services to gain understanding and give feedback throughout the rate development process. • Once rates are completed, they are included in IHN’s contract with OHA for the coming year <p>Tracer went on to review the 2019 timeline, noting that the rates process kicks off in March with final submittal in October. During the setting process, workgroups are set to validate and analysis data, and payment rates.</p> <p>The process allows for an opportunity to discuss the things that have a special rate setting process such as maternity and dental case rates. The state looks at all the maternity cases and if it lands within the corridor, the cost is already figured into rates. If it goes above that, there is a reconciliation with the state. Dental is currently carved out due to an agreement within OHA and the dental agencies in Oregon. All of the dental services go through a dental organization, and the CCOs contract with those organizations.</p> <p>Warnock noted that one of the things that has been a challenge on</p> | |

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| | <p>the delivery side for coordination and also has an impact on the rate is, if the CCO is responsible for a member for any of the configurations of the benefits; the CCO is responsible for transportation for that member.</p> <p>Tracer went on to review the different versions of OHP that are available, noting that the Cadillac version covers everything under one CCO. Other versions include partial coverages. In the past, the type of coverage received was based on the health of the member and where they needed to get there services.</p> <p>In 2019 there will be there will be an effort from OHA to assign members to a CCO for the Cadillac version of coverage. This is to assist with coordinating the care and bridge the gap as they enter into the CCO. Tracer advised that they have been told that there's about 3,900 members starting as of April 1, 2019.</p> <p>Tracer continued with the presentation and noted that OHA looks at every case and makes sure that all claims have been approved. In July of the planning year the trending is analyzed, and the Region rates are adjusted. Tracer clarified that our service are is Linn, Benton, and Lincoln County. The Region consists of parts of Marion and Lane Counties.</p> <p>Warnock noted Ride Lide was advised that we were spending too much during the 2017 to 2018 rate settings when the super region was compared statewide. He noted that is contrary to the statement that if you provide more rides, they'll provide more funding and that this is why there is a capitation.</p> <p>Boydston questioned if there have been positive health changes to consumer who utilize the services.</p> | |
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| | <p>Tracer answered that when OHP was first implemented, the aim was for consumers to get the services that they needed. The overall trend has started to bend with focus on preventative care, and early intervention.</p> <p>Tracer advised that OHP is now at the end of the rate setting period and has received next year's budget numbers. The overall budget for 2019 has taken a 1% cut from 2018. OHP is taking a look at all the services that it provides, and making sure that the funds are going where they needed. She stated that the goal is to give members equal access to all the services.</p> <p>Additionally, Tracer noted that OHP meets with the Brokerage to discuss utilization and mileage reimbursement, etc. One of the focuses is to keep the funds within the region. However, consumers are taken to where they need to go in order to get the services they need is they are not available locally.</p> <p>OHP has started to allow payment to providers who aren't typically credentialed. One of those providers, is a traditional health worker. OHP sees the need for traditional health workers.</p> <p>Warnock noted that three years ago, the Delivery System for Transformation Workgroup received a proposal from Benton County to establish a Traditional Health Worker training program. OCWCOG is having a staff person go through the process of becoming a Traditional Health Worker.</p> <p>In regards to the TBAC members question on whether outreach is taking place to people who need the services; Boydston noted that there are only enough funds to serve so many people.</p> <p>Tracer stated that outreach can still be looked at to see if there are</p> | |
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| | <p>any gaps that need to be addressed.</p> <p>Warnock added that the blanket outreach is not missing, it's the targeted outreach that needs to be defined. He advised the Brokerage is focusing on this and looking at opportunities for this type of outreach. He stated that part of it is the coordination of the partner community (e.g. navigators, receptions, etc.). Another component are the personal needs, or root causes to transportation barriers (e.g. childcare needs).</p> | |
| 5. Staff Reports | <ul style="list-style-type: none"> • Pedal Corvallis Update – Staff Danny Magana provided copies on the email that went out after the last meeting. The email includes answers to the questions at the last meeting. Magana briefly reviewed the email. • Well Care Program Update – The program has started providing rides. Kara Beck has gone through the Health Worker certification process. The process has opened up new engagement opportunities that may assist with the TBAC membership. • Statistics – Members received additional statistics. Magana reviewed the documents with members. • Costs Per Ride, Per Client – Magana reviewed the attachment. <p>Magana also provided a handout of call center data from the past two years.</p> <ul style="list-style-type: none"> • Budget Report – Magana reviewed the budget report. <p>RideLine Survey – is now in Spanish.</p> | |

