



Study to Design a Mobility Management Program in New York State

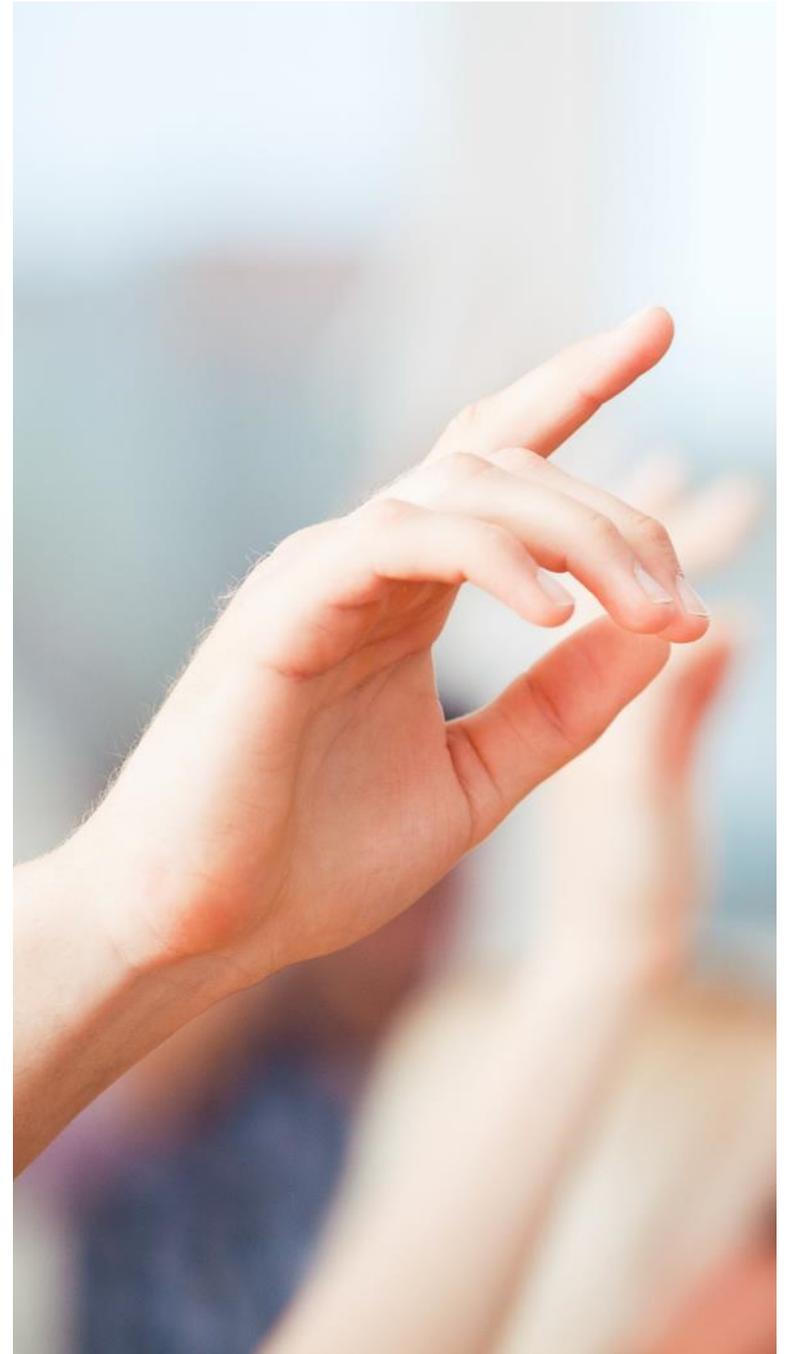
Most Integrated Setting Coordinating
Council Meeting

May 13, 2016

PCG *Human
Services*
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Agenda

1. Introduction
2. PCG Team and Roles
3. Interagency Committee Members
4. Project Overview
5. Review of Project Deliverables
6. Stakeholder Input
7. Timeline and Next Steps



Introduction

Background and Purpose of the Mobility Management Program Study

- Olmstead Development and Implementation Cabinet (2012) identified the need for mobility management
- SFY 15/16 legislation supports NYS' assessment of its current transportation system and how it meets, or fails to meet the needs of individuals with disabilities.
- ***Primary Goal: To identify promising practices or models that utilize natural supports, shared ride and/or other resources to address the transportation needs (especially employment-related) of individuals with developmental, mental or physical disabilities who receive services from OPWDD, OMH and DOH***

