

Services Committee

Meeting Minutes

July 22, 2016 2:00PM

The Services Committee met on July 22, 2016 at 2:00 pm at the DDRB Office. Present at the meeting were Pat Schoenrade, James Gottstein, Grace Miller and Sonja Bennett. The meeting was called to order by Committee Chairwoman, Pat Schoenrade.

Pat advised that DDRB policy dictates that a review of the **Transportation Policy Manuals** be done every two years. She stated that we have two manuals. One addresses the policy for Work and Day-Hab and the other Supported Employment with much of the content in both identical. Pat stated that there had been a number of questions that had arisen and she would discuss those questions that have arisen, in part if not total, from our **“transportation study”**. She will review the answers/findings she has received to those questions and invite further discussion and direction.

Q. What is “limited assistance”?

- A.** A person has to be able to get on/off the van with no assistance from the driver, sit in their seat, fasten the seat belt and have the ability to scoot on the seat.

Discussion: James noted that this definition sounds more like “No Assistance” and if we were going to provide services for citizens with developmental disabilities with a broad range of issues, why would we have such a narrow guideline. If we have citizens that require some type of assistance, then should we not be providing it? Pat stated that she had spoken with Laurie Brewer with Della Lamb and they would be willing to provide this type of service if DDRB wanted to fund it. Pat said that it would be more expensive for example providing an aid that assisted people on/off the bus as well as the seat taken by the aid. But **this would be a question that she would put to the Board – would we want to expand and fund additional services for transportation.** There are, however, vans available for wheelchair access.

Q. If space is not available, then what?

- A.** If space is not available on a van, then the consumer is advised same and has to make other arrangements until such time that space is available on the van.

Discussion: Sonja and Grace both mentioned that there may have been recent issues in “how” notifications were being processed”. Sonja advised that we were making a concerted effort make sure that the Service Coordinators were at least made aware of requests for transportation or other services for 1) to close any communication gaps, 2) to make sure if waivers are available for any service that are applying for them and 3) the consumers’ needs are being met.

Q. Are we receiving communication from the transportation provider of Suspensions and Denials?

- A.** Sonja stated that she was not made aware of these issues but thought this type of information should be handled through the Service Coordinators. In our discussions with Laurie

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it appeared this is not a significant problem. No change or follow up by DDRB is required at this time.

Q. The policy indicates that transportation is to be made available “**when no other transportation is available**”. Who is responsible for reviewing this on a case by case basis?

A. A discussion was had regarding a “parent at home” or a “parent retired” does not necessarily translate to “transportation available” in the short or long term. We should rely on the Service Coordinators to make the appropriate recommendation. No change in this verbiage or follow up by DDRB is required at this time.

UNMET needs in transportation – How many people are waiting for transportation and what are the reasons for the wait? Depending on the results of this information which has been requested from the Service Coordinators will determine whether the Board review expanding additional transportation services. Grace said that thus far she had only received responses indicating three (3) people that are waiting for services for various reasons. Anita Hartman is to send the survey out again today to the Service Coordinators requesting responses to include numbers and reasons. Some of the unmet needs that we have identified but not quantified are:

1. People requiring some level of “assistance getting on/off the bus” or requiring an aid for riding the bus for various reasons.
2. People living in outlying areas of the county which are not served by any current bus route.
3. People who want to be transported which falls outside the current time schedule (i.e. supported employment on the weekend or evening)

Transportation Costs – Pat said that the reason the Board had requested a “transportation study” initially was because of the cost of transportation was increasing. James pointed out that he thinks that transportation will cost more in the future and not less and pursuing transportation with the idea of reigning in costs is really not the correct approach. Pat agreed, that she did not see it a benefit to spend time on “why is it costing more” but rather are we meeting the needs of the citizens. She also said that some of the Board had initially thought perhaps there could be some overlap in coverage from the various agencies who provide transportation and maybe there was a way to coordinate their efforts and cooperating on routes. Pat has met with most of the agencies and finds this completely impossible. To do that it would probably mean that the Board would have to take on the responsibility of coordinating transportation which is not feasible or practical for a variety of reason include “conflict of interest”.

