



Expanding Mobility for Older Adults Beyond Medical Transportation

**2019 National Home and Community Based
Services Conference
August 29, 2019**



**Virginia Dize
National Aging and Disability
Transportation Center/n4a**



MISSION: To promote the availability of accessible transportation options that serve the needs of **Older Adults, People with Disabilities, Caregivers and Communities.**

MAJOR OBJECTIVES:

- Person-centered technical assistance and information & referral
- Training: webinars, online courses/forums
- Interactive communication and outreach strategy
- Coordination and partnership strategy, including stakeholder engagement
- Investment in community solutions
- Independent program evaluation



Meals on Wheels Montgomery County
Conroe, Texas



Transportation Challenges for Older Adults & People with Disabilities

- Older adults who stop driving take 15% fewer trips to the doctor, 59% fewer shopping trips and 65% fewer social, family, religious and other life-enhancing trips
- Half of older non-drivers do not leave their homes on any given day
- 3.6 million medical appointments missed in any given year due to lack of transportation
- Transportation is the #1 reason older adults contact the Eldercare Locator: more than 31,000 transportation calls last year

Social Isolation

- Defined as a lack of meaningful contacts with others
- A significant risk factor for poor health and increased mortality
- 2017 study by AARP Public Policy Institute of Medicare beneficiaries age 65+ found that lack of social contacts is associated with approximately \$6.7 billion in additional federal spending each year
- Resource: The National Resource Center for Engaging Older Adults -"engAGED": www.engagingolderadults.org.



Transportation Needs and Assessment

Survey of Older Adults, People with Disabilities, and Caregivers

Research Method

KRC Research conducted national quantitative surveys of three audiences from October 19 to November 5, 2018, as follows:

Older Adults

- 20-minute survey conducted among **509 adults age 60 and older** as follows:

Online: n=309

Telephone: n=200

- 33% have a disability that limits physical activities, seeing, and/or hearing
- Sample weighted to be demographically representative of adults 60 years and older, based on data from the U.S. Census

Younger Adults with Disabilities

- 20-minute survey conducted among **513 adults age 18 to 59** living with one or more disabilities, as follows:

Online: n=413

Telephone: n=100

- Has a disability that limits physical activities, seeing, and/or hearing
- Sample weighted to be demographically representative of adults 18-59 with disabilities, based on data from the U.S. Census

Transportation Caregivers

- 20-minute survey of **627 caregivers age 18 to 84** that provide and/or arrange transportation for an adult family member or friend, conducted online, as follows:

Caregivers of older adults:
n=390

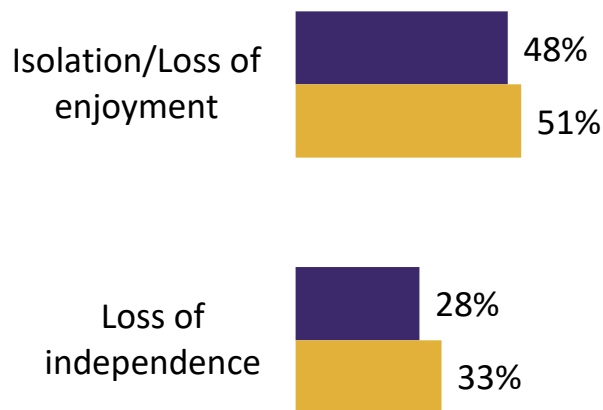
Caregivers of younger adults living with a disability:
n=237



Social Isolation & Transportation

- Older adults and people with disabilities face increasing isolation and a sense of dependency after “giving up the keys”

Impact of Not Driving
(Free Response)



■ Older adults ■ Younger adults with disabilities

“I don't have the freedom of exploring the town I live in. I'm limited to where the people I live with want to go.”

53-year-old with a disability

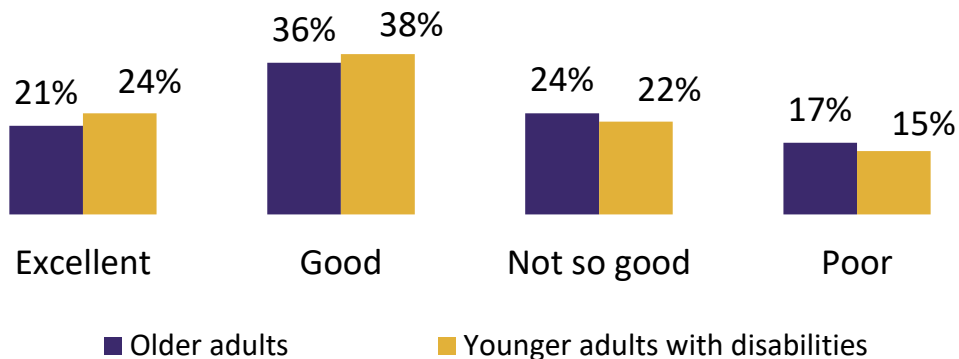
*“I have to depend on my wife to get us around. **It can sometimes be a very helpless feeling.**”*

