



SERVICES FOR  
INDEPENDENT LIVING

# Welcome!

INCLUSION | INTEGRITY | INNOVATION

# Program Sponsors

- Services for Independent Living
- Western Reserve Area Agency on Aging

And special thanks to the Ohio Developmental Disabilities Council for their support and vision.



# Housekeeping

- Participants will be muted. If you have thoughts or questions, please share them in the chat box. We will try to get to as many as possible.
- If you need SW credits for this webinar, you will need to sign in via the chat box. Please put your name, that you need SW credits and your license number if you have it. At the end of the presentation, you will need to sign out as well. You will then be emailed a Feedback Form. Once that is received, you will be sent your certificate.
- If you need a certificate of attendance, please follow the same guidelines as for SW credits excepts in the chat box area, indicate you need a certificate of attendance.
- We are not able to offer CRC credits as originally hoped.
- Slides will be available on our website: [www.sil-oh.org](http://www.sil-oh.org)



Sarah White  
Mobility Manager  
NOACA

# NORTHEAST OHIO



AREAWIDE  
COORDINATING  
A G E N C Y

**NOACA:** Planning For Greater Cleveland





# MOBILITY MANAGEMENT

- What is Mobility Management?
  - Mobility is a “buzzword” in transportation
  - Strategic approach to transportation service coordination
  - Targeted populations
    - Seniors
    - Individuals with disabilities
    - People with low incomes
    - People with specialized medical needs
  - Working towards
    - Less duplication, fill gaps
    - Better access to vital services, better quality of life

# MOBILITY RESOURCES





# NATIONAL CENTER FOR MOBILITY MANAGEMENT

- COVID-19 Resource Center
  - Links to information from
    - Centers for Disease Control
    - Federal Transit Administration
    - American Public Transportation Association
    - Community Transportation Association of America
- NCMM Blog
  - Mobility Management in the Coronavirus Pandemic
  - Focus on “flexibility, creativity, and empathy to serve the community”
    - Instead of transporting individuals, vehicles can be used to get groceries, medications and essential supplies to vulnerable individuals
- NCMM Survey

# NEO MOBILITY COALITION

- Convened in October 2014
  - Collaboration between staff at Northeast Ohio Areawide Coordinating Agency and American Cancer Society
- Over thirty participants/agencies
  - Most of the region's public transit providers
  - Private transportation
  - Social Service agencies





# NEO MOBILITY COALITION'S MOBILITY NEWS



WINTER 2020 ISSUE 9

## MOBILITY NEWS

**POLICY SPOTLIGHT**

### United States Census 2020

The United State Census Bureau will be taking on the decennial census this year, counting all persons living in the 50 states, District of Columbia, Puerto Rico, American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, and the U.S. Virgin Islands.

The Census is a vital tool in determining the amount of federal funds allocated to communities. These funds are distributed to hospitals, fire departments, schools, roads and other resources. The Section 5310 program, which provides funds for transportation for seniors and individuals with disabilities, is directly impacted by census data from the Northeast Ohio region.

The Census Bureau has insured that everyone can be counted by making the census accessible to all. The Census 2020 website (2020census.gov) is a 508-compliant website and has accommodations for people with blindness or low vision, deafness or hearing loss, learning disabilities, cognitive limitations, limited movement, photosensitivity, and various combinations of these.

The 2020 Census will begin in March and responses are accepted online, by phone, or by mail. Personal information is kept confidential and cannot be used for law enforcement reasons.

To learn more about the importance of the 2020 Census and how you can respond, visit: <https://2020census.gov/en/census-data.html>



**ACTIVATE**

A partnership between Northeast Ohio's regional transit agencies

Take the survey at [www.surveymonkey.com/r/ACTIVATE2020](https://www.surveymonkey.com/r/ACTIVATE2020)



TAKE THE

## ACTIVATE

**SURVEY AND HELP INFORM BICYCLE AND PEDESTRIAN PLANNING IN NE OHIO**

[HTTPS://WWW.SURVEYMONKEY.COM/R/ACTIVATE2020](https://www.surveymonkey.com/r/ACTIVATE2020)

- Quarterly Newsletter
  - Spring 2017
  - Agency/Partner spotlight
  - Policy Spotlight
  - Funding Opportunities
  - Training and Meeting Schedule
- Summer 2020 Issue coming this week!





# NOACA RESOURCES

- Enhanced Mobility for Seniors and Individuals with Disabilities- Section 5310
  - Federal Transit Agency program to provide funding for providing transportation to seniors and individuals with disabilities through vehicle purchases
  - NOACA is the designated recipient of these funds for the Cleveland urbanized area
  - This funding cycle we have \$1.7 million available to transit agencies, non-profits, social service agencies, and other transportation providers
  - Application now available on NOACA's website!
  - We will be hosting a virtual applicant workshop on July 9 from 1-2pm





# NOACA RESOURCES

- NOACA Lunch and Learn Webinar: Planning for Age-Friendly Communities
  - Thursday, July 16, 2020
  - Noon-1pm
  - Learn how communities can help older people age in place with accessible transportation, mobility, and connectivity to assets
  - Speakers
    - Janice M. Dzigiel, Executive Director, Senior Transportation Connection
    - Mary McNamara, Director of Aging, City of Cleveland
    - Fatima Perkins, MNO, MSLIS, Director, Community Outreach & Advocacy, Western Reserve Area Agency on Aging
- <https://www.eventbrite.com/e/noaca-lunch-and-learn-planning-for-age-friendly-communities-tickets-104368533092>







NOACA will **STRENGTHEN** regional cohesion, **PRESERVE** existing infrastructure, and **BUILD** a sustainable multimodal transportation system to **SUPPORT** economic development and **ENHANCE** quality of life in Northeast Ohio.

Deborah Picker

Founder/Director

FARE-Cle community Fund



# FARE-Cle

Find A Ride Easily



# Mission

## (Why Are We Here)

- FARE-Cle Community Fund believes transportation is essential to allow all people access to work and community activities regardless of financial means or disability. It is our mission to provide an individualized transportation service to help Riders with unique needs move towards independence, community inclusion and self-empowerment.



# Not so Fun Facts -

- 31% of people with disabilities report having insufficient transportation compared to 13% of the general population (Disability Scoop, 2012)
- People with disabilities are 5 times more likely to be homebound than people without disabilities (Ohio Developmental Disabilities Council, 2017)
- The jobless rate for people with disabilities prior to the pandemic was more than double that of people without disabilities (Bureau of Labor Statistics, 2020)





## Where WE Fit In

- Supplemental Service
- NOT Medicaid certified
- Ages 16 and up
- Ride share possible
- Customized
- Vetted



# Who Drives and Who Rides



## **DRIVERS –**

Over 21

Drive own car  
(Intellectual/Developmental Disability)

Background check

Motor vehicle report  
disease

References

training

## **RIDERS -**

16 and older

I/DD

mental health disorder  
cognitive issues due to age or

Where WE Go





# How Do Riders Connect?

1. Register family member at <http://fare-cle.org>.
2. Rider will provide information about where and when transportation is needed.
3. If a driver is available at requested time(s) Rider will complete enrollment.
4. Rider will be matched with a trained, vetted driver.

# How Are We Different?



- Personalized service
- Trained Drivers
- Customized to needs/schedule of Rider (questionnaire, medical form)
- Flexible days and hours
- Communication
- Ease of scheduling
- Accept SELF waivers
- E –payments
- Scholarships





# What Do People Say About FARE-Cle??



The scholarship enables me to use FARE-Cle with less financial anxiety and very possibly open the door to me utilizing it more often and venturing out further and more frequently into the wider world."



This service has been awesome. I don't worry about who my son is riding with or that he will be taken advantage of. He really likes his driver!"

You have made a huge difference By providing transportation for our daughter. I can't even tell you how much time it has saved for us"

- "To feel confident our son is picked up and dropped off on time is Amazing! FARE-Cle has lifted a load for Uber Mom!"

