Benefits of Mobility Management to Overcome Barriers (Step Outside of the Box)
NCMM Regional Liaison – Corresponding to FTA Regional Offices 4 & 7

**Region 4:** Kentucky, Tennessee, Mississippi, Alabama, Georgia, Florida, North Carolina, South Carolina

**Region 7:** Missouri, Iowa, Nebraska, Kansas

Enjoli Dixon, National Center for Mobility Management at Easterseals
Who We Are

A national technical assistance center funded through a cooperative agreement with the Federal Transit Administration and operated through a consortium of three national organizations.

Our Mission

To promote customer-centered mobility strategies that advance good health, economic vitality, self-sufficiency, and community.

We work to promote cross-sector partnerships and help communities create/improve transportation options – “mobility management”
What is the Role of Mobility Managers in Innovation?

- Understanding available funding sources and how they can be used
  - Coordinating Council on Access and Mobility (CCAM)
  - Federal Fund Braiding

- Developing networks and relationships with non-traditional partners
  - Cost Sharing
  - Cross partnership funding models
CCAM Mission and Organization

Mission
The CCAM issues policy recommendations and implements activities that improve the availability, accessibility, and efficiency of transportation for the following targeted populations:
- Individuals with Disabilities
- Older Adults
- Individuals of Low Income

History
The CCAM is an interagency partnership established in 2004 by Executive Order 13330 to coordinate the efforts of the Federal agencies that fund transportation for CCAM targeted populations.

Organization

Coordinating Council on Access and Mobility
CCAM Program Inventory

The CCAM Program Inventory identifies 130 Federal programs that are able to provide funding for human service transportation for people with disabilities, older adults, and/or individuals of low income.

![Bar chart showing the number of programs by department that may fund human services transportation. HHS has 66 programs, DOT has 12, HUD has 12, DOL has 11, DOJ has 10, ED has 10, DOI has 4, VA has 3, and USDA has 2.]

Although SSA reported that no programs may fund human services transportation, coordination opportunities were explored. NCD does not fund grant programs.
Federal Fund Braiding Guide

In 2018 and 2019, the CCAM held Federal working sessions to develop the Federal Fund Braiding Guide, a CCAM resource that clarifies acceptable Federal fund braiding for local match opportunities.

**Federal fund braiding for local match** is when Federal funds from one grant program are used to fulfill the local match requirement of another Federal grant.

In order to participate in Federal fund braiding, a project must meet all requirements of the participating Federal agencies, including eligibility requirements, reporting requirements, regulatory requirements, statutory requirements, and program guidance.
Overcoming Barriers in Transportation

• How do we overcome barriers?
  • Identify issues
  • Connect with Mobility Manager
  • Access the community and mobility options
  • Advocate for mobility
  • And MORE!!!!!!
Stepping Outside of the Box

• What is stepping out of the box?
• Why should we step out of the box?
• How do we step out of our comfort zone?
• How do we develop better partnerships?
• Could you help more people?
• How do we overcome barriers?
Don’t Worry

• Let’s talk about it!!!
• Identify what’s important
• Take action
Universal Mobility

- Allows for equitable transportation for all
- Design and planning from start to finish to accommodate all

Resources: NCMM/SUMC
Metropolitan Planning Council - Chicago

Photo by Rasmus Gerdin
Addressing Barriers

- Fully addressing barriers
- Navigating around barriers
- Removing barriers

- Examples: Covid, VA Healthcare, Mobile Healthcare, Virtual Healthcare
Partnerships

*Allows for maximization of service and sharing of funds for sustainability

Resources: CCAM Partnerships Guide

Photo by Charles Deluvio
Regional Coordination

*Allows for coordination which provides a solid framework for sustainable mobility

Resources: Ride/KCATA (Kansas City Area Transportation Authority)

Photo by KC Business Journal
Mobility Management Activities

Usual Programs
- One Stop Shop
- Travel Training
- Voucher Program
- Volunteer Driver Program

Outside the Box Programs
- Healthcare Mobility Mgrs
- ITS applications – Traveler information
- ADA Platinum Pass
- Statewide Mobility System
- Mobility Hubs
Prevention – Birmingham, AL
Prevention- Primary Care

• **Multi-Modal Access Guides.** Guides would include maps and other information on access by people with disabilities to a particular destination, including availability of transit and taxi services, and the quality of walking conditions.

• **Non-transit-based demand-response services.** Use private service providers (i.e. Uber) and ensure private providers have polices in place to support people with disability and incentivize accessible vans to participate in the service.

• **Increase use of fixed-route service.** Using universal design principles, develop improved fixed-route transportation services users.
Prevention Missouri

- **Train-the-trainer curriculum.** Volunteers from the hospital auxiliary, senior center, and other – trained regarding transportation options, Healthtran.

- **Healthcare provider subscription service** to transportation.

- **Mobility Management Certification** – Healthcare focused, National certification in progress
Re-Hospitalization
Franklin, Jackson, Perry, and Williamson Cos., Illinois

• **Proactive Identification of At-Risk Patients**: Patients would be referred to mobility management services. Mobility managers would create relationship with these patients to ensure they make their appointments.

• **Education of Patients and Health Care Providers**: Employ a comprehensive education strategy, which targets both those patients who are most at-risk of re-hospitalization, as well as those health care providers that most commonly treat these patients to inform them about MedTrans mobility management services.
Where do we start?
Who do we invite to the table?
How do we act and implement?
There is no I in TEAM!

Do it Together
Never Alone

Photo by CJ Dayrit
Thoughts, Ideas, Questions?

“All ideas grow out of other ideas.”

- ANISH KAPOOR

Photo by CJ Dayrlt
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Areas of expertise: Project management, grant writing, research, community/neighborhood planning, transit planning (route planning and transit facility/stop design), ADA issues, DEI, human centered design, Title VI, program evaluation and performance measurement, housing and transportation, compliance reviews