

JEFFCO HUMAN SERVICES TRANSPORTATION LCC MAY 5, 2011 MEETING SUMMARY

Attendees

Amy Ciezadlo, Yellow Cab; Dave Ruchman, former RTD Board Member; Dawn Sluder, City of Lakewood; Jane Weinberger, SRC-Evergreen and facilitator for Clear Creek-Gilpin LCC; Larry Buter, RTD; Steve Allen, Vice Chair, Colorado Division of Vocational Rehabilitation; Sue Bozinovski, Bozinovski & Associates, Inc., facilitator; and Susan Franklin, Jeffco Human Services. Joining the meeting through conference call were Alvin Tafoya, Jeffco TANF; Angela Schreffler, DRMAC; Brad Calvert, DRCOG; and Roberto Rey, AARP.

Call to Order

The meeting was called to order by Vice Chairman, Steve Allen. Group members sent get well wishes and circulated cards for Hank Braaksma and Laura Laureta who were in the hospital.

Welcome and Introductions

Steve welcomed everyone and thanked them for attending. Participants present and on the phone introduced themselves.

Today's Agenda

The agenda was approved without change by all after a motion by Dave Ruchman and second by Susan Franklin.

March 3rd Jeffco LCC Meeting Summary

Steve asked participants to take a few minutes to review the summary of the March 3rd LCC meeting. Dave moved, and Larry seconded, adoption of the 3/3/11 meeting summary, as written, and all concurred.

Request for Proposals Issued by CDOT for LCC funding

Sue Bozinovski explained the CDOT Notice of Funding Availability (NOFA) issued on April 15th and what was required including possible cash match by applicants. Applications are due June 13th. Susan reported that Jeffco Human Services was planning to submit a grant application to CDOT. Angela Schreffler reported that Sylvia Labrucherie (at CDOT) said existing LCCs that apply this time will ideally have cash match which would show strong commitment from the LCC partners. Dave suggested that each of the three largest organizations on the Jeffco LCC (Jeffco Human Services, City of Lakewood and RTD) provide a \$500 match. CDOT has not specified an exact match amount or percentage of grant that will be required. Several Jeffco LCC participants said they'd ask about possible cash match for the county's grant application to CDOT including Amy Ciezadlo/Yellow Cab, Roberto/AARP and Alvin/Jeffco TANF. Continued discussion of this topic was moved to later in today's meeting.

DRMAC's 5310 New Freedom Application for Multi-County Mobility Manager

Sue reported that she, Susan, Jane and Hank have been participating in discussions led by DRMAC re: this application. The group discussed the proposal being submitted by DRMAC for a Regional Mobility Manager (RMM). DRMAC has requested a letter of support from the Jeffco

LCC. Angela explained that the RMM would help new LCCs get going, help ongoing LCCs implement their work plans, and would serve as a liaison between the LCCs and DRMAC. The RMM would assist LCCs in the metro area connect to each other better, including coordinating joint training. Overlapping issues (Medicaid, veterans' issues) in metro area counties including Boulder, Jeffco, Douglas, Broomfield, Gilpin/Clear Creek, etc., could be identified. The RMM will not be a facilitator for any of the specific county-level LCCs; rather, will be a DRMAC employee focused on support and administrative activities. Angela said the letter outlines what the position is being proposed to do and read the key points to the group. Susan said she already sent a letter of support from the Jeffco Human Services Department. **Dave moved that the Jeffco LCC submit a letter of support for DRMAC's application, and Amy seconded the motion. The group unanimously agreed.** Sue will tweak Angela's letter of support template.

Action and Sustainability Plan

Approval of Action and Sustainability Plan - Sue described the work that has gone into development of this Plan. She reminded folks that now we need to decide HOW items will get done, and WHO will take the lead on them. LCC members had no further discussion today on the Draft Two-Year Action and Sustainability Plan. There was recognition that Jeffco LCC members have contributed toward its development and it has been issued for review several times. **Dave moved, Amy seconded, to approve the Two-Year Action and Sustainability Plan, effective 5-5-11. Approval was unanimous.**

Gap Analysis Project (Objective 1.3.4 in Plan) – In addition to being an item in the Plan just approved, this action item was discussed and is reflected on page 2 of the March 3rd Jeffco LCC meeting summary. Discussion was focused on attempting to understand what the “gap analysis” was actually referring to. Amy suggested examining agencies' complaint files. Brad Calvert concurred and added that the gap analysis could involve surveying those complaining customers and providers to figure out what the issues are. What services are not being provided, not soon enough, what are the gaps then and how do we fill them? Some of the gaps will need individual provider action and others will need a collaborative response to fill the gaps. The goal should be a change in service; an improvement in services to the customer, according to Brad. Susan asked Brad about the research information available via DRCOG that could be used, even though it is not focused on Jeffco. The group concurred that specific actionable items are needed within the county. Brad suggested the five top actionable gaps be identified and an attempt be made to meet those unmet needs.