# Questions??



Deborah Picker, Executive Director

Fare-Cle Community Fund

<https://fare-cle.org>

Fare.cle1@gmail.com



Carolyn Conley

Transportation Division Director

Hocking Athens Perry Community Action



# TRANSPORTATION



- Assist individuals with accessing all community transportation options
- Increase awareness of community transportation needs



*Athens On Demand Transit*

- Athens on Demand is a door-to-door transportation service
- Provides affordable, countywide transportation



- Athens Public Transit is a primarily fixed route bus system
- Currently serving Athens City, The Plains, and Chauncey



- GoBus is a Rural Intercity Bus service
- Connects Ohio's rural communities to urban centers and beyond



*Logan Public Transit*

*service driven.*

- Logan Public Transit is a door-to-door transportation service
- Currently serving a majority of Hocking County

*HAPCAP's*

*Transportation Division  
is dedicated to providing  
safe, reliable, and  
affordable  
transportation to all  
community members,  
advocating for services  
for those in need, and  
coordinating  
transportation efforts in  
our communities and  
beyond.*

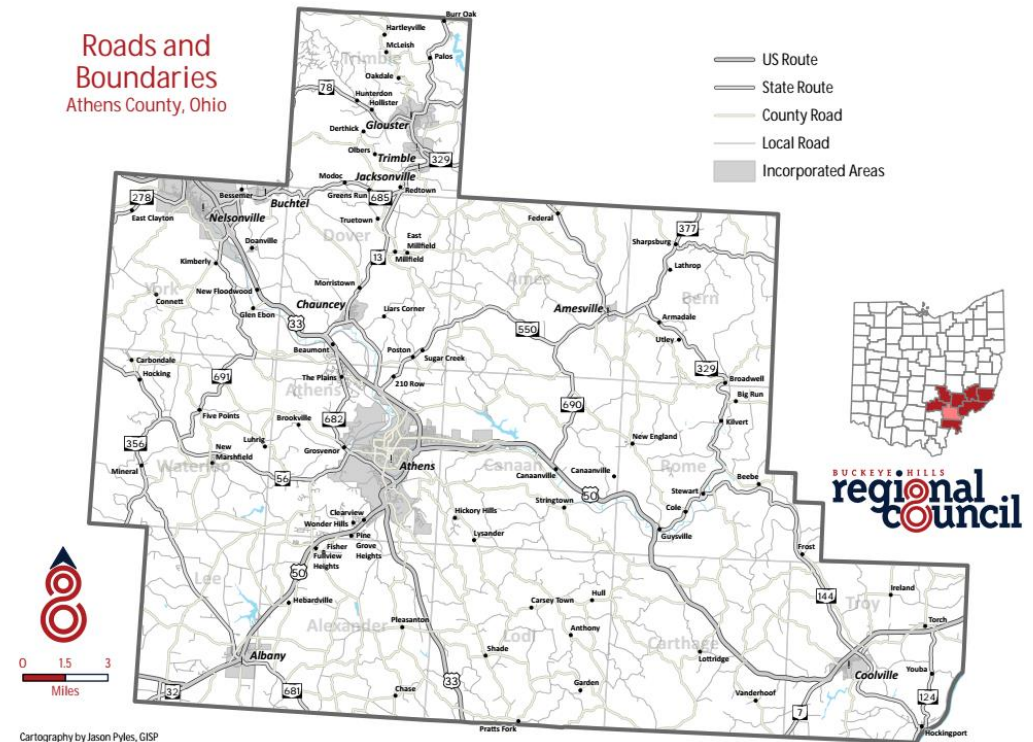




## Athens On Demand Transit



### Roads and Boundaries Athens County, Ohio



Cartography by Jason Pyles, GISP  
August 2018  
<http://www.buckeyehills.org> | 740.374.9436  
For information about data sources, please contact a GIS Specialist at Buckeye Hills

# SERVICE OVERVIEW



*Athens On Demand Transit*

- Athens On Demand Transit is a curb to curb demand response service
- Currently serving all of Athens County
- Fares are \$2.00 one-way, \$1.00 for seniors or individuals with disabilities with a pass
- Monday-Friday 7:30am - 8:00pm  
Saturday 9:00am - 4:00pm





## THEN...

- Started in 2012 with one van as a pilot project.
- Provided service Monday – Friday to individuals with disabilities and senior citizens.
- Four part time
- In 2013 AODT provided 5,636 trip and traveled 102,985miles.

## AND NOW...

- AODT has expanded to include the general public in addition to individuals with disabilities and senior citizens.
- AODT now offers Saturday service.
- Seven part-time and two full time drivers,
- In 2019 AODT provided 12,118 trips and traveled 174,645 miles.

# IN 2019 WE...



Used 9,275 Gallons of Fuel



Drove 174,645 Miles

Equivalent to driving across the US more than 62 times



For at Total of 9,331 Driver Hours



For a Total of 12,118 Trips

3,507 to medical and social service appointments

3,646 to places of employment

Michael Radcliffe

Manager of Transportation Options

Cuyahoga County Board of Developmental Disabilities



# Promising Transportation Options for Individuals with Developmental Disabilities

June 17, 2020

Michael B. Ratcliff, MA

Operations Coordinator



our mission is to  
support and empower  
people with developmental  
disabilities  
to live, learn, work and play  
in the community.

# Community Access Specialists

 Cuyahoga County Board of Developmental Disabilities

## Travel and Community Access Training

Getting out into the community in a safe and reliable way is important whether you are doing so for work, recreation or to visit family and friends.

Cuyahoga DD's Community Access Specialists provide one-on-one training for people so they can travel via:

- Public transportation (bus or rapid)
- Ride-sharing services
- Walking or biking
- Getting a driver's learning permit

Community Access Specialists are also available to train and provide technical assistance to schools and agencies.



## Safety in the Community Training Videos



Be sure to check out Cuyahoga DD's 10 short safety videos:

[www.youtube.com/CuyahogaBDD](http://www.youtube.com/CuyahogaBDD)

These videos can be used by schools, agencies and families to help others travel safely and independently throughout the community.

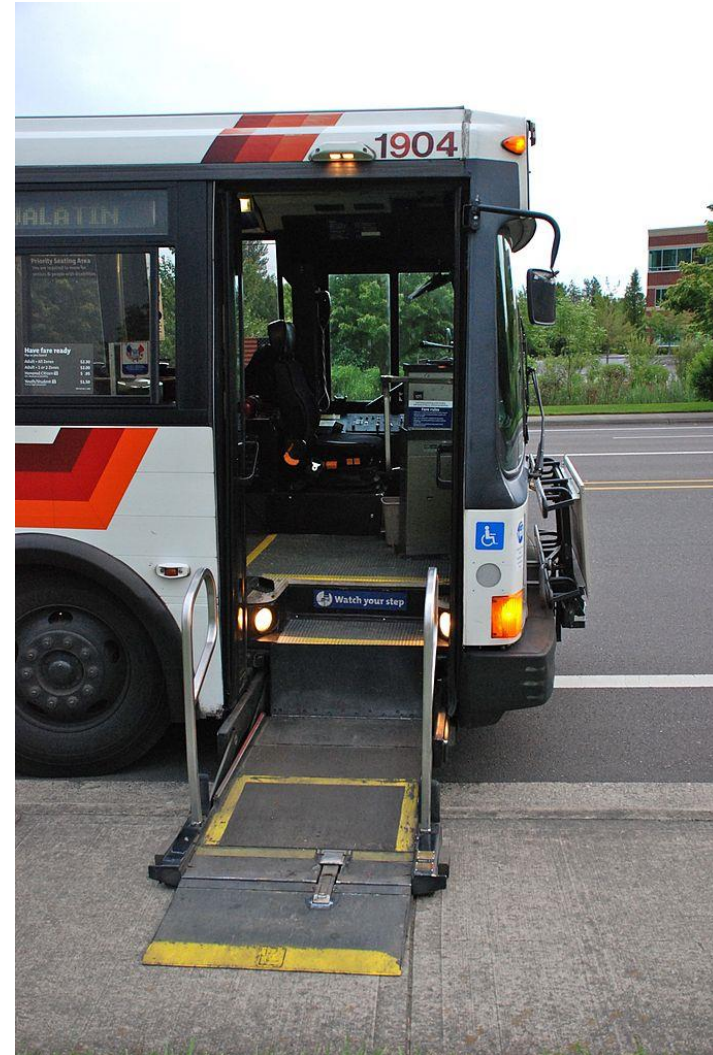
For more information, call 216-736-4518 or email [Keeler.Janet@CuyahogaBDD.org](mailto:Keeler.Janet@CuyahogaBDD.org).

