

**Volunteer Driver Program Forum**  
NH State Coordinating Council  
**Friday, June 26, 1 – 4 PM** - Merrimack River Room  
Property-Liability Trust, 25 Triangle Park Drive, Concord, NH



**Objective:** Peer learning opportunity for those operating volunteer driver programs and potentially for those that may want to participate in the FTA funded 5310 Programs.

**1:00 PM Welcome**

Patrick Herlihy, Director of Aeronautics, Rail and Transit, NH Department of Transportation

Facilitator Jeff Donald, COAST Manager of Community Transportation

**1:15 PM Accessible Transportation Requirement For Volunteer Driver Programs**

Presentation: – Shelley Winters (NH Department of Transportation, Bureau of Rail & Transit)

- Marketing & promotional materials
- Coverage and service availability (ambulatory vs accessible services)
- Accessible services provided by each agency or region overall
- NHDOT reporting requirements

**1:45 PM Risk Management – Insurance – Driver Screening and Training – Passenger Assistance**

- SCC Insurance and Risk Management Guidance – Pat Crocker, UVLSRPC /SCC Secretary; Marsha Gibson, CVTC Volunteer Program Coordinator
- Training and Screening Volunteers / How did managed care change screening and testing of drivers? – Teirrah Hussey, Transportation Manager, Transport Central/ Bev Raymond, North Country Transit

**2: 15 PM Recruiting and Retaining Volunteers - Plan to share your most successful efforts**

Ellen Avery –CVTC, Round Table Moderator

**3:00 PM Medicaid Managed Care Transportation: How's it Working for You?**

Panel: Teirrah Hussey, Transport Central and Bev Raymond, North Country Transit

- Overview and Discussion of Medicaid Managed Care Brokers
- What does Medicaid Managed Care transportation currently look like?
- Managed Care Brokers - A2C/ CTS - Managed care contacts
- What is working well for Volunteer Driver Programs? What are the remaining Challenges?

**3:30 PM Best Management Practices from around the State**

Round Table and Information Sharing on Operational Policies