



# WASHOE COUNTY

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## STAFF REPORT

BOARD MEETING DATE: April 26, 2016

**DATE:** April 1, 2016  
**TO:** Board of County Commissioners  
**FROM:** Amber Howell, Director, Department of Social Services  
775.785.8600 ahowell@washoecounty.us

**THROUGH:** Kevin Schiller, Assistant County Manager

**SUBJECT:** Acknowledge receipt of a written report from Access to Healthcare Network (AHN) on the transportation services program grant for which the Department is supplying matching funds.  
(All commission Districts)

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### SUMMARY

Access to Healthcare Network (AHN) is providing the Board a six month update on the grant awarded by Regional Transportation Commission (RTC) for a transportation services program for which the Department is supplying matching funds.

**Strategic Objective Supported by this item:** Safe, Secure and Healthy Communities

### PREVIOUS ACTION

On October 27, 2015, the Board approved a one-time payment and authorized the Purchasing and Contracts Manager to generate a Purchase Order in the amount of \$214,409 to Access to Healthcare Network (AHN) to provide cash support to be used by AHN as the matching portion of a grant awarded to AHN from the Regional Transportation Commission (RTC) for a transportation services program and a transportation "help line" targeting low income senior citizens and persons with disabilities, to be funded 100% by indigent funds.

### BACKGROUND

Through community meetings of human service entities, including non-profit agencies and other interested organizations, a decision was made to move forward with one application from one entity, Access to Health Care Network (AHN) to the RTC to fund a transportation program for targeted individuals.

This program includes funding from RTC in support of AHN coordinating transportation services outside the McCarren loop and requested the contribution of \$214,409 in

AGENDA ITEM # 5F

operating cash to AHN from Washoe County Department of Social Services in support of the program.

In previous years, the RTC awarded grants to fund a number of smaller projects throughout the community. During this year's planning process, previous award recipients recommended to the RTC that they fund AHN for an overall transportation program and the remaining group chose not to apply for funding for smaller projects.

This program includes a call center to coordinate the transportation services of individuals, tailored to their specific needs, including route planning, pick up and drop off arrangements. The call center receives direct calls for service, but also receives referrals for the same services from various other separate community entities supporting vulnerable individuals. Start-up costs included the purchase of vehicles and equipment in support of the program.

These transportation services target the above identified populations with an emphasis on meeting the transportation needs of senior citizens, allowing for individual stops to meet the person's specific needs for medical appointments, pick up medications, or even groceries.

These services are unique as they are not typical transportation from point A to B. The new concept ensures that the individual has what they need when they arrive at home, and involves some level of case management along with transportation. For instance, if a senior is being transported from a doctor's appointment to his home, the driver would stop and ensure they filled any prescriptions and would even allow them to pick up other supplies, or groceries, as needed. Drivers are trained Care Coordinators for AHN and assess the needs of the client during the transportation trip.

AHN projected they would handle 500 requests per month and would provide 4,707 one way trips and 392 round trips during the program year.

AHN plans to work with the local hospitals to secure funding for the long term sustainability of this transportation program beyond the initial project year. It is not anticipated that Washoe County will provide the match funding beyond this year.

AHN will return at the end of the grant year to provide a final presentation to the Board.

### **FISCAL IMPACT**

There is no fiscal impact to the Department's FY16 adopted budget related to this program update.

### **RECOMMENDATION**

Acknowledge receipt of a written report from Access to Healthcare Network (AHN) on the transportation services program grant for which the Department is supplying matching funds.

**POSSIBLE MOTION**

Should the Board agree with staff's recommendation, a possible motion would be move to "acknowledge receipt of a written report from Access to Healthcare Network (AHN) on the transportation services program grant for which the Department is supplying matching funds".

The attached document was submitted to the **Washoe County Board of Commissioners** during the meeting

held on April 26, 2016

by Social Service

for Agenda Item No. 5F

and included here pursuant to NRS 241.020(7) as amended by AB65 of the 2013 Legislative Session.