75-year-old with a disability

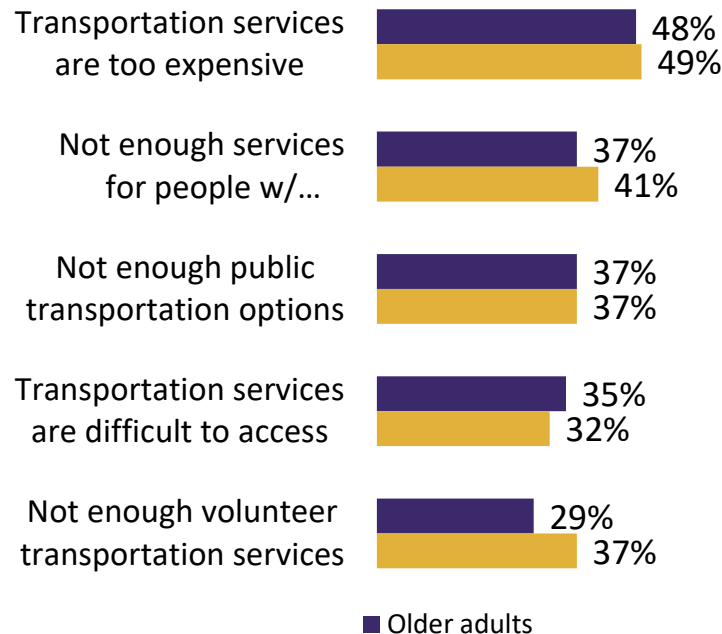
Social Isolation & Transportation

- Those who don't drive face **access and affordability** barriers, including:
 - Lack of available transportation options that meet their needs
 - Lack of affordable transportation

Quality of Alternative Transportation Options



Top Tier Barriers to Using Transportation Options

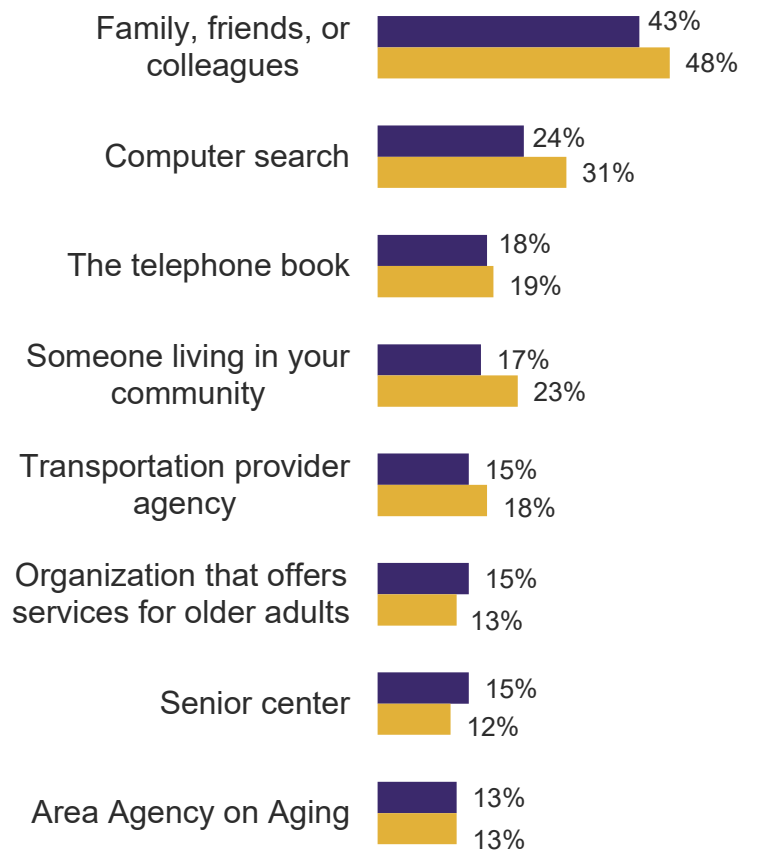


Social Isolation & Transportation

- Lack of knowledge about what's available in the community exacerbates the problem

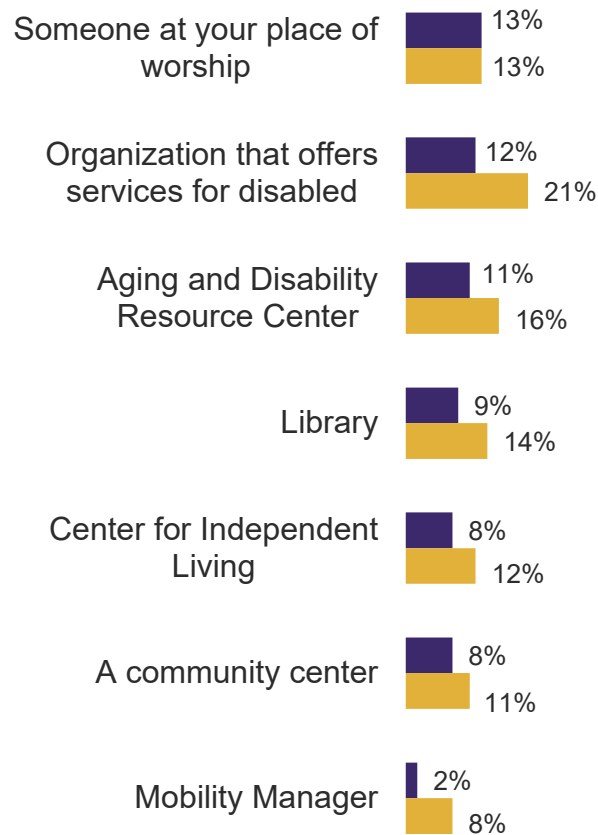
Many rely on friends and family for information about transportation options. Some search the Internet.