Alternative Transportation Services – Pat spoke with **Checker Services** which Alan had suggested. Pat said that they were really helpful but she did not think they would be able to help us as they have mostly sedans so their services would be more individualized; their drivers training would be quite basic and probably not to the level that would be required; they do not want to go further north than Liberty; and no wheel chair access and of course any extra service would require the assistance of an aid which would need to be funded by DDRB. Additionally, Sonja pointed out that we require any agency we fund have CARF (or something comparable) certifications. Grace has spoken with Sarah Davis, Area Director of **OATS** who provides services in quite a few other counties in Missouri. She can Group Transport and it is their preference as to provide individualized service is not cost effective for them. They currently provide services to Cass County with six (6) routes. They have spoken with DDRB in the past and would

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be willing to contract for services but they would not transport past 6:00pm with no evenings. If they were to do a route, they would want a minimum of 6 people on the route. The drivers will provide “door to door” service although they do NOT have medical training. They do have wheelchair access service door to door. They could not quote any type of pricing but in general their charge for services is \$30 per hour. Their drivers take the buses home at night and generally they live in the area in which they start and stop each evening to cut down on the driver travel time.

Pat recapped that for additional services, Della Lamb was a possibility as was Oats. Checker Services does not appear to be an option.

Grace discussed an **additional provider** that might have potential in the future. She and Anita Hartman met with Preferred Community Health Care with their transportation service to be called Preferred Community Services. They serve in various locations across Missouri and do offer transportation services in other areas. They currently do not offer services in Clay County but are looking into the feasibility of offering service(s). **They are thinking that they could develop a model that would fit the “unmet” needs of the county.** They are CARF accredited and provide services through KCRO. The model they are discussing appears to be something that could offered under “self-directed” services but it is unclear how any of the services would be funded at this time as they are still in a discovery mode to qualify and quantify the need(s). The company provides other services as well that might be programs the Board would have interest. **Pat expressed her concern with inexperienced service** since they are just now getting started, need vehicles and personnel and perhaps they may be spread too thin. Grace will provide contact information to Pat. Something very individualized and flexible will also have a lot of gaps that we have to fill in; something that is bigger and established is harder to bend and fit our needs.

Pat also reported on her **visit with TNC** who have a group home and two ISL’s. Each group home and ISL have their own vehicles. Their health unit has its own vehicle and their drivers all have chauffer’s licenses; their vehicles are all wheel chair access and they do not currently have any issues or concerns with transportation. They serve 14 people in Clay County.

Pat also reported on her **visit with Easter Seals**. Easter Seals moved to their current Vivien Road address when CHS opened in this building. When they moved to that location, Della Lamb would no longer provide transportation to and from Easter Seals so they started transporting their own people. They are basically providing the service for “free” and having to deal with staggered staff, wheelchair access is also an issue. The reason Della Lamb does not transport to/from ESW is that they are located in Platte County. Our contract with DL specifies pick up/ delivery must be within the boundary of Clay County. More research is required to ascertain if this is a result of the Waiver programs. Transportation assistance to ESW is not a matter of just plugging the people they serve into an existing program, according to Pat but they are certainly open to discussing any recommendations or assistance we can provide.

Pat reviewed the Committee’s potential recommendations to the Board would include defining the unmet needs and why those needs are not being met how far is the Board wanting to go to addressing those unmet needs and what funds are required and available to fund those needs.

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ABUSE Prevention

What is our target when reviewing “abuse”? Pat asked, “Are wanting to target a specific issue such as sex abuse or something more general?” James thought the objective was more general in scope. At this point, we need to gather available information on programs, presenters. Pat suggested that contracting with a clinical psychologist with a doctorate degree to begin to formulate a policy or plan was a possibility.

Respectfully submitted by: Sonja Bennett
July 25, 2016