# WASHOE COUNTY

## Non-Emergent Medical Transportation Program



Transportation Team at  
Access to Healthcare Network

*A partnership between*



-BCC 4-26-16 #5F  
Social Services

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# The Need

## ***2014 Statewide Community Needs Assessment (prepared by the Grants Management Unit of the Nevada Department of Health and Human Services)***

### — FINDINGS —

1.

Lack of transportation was a common thread across all survey answers, regardless of service category, Individuals and families, whether able-bodied or coping with disabilities, cannot travel to essential services.

2.

Transportation was listed as the second highest priority (just behind food security) by service providers (for seniors and people with disabilities) on a Survey Monkey survey.

3.

When asked in the survey which of the currently funded services for people with disabilities were valuable and should continue to be funded, transportation was the highest ranked service.

# Program Implementation

*Oct. 2015 – Jan. 2016 program startup process:*

1. Program funding secured.
2. Eligibility requirements established:
  - a. Must be a Washoe county resident and ...
  - b. Meet ONE (1) of these requirements:
    - i. Be age 60 or above.
    - ii. Be disabled.
    - iii. Meet income guidelines (if not over 60 or disabled).
3. Purchase THREE (3) wheelchair accessible vans.
4. Identified, purchased and implemented dispatch software system with route optimization.
5. Hired trained dispatcher.
6. Hired three drivers certified in:
  - a. CPR.
  - b. Driver training certification.
  - c. Drug and alcohol screened.
  - d. Disability training.
7. Established transportation zones.
8. Established services ...
  - a. Door-to-door service include:
    - i. Doctor's appointments
    - ii. Hospital services
    - iii. Pharmacy pickup
    - iv. Equipment pickup
    - v. Oxygen pickup
    - vi. Grocery shopping

## Data from January 1, 2016 – April 14, 2016

### NUMBER OF TRIPS:

**746**

(4,480 trips projected annually)