The Cuyahoga County Board of Developmental Disabilities' mission is to support and empower people with developmental disabilities to live, learn, work and play in the community.

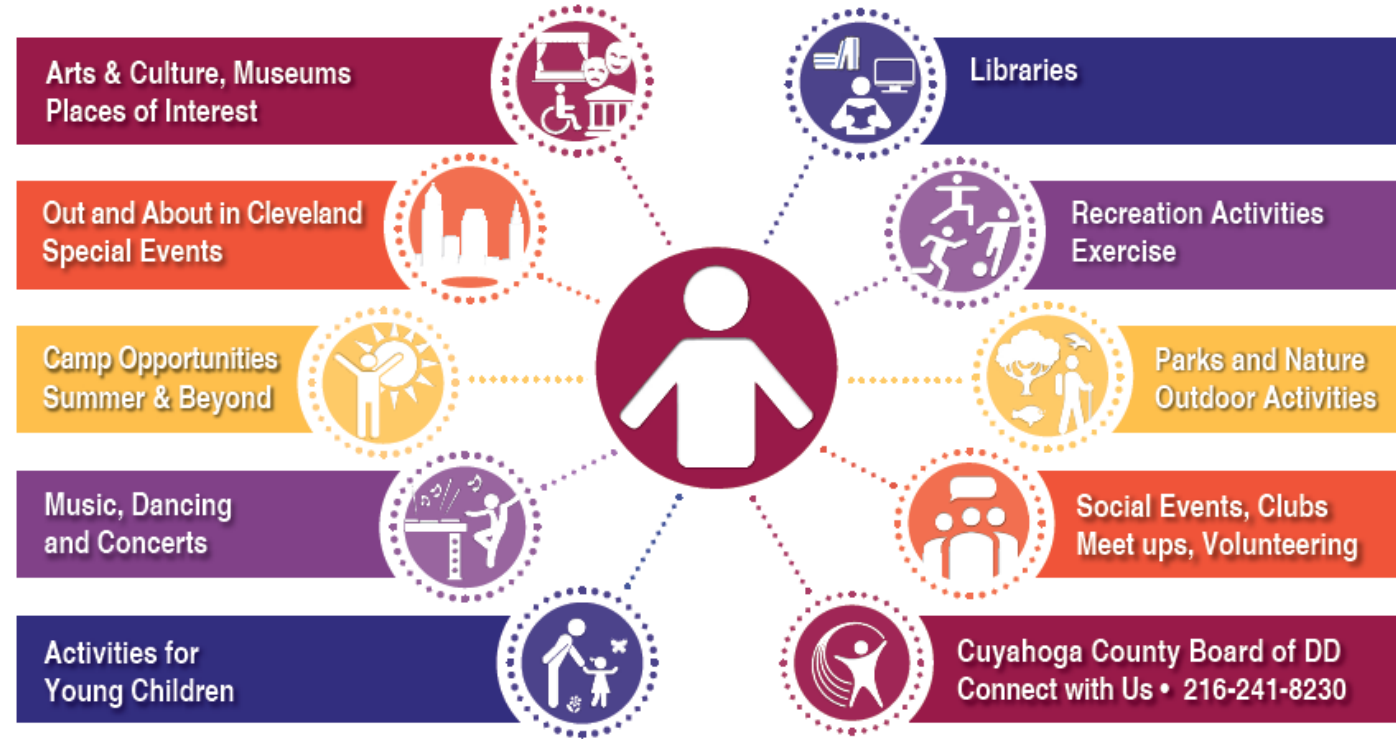


# Services and Supports

- Occupational Therapists
- Physical Therapists
- Speech/Language Pathologists
- Assistive Technology Specialists
- Behavioral Health Clinicians
- Lending Library



## The places you can go...



Go to <http://www.cuyahogabdd.org/en-US/Your-Community.aspx>  
to see an interactive listing. Many activities are free or very low-cost.

**...and ways to get there**

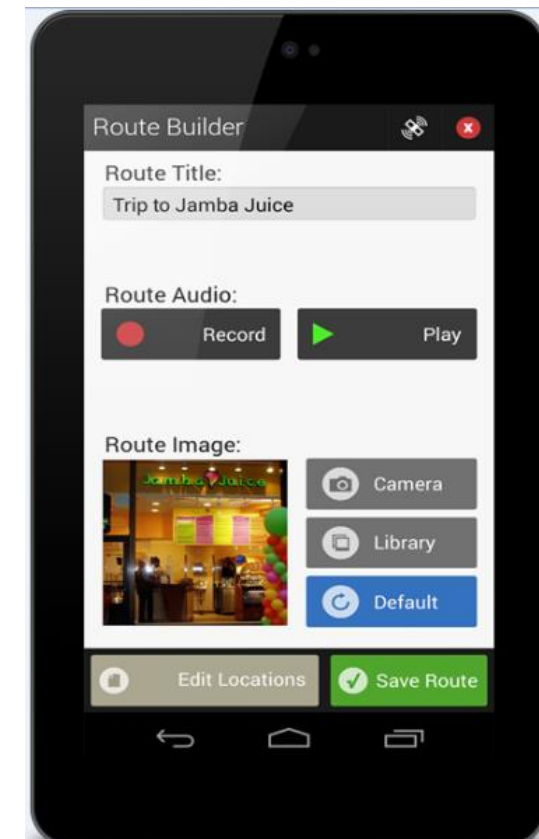
## Transportation Guide

<https://cuyahogabdd.org/resources/community-transportation-guide/>

# Promising Practices

## WayFinder Application

1. More individuals capable of independent travel
2. Individuals with more challenging needs capable of independent travel
3. Less paid/natural supports while traveling in the community
4. Increased confidence by individual and their support system in their independent travel
5. Increase engagement and involvement in any travel



# Questions ?

**Michael Ratcliffe**

**216.702.6470 (cell)**

**[Ratcliff.Michael@Cuyahogabdd.org](mailto:Ratcliff.Michael@Cuyahogabdd.org)**

**To learn more about Cuyahoga DD:**

Visit us at [cuyahogabdd.org](http://cuyahogabdd.org) ▪ Like us on Facebook/[cuyahogabdd](https://www.facebook.com/cuyahogabdd) ▪ Watch us on YouTube/[cuyahogabdd](https://www.youtube.com/cuyahogabdd)



# Promising Transportation Options for Individuals with Developmental Disabilities


June 17, 2020

Michael B. Ratcliff, MA

Operations Coordinator

our mission is to  
support and empower  
people with developmental  
disabilities  
to live, learn, work and play  
in the community.

# Community Access Specialists

 Cuyahoga County Board of Developmental Disabilities

## Travel and Community Access Training

Getting out into the community in a safe and reliable way is important whether you are doing so for work, recreation or to visit family and friends.

Cuyahoga DD's Community Access Specialists provide one-on-one training for people so they can travel via:

- Public transportation (bus or rapid)
- Ride-sharing services
- Walking or biking
- Getting a driver's learning permit

Community Access Specialists are also available to train and provide technical assistance to schools and agencies.



## Safety in the Community Training Videos



Be sure to check out Cuyahoga DD's 10 short safety videos:

[www.youtube.com/CuyahogaBDD](http://www.youtube.com/CuyahogaBDD)

These videos can be used by schools, agencies and families to help others travel safely and independently throughout the community.

For more information, call 216-736-4518 or email [Keeler.Janet@CuyahogaBDD.org](mailto:Keeler.Janet@CuyahogaBDD.org).

The Cuyahoga County Board of Developmental Disabilities' mission is to support and empower people with developmental disabilities to live, learn, work and play in the community.

