



State Coordinating Council for Community Transportation

May 4, 2017 – 1:30 to 3:30 p.m.

NH DOT, GSIL, Chennel Drive, Concord, NH

Minutes

Present: Members:

1. Fred Roberge
2. Patrick Herlihy
3. Bill Finn
4. Van Chesnut
5. Pam Jolivet
6. Sara O'Dougherty
7. Rebecca Harris
8. Mike Tardiff

Others:

1. Shelley Winters
2. Pat Crocker
3. Matt Waitkins
4. Scott Bogle
5. J.B. Mack
6. Mike Acerno
7. Jeff Donald
8. Amy McGee
9. Derek Lavoy

Introductions – Chair Roberge called the meeting to order at 1:40 p.m. and proceeded with introductions.

Approval Minutes of March 2, 2017 – Van Chesnut moved, Patrick Herlihy seconded a motion to adopt minutes as presented. **Vote:** Approve, with one abstention by Mike Tardiff who had not been present at that meeting.

Sub Committee Updates

Annual Report – Matt Waitkins and Pat Crocker worked on the annual report for FY 2016 and discussed with the Leadership prior to today's meeting. With minor edits, the annual report draft will be circulated for comments and formally adopted at the August meeting.

Agency Partnerships – Bill Finn had a meeting with Voc Rehab's Concord office staff along with Pam Jolivet – Larisa Djuvelek–Ruggiero. VR staff included Gail Ruggeberg, Concord office supervisor, Scott Vittner, Concord counselor for blind and visually impaired Rose Prescott from the statewide program serving elderly blind and visually impaired and Timothy Hindman Blind Services Coordinator. There was no structure or goals for the meeting but an opportunity to connect resources and meet face-to-face. He attended the mid-State RCC meeting as well. Bill is happy to help make those connections with the RCCs and other VR regional offices.

Matt Waitkins inquired whether some SCC representatives could attend their RCC meeting on May 26 to talk about the status of the statewide coordination plan. Roberge and /or Rebecca Harris will try to both attend that meeting.

JB Mack announced that the Monadnock RCC meeting is scheduled for the 24th but the agenda is full however, he would like to invite SCC leadership to attend in the future.

Patrick Herlihy and Fred Roberge presented on the NH Rides to Wellness project at the Statewide Independent Living Council the last week of April and it was well received. This meeting also included the Advisory Committee for Services for Blind and Visually Impaired. They also were invited to the NEPTA conference in Providence, Rhode Island to represent the Rides to Wellness Program. Patrick presented on NH's Rides to Wellness project in the morning and Patrick and Fred participated in a roundtable in the afternoon centered around Medicaid transportation in general and what federal rules might need to be changed to integrate NEMT into a coordinated system. Region 1 administrators from FTA and HHS sat together and participated in the round table discussion about merging healthcare and transportation objectives with the same goals.

Software – Rides-to-Wellness contract were approved by G&C and then the parties will be in conference to begin implementing the program.

Volunteers Subcommittee – A Volunteer Driver Peer-to-Peer Forum was held at the NHMA in Concord on April 28. Forum had presenter cancellations occurred at the last minute but Carol Sprague of Interlake's Caregivers stepped in to speak on Volunteer Training and Shelley Winters who stepped in to cover the reporting and billing topic. Attendance was light and based on that the subcommittee is recommending a return to an annual conference. The SCC thanked Jeff Donald of COAST for his work on this project.

Officer Nominations – Patrick Herlihy as chair reported that the nominating committee met and is recommending the same slate of officers currently in position. Chair Fred Roberge, Vice Chair Pam Jolivette, Treasurer Bill Finn, and Secretary Pat Crocker. Patrick Herlihy moved and Van Chesnut seconded the motion. Discussion followed. Vote: Unanimous. Patrick Herlihy moved to close nominations. Rebecca Harris seconded the nominations be closed. Vote: Unanimous.

Roberge thanked all for their continued confidence. Voting for officers will take place at the SCC meeting in August.

New Business/Public Announcements – No new business.

Announcements – On June 7 Small Town and Rural Multimodal Networks Guide Workshop [by NH DOT Bicycle-Pedestrian Transportation Advisory Committee](#) 50 seats and 32 have been signed up. It will be held at DOT.

Jeff Donald will be attending two-day training in Unity NH on facilitation put on by UNH Cooperative Extension.

On June 1, there will be a joint meeting of the SCC with NHTA as in past

An appointment needs to be made to fill a vacancy due to Beverly Raymond's departure. Michael Acerno expressed interest in serving as the rural representative. He will send his resume to Patrick Herlihy to forward to the governor's nominating committee. There are still two remaining positions open: Philanthropy and Business. A number of ways to find representative were considered. The philanthropic position has to be approved by the Commissioner of HHS. This will be worked on over the summer.

State Plan Rewrite –Defining Coordination

There has been lengthy conversation around the definition of coordination. The Chair has encouraged it because it has been a valuable avenue for discussion of the strengths and weaknesses of the plans over the past 10 years.

The feedback on the discussion of defining coordination was compiled into a document for review. The hope was that they would arrive at a consensus on the broad definition. Following concurrence on that, the SCC would like to take up the discussion of data collection and reporting. Consistent metrics will help us move forward and whatever the definition is, the work moving forward should be reflected in the data collected.

The goal will be to have information collected the same way with same definition and developing rate structures and metrics for data collection and billing, will be next. We will use the template in the plan as a starting point but SCC will want to make sure that we have ½ dozen trip purposes/characteristics for trips and when it is appropriate to use the loading fee to guide the various regions.

JB Mack suggested that Scott Bogle's outputs could be helpful to RCCs in guiding their activities.

The members consensus based definition of coordination following review of the suggestions in the attached documents is:

Successful coordination improves transportation access and quality of life through organizations working collaboratively to improve the efficient and effective use of existing transportation resources and jointly developing new resources.

Discussion followed. Rebecca Harris moved and Van Chesnut seconded a motion to accept this as a definition of successful coordination. **Vote:** Unanimous.

As we develop the metrics, we need to provide and define performance measures for 5310 recipients. The information collected should be used to define need, service gaps, and inform local human service plans, but not be cumbersome data collection for transit operations. The Plan also includes having mobility managers collecting data around the state. The information might be piloted in one region.

The next step is to develop metrics and a discussion of what we are collecting now. The information has to be standardized. One approach is to consider what you can measure and decide what you want to collect and the purpose it will serve. A next step that would be useful would be to look at the next steps in the plan and then define the roles of the RCCs.

The Agenda for the next meeting will include 45 minutes for discussion of metrics and outputs.

The SCC also hasn't discussed how outcomes equate to these outputs. The healthcare industry is looking into the impacts of access in healthcare costs. Scott Bogle stated that there should be two different types of metrics one on the individual providers and one for measuring the RCCs.

One thought was to enhance the list of outputs using Scott Boggle's document as a beginning and use that as a starting document for discussion at the next meeting.

It might be useful to do a 10 or 15 minute discussion of the differences between outputs and outcomes before the next meeting commences. Rebecca Harris state that anyone can make a plan but the difference is whether you have a chain of logic that leads you to implement the plan. Rebecca Harris will facilitate that discussion at the August meeting.

Adjourn: Van Chesnut moved seconded by Rebecca Harris to adjourn at 3:32 PM.

Minutes Adopted: August 3, 2017