### REASONS FOR TRIPS:

Medication — 12%

Nutrition — 10%

Physician prescribed activity — 5%

Medical appointments — 73%

### TYPES OF PASSENGERS:

Disabled — 32%

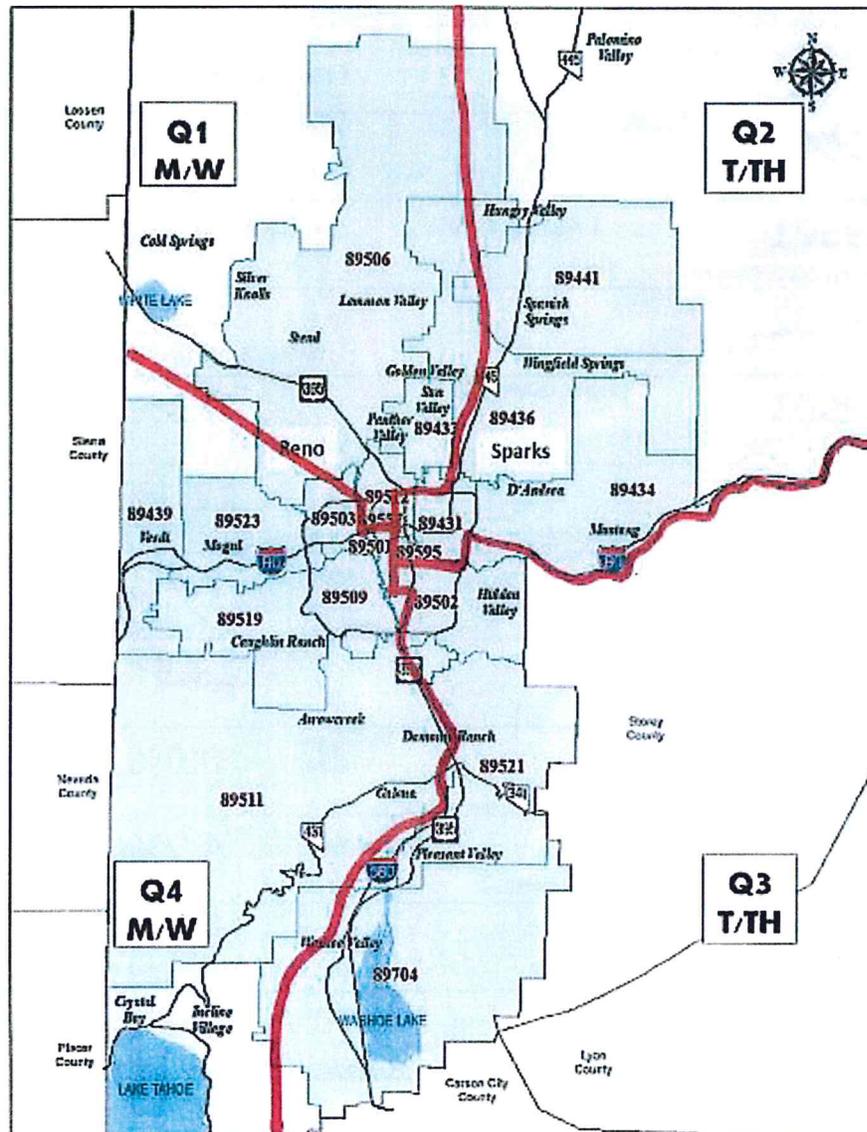
Seniors — 50%

All passengers are low-income earning

# Service Area

The AHN Transportation Program serves Washoe County residents within 48 miles of the Reno/Sparks city center.

The service area is divided into 4 zones.



## Percentage of Total Trips (by Member's Home Zip Code)

89403	0.5%
89431	4.2%
89433	18.1%
89434	0.5%
89436	3.7%
89441	2.3%
89501	12.1%
89502	7.4%
89503	9.3%
89506	12.1%
89508	7.4%
89509	13.5%
89511	0.0%
89512	4.7%
89521	3.7%
89523	0.5%
Total	100.0%

## Outreach

*AHN drivers are also outreach specialists*

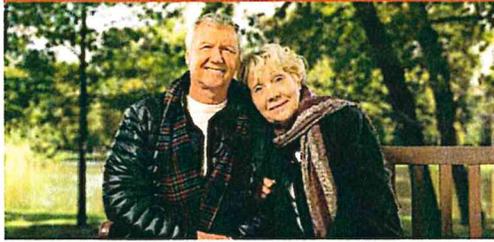
All van passengers receive info on the following programs:

1. Medicare counseling
2. Ryan White eligibility
3. Breast and cervical cancer screening
4. Colon cancer screening
5. ACA individual health insurance
6. Medical Discount Program
7. Dental/Vision Program
8. Disability and aging services
9. Prenatal
10. Cancer program

## AHN's Outreach

Number of rack cards passed out since Jan. 2016 — **10,000**

**FREE RIDES**  
FOR YOUR HEALTHCARE NEEDS



**FREE TRANSPORTATION SERVICES FOR**  
seniors or disabled, and/or low-income residents in Washoe!

To be eligible, you must live in Washoe County and meet one or more of the following criteria:

- Be age 60 or above
- Be disabled
- Meet income guidelines (if not over 60 or disabled)

Where our professional drivers can take you:  
To and/or from a number of facilities or activities that relate to your health care needs.

Such as...

- ✓ Appointments with a healthcare provider
- ✓ Getting home from the hospital
- ✓ Getting to and from outpatient procedures
- ✓ Picking up medications or medical equipment
- ✓ Stopping by a designated Walmart for groceries

Call to learn more and schedule a ride!

