

Addison County Older Adults and People with Disabilities (O&D) Committee Quarterly Meeting Agenda

January 16, 2024

The Addison County O&D Committee provides oversight and guidance for Tri-Valley Transit's programs to assist older adults and persons with disabilities in Addison County. Programs supported by the committee get users out of their homes to medical appointments, to local adult day-care, to senior meal sites and for essential shopping. These services supplement regular transit services in the area, filling in gaps left by programs like Medicaid.

Attendees:

Jillian Brady (Age Well), Mary Claire Crogan (TVT), Maureen Conrad (ACHHH), Bill Cunningham (TVT), Dan Currier (VTrans), Michelle Eastman (Age Well), Stephanie Stearns (TVT), Mike Winslow (ACRPC)

Agenda:

1. Amendments to the Agenda
2. TVT Policy Input
 - a. Trip denials - Dan noted that for the last 18 months VTrans has been working to understand the number of denials in the system. Good news: denials are going down. Bad news: still more than 100 denials a month statewide with 50% of that TVT. The main reason for denials is lack of driver availability. VTrans is seeking information that will help reduce the number. VTrans hopes to inaugurate a new data port in about 12 months which would include cancellation reports. Mary Claire asked if a procedural reason might account for the high percentage of denials TVT. Dan does not think so. Michelle wondered what rides were getting denied, and if a more local campaign could help meet the need. TVT has been varying their recruiting methods. Many denials are in the ONW district which is even more rural.
 - b. How does Medicaid spend down work in regards to the O&D population? Stephanie does not know how Medicaid spend downs work. Mary Claire suggested O&D rides are income blind. Michelle suggested reaching out to the case management side of Age Well at 800-642-5119 for information about Medicaid spend downs.
3. Partner Roundtable - a chance to share useful insights about the programs
 - a. VTrans
 - i. Rider Survey - statewide. A consultant is on board. They will set up a call center to respond to questions. Kick off meeting happened last month. The survey is anticipated to be released in February with multiple outlets:

QR code, website, call in number, paper forms, etc. The survey will be out for about 2 month with results reported in July. Mary Claire asked if VTrans needs rider data? VTrans hopes for direct distribution to riders via drivers. Maureen said ACHHH will not share their mailing list, and many of their patients will not utilize a QR code. Michelle agreed that the QR code could be an impediment, but Dan emphasized that's why there will be multiple media for survey distribution.

- ii. The 2023 Performance Report is just about finalized. VTrans will present the results at a future meeting.
- iii. The 2024 O&D Summit will take place June 14th at Vermont State University in Randolph. The event will be in-person. There will be no cost, and food will be included. TRORPC is helping to organize.
- b. TVT - Stephanie reported that TVT is closer to launching a new software system that will include an App for booking rides. The launch is still a few months off.
- c. Age Well - Michelle is running her Tuesday and Thursday programs. They are starting to book summer events, and will be finalizing dates soon. She is trying to get riders with more advertising and has set a goal of having a minimum of 8 riders on each bus. Age Well reports all is going well with TVT.
- d. CSAC - no representative
- e. ACHHH -
 - i. The Medicine Chest medical equipment store in the Marbleworks is moving to Exchange St. into the Vermont Coffee Company building where StoneCutter Spirits used to be. The current store closes January 25th, and the new one will open on February 1st.
 - ii. ACHHH has taken over a physical therapy practice in Vergennes which may create additional demand in the future
 - iii. Reports from staff and riders is that all is going well.
- 4. Other Business - none
- 5. Adjourn 14:27

Next Meeting April 16, 2024, 2PM



5th Annual
**Vermont
OA&D
Summit**

**FRIDAY JUNE 14, 2024
10AM – 3PM**
Vermont State University
Randolph, VT

Join us in Randolph for an in-person summit hosted by the Two Rivers-Ottawaquechee Regional Commission & VTrans that focuses on Older Adults and Persons with Disabilities (OA&D) Program. Discuss best practices, innovative ideas, and inclusion with OA&D partners & committee members from across the state.

More information forthcoming:
vtrans.vermont.gov/public-transit/O-and-D



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