Top Tier Information Sources



■ Older adults ■ Younger adults with disabilities

Bottom Tier Information Sources



■ Older adults ■ Younger adults with disabilities

Q68: I'm going to read a list of places you could go or people you could turn to for information about transportation options and services in your area. For each one, tell me if you have gone there for information about transportation options. (Older adults, n=509 Younger adults with disabilities, n=513)



Speakers



Kathryn Downes

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Massachusetts Executive
Office of Elder Affairs



Zoe Miller

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Greater Portland Council of Governments
Portland, Maine



Lisa Gurgone

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Executive Office of Elder Affairs

RESPECT INDEPENDENCE INCLUSION

Governor Baker's Challenge



“We need to think differently about aging in Massachusetts. This isn’t just about acknowledging a shift in demographics; it’s about being intentional in our planning to ensure that those who grew up here, raised families and built communities, can continue to contribute their energy experience and talents where they live and make Massachusetts the most age-friendly state.”

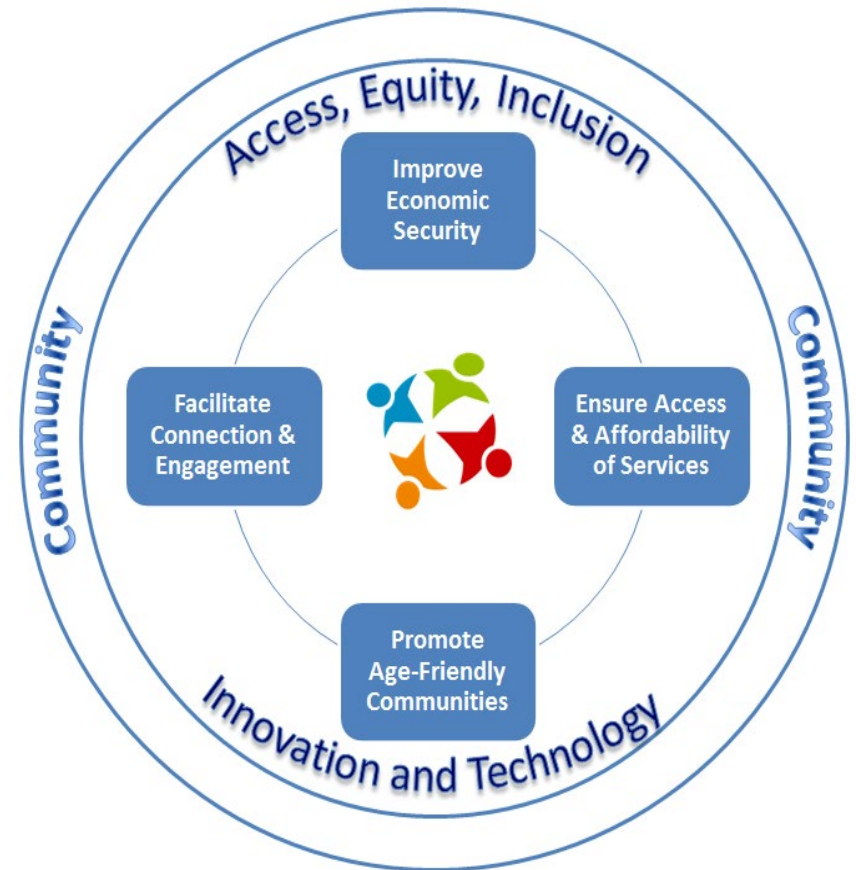
– Governor Charles D. Baker, 2018 –

Governor's Council to Address Aging

Aspirational Future State

- All Massachusetts communities are considered age-friendly
- Aging is considered an asset and is embedded in all policies
- Massachusetts is the Silicon Valley of innovation in aging and exports knowledge and services
- Continuum of long-term care services is reimagined and integrated
- People of all ages have access to health and social supports and disparities are reduced
- People proactively plan for a 100-year life
- Residents have the resources to live a meaningful life in the community they choose

Framework



Workgroups

Employment



Promote the value of older workers and encourage businesses to be Age-Friendly

Caregiving



Partner with employers to strengthen support of family caregivers in the workplace

Transportation



Address upstream determinants, improve the built environment, and increase access to services

Housing



Help older adults age in community by increasing access to housing and providing supportive services