**844.469.4932**

a partnership between



4001 S. Virginia St., Suite F | Reno, NV 89502  
844.469.4932 | accesstohealthcare.org

**¡VIAJES GRATIS!**  
para sus necesidades de atención médica



**SERVICIOS DE TRANSPORTE GRATUITO PARA**  
las personas mayores o con discapacidad, y / o  
personas de bajos ingresos en Washoe!

Para ser elegible, usted debe vivir en Washoe County y cumplir con uno o más de los siguientes criterios:

- Ser mayor de 60 años
- Estar discapacitado
- Conozca los requisitos de ingresos (si usted no tiene más de 60 años o una discapacidad)

Donde nuestros conductores pueden transportar:  
Desde y hacia una serie de instalaciones o actividades que se relacionan con su atención médica.

Por ejemplo ...

- ✓ Las citas con un proveedor de atención médica
- ✓ Llevar a la casa después del hospital
- ✓ Llegar y salir de procedimientos ambulatorios
- ✓ Recogiendo los medicamentos o equipos médicos
- ✓ Parar en Walmart para las provisiones

¡Llámenos hoy para programar un viaje!

**844.469.4932**

una asociación entre



4001 S. Virginia St., Suite F | Reno, NV 89502  
844.469.4932 | accesstohealthcare.org

Transportation phone calls answered by AHN since January 2016 from community members interested in rides for themselves or their loved ones:

**3,227**



## Rider Testimonials

### Participant/Rider #1

*I would to say how much I appreciate the service I have recieved From Access to health care without them I would not have been able to get to my needed Medical appointments*

*Thank you  
Bertlynn*

**Participant/Rider #2**

MARCH 28, 2016

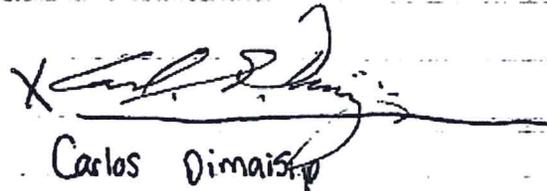
RE: Access To Healthcare

To Whom it may concern,  
I love Access To Healthcare!  
They came through for me  
and my sister just when  
we needed them and have been  
there for us ever since.  
What would we do w/out  
them.

Patricia Stearns and  
Budget Harrison

**Participant/Rider #3**

Using a wheelchair, it has been very difficult to get around. Now with Access to Healthcare's program it is much easier for my wife and I to get to and from my appointments without having to deal with the hassles of getting in and out of a smaller vehicle. This program has everything I need... door to door service, great drivers, and always on time



Carlos Dimas

contact (775) 626-6070

**Participant/Rider #4**

I am grateful for this free program because it has made me getting to my medical appointments so much easier.

Mary C Farrell  
Mary .F

**Participant/Rider #5**

Testimonials

I help me out alot with getting around.  
Sense I have no car. I feel more  
Reliefed with Access Health in my life

Rita Manilla

**Participant/Rider #6**

 PDF

3/29/2016

My name is Roxsan Nolen and Access has  
been a god sent to me without you guys picking  
me up for my Appts I wouldn't know what or  
how I would get there Thank you a million times  
Please keep this service going.

