

INNOVATIVE RURAL TRANSPORTATION IN MARYLAND IS EVERYWHERE



MOBILITY MANAGEMENT PROGRAM

ALLEGANY COUNTY HUMAN
RESOURCES DEVELOPMENT
COMMISSION
Cumberland, MD

HEADSTART
SHOREUP, INC
COMMUNITY ACTION AGENCY
Salisbury, MD

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

SHORE UP!

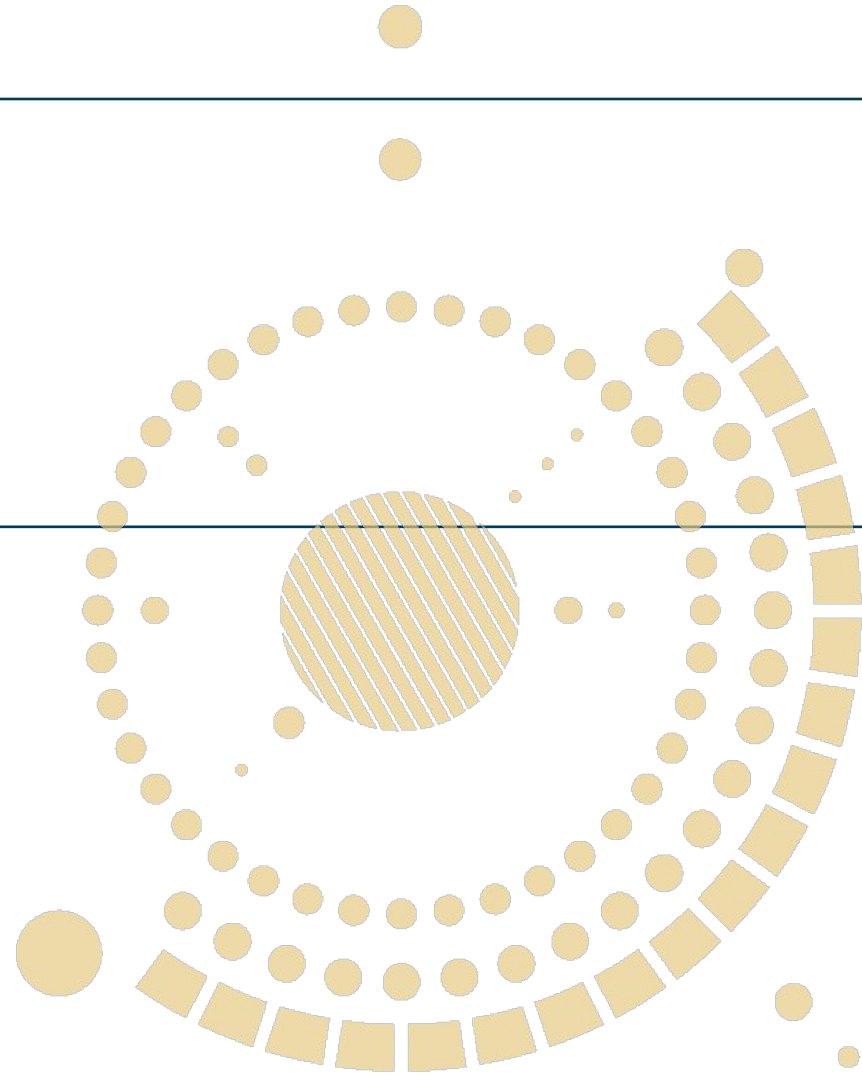
INC.



Helping People. Changing Lives.

RURAL HEALTH TRANSPORTATION

Corey J. Bowen, Ph.D.
Director, Early Head Start & Head Start



Agenda

- ❖ Background
- ❖ Transportation Purpose
- ❖ Who we serve
- ❖ Goals & Partners
- ❖ Additional transportation provided



Agency Background

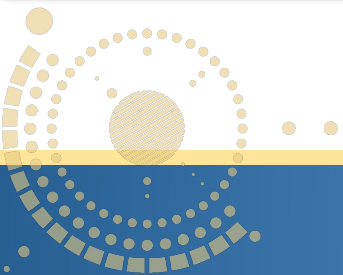


- ❖ SHORE UP! is dedicated to revitalizing communities and empowering individuals and families to maintain long-term independence and achieve economic security.
- ❖ Service area includes: Wicomico, Worcester, Somerset, Dorchester, Kent, Talbot & Queen Anne's counties.
- ❖ SHORE UP! was established in 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).



