



Serving Linn, Benton and Lincoln County Residents

## Transportation Brokerage Advisory Committee

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**Date:** Thursday, May 7, 2020  
**Time:** 10:30 am – 12:00 pm  
**Zoom:** <https://us02web.zoom.us/j/86350814459>  
**Phone:** 1-669-900-6833  
**Meeting ID:** 863 5081 4459  
**Password:** 266725  
**Contact:** Danny Magana, 541-812-2016

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| 1) | 10:30 Call to Order and Introductions              | Staff |
| 2) | 10:35 Agenda Review                                | Staff |
| 3) | 10:40 Public Comment                               | Staff |
| 4) | 10:45 March 5, 2020 Meeting Minutes (Attachment A) | Staff |
|    | <i><b>ACTION: Decision on minutes</b></i>          |       |
| 5) | 10:50 COVID-19 Discussion                          | Staff |
| 6) | 11:20 Review of Special Projects                   | Staff |
| 7) | 11:40 Staff Reports                                | Staff |
|    | • Statistics (Attachment B)                        |       |
|    | • Costs per ride per client (Attachment C)         |       |
|    | • Budget report (Attachment D)                     |       |
|    | • Mileage Reimbursement                            |       |
| 8) | 11:50 Other Business                               | Staff |
| 9) | 12:00 Adjournment                                  | Staff |

**OMAP Transportation Brokerage Advisory Committee**  
**Thursday, March 5, 2020**  
**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, Tony Howell, Pam Barlow-Lind, and Britney Chandler (Ex-Officio), Lee Lazaro (At-Large)

**Staff Present:** Phil Warnock, Danny Magana, Kara Beck, and Emma Chavez

TOPIC	DISCUSSION	DECISION / CONCLUSION
1. Call to order and Introductions		<b>Meeting called to order at 10:07 am by staff Danny Magana. Introductions were conducted.</b>
2. Agenda Review		<b>There were no changes to the agenda.</b>
3. Chair and Vice Chair Elections	Magana advised that a Chair and Vice Chair need to be elected. He noted that at the last meeting, Jesse Oakley volunteered to serve as Vice-Chair.  Britney Chandler volunteered to serve as Chair.	<b>Consensus for Britney Chandler to serve as Chair, and Jesse Oakley to serve as Vice Chair.</b>
4. Public Comments		<b>There were no public comments.</b>
5. Previous Meeting Minutes; August 17th, November 30, 2018 and February 7th and September 5, 2019 November 9, 2019	Jesse Oakley called in at 10:48 am to assist with approval of the meeting minutes. Tony Howell moved to approve all meeting minutes as presented. Lee Lazaro seconded. Members met consensus.	<b>Consensus to approve all meeting minutes as written.</b>
6. CCO 2.0 Update –	Britney Chandler reported that Caucasians are the largest member	