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| | <p>Whitepaper – Staff has been assigned with developing a whitepaper that can assist with new member onboarding. It will reference back to the Regional Chapter of the Service Coordinated Plan, the role of Brokerages, and additional data.</p> | |
| 6. Other Business | <p>Human Services Coordination – When asked, Warnock advised that Jim Owens was in charge and a final meeting of stakeholders was held last week. The final draft should be posted soon.</p> <p>Bilingual Pilot Project – Warnock stated that a disconnect was noted at a meeting with Health Care Navigators in regards to the Spanish speaking community. In order to address this disconnect, COG submitted for funds for a bilingual pilot project. The project will help identify efficacy, cultural barriers, and hesitancy from the Spanish speaking community. Ride Line will identify, provide outreach, and training to partners, referral points, and members for access to services. Reach target population and increase their understanding of the services, their utilization, confidence and comfort in seeking services, and decrease denials.</p> <p>Transportation Network Companies - Warnock advised that something that there is legislation around transportation network companies and licensing fees. Staff is tracking this because the definitions are currently vague and could inadvertently sweep in non-emergent medical transportation. Companies could be lost, which would cause an increase in capacity. This would hurt the rural communities very negatively. Staff will continue to track this and will report back.</p> | |
| 7. Adjournment | | The meeting adjourned at 11:30 am. |

OMAP Transportation Brokerage Advisory Committee
Friday, February 7, 2019
10:00 to 11:30

Cascades West Center
 1400 Queen Ave SE – Upstairs Conference Room
 Albany, Oregon

Video Conference
 Toledo Office

Committee Members Present: Pam Barlow-Lind, Suzette Boydston, Laurie Barajas, and Amy Peer

Members Absent:

Staff Present: Danny Magana, Phil Warnock, and Emma Chavez

| TOPIC | DISCUSSION | DECISION / CONCLUSION |
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| 1. Call to order and Agenda Review | The Chair Suzette Boydston called the meeting to order at 10:34 am. | Discussion on Inclement Weather added. |
| 2. Public Comment | | There were no public comments. |
| 3. Minutes from August 17, and November 30, 2018 minutes | | A quorum was not met and the minutes were tabled for the next meeting. |
| 4. 2019 Meeting Calendar | Warnock advised that there is a new meeting schedule and staff is hoping the new schedule will help with the recruitment of new members. Chair Boydston suggested for staff to look into recruiting STF members. | |
| 5. Pilot Project Updates | Staff Danny Magana reported that the Well Care program has been up and running for a couple of months now. Kara Beck, project lead continuous to do outreach in the community. Staff Phil Warnock noted that initially the program was focused on hospital discharges but the | |

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| | <p>program has evolved and now staff is working on case by case studies. He provided an example of a member who needed to go through his last steps of parole. Staff learned how to evaluate the situation. The individual was then able to get his license, which then allowed him to go from receiving a sedan transport services, to receiving mileage reimbursement, and also being able to provide rides for their family members.</p> <p>Mileage Reimbursement – Warnock reported that there is a \$600 thousand different in three months by providing mileage reimbursement. This shows the level of work and the savings created by the mileage program.</p> <p>Bi-lingual Engagement – Warnock stated that in 2019, staff will be working on outreach to the Spanish speaking community. Staff learned that there is a disconnect with Health Care Navigators, and that there is a perception that there is not a level of trust, engagement, or understanding of the Brokerage services. Work will include the development and update of bilingual materials and message to the community.</p> <p>Laurie Barajas stated that they use a Skype (iPad) interpretation, phone, or certified bilingual staff. Chair Boydston noted that it would be helpful to invest in certification/training of bilingual translators. She went on to state the importance in having a culture in which a certain percentage of staff speak the same language of our community.</p> <p>Members provided the following locations for outreach: Faith schools, welcome centers, pediatric facilities, and medical facilities.</p> <p>Boydston indicated that it's important for the person doing outreach to be bilingual. She went on to state that it would be helpful for staff to look into tribal members becoming drivers; and Spanish speakers, becoming drivers.</p> | |
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| | <p>Warnock noted that staff will continue to provide updates on the project.</p> <p>Regional Health HUB – Warnock advised that staff is working with the Regional Health HUB to try and stand up coordination process and workflow. The Brokerage is looking to be an additional referral point, and trying to identify barriers or root causes to clients not utilizing the services. Additionally, the Brokerage is also looking at staff being trained and becoming trainees.</p> | |
| 6. Staff Reports | <p>Magana reviewed the statistics, costs per ride, per clients, and the budget report with members.</p> <p>In regards to the budget report, Warnock stated that our contract runs on a calendar year but budget runs on a fiscal year. While the budget shows a negative, the costs are being covered just not always in pace of the delivery of service.</p> <p>Metrics – Magana reported that there are goals such as answer rates. The Brokerage answer rate goal is to answer within 2 minutes. He reported that the Brokerage does well to meet its goals. Things that effect eh answer rate could be short staffing during high call volume days.</p> <p>Chair Boydston questioned if the COG hired through temporary agencies. Warnock advised that they have in the past, but not as much of recently. He noted that for the department, he’s been trying a new approach of hiring professionals from outside the region. Boydston suggested to link up to job fairs at colleges, and schools. Pam Barlow-Lind questioned if there an internship program. Warnock answered that there is, and that 10-15 internships come through the agencies. However, OSU the closest university does not use utilize the program too often.</p> | |