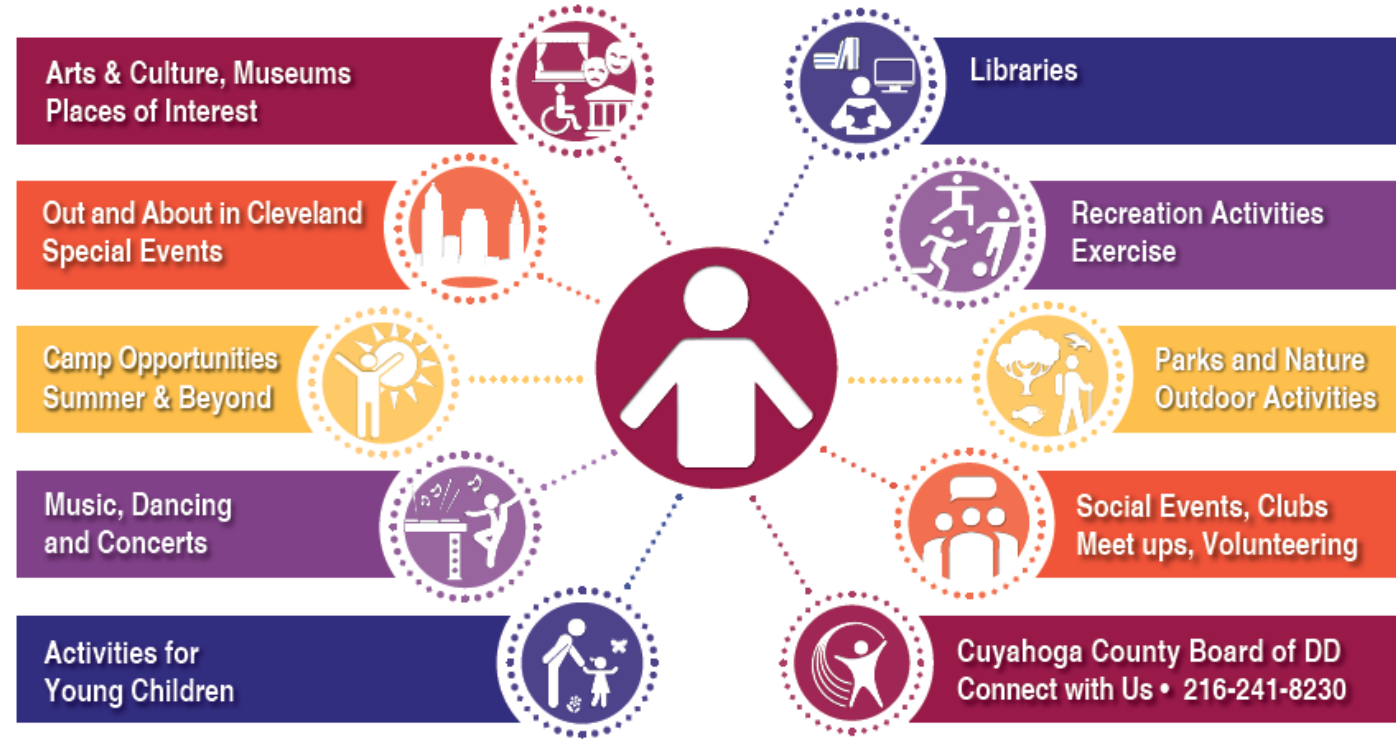


# Services and Supports

- Occupational Therapists
- Physical Therapists
- Speech/Language Pathologists
- Assistive Technology Specialists
- Behavioral Health Clinicians
- Lending Library



## The places you can go...



Go to <http://www.cuyahogabdd.org/en-US/Your-Community.aspx>  
to see an interactive listing. Many activities are free or very low-cost.

**...and ways to get there**

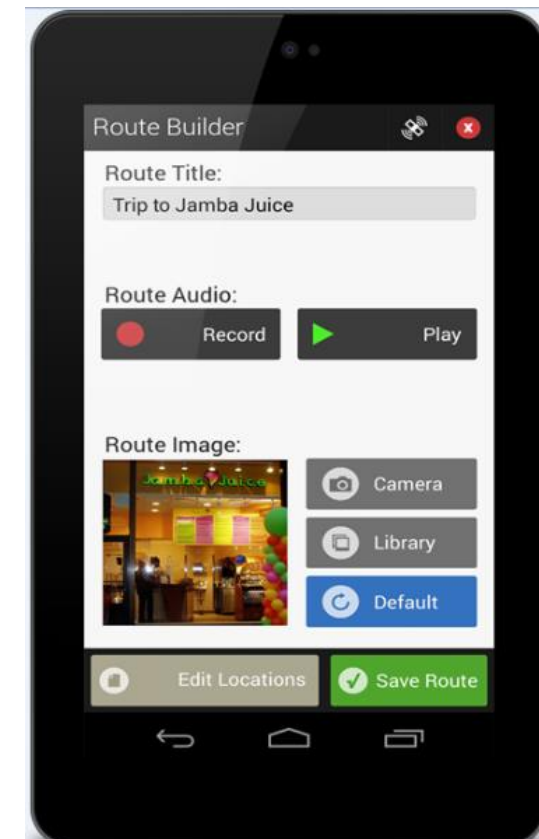
## Transportation Guide

<https://cuyahogabdd.org/resources/community-transportation-guide/>

# Promising Practices

## WayFinder Application

1. More individuals capable of independent travel
2. Individuals with more challenging needs capable of independent travel
3. Less paid/natural supports while traveling in the community
4. Increased confidence by individual and their support system in their independent travel
5. Increase engagement and involvement in any travel





# Questions ?

**Michael Ratcliffe**

**216.702.6470 (cell)**

**[Ratcliff.Michael@Cuyahogabdd.org](mailto:Ratcliff.Michael@Cuyahogabdd.org)**

**To learn more about Cuyahoga DD:**

Visit us at [cuyahogabdd.org](http://cuyahogabdd.org) ▪ Like us on Facebook/[cuyahogabdd](https://www.facebook.com/cuyahogabdd) ▪ Watch us on YouTube/[cuyahogabdd](https://www.youtube.com/cuyahogabdd)

Jill Frankel

Director

Solon Senior Center

Nevada Griffin

Strategic Partnerships Lead

Uber Health at Uber



# Solon Senior Center Uber Health Transportation Service

# Solon Senior Center Transportation Services



## In-Town Service

- Operated by the City of Solon
- Service offered Mon – Fri
- Operates within the City of Solon

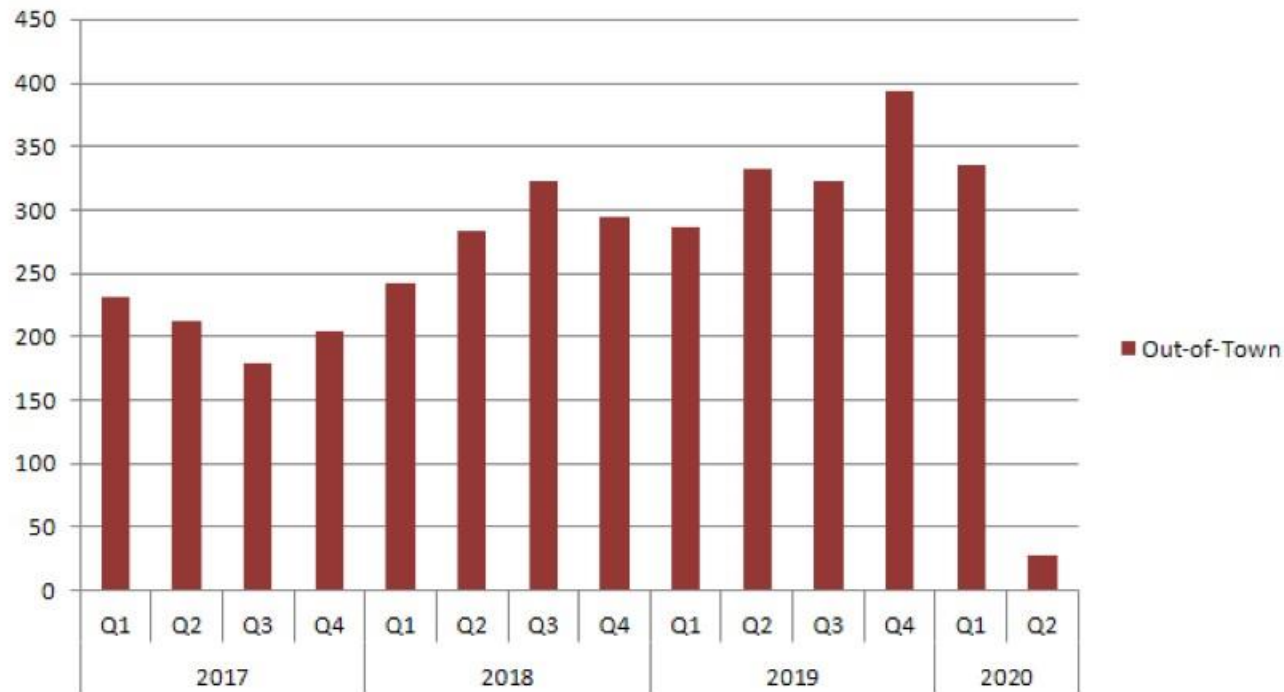
## Out-of-Town Service

- Sub-contracted to outside organizations
- Service offered Mon – Fri
- Operates throughout Eastern Cuyahoga county, and bordering areas of Lake, Portage, Geauga, and Summit counties