Member Demographics	<p>population, with Hispanics following, and undetermined (refused to answer) in third. There are slightly more females being served over males, and the largest population served are children and older adults with chronic conditions. Additionally, there are approximately 2,000 members that are Medicaid/Medicare enrolled.</p> <p>Chandler also reported that IHN met with Ride Line management to look at the highest cost utilizers, and the three highest were; 1. older adults going to care facilities, 2. dialysis clients and 3. methadone clients. The CCO is in charge of assisting with the substance abuse utilizers and its behavioral health director and network relations directors have been meeting to strategically plan out how to increase behavioral health providers in our area so that members do not need to travel out of area. A discussion on dialysis clients and telemedicine was taking place; however, that has been put on hold. Ride Line was tasked with working on older adults who go to care facilities. There is a need to brainstorm how to better serve that population.</p> <p>Lee Lazaro reported that Benton County provided a grant to transport adults back and forth to the Grace Center. He asked if Ride Line had seen an impact from that. Magana noted that the transportation flow to the Grace Center remains steady. Phil Warnock stated that staff did a site visit at Grace Center to get a better handle of the services they provide. It was noted that the Benton County grant impacted non-Medicaid clients; however, Medicaid recipients continue to use Ride Line at the same rate.</p> <p>Warnock questioned how each of the different entities is handling demographics in regards to gender identity. Chandler advised that member demographics come from the state and the gender identify would need to be a State change in the system. Tony Howell noted that the subject is complicated because there are case by case circumstances that make it very sensitive.</p>	
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	<p>Lazaro stated that he was invited to be part of an internal testing team for the new State automated system. He reported that based on the questions they asked; a lot of demographic data is captured. Warnock noted that it will be helpful to continue having the gender identity topic conversations as more data is received and expectations change.</p> <p>Tony Howell questioned if clients riding to methadone clinics are receiving shared rides. Magana advised that members are taken via a shuttle holding six to ten people, with approximately 40-50 members traveling to methadone services each day. Ride Line is now transporting to Salem, Springfield, and Eugene. At times, some members may need to travel on their own if they have exhausted their provider options, are unwilling to share a ride and have medical documentation, or request to not travel with certain providers.</p> <p>In regards to members exhausting their transportation options; Warnock advised that at the Area Agency Plan meeting, people were sharing their frustration of the inability for members to get services. He went on to note that stakeholder education is important to them understand what barriers there may be, and that while Ride Line has a willingness to transport members, resources are at times maxed out for various reasons.</p> <p>When asked how many clients have exhausted their transport options, Magana replied that it is very low and that when clients do exhaust their options; Ride Line implements ways to assist those clients to get through the issue. Chandler noted that IHN developed a behavioral contract for members who have exhausted their medical options. She advised that such a document may be helpful for Ride Line as well. Magana advised that Ride Line has a no-show letter that is mailed to clients and that when a member receives three no-shows the intake coordinator follows up with a call to the client.</p> <p>Jasper Smith questioned the parameters in the transportation</p>	
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	<p>provider contract in regards to serving/not serving members. Warnock stated that transportation providers are a private service and that while a transportation provider may “fire” a client, Ride Line is not denying the service.</p> <p>Members agreed that it makes sense for the CCO to look into the situation to ensure members are receiving the care they need.</p>	
7. Review of Special Projects	<p>Staff Kara Beck provided an overview of the Well Care program and provided handouts of the eligibility criteria and referral forms. Well Care is a pilot program through Ride Line intended to provide support for members for non-covered services that impact their overall health. The program works on a referral basis. Example of referral assistance through Well Care include access to healthy foods, pharmacy stops, social isolation, mental health, transportation to job interview and work, as well as ride assistance and travel training.</p> <p>Chandler noted that IHN has flexible funds that may be available for those referrals that come through so frequently. She also noted that Ride Line should be invoicing for referrals from their team.</p>	
8. Staff Reports	<p>Magana provided a review of reports for members. It was highlighted that Lincoln County costs are higher than Benton and Linn County due to the longer distance members need to travel, in particular for chronic medical services.</p> <p>Lazaro advised that he attended a Transportation Summit. Lazaro did a poll of the groups and people present in regards to their work load in the last year. The poll showed that the work was up significantly from previous years. Lazaro went on to state that there could be something happening with the older population that is escalating into crisis and that it warrants exploration. Lazaro advised that with Special Transportation Improvement Funds (STIF), there may be the ability to develop a project to look into this. To this, Warnock reported that while the three county Region has not seen much growth; rides</p>	<b>Send statistics report.</b>

	have increased. It would be helpful to find the root causes and the discussion could be fostered in the Area Agency Plan with Magana as the liaison for the Transportation Brokerage. Magana stated that members and staff attending the Area Agency Plan meetings can funnel the ideas to the Brokerage Advisory Committee.	
9. Other Business		<b>There was no other business discussed.</b>
10. Adjournment		<b>Meeting adjourned at 11:32 am.</b>