Innovation & Technology

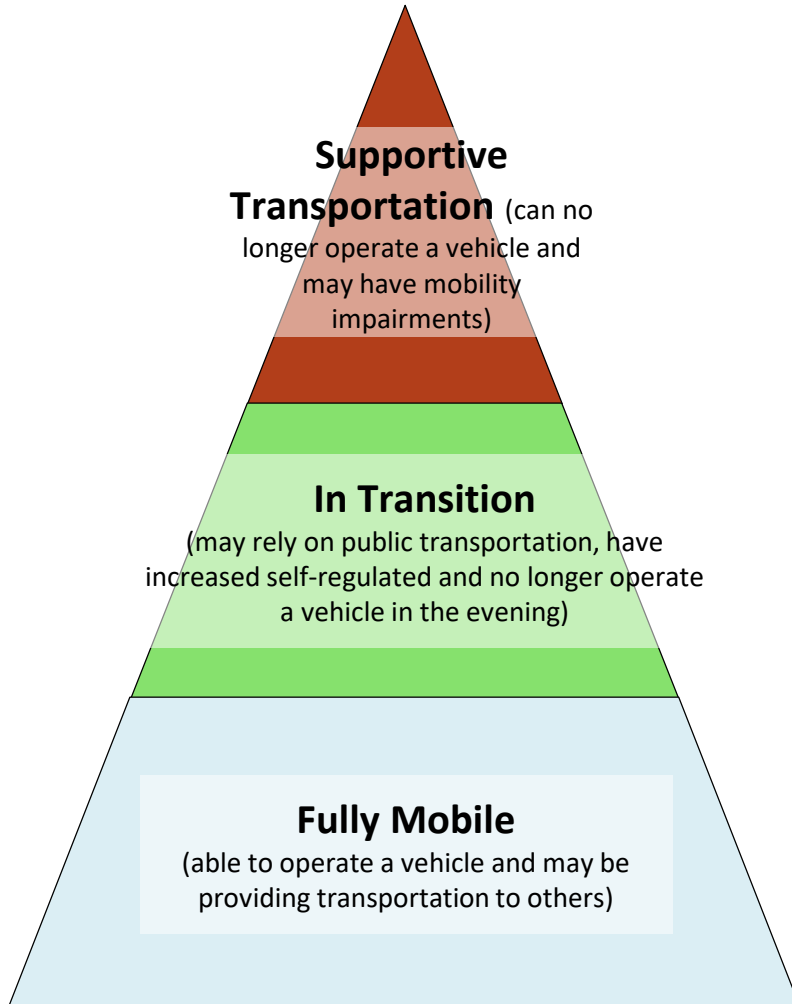


Amplify cross-sector collaboration and harness the longevity economy to find innovative solutions

*These are select examples. Please refer to the full blueprint for all 28 recommendations.

Approach and Framing

Pyramid of Transportation Needs



What is “Transportation”?

Physical infrastructure and services – providing mobility, independence, and allowing people to get where they want and need to go

Mission

Assist individuals to age in community through **improved access and mobility** to enhance overall quality of life

Guiding Principles:

- ✓ Leverage and build on existing work
- ✓ Define short and long-term strategies
- ✓ Ensure equity across communities, prioritizing Gateway Cities and rural areas
- ✓ Recommend solutions that address diverse transportation needs
- ✓ Work upstream to keep older adults mobile and in control of their transportation options

Transportation Strategies

Strategy 1: Better Use of Tools



Make better use of tools already available, such as RideMatch and travel instruction programs

Strategy 2: Built Environment



Improve the built environment through structural enhancements and policy, starting with bus stops

Strategy 3: Total Trip



Explore new ways to fulfill a rider's "total trip" through supportive transportation and Transportation Network Companies (TNC)

Strategy 4: Upstream Interventions



Support older drivers and those in transition by addressing upstream determinants such as vehicle fit and maintenance and eye health

THANK YOU

Kathryn Downes

Program and Policy Manager

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 @Mass_EOEA



Mass Home Care

Snapshot of Transportation Initiatives to Support Older Adults and Individuals with Disabilities in Massachusetts

Lisa Gurgone, MS, Executive Director
NASUAD Annual Conference

August 29, 2019



Mass Home Care

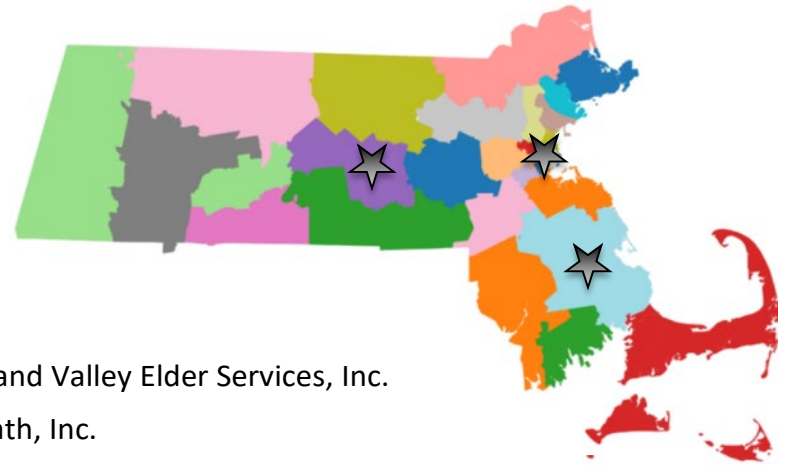
Our Mission: The “3 Possibles”



To help older adults and individuals with disabilities live in:

- the least restrictive setting possible
- at their highest level of functioning possible
- for as long as possible