# Out-of-Town Service Dilemma

Out-of-Town Transportation Riders



## 2018

- Service demand increase
- Service provider contract negotiation

## Issues for 2019

- Reduced service
- Limiting schedules
- Decrease service area

# Uber Health

## Research

- Uber availability in Solon
- Pickup response time
- Fare estimates for high demand locations

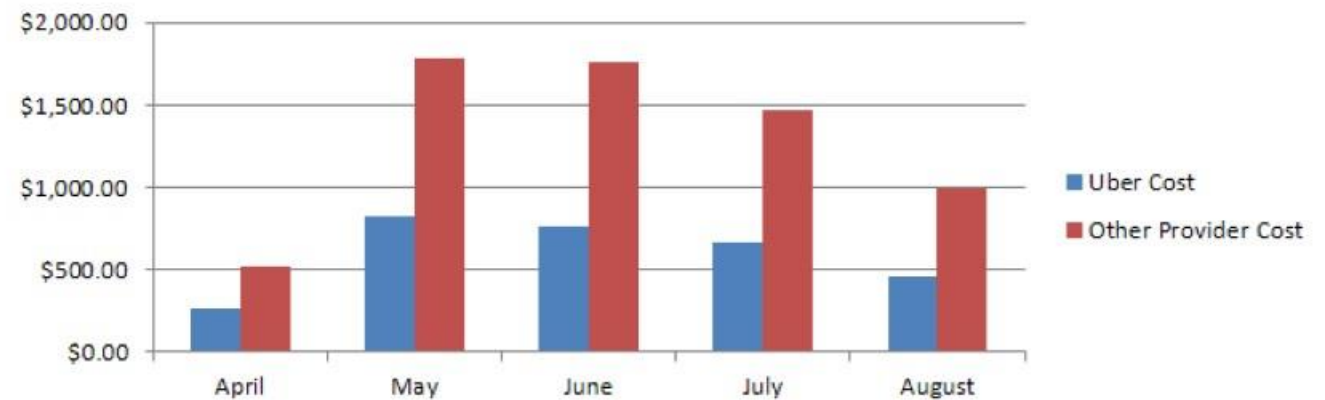
## Uber Heath Trial

- April – August 2019
- Selected members
- Established service framework

## Trial Outcomes

- Increased geographic service area
- Increased rider visibility
- Flexible scheduling
- Rider independence
- Savings
  - \$3,546.16
  - \$19.48 avg./ride

**Uber Heath Trial Cost Savings**



# Contact Information



## **The Solon Senior Center**

35000 Portz Parkway

Solon, OH 44139

440-349-6363

Jill Frankel, BSN, RN

Director of Senior Services

[jfrankel@solonohio.org](mailto:jfrankel@solonohio.org)

440-337-1410

Website: <https://www.solonohio.org/255/Active-Adults-Senior-Services>

Facebook: <https://www.facebook.com/Solon-Senior-Center-175784165951417/>

# Redefining Access to Care

Services for Independent Living Panel - 06.17.20

Uber Health





## Agenda

**01** Introducing Uber Health

03 How it works?

03 Our commitment to safety

Uber Health

# Origins of Uber Health



In 2014, Uber experimented with flu shots on demand in the US. Since then, efforts like it have happened around the world:

- Diabetes and thyroid testing on demand in India
- Rides for breast cancer screenings in the US
- Rides to blood drives
- Haze masks on demand in Singapore
- Flu shots on demand in South Africa
- Adolescent vaccines in Brazil
- Telehealth awareness in Saudi Arabia

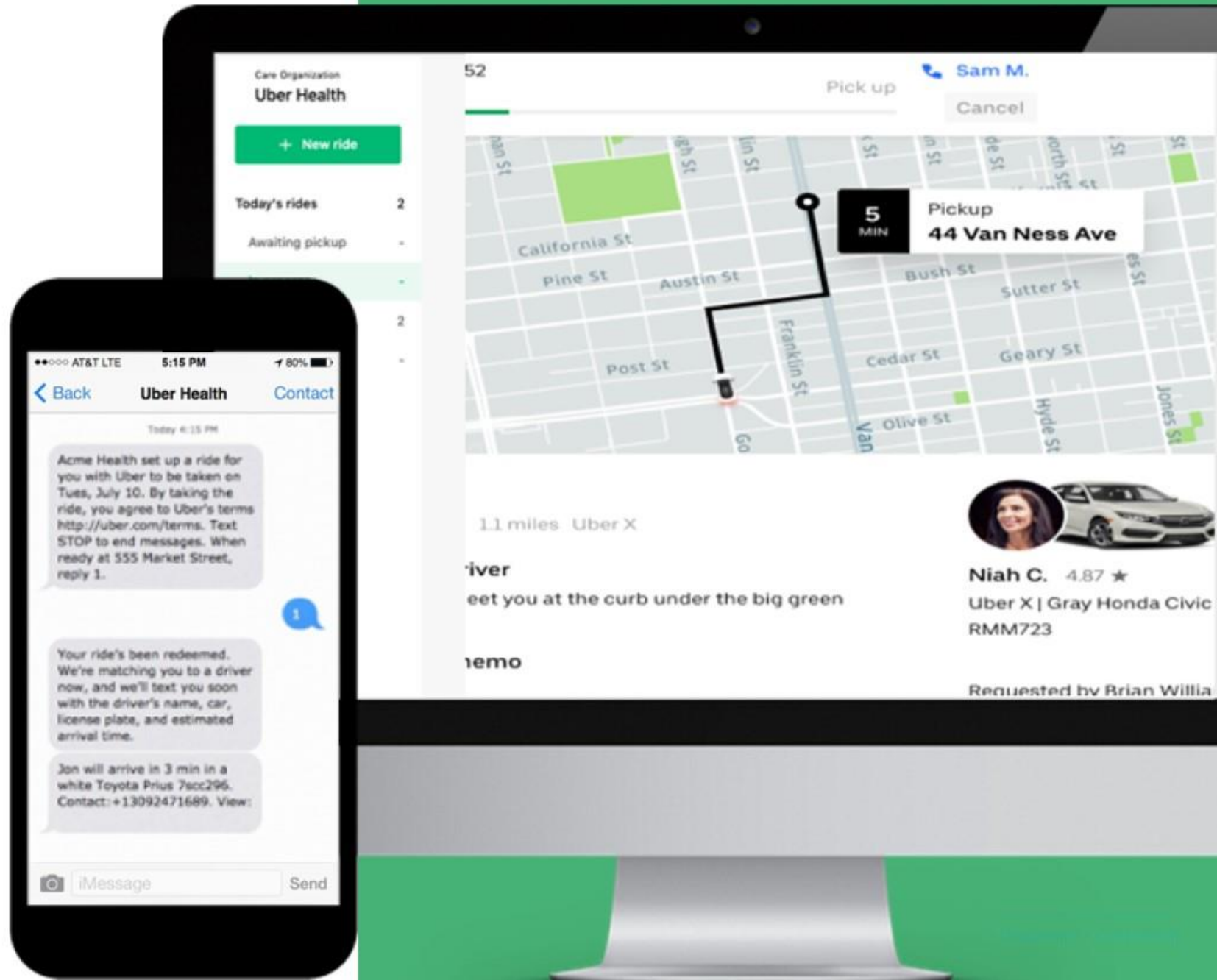


Rideshare  
can help  
improve  
quality of life  
for elderly,  
low income,  
and at risk  
populations.