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| | <p>Intakes – Magana advised that the Brokerage consists of an intake process. The intake coordinator reviews the program with new clients. Park of the process keeps track of the referral points. Amy Peer stated that she is interested in seeing some of the data. Warnock stated that staff can provide data at following meetings.</p> | |
| 7. Other Business | <p>Inclement Weather Procedures – Warnock advised that there have been interesting circumstances due to inclement weather. Magana reported that the call center voicemail is updated, and individual providers will call clients if they are not able to provide the transport. Warnock stated that transport providers have a large degree of awareness and often take extra precautions in order to be able to make transports possible. Additionally, care facilities often call to cancel their client rides if they don't believe it is safe to do so. Magana also noted that there is a provider chat available for urgent matters.</p> <p>Rebranding/Brochure/Logo – Warnock provided an example of a redone logo. He noted that the Ride Line logo needs to be updated and staff is looking for feedback from members. He reviewed the type of information that can go into the creation of the logo, and advised that there are certain limitations, and guidelines staff much follow.</p> <p>Feedback received:</p> <ul style="list-style-type: none"> • Audience should be clients, service provides, and possibly tax payers. • Purpose is to target the broad Medicaid group, and extend out. • Co-brand for each community. • Make product easily reproduced by others. Add date published, and how to get more. • Look into mobil compatibility of our site to be able to add Brokerage contact to cell phone. • Look into QR | |

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| | <p>Training Center – Warnock advised that there has been a soft launch to the Training Center webpage. Training to OCWCOGs regional transportation providers will include Red Cross Adult CPR/First Aid and Blood Borne Pathogen Certification, National Safety Council Defensive Driving Certification, and Community Transportation Association of America Passenger Assistance Safety and Sensitive Certification. Local transit providers can submit for reimbursement from ODOT through COG.</p> <p>Customer Focused Training and Travel – The COG has applied for funds for a central, one click, one call transit resource for the Lincoln, Benton, and Linn region. The tasks include: 1) training transit drivers on assisting riders with mobility issues; 2) training riders on how to use the bus; 3) acting as the centralized call line for assisting with trip planning for the general public; 4) developing a mobile ticketing application such that people can travel on all transit within the three counties using one ticket, and one mobile application.</p> | |
| 8. Adjournment | Meeting adjourned at 11:52 am. | |

OMAP Transportation Brokerage Advisory Committee
Friday, September 5, 2019
10:30 to 12:00

Cascades West Center
 1400 Queen Ave SE – Upstairs Conference Room
 Albany, Oregon

Video Conference
 Toledo Office

Committee Members Present: Pam Barlow-Lind (video), Laurie Barajas, Amy Peer, Tony Howell, and Jasper Smith

