

Memorandum



CITY OF DALLAS

DATE June 15, 2018

Honorable Mayor and Members of the City Council:

TO Councilmember Casey Thomas, II (Chair), Deputy Mayor Pro Tem Adam Medrano (Vice Chair), Mayor Pro Tem Dwaine R. Caraway, Councilmember Omar Narvaez, Councilmember Mark Clayton, Councilmember B. Adam McGough

SUBJECT **Senior Medical Transportation Update**

Summary

The Office of Community Care will brief the Committee on the Senior Medical Transportation Update. In follow up to the March 19, 2018 and April 2, 2018 briefing to the committee, staff was asked to audit the program processes and to work with current program clients to transition as many of them to other programs as possible. Staff has reviewed the program client roster and database to identify participants who are currently eligible for existing programs, to identify clients who no longer need and are no longer utilizing the service, and to identify clients that have never applied for the DART paratransit program and provide them with application support to do so.

Issues Identified

In reviewing the Senior Medical Transportation Program, multiple issues with the program and implementation were identified that suggests that the program is not being utilized as a program of last resort as it was intended. These issues include the potential for client base overlap with DART paratransit and other programs, DART eligibility requirements and review/approval process, issues with the procurement process, and the potential need for a new RFCSP for FY2019.

Client Assessment/Transition Update

In follow up to the committee briefings, staff committed to supporting existing clients to apply for DART paratransit eligibility and to work more closely with DART to continually screen new applicants and cross-reference existing client's databases.

Of a total of 2,190 SMTP clients on the program roster:

- 1,517 clients were identified as inactive (not using the service for more than 6 months and not indicating a need for the service when contacted),
- 479 clients were identified as active clients,
- and 194 were identified as already being eligible for DART paratransit services.

Of the 479 active clients:

- 316 have now completed at least the first component of their DART paratransit application,
- 59 were identified as already being eligible for DART paratransit, Logisticare, or Parkland Senior Outreach Program services,
- 60 clients could not be reached after multiple contacts/messages,

DATE June 15, 2018
SUBJECT **Senior Medical Transportation Update**

- and 44 are in the process of submitting their application.

Over the next several weeks, staff will continue to support clients through the multi-step DART application process, and expect to begin hearing the outcomes of the application processes for SMTP clients within the next 1-2 weeks.

Future Programming

This program audit has revealed deficiencies in the program's screening and application process, such as relying on "self-certification" of need and eligibility, as well as in the program monitoring and oversight. Conversations with program participants through the client assessment and transition process have revealed that cost is a significant barrier for many seniors that has driven them to participate in SMTP versus other programs, even those with very moderate costs. Staff has also learned that many older adults require significant support in navigating the multi-step DART paratransit application and eligibility process.

Moving forward, staff will work closely with DART and with the Department of Transportation to develop and maintain a program that is responsive to the needs of the community's older adults. For FY2019, staff recommends identifying a local community-based organization via RFCSP process to coordinate referrals for seniors in need of medical and wellness transportation services, to provide application support for existing programs, to distribute vouchers and coupons for existing programs based on verified need, and to provide "on demand" services to seniors meeting specific criteria that are not well-served by existing programs. Staff will propose a budget of up to \$142,000 for this program, which will be matched on a 1:1 basis by a grant award from the North Texas Council of Government.

Please contact me if you have any questions or require any additional information.



Nadia Chandler Hardy
Chief of Community Services

c: T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary
Daniel F. Solis, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

Senior Medical Transportation Update

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas

Overview

- Purpose
- Background
- Issues Identified
- Updates on Progress
- Next Steps

Purpose

The purpose of this briefing is to:

- Review issues previously identified;
- Provide updates on Senior Medical Transportation Program;
- Present plan for future of Senior Medical Transportation Program

Background

- The SMTP provides transport services for Dallas residents aged 60+ to and from medical appointments within the City of Dallas
- The SMTP was outsourced in FY16-17 to Real Time Transport, Inc.
 - Contract was up for renewal February 27, 2018
 - Council requested staff to meet with DART and that staff thoroughly review program practices
- On March 19, 2018, staff presented an overview of the program to committee
- On April 2, 2018, staff provided an update on process to review program practices and transition clients to other programs, highlighted issues and concerns identified in this review
 - Staff was asked to continue process and develop new program strategy

Issues Identified – April 2, 2018

- Client base overlap
 - Potential service duplication
 - Cost per trip for client
 - 2,190 program participants
 - Approximately 200 clients already eligible for DART upon first review
- DART eligibility requirements
 - 21-day review/approval process
 - Requires supportive medical documentation
- SMTP as program of last resort
 - Approximately 72% increase in service demand
 - Inadequate demonstration of need
- Procurement process
 - Contract renewals must adhere to the original scope of work
 - Substantive changes would require a new request for proposals/RFCSP
- Consideration of new RFCSP
 - FY2019 budget development process

Intergovernmental Partnership: DART

- From April – September 2018 staff committed to:
 - Support existing clients to apply for DART paratransit eligibility
 - Screen new SMTP applications to determine paratransit eligibility prior to SMTP approval
 - Cross-reference existing client list to prevent duplication
 - Casework with seniors to navigate DART paratransit certification process
 - Partner with DART & City of Dallas Transportation Department to develop a mobility management strategy
 - Enhance “on-demand” transportation services
 - Support rider fare through coupons and other subsidies

6

Client Assessment/Transition Update

- All 2,190 program clients have been contacted
 - 194 already eligible for DART upon first review
 - 1,517 identified as inactive clients (had not used service in more than 6 months and did not indicate need for service when contacted)
 - 479 identified as active clients - received phone calls/outreach for DART application support
 - 59 determined already eligible/participating in other programs
 - 316 Step 1 of DART applications submitted
 - 60 clients could not be reached after multiple contacts/messages
 - 44 clients in process of submitting Step 1 of DART application

Program Development Updates

- Continued conversations with DART and other providers regarding programming
- Meeting with “My Ride”/Dallas Area Agency on Aging, program that does referrals for senior transportation services locally
- Client rosters submitted to DART for quarterly cross-reference
- Lessons learned:
 - Cost is a significant barrier to services
 - Many clients require significant support in navigating DART and other program application processes
 - “Self certification” not a reliable method of determining eligibility

Next Steps

- Work closely with “MyRide” and explore partnership opportunities to improve referral service
- Contract with a local community partner, identified via RFCSP process, to:
 - Coordinate referrals for seniors in need of medical and wellness transportation services
 - Provide application support for existing programs, including DART paratransit, Logisticare, and Parkland Senior Outreach Program
 - Provide coupons and vouchers for existing services to help seniors overcome cost barriers, with required income verification
 - Provide “on-demand” services when needed
- FY19 Budget development process to include potential efficiencies and leveraging of funds from NTCOG
- Continue working with City of Dallas Transportation Department

Senior Medical Transportation Update

Human and Social Needs
Committee

June 18, 2018

Jessica Galleshaw,
Managing Director
Office of Community Care



City of Dallas