Sue suggested that a graduate student at the master's level be sought to conduct a gap analysis for the Jeffco LCC which would involve collecting all of the available information (including from DRCOG research and DRMAC provider database) regarding transportation for needy and special populations (aged, DD, etc.). There was agreement that more local, Jeffco-based information would be needed for this gap analysis. No need to recreate everything – use what we have. Sue asked who would be willing to take the lead on getting this gap analysis done. Steve proposed that for now leave this; make it a part of the CDOT proposal, and revisit later to see who will step up. Group agreed on the need to carefully select graduate student to do this project. Everyone should keep a look out for a graduate student, and Angela suggested looking now since many students are looking for placements. **Dave made a motion to move ahead with a Jeffco-focused gap analysis. Amy seconded the motion. Jane offered an amended motion to include all of the language in the Plan under Objective 1.3 in order to stay clear and strategic.** There was further discussion: Brad said looking at the Jeffco LCC Plan, the two things CDOT might likely fund include the gap analysis being discussed and the items under Goal 3. The group also discussed having all of Objective 1.3 as well as disseminating products from Objective 3.1 be the focus for the CDOT application. Dawn said

our priorities should be reflected in the CDOT grant application. She reminded the group that LCC members do not have the time to do these activities and need others (e.g., facilitator, intern) to carry out these tasks next year. **Steve restated the amended motion that the group recommends the Department use Objective 1.3 and Objective 3.1 as the basis for developing the CDOT application. Vote was unanimously to approve the motion.**

Aging Well Project – **Dave and Amy offered to work with Hank regarding the Jeffco Aging Well (AW) Project.** This is Goal #3 in the Plan. Dave is already well-versed in AW and Amy wants to learn more about it.

Call Center – There was considerable discussion of this agenda item. Steve asked Susan and Alvin which Jeffco agencies, if any, were interested in hosting the initial call center database trials. Jane asked whether RTD was submitting an application to CDOT for a call center. Angela clarified that RTD and DRMAC are partnering around technology for a call center; no word that RTD is applying to be the call center. There was some confusion expressed from LCC members around what Plan item Objective 1.2 actually means. Steve read the items under Plan Objective 1.2 and asked if DRMAC was seeking local agencies to participate in/test the call center operations.

Angela updated the group on what DRMAC is doing re: the call center:

(1) First, DRMAC is almost done with the call center work plan and the regional call center launch is scheduled for June 15th. Angela and DRMAC are working with 2-1-1 as the main place for calls to come into. Local transportation providers will be needed to assist 2-1-1 to take some of the load off of them re: referrals and direct all traffic to 2-1-1. Angela will work on training the 2-1-1 staff on how to use the call center database. Steve asked if DRMAC wanted local agencies to participate in this. Angela explained that this is an on-line tool that everyone will have access to. Trying to do a better job of tracking phone calls and 2-1-1 already has a system for doing this. Attempt is rather than everyone doing referrals, why not have one organization (2-1-1) do that? Sue asked Angela if Plan Objective 1.2 (phone tree, etc.) makes sense given DRMAC's plans.

(2) Angela reported that within the next year there will be an Information & Assistance (I&A) phone number for everybody to call into. The 2-1-1 database is an interim step. The I&A will be MORE than just a place to get referrals. Callers will actually receive assistance with accessing specific transportation services, including walking people through the process if they need this help.

Dawn and Dave explained what the LCC (and Aging Well) original vision was – to develop a similar system on a smaller than regional scale – specifically for Jefferson County. How could callers needing transportation services within Jeffco call one number, and then get the best fit and available services via a phone tree concept? **Steve stated it appears that the Jeffco LCC is not in a position right now to move forward on Objective 1.2. The group agreed.**

Steve asked if Dawn (with Hank's assistance) could write something up that explains what we were thinking in Plan Objective 1.2 and in the 3-3-11 LCC meeting summary, page 2, re: the phone tree. Dawn agreed to draft something if needed after review of the DRMAC call center work plan. Angela told the group that the DRMAC call center work plan will be shared with Jeffco LCC members, when ready, very soon. Steve posed the question, "How can we make ourselves available to support DRMAC in its call center efforts?" **Further discussion of this item was tabled to the next Jeffco LCC meeting.**

Request for Proposals Issued by CDOT for LCC funding, Continued Discussion

Discussion of the LCC funds application to CDOT resumed. **The group decided to ask LCC members to provide a cash match of between \$250 and \$500. Sue and Susan will draft and send all Jeffco LCC members a letter making the cash match request. Susan asked members to get back to her by next week re: if they can provide a small cash match. The target date for sending the letter out to LCC members is Wednesday, May 11th.**

Jane asked the group to revisit what Brad had mentioned – Objective 3.1 (re: white papers). She suggested that dissemination of the white papers to be drafted by June 30th be included somehow in the CDOT application. Brad reiterated the two key items that stand out to him that should be included in the CDOT application are (1) the gap analysis and (2) the white paper dissemination and publicizing what the paper says as well as what the LCC is working on.

Steve summarized the three items he has heard the group recommends be put into the CDOT proposal: (1) facilitator/project coordinator (2) development of a gap analysis, and (3) distribution/publicizing/holding community conversations about Plan Objective #3.1. Jane suggested that whatever we put into the CDOT application should be in the LCC Action and Sustainability Plan. There was agreement that we may need to revise the Plan to reflect that. **The group agreed to request the full \$15,000 from CDOT.**

Brad stated he did not think paying for a graduate student intern was necessary these days. He also suggested that any cash match be used for the graduate intern stipend and for distributing the white paper. Sue told the group that previous discussions were not to put actual cash toward distributing the white papers, but rather, to ask LCC members to help distribute them.

Steve asked Angela if the proposed DRMAC RMM could assist with the Jeffco LCC gap analysis (i.e., make it happen or facilitate making it happen). Angela clarified that the DRMAC RMM could be involved in the Jeffco gap analysis with things that benefit the whole region.

Dawn summarized the discussion by stating the main LCC objectives for the coming year include doing the gap analysis and distributing the white papers and educating the community. There was agreement that these are the main priorities for the CDOT funds. The group also decided to no longer call the person an LCC “Facilitator” but rather the LCC “Project Coordinator” which is more action oriented. Jane also suggested revisiting the training provided by CDOT to incorporate some of the language around phase of the LCC into the proposal for CDOT.

Adjournment

Steve Allen adjourned the meeting. Next Jeffco LCC meeting is Thursday, June 2nd, 1:30 to 3:30 at the main Jeffco Human Services Building.