# Uber Health

A solution for healthcare organizations to **arrange rides on behalf of others, enabling them to remain HIPAA compliant**, using the same driver-partners as Uber.





## Agenda

- 01** Introducing Uber Health
- 03** How it works?
- 03** Our commitment to safety

Uber Health



# How Uber Health works



## Step 1

A healthcare associate requests a ride on demand or for a future appointment, using the Uber Health dashboard to seamlessly coordinate rides for those in need.



## Step 2

The passenger is contacted by text or call with their trip details at the time the ride is scheduled and once again when a driver is on the way to pick them up.



## Step 3

The passenger is picked up and dropped off on schedule. No additional action on behalf of the healthcare associate is required to get them to and from care.

# Arranging the right ride

Make scheduling rides work with your existing workflow by selecting the best option for you & your patients or members.



## Schedule rides now or later

Easily schedule rides for now or later to make scheduling a breeze -- pre schedule rides for upcoming appointments up to 60 days in advance.



## Allow riders to confirm when ready

Send a redeemable ride to make sure riders are ready for their pickup by requiring them to reply when ready



## Request multiple rides

Use Uber Health to request multiple rides for patients or staff concurrently from one account.



# Transparent reporting

The Uber Health dashboard allows you to manage & monitor your trips from one centralized location.



## Live Dashboard

Manage all your requested rides in one easy-to-use dashboard, in real-time.



## Detailed ride history

Exportable data delivers actionable insights on costs per trip, ride timestamps & billing codes for easier monitoring & management



## Monthly Billing

Aggregated billing to simplify paperwork with a monthly invoice showing an all-in-total for your Uber Health rides in one place.

# Access to Uber's Global Platform

Uber Health gives you immediate access to the existing Uber Global ecosystem.



## Technology-driven

Uber Health is built upon Uber's existing technology infrastructure to enable access to on-demand transportation



## Uber's Ecosystem

Tap into the existing Uber's platform for lower cost, lower ETA transportation options



## Immediate scale

Ability to leverage Uber Health throughout the US wherever Uber is available.

## Agenda

- 01** Introducing Uber Health
- 03** How it works?
- 03** Our commitment to safety

Uber Health



# Our commitment to safety

Uber Health is committed to the safety of riders & the safety of their data.



## HIPAA-Secure Environment

Comprehensive assessment conducted by a third party to ensure PHI is handled by Uber Health with utmost care.



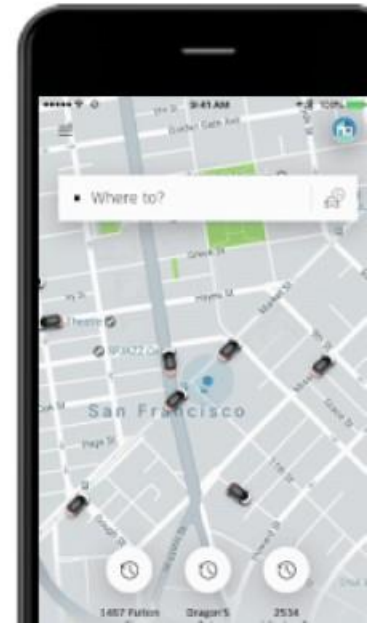
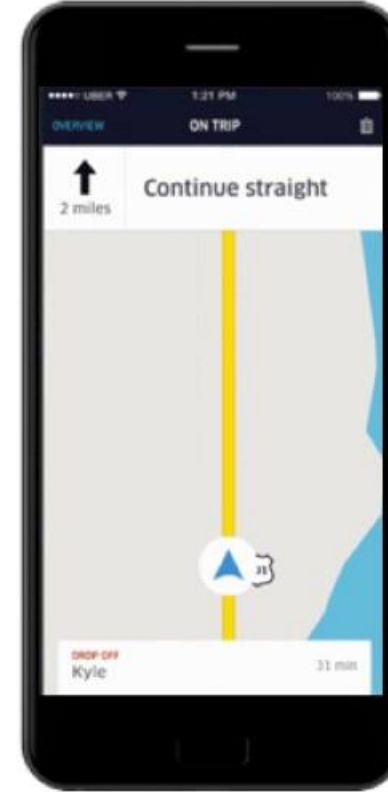
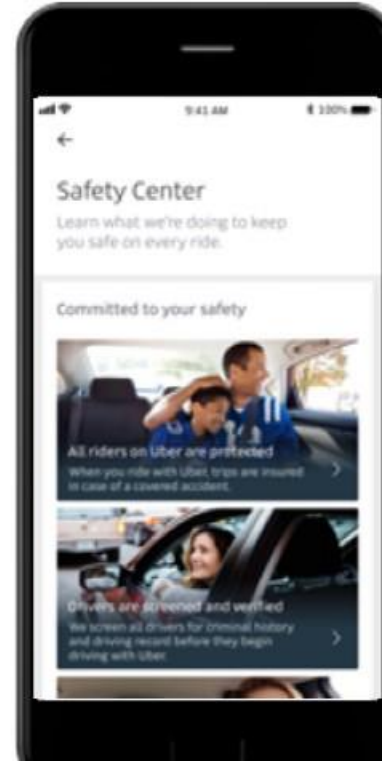
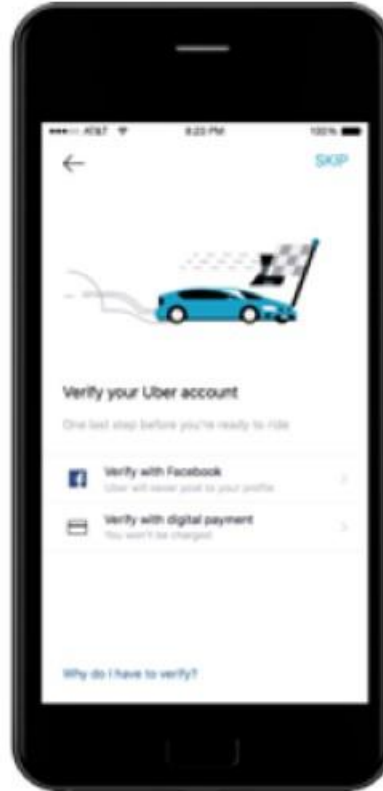
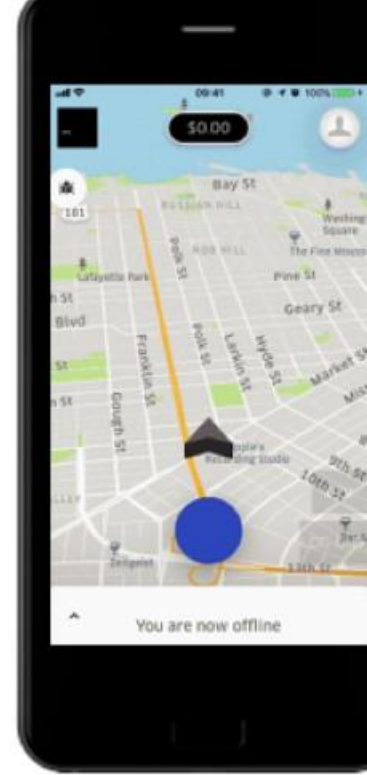
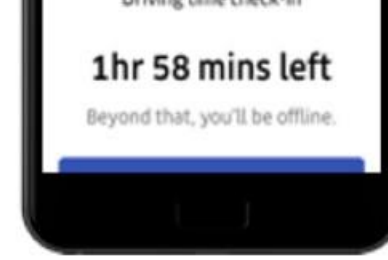
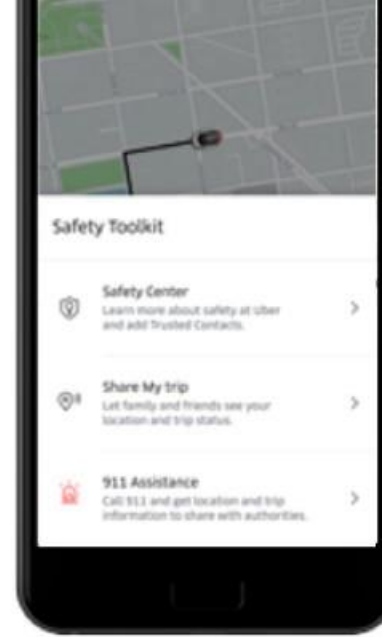
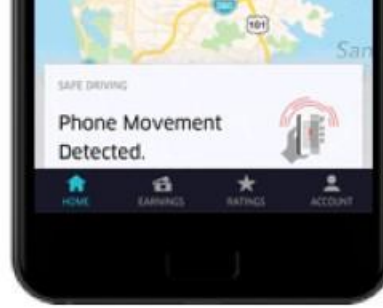
## Driver screenings

All driver screenings include criminal history checks & driving history review before getting behind the wheel.



