INNOVATIVE RURAL TRANSPORTATION IN MARYLAND IS EVERYWHERE

MOBILITY MANAGEMENT PROGRAM
ALLEGANY COUNTY HUMAN RESOURCES DEVELOPMENT COMMISSION
Cumberland, MD

WHEELS TO WELLNESS
TRI-COUNTY COUNCIL FOR SOUTHERN MARYLAND
Hughesville, MD

HEADSTART
SHOREUP, INC
COMMUNITY ACTION AGENCY
Salisbury, MD
POLICY
PRESENTATIONS
Board of Director's Meeting
Jan. 6, 2019
Presented by Freddie L. Mitchell & Tameka Kenan-Norman

RURAL HEALTH TRANSPORTATION
Corey J. Bowen, Ph.D.
Director, Early Head Start & Head Start
Background

Transportation Purpose

Who we serve

Goals & Partners

Additional transportation provided
Agency Background

❖ SHORE UP! is dedicated to revitalizing communities and empowering individuals and families to maintain long-term independence and achieve economic security.

❖ Service area includes: Wicomico, Worcester, Somerset, Dorchester, Kent, Talbot & Queen Anne’s counties.

❖ SHORE UP! was established in 1965 and serves approximately 15,000 annually.
Transportation Background

❖ Through participation in the USDA sponsored CACFP Program, SHORE UP! provides meals to students in Early Head Start & Head Start programs.

❖ Clients in Adult Day & Residential Services, Foster Grandparents and classroom staff also receive nutritious meals.

❖ Two meal trucks-One truck covers the Lower Shore (Worcester, Wicomico & Somerset Counties). A second truck delivers to the Upper Shore (Dorchester, Talbot and Queen Anne’s counties).
Meal trucks operate Mon.-Fri. starting at 7 a.m., delivering meals to 15 sites.

Trucks are needed year-round in Early Head Start, Adult Day Services & Residential Services.

A new meal truck has been purchased.
Transportation Background

During the 2020 school year, bagged lunches were transported to students in the agency’s seven-county service area.
Who we serve....

❖ Low-income families who meet federally established income guidelines.

❖ Ethnically diverse families including: 70% African-American, 9% Caucasian, 14% Hispanic, 7% Asian, Haitian, Sudanese, Ethiopian.

❖ SHORE UP! serves 572 in Head Start & Early Head Start, 60 in Adult Day & Residential Services, and 50 Foster Grandparents.

❖ Through 9/27/2021-7,998 total meals served.
Transportation Goals

❖ Ensure all students in Head Start & Early Head Start, all Foster Grandparents, and all individuals in Adult Day & Residential Services receive nutritious meals.

❖ Improve learning skills

❖ Create a full-time job opportunity
Partners

SHORE UP! INC.

Child and Adult Care Food Program

WIComico County, Maryland

Maryland Department of Health

Head Start

SHORE TRANSIT

SHARP ENERGY

Image courtesy Shore Transit
Other transportation provided

- Adult Day Services - buses transport clients to and from the Shady Pines Center; also on field trips, grocery shopping, etc.

- Head Start/Early Head Start - buses transport students 2 years of age and older to and from centers.
Wheels to Wellness

December 1, 2021

Noelle Flaherty, RN, MS, MBA, CPHQ, CCM
CalvertHealth Director of Care Coordination & Integration

Yolanda Hipski, AICP, RLA
Tri-County Council for Southern Maryland
Regional Transit Coordinator
<table>
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<th>COUNTY</th>
<th>AREA</th>
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<td>458</td>
<td>161,503</td>
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<tr>
<td>CALVERT</td>
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<td>ST. MARY’S</td>
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<td><strong>TOTAL</strong></td>
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<td><strong>366,170</strong></td>
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CASE MANAGEMENT TEAMS

- Inpatient Case Managers
- Medical Social Workers
- Transitions to Home/AccessHealth
- Community Health Workers
- Transportation Coordinator
Transitions to Home/AccessHealth

Post-discharge telephone coaching for minimum 30 days

Transportation is key to assisting patients get to primary care and specialist appointments

Case Managers provide coaching and resources to the patient so they can independently manage care in the community.
Concept One: On-Demand Service Prototype

Patients are asked if transportation to health care appointments is problematic. If so, their PTNZ is identified.

Patient Transportation Need Zones (PTNZs) are based on census-tract-level data of population density, poverty levels, car ownership, and disease-specific prevalence.
CRISP Reports

Health Information Exchange (HIE): State Health Information Exchange (HIE) electronic transfer of clinical information between health information systems

- **Systematic /Standardized Reporting** - Crisp reports are standardized throughout Maryland and targeted towards hospital charges and healthcare standards.

- **Shared Data** - instantly share health information among doctors’ offices, hospitals, labs, radiology centers, and other healthcare organizations.

- **Already Available** - CRISP reports are used throughout the State.
TOTAL REDUCTIONS IN CALVERTHEALTH CHARGES
Based on data from CRISP Pre/Post Analysis Reports

- Over $10,000: $442,107
- Less than $10,000: $22,486
- Less than $5,000: $14,701
- Less than $1,000

Pre Total Costs: $724,549
Post Total Costs: $305,499
TOTAL SAVINGS: $419,050
68% SAVINGS
Wheels to Wellness

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Mobility Management
What Will Be Covered

• Background

• Mobility Management

• Partners/Sustainability

• Lessons Learned/Continued Success
Background
Transportation: A Need Identified
Mobility Management Program (MMP)
Mobility Management Program (MMP)
Partners in Our Work

COMMITTED TO CHANGE

Progressive Physical Therapy & Rehabilitation Center

Maryland Wellness

Center for Hope and Healing
A residential facility for behavioral health and addiction
Changing Lives

Number of one-way rides given since inception of program

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<tr>
<th>CY</th>
<th>Cab</th>
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<th>Bus</th>
<th>HRDC Fleet</th>
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<td>CY14</td>
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*HRDC Fleet was not yet implemented in CY14
**Through the pandemic and YTD through October 2021
Building on Our Success

The project’s goals are designed to increase access to care for transportation disadvantaged.

Short-term goal:
- to increase the MMP’s capacity to meet the needs of the transportation disadvantaged by expanding services to any individual meeting program eligibility
- educating providers and the public on the availability of services.

Long-term goal:
- to sustain needed services by increasing the # of medical providers referring eligible individuals to MMP. (Shown by tracking the increased # of primary care appointments attended, the reduced # of unmet transportation needs reported and the decrease in inappropriate ED utilization.)

By establishing and attaining these goals health outcomes will improve and health care costs will be reduced.
Sustaining Progress
Lessons Learned

- # of attended primary care and behavioral health appointments
- # of unduplicate MMP users
- # unmet transportation needs
- # of program partners to ensure sustainability
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