Members Absent: Cynda Bruce, George Matland, and Jesse Oakley

Guests Attending: Britny Chandler, and Lucille Vinent

Staff Present: Danny Magana, Phil Warnock, and Emma Chavez

| TOPIC | DISCUSSION | DECISION / CONCLUSION |
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| 1. Call to order and Agenda Review | NEMT Quality Plan moved to agenda item 5. Bylaws to be reviewed during agenda item 3. | Meeting called to order at 10:41 am by staff Danny Magana. |
| 2. Introductions of New Members | Britney Chandler and Lucille Vinent with OHP Samaritan Health Plans IHN-CCO introduced themselves. Members then introduced themselves. | |
| 3. Chair and Vice-Chair Elections | Staff Danny Magana noted that both the Chair and Vice-Chair positions are currently vacant due to Suzette Boydston and Lee Lazaro no longer being on the committee. Phil Warnock went on to review the duties of the officers. Members discussed and volunteers and nominations were not made. Staff tabled the discussion for the end of the meeting. | Officer elections were tabled for the next meeting. |
| 4. Public Comments | | There were no public comments. |
| 5. Previous Meeting | | A quorum was not met, and |

| Minutes | | the minutes were tabled for the next meeting. |
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| 6. NEMT Quality Plan | <p>Members received a copy of the draft Non-emergent Medical Transportation (NEMT) Quality Assessment for the 2.2 CCO contract. Lucille Vinent noted that part of her review of the contract, was to have an enhanced section on transportation. The section specific to NEMT has grown significantly. The quality assessment plan outlines the new requirements for NEMT, and tries to create the areas by which INH would assess quality to mirror what is outlined in the contract. She noted that the underlined sections touch on areas that will be measured by OHA. Many of the underlined sections have very prescriptive requirements and changes may need to be made to make them less restrictive. Vinent went on to note that this work has increased communication with the Brokerage, and those discussions can assist in identifying what is already being accomplished in different categories.</p> <p>The Committee held a discussion and had the following feedback:</p> <ul style="list-style-type: none"> • Some performance standards could affect operations negatively (e.g. decrease in shared rides, increase in no shows, cost, etc.) • Technology needs to continue to be discussed in order to improve call waiting • Methadone client cost could increase drastically if the rides are not shared • Requirements seem to be focused on metro area. The different Brokerage areas need to be taken into consideration. "A good policy doesn't always work for all" • It would be helpful to have data • Use the member satisfaction survey as data <p>Lastly, it was noted that once the annual assessment is completed, a report will be brought back to the Committee.</p> | |

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| 7. Overview of Ride Line | <p>Magana provided an overview of Ride Line via a power presentation.</p> <p>Well Care Program – The program began over a year ago, it has included a lot of outreach to community members, and a large number of urgent rides.</p> <p>Bi-lingual Pilot Project – The project will help to identify barriers to the Spanish speaking community. Staff, Ana Ojeda Duffy noted that she has been attending many events. She will be present at the Latino Festival in Albany, and she is working with IHN to update their information magnet to bilingual. Additionally, three Spanish speaking staff will attend a Health Interpreter Training due to the value of the opportunity to go through the process as staff serves as an interpreter for members who call in to the Brokerage.</p> | |
| 8. Review of Special Projects | <p>Travel Training – Staff assists members with transit system utilization</p> <p>Pedal Bikeshare – Has been running for the past two years. The bicycle fleet has been completely replaced. The system has been able to be sustained by COG, sponsors, and OSU support. The COG is currently working with the city of Corvallis on continued service.</p> <p>Duals Eligibility – A program that evaluates the cost drivers of high utilizers for dual eligible clients.</p> <p>Community Health Care Worker – staff Kara Beck has gone through the training. Beck and COG staff have also gone through mental health training and trauma informed care.</p> <p>Web Portal – staff is working with Tech Services on a potential web portal for clients to be able to request rides.</p> | |
| 9. Staff Reports | Magana went on to review staff reports, and there were no questions. | |
| 10. Other Business | White Paper – Staff is working on a whitepaper of RideLine that will be provided as part of the new member orientation. | |

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| | <p>Meeting reoccurrence – Staff noted that members received a copy of the 2019-2020 meeting schedule in their packets.</p> <p>Magana circled back to officer appointments. With no volunteers or appointments, the request was tabled for next meeting.</p> | |
| 11. Adjournment | | Meeting adjourned at 12:04 pm. |

OMAP Transportation Brokerage Advisory Committee
Thursday, November 7, 2019
10:30 am – 12:00 pm
 Cascades West Center
 1400 Queen Avenue SE, Upstairs Conference Room, Albany, OR
 Video Conference, OCWCOG Toledo Office

Committee Members Present: Amy Peer, Jasper Smith, Jesse Oakley, Pam Barlow-Lind, and Britney Chandler (Ex-Officio)