## Cascades West Ride Line Statistics

January 1, 2020 to March 31, 2020

<i>Number of Trips</i>	<i>Number of Clients</i>	<i>Mode</i>		
<b>IHN</b>				
76		7 Bus		
15		14 Comm. Bus		
330		40 Lodging		
132		18 Meals		
14,379		629 Mileage		
3		2 Parking	<b>49,558</b>	<b>Trips</b>
34		32 Secure	42,477	Not Shared
28,174	2,267	Sedan	7,081	Shared
234		126 Stretcher		
6,181		650 Wheelchair		
<b>49,558</b>	<b>3,785</b>	<b>Sub Total</b>		
<b>OHP</b>				
1		1 Comm. Bus		
87		5 Lodging		
45		4 Meals	<b>2,057</b>	<b>Trips</b>
583		54 Mileage	1,720	Not Shared
2		2 Secure	337	Shared
1,245		151 Sedan		
18		9 Stretcher		
76		27 Wheelchair		
<b>2,057</b>	<b>253</b>	<b>Sub Total</b>		
<b>wcare</b>				
2		1 Bus	<b>577</b>	<b>Trips</b>
550		49 Sedan	544	Not Shared
25		5 Wheelchair	33	Shared
<b>577</b>	<b>55</b>	<b>Sub Total</b>		

**Information provided is for the QUARTER**

**January 1, 2020 to March 31, 2020**

		<b>Number Trips</b>	<b>Cost of Trips</b>	<b>Average Charge Per Trip</b>	<b>Unduplicated Clients</b>	<b>Trips Per Client</b>	<b>Charge Per Client</b>
Benton	Sedan	5,131	\$ 216,699.82	\$ 42.23	449	11	\$ 485.63
Lincoln	Sedan	5,163	\$ 445,946.75	\$ 86.37	512	10	\$ 870.99
Linn	Sedan	18,474	\$ 698,601.34	\$ 37.82	1,368	14	\$ 510.67
Other Co's	Sedan	651	\$ 50,398.59	\$ 78.25	53	12	\$ 961.11
Benton	Wheelchair	899	\$ 41,599.01	\$ 46.27	119	8	\$ 349.57
Lincoln	Wheelchair	877	\$ 64,428.53	\$ 73.46	107	8	\$ 602.14
Linn	Wheelchair	4,374	\$ 234,768.62	\$ 53.67	421	10	\$ 557.65
Other Co's	Wheelchair	107	\$10,798.00	\$100.92	23	5	\$469.48
Benton	Mileage	1,876	\$ 12,013.27	\$ 6.40	69	27	\$ 174.11
Lincoln	Mileage	3,844	\$ 30,725.28	\$ 7.99	222	17	\$ 138.40
Linn	Mileage	8,942	\$ 43,375.01	\$ 4.85	372	24	\$ 116.60
Other Co's	Mileage	300	\$ 2,585.95	\$ 8.62	11	27	\$ 235.09

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

**RIDELINE BROKERAGE**

March 31, 2020

FY 20

<b>CASCADES WEST COUNCIL OF GOVERNMENTS</b>		
<b>FY 2020 Budget Summary / Financial Statement ending balance</b>		
Description	Budget	Ending Balance
Coordinated Care IHN CCO	8,241,572	5,720,017
Title XIX DHS FFS	454,900	228,053
Contract Revenue	0	0
Fees For Service	3,000	4,219
Miscellaneous	0	1,093
<b>TOTAL REVENUE</b>	<b>8,699,472</b>	<b>5,953,383</b>
Wages	569,217	405,481
Leave	29,887	24,953
Benefits	419,784	277,084
<b>TOTAL PERSONNEL</b>	<b>1,018,888</b>	<b>707,519</b>
Contract Expense	7,401,000	6,168,707
Materials and Supplies	279,584	215,470
<b>TOTAL MATERIALS &amp; SUPPLIES</b>	<b>7,680,584</b>	<b>6,384,177</b>
<b>GAIN / (LOSS)</b>	<b>-</b>	<b>(1,138,313)</b>