## HIPAA compliant support team

Specially-trained response team to help with any urgent issues around the clock.



“

Every day, our technology puts millions of people together in cars in cities around the world. Helping keep people safe is a huge responsibility and one we do not take lightly.

We know traveler safety is a top priority for you. Know that it's a priority we share, together.

Dara Khosrowshahi, Uber CEO





# Our approach to safety

We recognize that every time you open your Uber app, you're putting your trust in us - to not only get you where you need to go, but to also help keep you and your loved ones safe. That trust is what drives us to continuously raise the bar, building new safety technology, setting guidelines for respectful and positive experiences, and more.





# Safety basics on every trip



All Uber trips are **GPS-tracked** from start to finish.



Every passenger trip on the Uber app is **insured**.<sup>1</sup>



All drivers are **background checked** before they can begin using Uber, and are **rescreened every year**. Uber uses technology to look for issues in between



Our **community guidelines** are there to help make every experience feel safe, respectful, and positive. Everyone is expected to follow to these guidelines



We provide **24-hour support** for all critical and non-emergency situations.



All vehicles available on the Uber app must meet **minimum** age and feature requirements.<sup>2</sup>

<sup>1</sup>Uber maintains commercial auto insurance on behalf of driver partners for every passenger trip on the Uber app, with limits of at least \$1M for third-party liability and \$250K for uninsured/underinsured motorist bodily injury coverage.

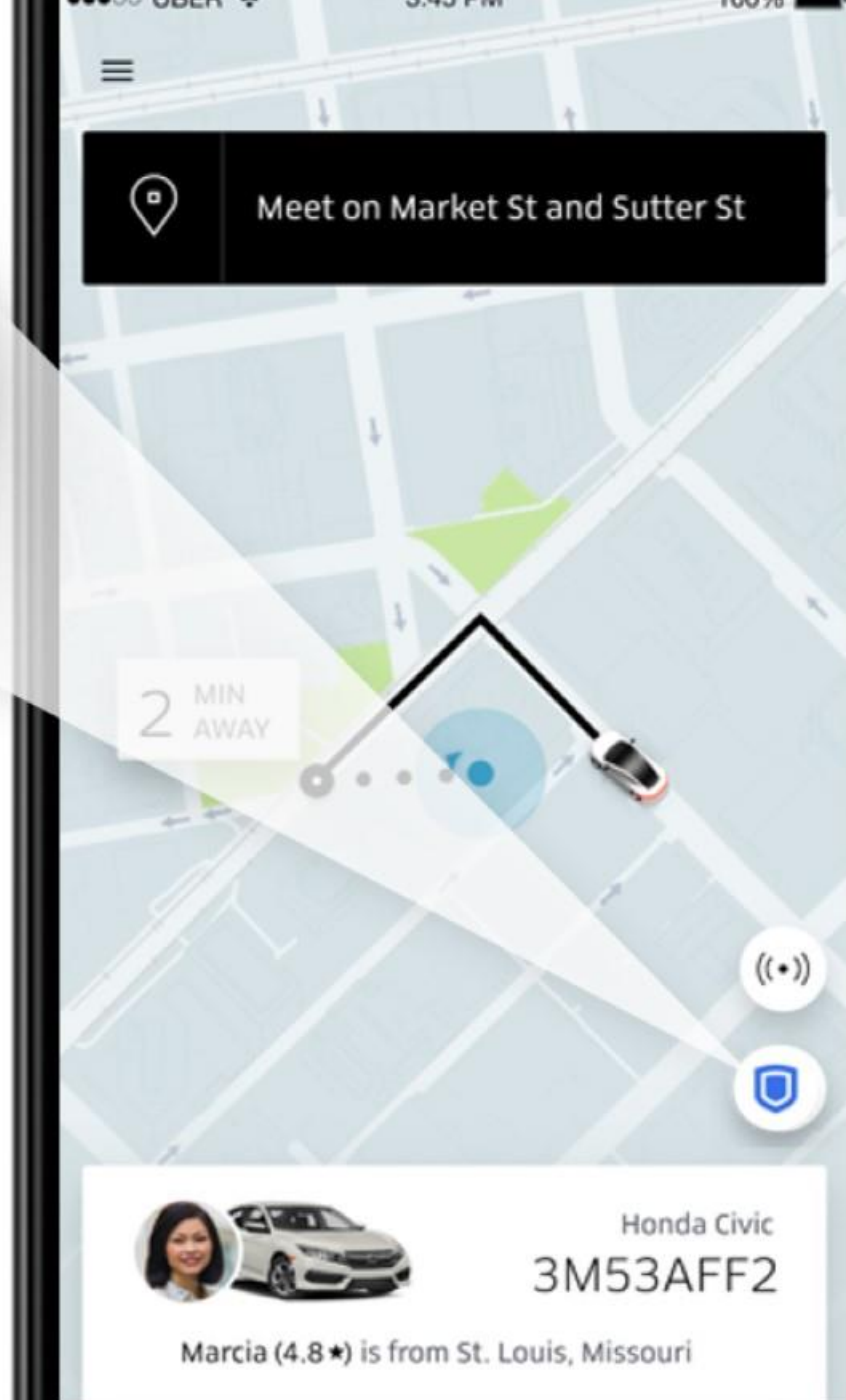
<sup>2</sup>Vehicle requirements vary by region in accordance with applicable local rideshare requirements.



# Safety Toolkit

## Included in both rider and driver Uber apps

A centralized place in the app where a rider or driver can quickly access key safety features and information, including the ability to get 911 assistance, share their location and trip details with loved ones and access important safety information.