PCG Team and Roles

PCG

- Nathan Grossman, Engagement Manager
- Sarah Salisbury, Project Manager
- Cathy Anderson, Pilot Program Design Lead
- Tim Connors, Project Analyst
- Ryan White, Project Analyst
- Christine Newhall, Subject Matter Expert

Nelson\Nygaard

- Will Rodman, Technical Lead
- Patricia Monahan, Mobility Analyst
- William High, Mobility Analyst
- Sara Moser, Mobility Analyst

Interagency Committee Members

- Office for People With Developmental Disabilities (OPWDD)
- Office of Mental Health (OMH)
- Department of Health (DOH)
- Department of Transportation (DOT)
- State Office for the Aging (SOFA)
- Developmental Disabilities Planning Council (DDPC)
- Office of Alcoholism and Substance Abuse Services (OASAS)
- State Education Department (SED)

Project Overview

Organized into four Phases:

Phase I	Project Management Plan Development
Phase II	Stakeholder Input, Existing Conditions Analysis and Future Needs Assessment
Phase III	Identify and Analyze the Applicability of National and International Best Practices
Phase IV	Recommendations Final Report

Review of Project Deliverables

Phase I: Project Management Plan (PMP) Development

- The PMP serves as the foundation for shaping project tasks, goals and core strategies

Phase I Deliverables

Project Work Plan and Deliverable Dates

Communication Plan

Quality Assurance Plan

Risk Management Plan

List of Key Stakeholders and Contact Information

Stakeholder Engagement Plan

Review of Project Deliverables

Phase II: Stakeholder Input, Existing Conditions Analysis and Future Needs Assessment

- Phase II activities will be focused on stakeholder engagement via in person meetings, web-based surveys and focus groups
- Information gathered will be analyzed to understand:
 - Current system
 - Current system gaps

Phase II Deliverable

Existing Conditions and Gap Analysis

- The Gap Analysis will *summarize* the current system, and *identify* the gaps and future needs of the current transportation system

Review of Project Deliverables

Phase III: Identify and Analyze the Applicability of National and International Best Practices

- Activities will include a literature review of national and international strategies related to human service transportation
- Best practice case studies will be prepared (5-6) and will each include a section dedicated to the applicability of the best practice in NYS

Phase III Deliverable

A detailed technical memorandum that includes all the findings from both the national and international research, the best practice case studies, and an assessment of the best practices which hold the most promise for New York State.

Review of Project Deliverables

Phase IV: Recommendations Final Report

- Incorporates findings and analyses from the previous phases into a comprehensive recommendations report, which will include the design of a potential pilot program that seeks to maximize funding sources and enhance community integration