Guests Present: Rocio Muñoz; Benton County Special Transportation

Staff Present: Danny Magana, and Ana Ojeda Duffy for Spanish Pilot Program Update

| TOPIC | DISCUSSION | DECISION / CONCLUSION |
|--|---|---|
| 1. Call to order and Introductions | | Staff, Danny Magaña called the meeting to order at 10:00 am. Introductions were conducted. |
| 2. Agenda Review | | There were no changes to the agenda. |
| 3. Chair and Vice Chair Elections | Jasper Smith volunteered to serve as the Vice Chair of the TBAC. | A quorum was not met and the agenda item was tabled for the next meeting. |
| 4. Public Comments | | There were no public comments. |
| 5. Previous Meeting Minutes; August 17th, November 30, 2018 and February 7th and September 5, 2019 | | A quorum was not met and the minutes were tabled for the next meeting. |
| 6. CCO 2.0 Update | Magana provided an update on the Coordinated Care Organization (CCO) 2.0. He advised that the following performance measures will need to begin to take effect on January 1, 2020: <ul style="list-style-type: none"> • 85% of calls to be answered within 35 seconds, if cannot | |

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| | <p>answer within 35 second allow for voice mail option, and staff to call back</p> <ul style="list-style-type: none"> ○ Current staffing does not allow to meet this goal, and Ride Line will be hiring additional staffing to help reach this metric. ● 1% of calls to be reviewed and scored <ul style="list-style-type: none"> ○ This may take a 1FTE reviewing 100 calls per day ● Multi-lingual staff <ul style="list-style-type: none"> ○ Ride Line currently has Spanish bilingual staff, and has the international interpretive services number for all bilingual calls as needed. It was questioned if the new hires would be required to be bilingual. Magaña reported that it is not a requirement, but there is an incentive to receive a differential if they are bilingual. It was questioned if Ride Line knows what percentage of members are Spanish speaking, and Britney Chandler noted that she can pull the demographic data and get those numbers to staff. ● After Hour calls cannot require a member to make an additional call. <ul style="list-style-type: none"> ○ This means that an additional staff may be needed for after hours, or Ride Line may need to contract out. Currently, the phone system only allows for transfers within internal numbers. There are usually 5-6 after hour requests per day. It was suggested that if Ride Line needs to contract out, that the contract include multi-language requirements. It was noted to ensure whether or not an RFP will be needed. ● Ride Reminders <ul style="list-style-type: none"> ○ This is currently being tested through a recording, and members can opt-into text messages. Staff is brainstorming how to send reminders to care homes without clogging their phones for multiple | <p>Britney Chandler to provide Spanish speaking demographic data to staff, and staff to provide a report at the next meeting.</p> <p>Staff to ensure whether an RFP is needed for contracting for after hour calls technology.</p> <p>Staff to check on bilingual capabilities with text message reminders.</p> |
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| | <p>clients/appointments. It was requested that staff ensure that text messaging have bilingual capabilities.</p> <p>Chandler noted that their administrative team reviews the CCO 2.0 contract and look for any areas of gaps. One of the earlier deadlines in the contract was November first. Based on the new requirements, the contracts with Ride Line tripled. She gave kudos to Magaña who worked very hard to address half of the reported gaps by the November 1st deadline.</p> | |
| <p>7. Review of Special Projects</p> | <p>Pedal Corvallis – Has received new bicycles. The COG has received some of the old bikes, and a bike shed will be built in for staff to check them out during breaks and lunches.</p> <p>Well Care –The program provides transportation to members for their next step of wellness such as rides to the grocery store. It is referral based by a health care professional, and must be IHN-OHP eligible. Members were interested in the referral process and forms. Magaña will forward information to members.</p> <p>Travel Training - This program includes personalized transit training; including meeting individuals to ride the bus together, teaching them how to read the schedule, and helping them to feel comfortable with the transit system.</p> <p>Spanish Pilot Program – Members received copies of the IHN CCO bilingual magnets. The magnets were updated by Ride Line staff, then approved and printed by IHN CCO. Staff Ana Ojeda Duffy advised that she is working on translating a member satisfaction survey to Spanish. Magaña advised that staff continues to do bilingual outreach via community events and tabling’s.</p> <p>Dual-Eligibility – Focus has shifted to members who are high-cost utilizers. Chandler stated that the three highest utilized populations</p> | <p>Staff to provide Well Care referral information to members.</p> |