MA ASAP/AAA Network



Color Key

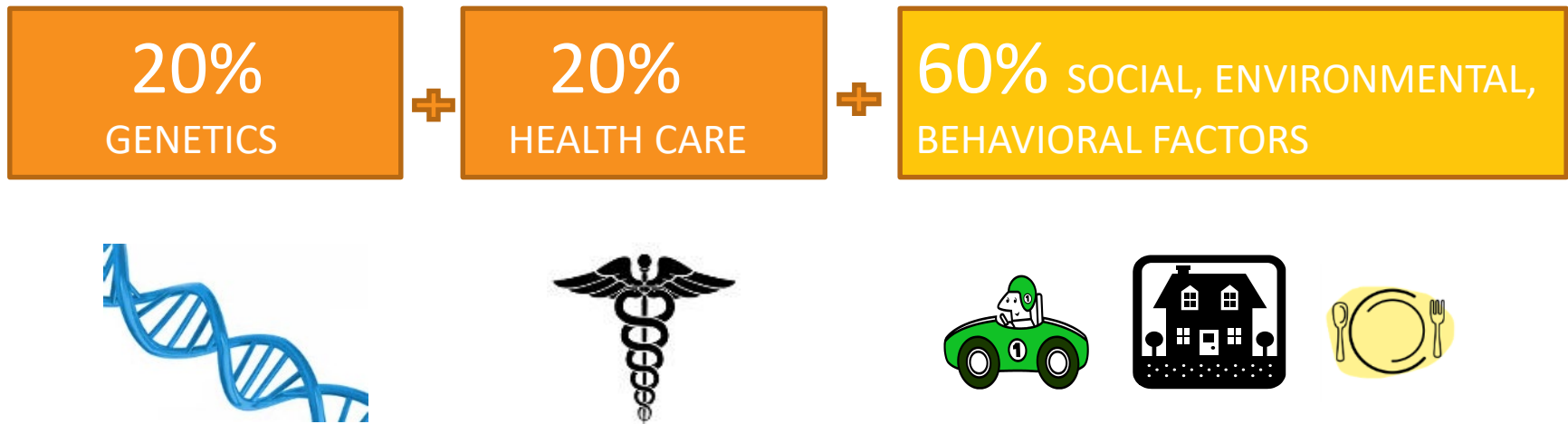
	Baypath Elder Services, Inc.		Highland Valley Elder Services, Inc.
	Boston Senior		LifePath, Inc.
	Bristol Elder Services, Inc.		Minuteman Senior Services
	Central Boston		Montachusett Home Care Corporation
	Coastline Elderly Services, Inc.		Mystic Valley Elder Services, Inc.
	Elder Services of Berkshire County, Inc.		North Shore Elder Services, Inc.
	Elder Services of Cape Cod and the Islands, Inc.		Old Colony Elder Services, Inc.
	Elder Services of Merrimack Valley, Inc.		SeniorCare, Inc.
	Elder Services of Worcester Area, Inc.		Somerville/Cambridge Elder Services, Inc.
	Ethos		South Shore Elder Services, Inc.
	Greater Lynn Senior Services, Inc.		Springwell, Inc.
	Greater Springfield Senior Services, Inc.		Tri-Valley, Inc.
	HESSCO Elder Services		WestMass ElderCare, Inc.



Stand-alone AAAs: Age Strong Commission, Central MA Agency on Aging, and Old Colony Planning Council

ASAP/AAA Mission: Address Social Determinants of Health

WHAT DETERMINES HEALTH?



*ADAPTED FROM MCGINNIS ET AL., 2002 by Minuteman Senior Services

Different Approaches to Addressing Transportation at the Community Level

- AgeStrong Boston Shuttle and Taxi Coupon Program
- Old Colony Planning Council Volunteer Transportation Program
- ESMV/WestMass Elder Care Partnership with Circulation
- Greater Plymouth Area Social Responsibility Consortium
- Worcester Transportation Advocacy Coalition

AGE+

AgeStrong Boston

Transportation Initiatives

AgeStrong Shuttle

- Free citywide shuttle for medical appointments, grocery shopping, social and recreational activities
- Eligibility: Over age 60
- On average, 34,000 rides each year
- 70% of vehicles wheelchair accessible
- Recently launched partnership with Ecolane platform to help staff schedule rides and communicate with rider

Taxi Coupon Program

- Offer \$20 taxi coupon books to older adults for \$10
- On average, 2,000 older adults purchase these books each month
- Paper coupon system – hope to upgrade to card system in the future

Funding for Both Initiatives

- City of Boston, State Council on Aging grants, Mass DOT grants

Old Colony Planning Council

Volunteer Transportation Program

Partners

- Old Colony Planning Council (AAA)
- Councils on Aging

Funding

- Title III-B
- MassDOT grants
- Voluntary Donations from riders

Overview

- Volunteers to provide transportation for individuals to essential services including:
 - Medical, legal services, congregate meals, visiting family member in nursing home or hospital, shopping, and hair dresser
- On average, provide 3,000 trips annually
- Volunteers must have valid drivers license, meet safety requirements, and have necessary auto insurance
- Volunteers reimbursed for mileage, parking fees, and lunch allowance if wait over 2 hours