Transportation Background



- ❖ 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



Image courtesy Shore Transit



Other transportation provided

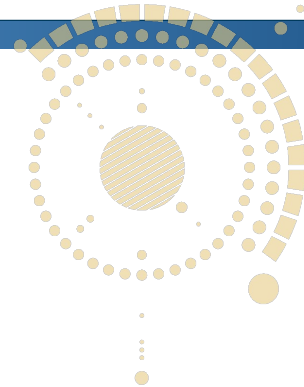
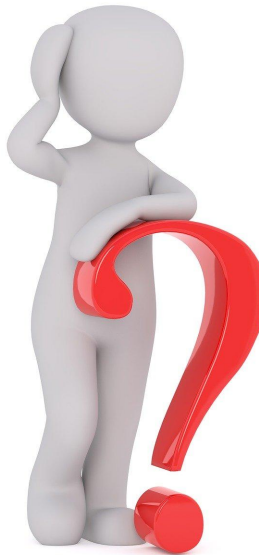


- ❖ Adult Day Services-buses transport clients to and from the Shady Pines Center; also on field trips, grocery shopping, etc.
- ❖ Head Start/Early Head Start-buses transport students 2 years of age and older to and from centers.

SHORE UP!
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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

WHEELS TO WELLNESS



COUNTY	AREA	POPULATION	PERCENT
CHARLES	458	161,503	44%
CALVERT	213	92,003	25%
ST. MARY'S	357	112,664	31%
TOTAL	1,028	366,170	100%

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

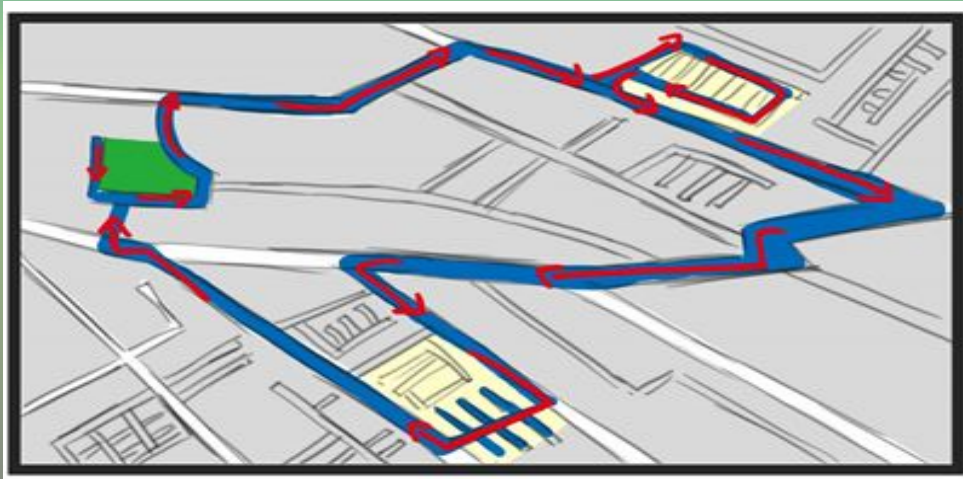
Case Managers provide coaching and resources to the patient so they can independently manage care in the community.