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| | <p>are those in dialysis, adult base services (ABS), and alcohol and drug. Considerations on how to best serve those members at a lower cost is being discussed.</p> <p>It was questioned if transportation providers were required to also meet the bilingual performance measures. Magaña reported that there are separate contracts between Ride Line and providers, bilingualism is not a requirement. Providers call Ride Line if they need assistance with bilingual clients. He noted that transportation providers also have many more requirements specific to transport. It was also noted that it would be helpful for providers to have Trauma Informed Care training.</p> <p>It was also questioned what the timeline for the bilingual engagement is. Mañana reported that it's a limited pilot, however, most pilots have been integrated into the Program.</p> <p>It was questioned if the program has a social media presence, and Magaña answered that there is none at this time.</p> | <p>Staff to look into Trauma Informed Care training for drivers.</p> |
| 8. Staff Reports | Magaña reviewed the statistical reports, costs per ride per client, and budget reports. | |
| 9. Other Business | Barlow Lind advised that she can provide a mailing list for the IHN CCO magnets to be mailed to. | |
| 10. Adjournment | | Meeting adjourned at 11:45 am. |

Information provided is for the QUARTER

October 1, 2019 to December 30, 2019

| | | Number Trips | Cost of Trips | Average Charge Per Trip | Unduplicated Clients | Trips Per Client | Charge Per Client |
|------------|------------|-------------------------|--------------------------|--|---------------------------------|-----------------------------|------------------------------|
| Benton | Sedan | 5,829 | \$ 235,446.20 | \$ 40.39 | 453 | 13 | \$ 519.75 |
| Lincoln | Sedan | 5,259 | \$ 477,928.84 | \$ 90.88 | 475 | 11 | \$ 1,006.17 |
| Linn | Sedan | 20,142 | \$ 732,329.78 | \$ 36.36 | 1,409 | 14 | \$ 519.75 |
| Other Co's | Sedan | 528 | \$ 32,902.74 | \$ 62.32 | 41 | 13 | \$ 802.51 |
| | | | | | | | |
| Benton | Wheelchair | 945 | \$ 40,448.98 | \$ 42.80 | 105 | 9 | \$ 385.23 |
| Lincoln | Wheelchair | 960 | \$ 61,449.92 | \$ 64.01 | 104 | 9 | \$ 590.86 |
| Linn | Wheelchair | 5,045 | \$ 268,939.93 | \$ 53.31 | 446 | 11 | \$ 603.00 |
| Other Co's | Wheelchair | 131 | \$11,726.78 | \$89.52 | 25 | 5 | \$469.07 |
| | | | | | | | |
| Benton | Mileage | 1,978 | \$ 11,539.44 | \$ 5.83 | 73 | 27 | \$ 158.07 |
| Lincoln | Mileage | 4,128 | \$ 34,827.97 | \$ 8.44 | 250 | 17 | \$ 139.31 |
| Linn | Mileage | 9,314 | \$ 51,072.30 | \$ 5.48 | 391 | 24 | \$ 130.62 |
| Other Co's | Mileage | 62 | \$ 358.47 | \$ 5.78 | 5 | 12 | \$ 71.69 |

Charge is based on the transportation providers base rate plus mileage rate per trip

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Charge is based on the transportation providers base rate plus mileage rate per trip

RIDELINE BROKERAGE

December 31, 2019

FY 19

| CASCADES WEST COUNCIL OF GOVERNMENTS | | |
|---|------------------|--------------------|
| FY 2018-2019 Budget Summary / Financial Statement ending balance | | |
| Description | Budget | Ending Balance |
| Coordinated Care IHN CCO | 8,241,572 | 3,788,250 |
| Title XIX DHS FFS | 454,900 | 67,138 |
| Contract Revenue | 0 | 0 |
| Fees For Service | 3,000 | 2,618 |
| Miscellaneous | 0 | 0 |
| TOTAL REVENUE | 8,699,472 | 3,858,006 |
| Wages | 569,217 | 276,049 |
| Leave | 29,887 | 16,753 |
| Benefits | 419,784 | 177,884 |
| TOTAL PERSONNEL | 1,018,888 | 470,686 |
| Contract Expense | 7,401,000 | 4,262,524 |
| Materials and Supplies | 279,584 | 147,834 |
| TOTAL MATERIALS & SUPPLIES | 7,680,584 | 4,410,358 |
| GAIN / (LOSS) | - | (1,023,038) |