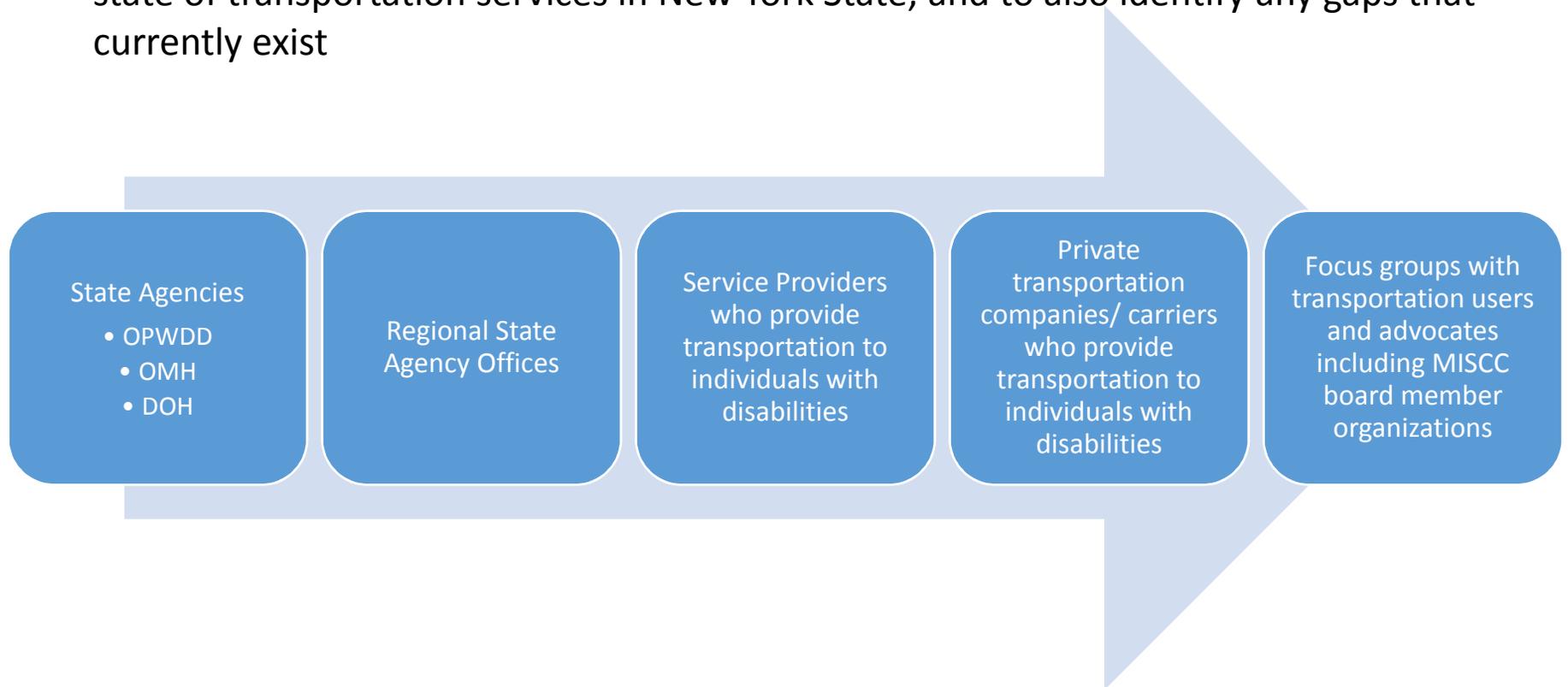
Phase IV Deliverable

A recommended pilot program that adequately meets the transportation needs of the individuals currently served by OPWDD, OMH and DOH, and includes:

- A detailed design with expected benefits
- Evaluation metrics and data collection plan
- Software options
- Alternative payment structures

Stakeholder Input: Strategy

- Component of Project Deliverable Phase II – Stakeholder Input, Existing Conditions Analysis and Future Needs Assessment
- Gathering stakeholder input is crucial to ensuring that we are able to assess the current state of transportation services in New York State, and to also identify any gaps that currently exist



Stakeholder Input: Surveys

Survey Audiences:

- Service Providers
- Transportation Providers

The following list details the type of information that will be asked in the provider (service and transportation) surveys:

- Service Recipients (types of disabilities, other eligibility criteria)
- Provider Services (types of services)
- Provider Location(s) and Catchment Area
- Description of Transportation Operated/Purchased by Provider
- Annual Cost and Funding Sources (FY15)
- Transportation Directly Operated (FY15)
 - One-way trips; general description of origins and destinations; cost/rate structure
- Transportation Purchased (FY15) from Carrier or Public Transit Agency
 - One-way trips; general description of origins and destinations; cost/rate structure
 - Separate data and information for each carrier or public transit agency
- Transportation Needs of Service Recipients – Met and Unmet

Stakeholder Input: Focus Groups

Focus Group Approach

- Participants will include advocates and transportation users
- Facilitate discussions to inform gaps analysis and get feedback on potential solutions
- Recruit participants, identify convenient locations, and finalize discussion guides with assistance from stakeholder agencies and advocate groups
- Conduct sessions in each region

Sample Discussion Topics

- Where do you travel?
- How do you usually travel?
- Options that work best
- Recent trips that you couldn't make, or had difficulty with
- Hardest places to go; why?
- Travel concerns
- Suggestions for improvements
- Discussion of potential mobility management strategies

Timeline and Next Steps

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Project Management Plan	X										
Initial Data Collection from state agencies		X									
State-Level Interviews		X									
Regional Interviews											
Develop Survey Instrument(s)											
Conduct Survey(s)											
Local Follow-Ups As Needed											
Document Existing Conditions and Gaps								D			
Research Best Practices in Mobility Management											
Best Practices Analysis and Recommendations								D			
NYS Applicability Assessment											
Submit Draft recommendations for OPWDD review										D	
Draft Final Report and Presentation										DR	P
Final Report											FR

Questions?



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