Partnerships with Circulation to Provide Non-Emergency Medical Transportation

WestMass ElderCare^{Inc.}



- Circulation: Online transportation platform that integrates Uber and Lyft and allows case managers to book rides for consumers – wheelchair vans also available
- Case manager schedules drop off rides in advance
- Pick up options include:
 - Consumer provided code
 - Consumer call Number
 - Consumer call Case Manager
- Elder Services of the Merrimack Valley
 - CareRide Program launched Summer 2019
 - Eligibility: 65 plus who resides in the Greater Lowell area
 - Fee: \$4.00 per ride
- WestMass ElderCare
 - Pilot funded with small grant
 - Launch next 1-3 months
 - Eligibility: Individuals enrolled in services where no other transportation options available

Greater Plymouth Area Social Responsibility Consortium Transportation Pilot Program

Partners

- Old Colony Elder Services (ASAP)
- Old Colony Planning Council (AAA)
- Beth Israel Deaconess – Plymouth Hospital
- Plymouth Center for Active Living
- Greater Attleboro Taunton Regional Transit Authority (GATRA)
- South Shore Community Action Council

Overview

- Provide low or no cost transportation to eligible clients via Uber and Lyft who live outside GARTA corridor or schedule of operations
- Eligible rides must be aged 62 or older and be a client of one of the partnering agencies

Funding

- Mass DOT Grant

Worcester Transportation Advocacy Coalition (TAC)

Partners

- Elder Services of the Worcester Area (ASAP)
- Easter Seals
- Worcester Community Connections Coalition
- Worcester Regional Transportation Authority
- Central Massachusetts Regional Planning Commission
- Coalition for a Healthy Greater Worcester
- Center for Living and Working
- Local colleges/universities
- Members of Worcester city government

Overview

- Phase 1: Gather input from community on regional transportation needs of individuals with disabilities, older adults, and their caregivers
- Phase 2: Document successful models, make transportation system improvements, and look for funding opportunities

Funding

- Transit Planning 4 All funded by ACL

Thank you!

Lisa Gurgone, MS

Executive Director, Mass Home Care

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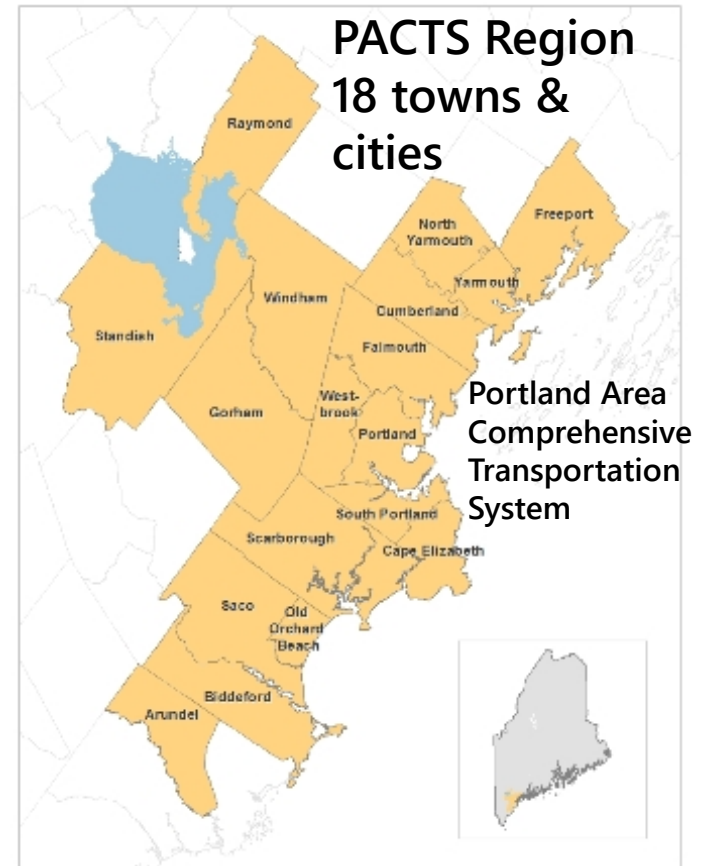
SHOPPER LINKS

**Connecting Older Adults and
People with Disabilities to Food**

*Zoe Miller, Director Community
Engagement*

GPCOG & PACTS

Serving
30 Cities
and
Towns in
Southern
Maine



- GPCOG is the regional planning council for Cumberland County, Maine.
- PACTS is the federally-mandated metropolitan planning organization (MPO).
- GPCOG staffs PACTS and is the transportation planning org for its non-PACTS towns.