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



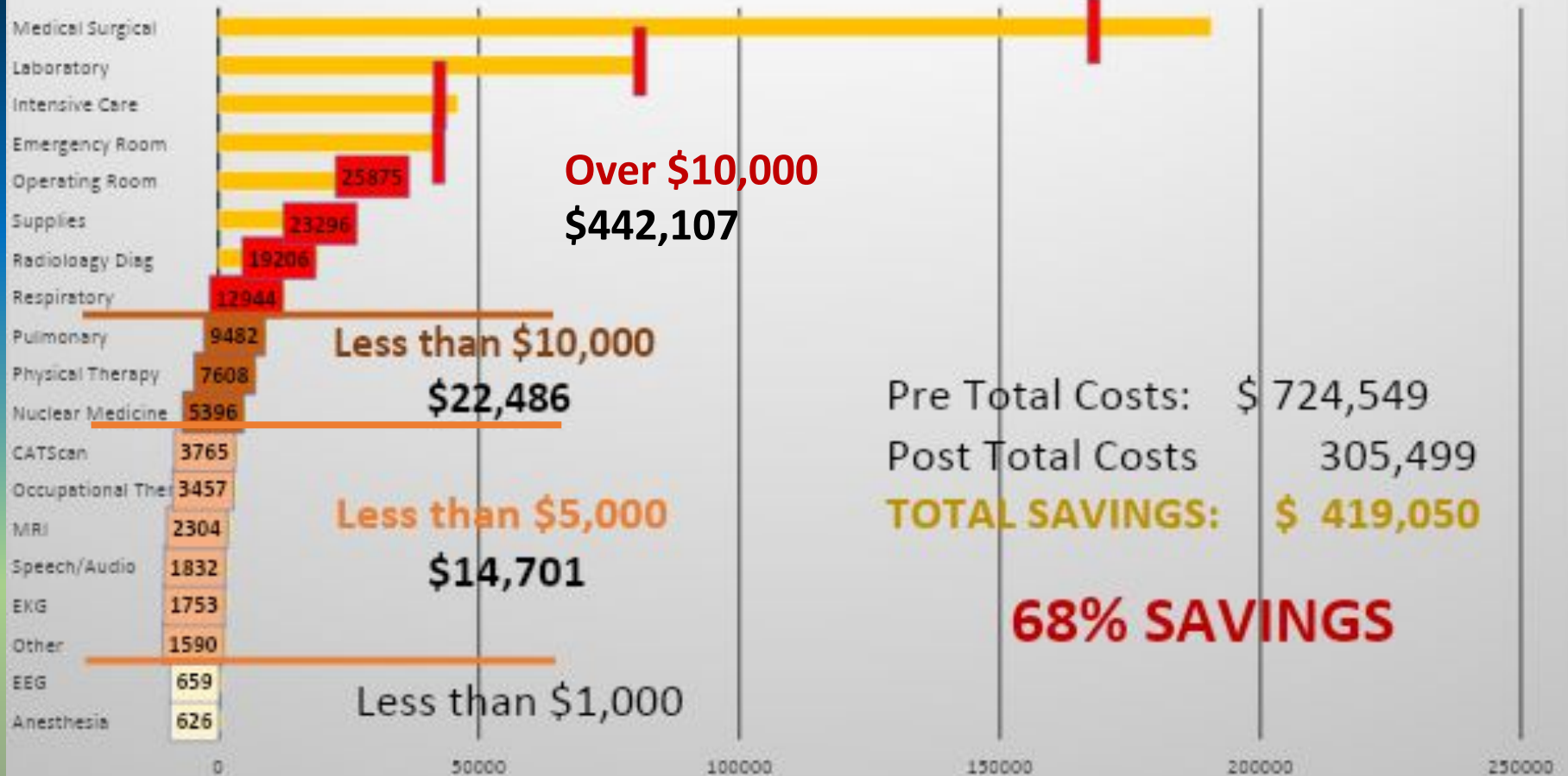
CRISP Reports

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



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Mobility Management



ALLEGANY COUNTY
**HUMAN RESOURCES
DEVELOPMENT COMMISSION**



What Will Be Covered

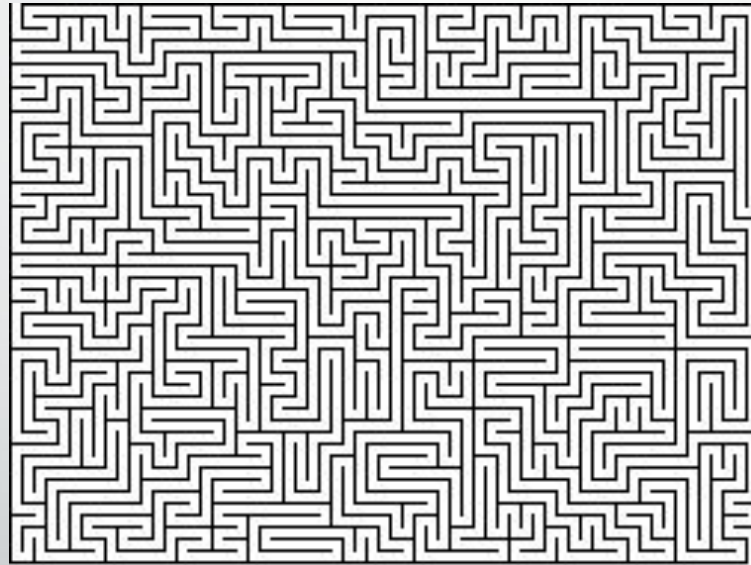
- Background
- Mobility Management
- Partners/Sustainability
- Lessons Learned/Continued Success

Background

Transportation: A Need Identified



Mobility Management Program(MMP)





Mobility Management Program (MMP)



Partners in Our Work



COMMITTED TO CHANGE



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

CY	Cab	Alltrans	Bus	HRDC Fleet	Total
CY14	1,610	810	703	.*	3,123
CY20	3,867	5,437	627	4,028	13,959
CY21**	1,760	5,259	842	4,466	12,327

***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
unduplicate
d MMP users

unmet
transportation
needs



of attended
primary care and
behavioral health
appointments

of program
partners to
ensure
sustainability

Allegany County Human Resources Development Commission

www.alleganyhrdc.org



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