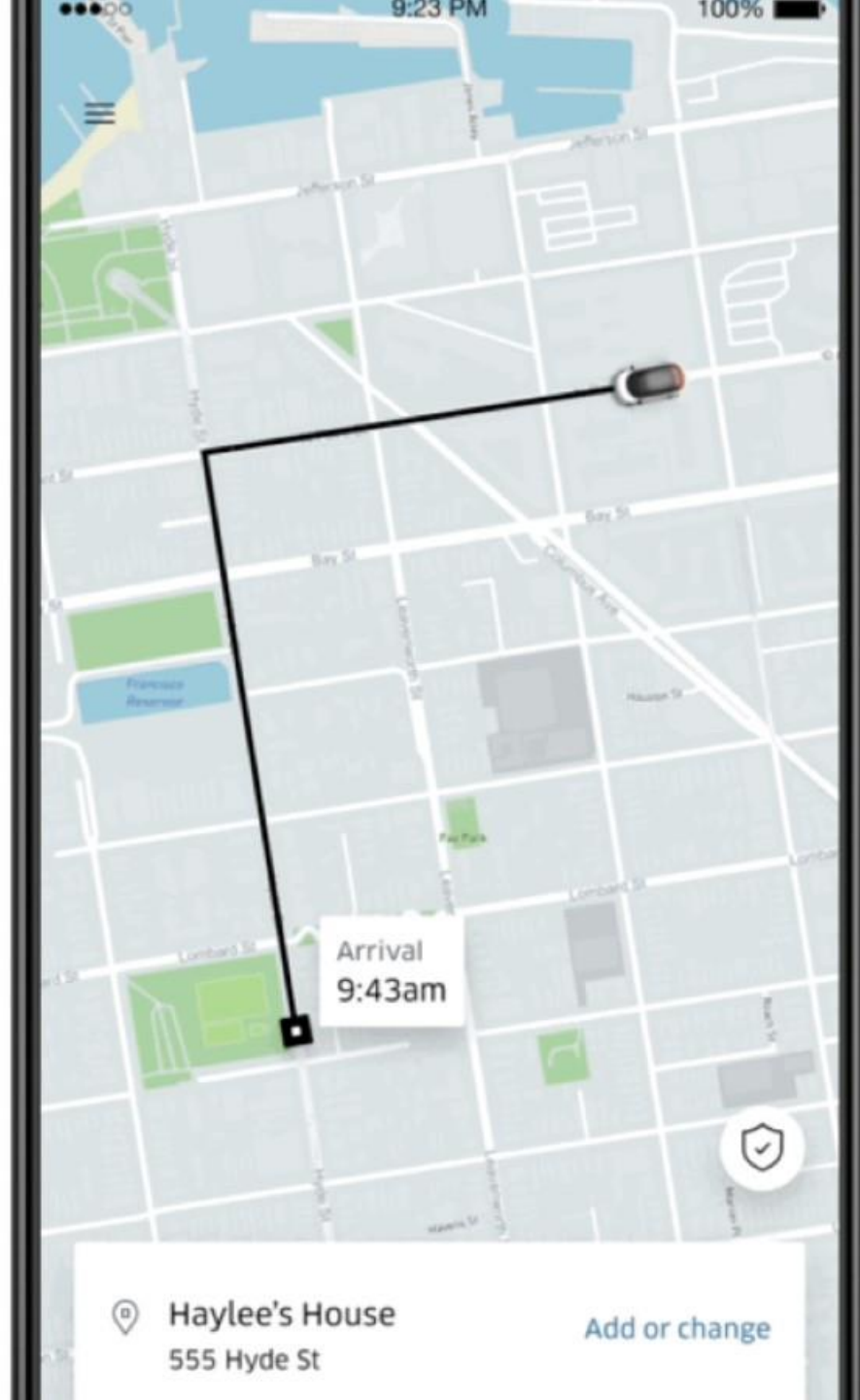


# Integrated 911 Assistance

## Included in both rider and driver Uber apps

Shows real-time location in the app—both on a map and as an address—so a rider or driver can share it directly with the 911 operator.

In more than 200+ cities in the US, our integration with RapidSOS enables us to automatically send key details like location, license plate, and the make and model of the car with the 911 dispatcher.

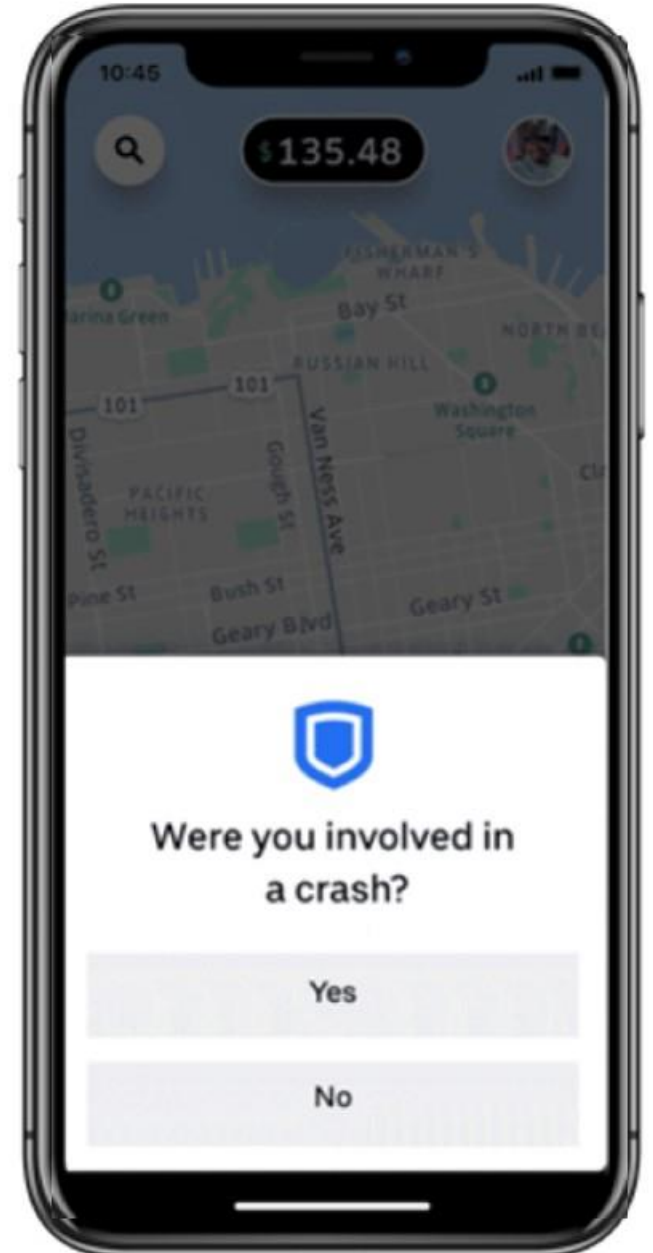
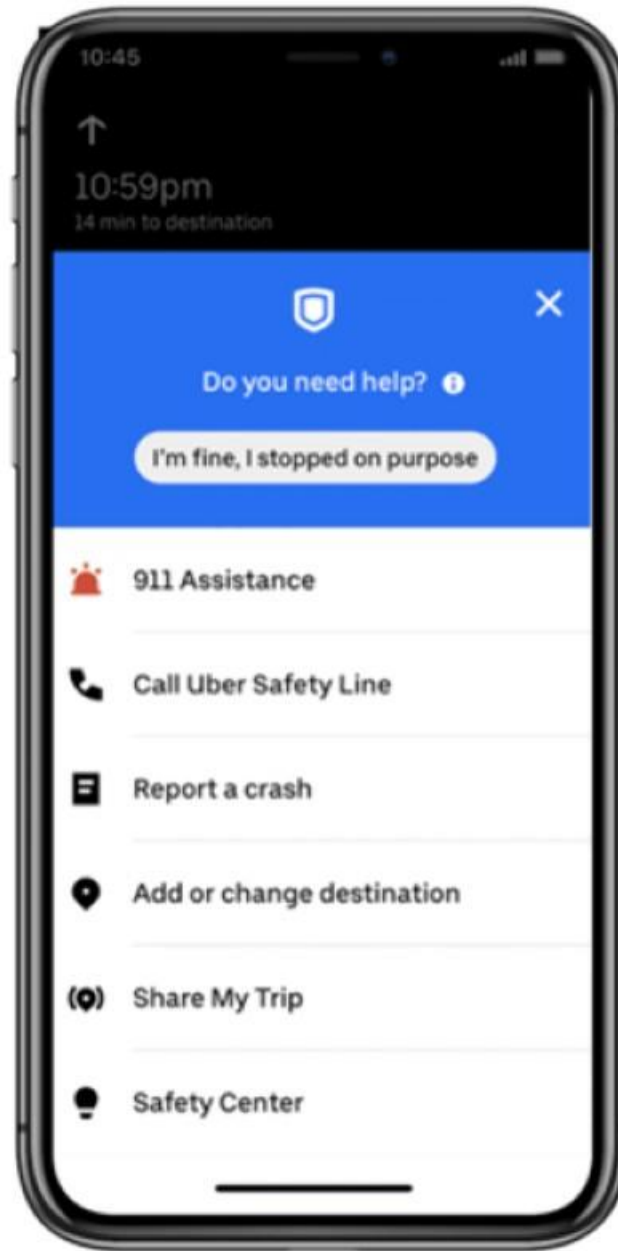


# RideCheck

## Connecting Riders and Drivers with help when they need it.

GPS has been the backbone of the Uber experience. Every trip is on the map, so we know where and when you're riding and who's behind the wheel. By using this data and other sensors in drivers' smartphones, our technology can detect possible crashes or if a trip goes unusually off course.

When a RideCheck is initiated, both a rider and driver will receive a notification asking if everything is OK. They can let us know through the app that all is well, or take other actions like using the emergency button or reporting the issue to Uber's Safety Line.



# Thank you