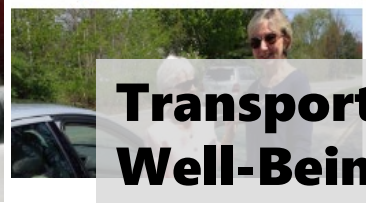
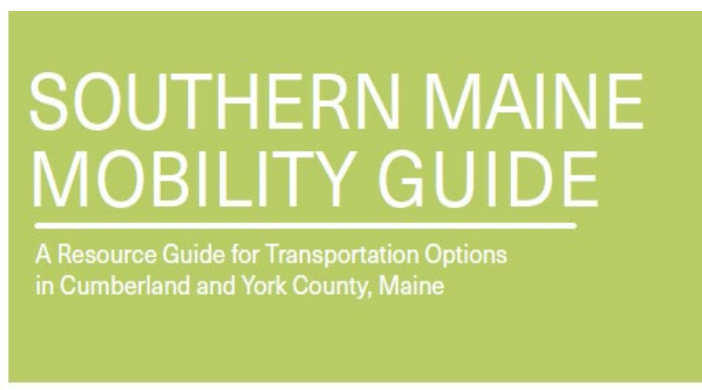
ACCESS & MOBILITY INITIATIVE



Inclusive Transportation Planning Project



Mobility Liaisons



Transportation & Community Well-Being Network

Inclusive Transportation Planning Project



**Engaging older
adults, people with
disabilities, and
people of color in
creating a more
inclusive regional
transportation system**

**GPCOG
PACTS**

Inclusive Transportation Planning Project



**Steering
Committee
includes 19 older
adults & people
w/ disabilities**



**Focus groups,
survey, and
workshops
engaged over 400
stakeholders**



**Resulted in
Framework for a
“ready-to-launch”
solution – Shopper
Links pilot**



Shopper Links Pilot

Testing two ways to provide rides to food outlets to older adults and people with disabilities who live in South Portland:

- Shopper Shuttle
- On-Demand Rides through GoGoGrandparent

A pilot project serving South Portland, Maine



The Shopper Links pilot project is made possible by a grant from the National Aging and Disability Transportation Center. It is a requirement of this grant that we collect the following demographic information. This information will allow us to report back on the success of the project and help ensure future funding.

Name (Required) *

<input type="text"/>	<input type="text"/>
First	Last



PROGRAM OVERVIEW

GPCOG
PACTS

Consumer-Centered & Inclusive Implementation

- Hands-on project partners designed a user-friendly service and are actively recruiting and promoting.
- Partners include older adults & people with disabilities; City Councilors; Housing and social service agencies; Southern Maine Agency on Aging; Transit agencies.





PROGRAM OVERVIEW



Extensive Outreach

- Word-of-mouth; Earned media; Paid ads; Letters to the editor; Presentations; Flyers; Newsletters; Partner outreach.

Accessible Registration

- In-person at three community locations; Online; By phone; Interpreters available.



Need Help Getting to the Grocery Store?

Shopper Links is a pilot program testing two ways to help South Portland residents get rides to local grocery stores and the Food Cupboard. This program is open to people age 55 and up or adults (18+) who have a disability. Read on to learn more about each service and how to sign up.

City-Wide Shopper Shuttle



The Shuttle has room for 10 riders and their groceries. It has space for up to two wheelchair users.

What is it? The Shopper Shuttle is a lift-equipped van operated by the Regional Transportation Program (RTP) that provides door-to-door service to local grocery stores (ex. Hannaford, Shaws) or the Food Cupboard.

How does it work? The Shuttle runs on Tuesdays, Wednesdays, and Thursdays from 9 a.m. - 12 p.m. The Shuttle serves a different side of the city each day with rides to grocery stores on Tuesdays and Wednesdays and the Food Cupboard on Thursdays. The day you can book a ride is based on where you live. Riders are eligible to use the Shuttle twice a month during the pilot (June-August).

What does it cost? Suggested donation of \$3.

On-Demand Rides



These rides are for individual use. Wheelchair users must be able to get in and out of their wheelchair on their own.

What is it? During this pilot, Shopper Links is testing a way to use Uber or Lyft without a smartphone to get discounted rides to local grocery stores. A limited number of people will be able to use the service during the pilot (June-August).

How does it work? Shopper Links is partnering with a company called GoGoGrandparent. Once you've signed up with Shopper Links you can call GoGoGrandparent at any time from your home phone to schedule rides with Uber and Lyft.

What does it cost? Shopper Links will pay the first \$5 for up to four one-way trips each month to approved local food outlets.

Flip this card over for step by step instructions on how to sign up. >>>

Or visit www.shopperlinks.org



WHAT'S NEXT?

GPCOG
PACTS

Assess and Adjust the Pilot

- 40 registrants but only a handful of users. Currently adjusting and trying a more supported approach.

Plan for Sustainability

- Outreach to stores and funders is underway.

Sharing the Model

- Develop a case study and disseminate to agency heads, elected leaders and other decision-makers.



LESSONS LEARNED

GPCOG
PACTS

Behavior Change is Slow

- People have been getting by somehow and are hesitant to switch to something new and unknown.

Trust is Key

- Referral from a trusted person is key.

Rides Can Only Get So Cheap

- Whether it's on-demand, demand response, or volunteer driver, rides have a base cost that can't be avoided.