Thank-you so  
much

Roxsan Nolen

***Participant/Rider #7***

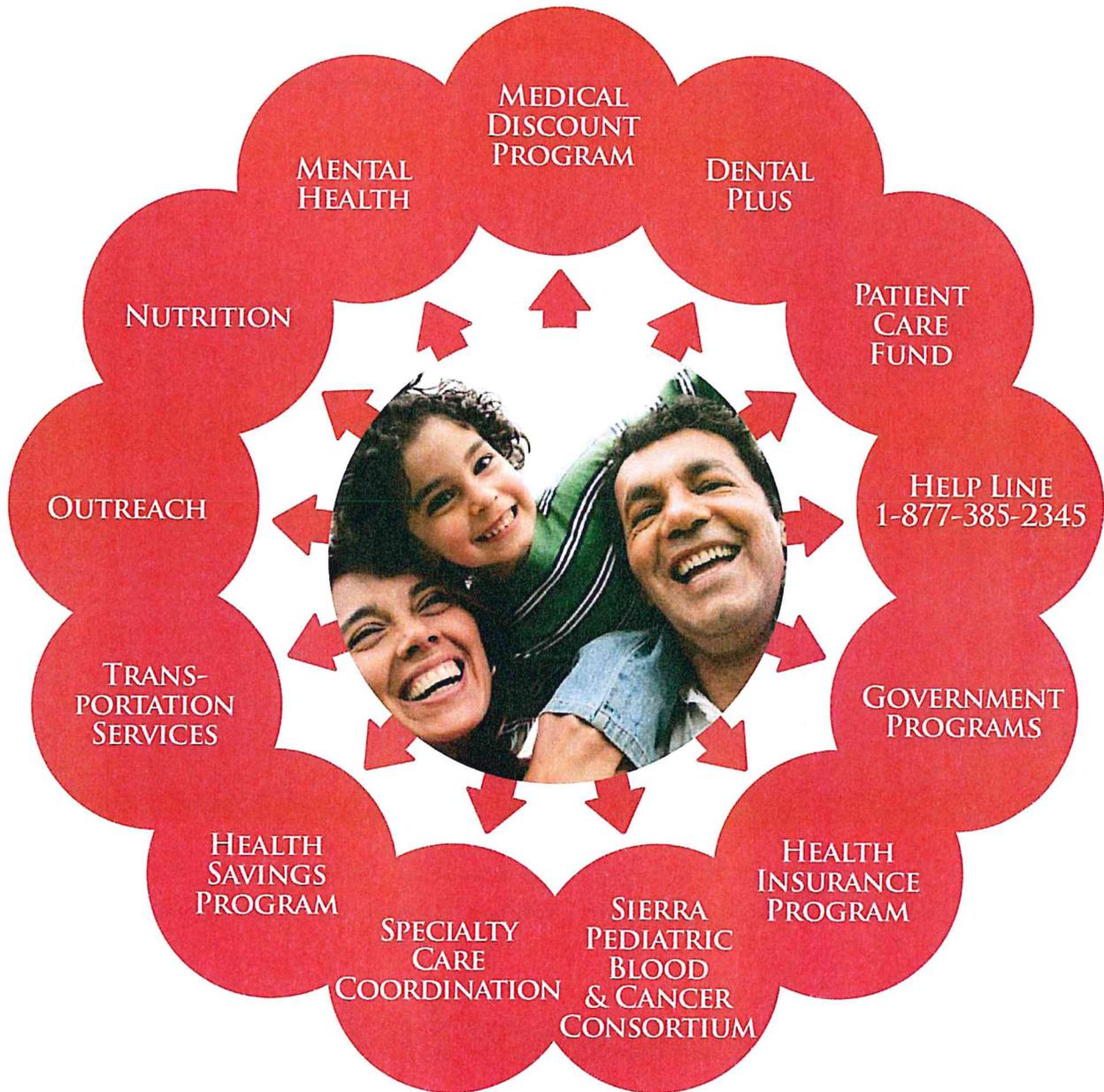
**Access to Healthcare is different from any other transportation I have experienced in Washoe. They help me and they care about me. I truly feel that this is not just a job for them. They enjoy what they do and they do it well.**

*Sandra Kimble*  
Sandra Kimble.

## Overview of Access to Healthcare Network

A statewide non-profit providing over 200,000 Nevadans with comprehensive Access to Health.

**WE FILL THE GAPS!**



# *Thank You*

*for helping Access to Healthcare Network provide this  
much-needed service for our community.*

*– Sherri Rice, CEO*



(From left to right): dispatcher Jason Ruggles, transportation resource specialist Victor Penaflo, program director Kent Asselin, driver Luis Valdez, driver Andy Quinn, and driver Scott Hurd.

## *AHN's Transportation Team*