TULSA C.A.N. PLAN

Creating Access to Nutrition






INCOG Area Agency on Aging

C.A.N. Ride Tulsa, Oklahoma

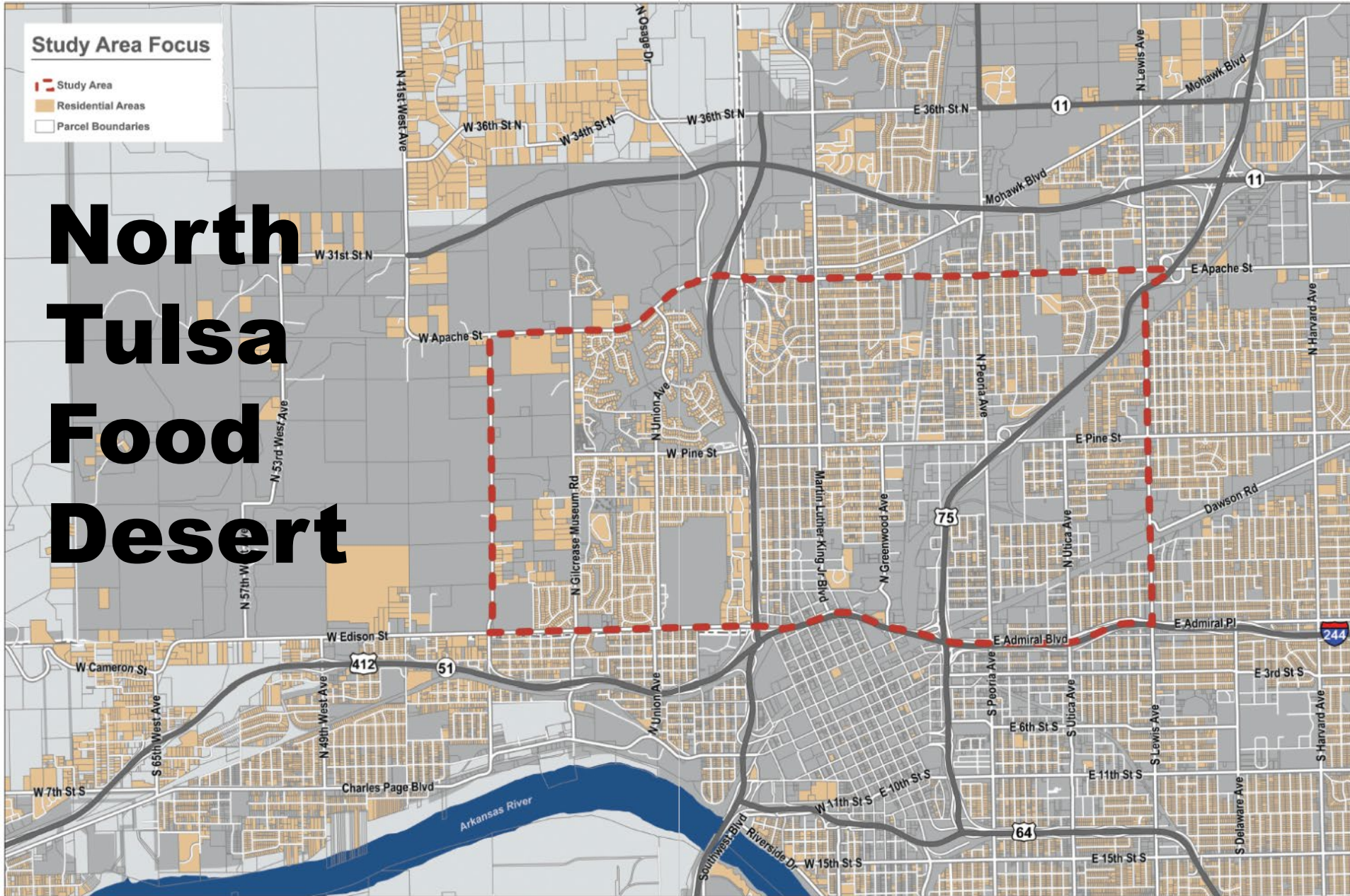


TULSA C.A.N. PLAN

Study Area Focus

-  Study Area
-  Residential Areas
-  Parcel Boundaries

North Tulsa Food Desert



INNOVATION

Part 1: Travel trainings/store exposure trips

Purpose



Partnerships



TULSA C.A.N. PLAN





**SUPERMERCADOS
MORELOS**

GROCERY
TACOS

1515 N HARVARD

MORI
COMPREHENSIVE HEALTH

cycles.co







INNOVATION

Part 2: C.A.N. Ride

- UBER Health
- Deano's Senior Transit- WAV
- Select stores, a farmers' market & food pantries



TULSA C.A.N. PLAN

INNOVATION



TULSA C.A.N. PLAN

INNOVATION



TULSA C.A.N. PLAN

SIGNIFICANT ACCOMPLISHMENT

Implementation of a C.A.N. Plan solution



TULSA C.A.N. PLAN

OTHER ACCOMPLISHMENTS

- Ripening the issue among the community and Tulsa
- Bridging the technology gap
- Exposure of older adults and individuals with disabilities to rideshare
- Positive feedback and return participants
- Opportunity to connect participants to other programs



TULSA C.A.N. PLAN

WHAT'S NEXT?

- Focus groups.
- Continued outreach to increase awareness and usage of program.
- Applying for other grants (5310, Pathways to Health, etc.)/waiting on results of current grant applications (AARP, FTA- AV).
- Advocating for WAV rideshare options.



TULSA C.A.N. PLAN



Thank You



TULSA C.A.N. PLAN

