Mobility Ohio

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Today's Objective

» Describe Mobility Ohio's History and Pilot Project

» Provide Lessons Learned from ODOT's Collaboration with State Human Service Agencies

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Overview

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Mobility Ohio Partners

Ohio | Department of Aging

Ohio | Department of Developmental Disabilities

Ohio | Department of Health

Ohio | Department of Jobs and Family Services

Ohio | Department of Medicaid

Ohio | Opportunities for Ohioans with Disabilities

OHIO DEPARTMENT OF TRANSPORTATION

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Statewide Stats

3,600+ Entities **provide HST in Ohio**

88 Counties **administer HST funds locally**

14 Ohio state agencies **receive and administer federal HST $**

12+ Federal agencies **provide HST $ to Ohio via 130+ federal programs**

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14 STATE AGENCIES
DIFFERING POLICIES

EACH AGENCY WORKS DIRECTLY WITH MULTIPLE PROVIDERS

HUNDREDS OF PROVIDERS
INCONSISTENT POLICIES

DUPLICATED SERVICE FOR SOME RIDERS; LIMITED OR NO SERVICE FOR OTHERS.

ONE AGENCY

EFFICIENT COORDINATION

HUNDREDS OF PROVIDERS
STANDARDIZED POLICIES

CONSISTENT SERVICE FOR ALL RIDERS

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The Mobility Ohio Pilot Goal

Demonstrate the effectiveness of consolidating human service transportation policies, sharing costs and coordinating trips through a one-stop regional transportation resource center, prior to statewide implementation.

Improve safety, quality and availability of transportation for older adults, people with disabilities, and those with lower incomes.

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History

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History

» 1990s-2000s

>> ODOT Handbook for Coordinating Transportation Services

>> State agencies develop their own policies and funding programs for local affiliates

>> Policies encoded into Ohio Administrative Code/Revised Code

>> Federal incentives for state Medicaid departments to rely on brokerages and managed care organizations (MCOs) to administer NEMT

>> NEMT provider network unable to meet demand for service (quantity and quality)

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Ohio Mobility Transformation

» 2011: Office of Health Transformation established to reform Medicaid and improve Ohioans' health outcomes

» 2015: Governance Structure for Mobility Transformation Initiative

   » Mobility Transformation Committee (state human service agency directors – aka Policy Group)

   » Working Group (high-level administrators with links to client services)

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Ohio Mobility Transformation

» 2016: Ohio Department of Medicaid (ODM) proposes a statewide NEMT brokerage as solution for multi-million budget deficit

   » ODM released Request for Information (RFI) to determine potential negative impacts

   » ODOT and transit system input resulted in pause in brokerage plan

» Planning begins for Pilot RTRC, continues after change in Governor in 2019

   » Agency study and industry input for policy alignment

   » HSTC Regions formation

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» New administration, new initiative name

» Working Group successes

  » Consensus on consistent safety and quality standards (driver qualifications, vehicle types, provider insurance, driver training, etc.)

  » Testing of rate-setting tool

  » Successful applications for ICAM and CDC funding

  » Development of Pilot RTRC administrative/implementation models

» Pilot RTRC to launch in 2024

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What We're Doing

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The Mobility Ohio Pilot Objectives

- Establish a **regional governance structure** to oversee human service transportation

- Pilot a **one-stop hub in Southeast Ohio** for trip scheduling, billing and mobility management

- Use a consistent **rate-setting methodology** based on providers' fully allocated costs

- Implement **consistent driver and vehicle safety and quality standards** through a real-time statewide database (DRIVES)

- **Braid federal funding and share trip costs** among multiple funding sources

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The Mobility Ohio Pilot In Action

A Regional Transportation Resource Center (RTRC)

» A one-stop hub where clients and customers can conveniently schedule trips by phone or online for multiple trip purposes

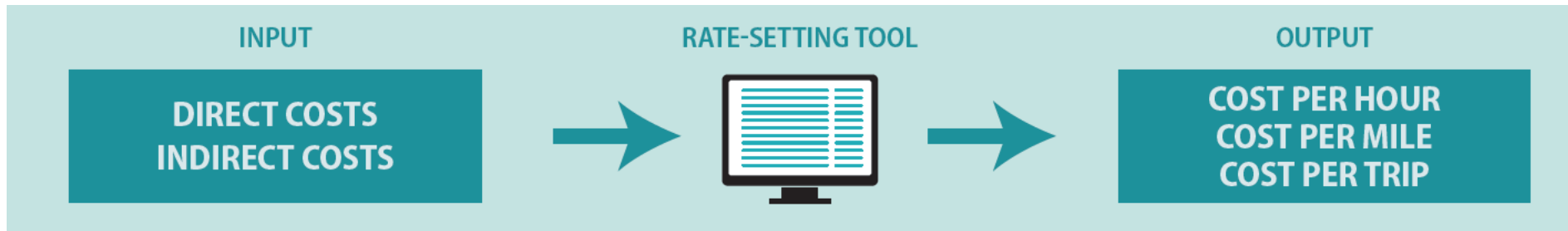» Funnel human service transportation funding from the state to the region, increasing cost-efficiency

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Pilot RTRC's Roles and Responsibilities

» Contract with for-profit, non-profit and public transportation providers

» Ensure compliance with safety and quality standards

» Serve as the region's hub for mobility management services

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# Rate-Setting Methodology

» Providers will bill the RTRC at rates based on their fully allocated costs

» This will allow braiding of Federal transportation funds while avoiding cross-subsidization

INPUT	RATE-SETTING TOOL	OUTPUT
DIRECT COSTS INDIRECT COSTS		COST PER HOUR COST PER MILE COST PER TRIP

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Safety and Quality Standards

» This simplified Safety and Quality Standards provides an overview of the requirements and rules for health and human service transportation provided under Mobility Ohio.

» Implement in January 2024
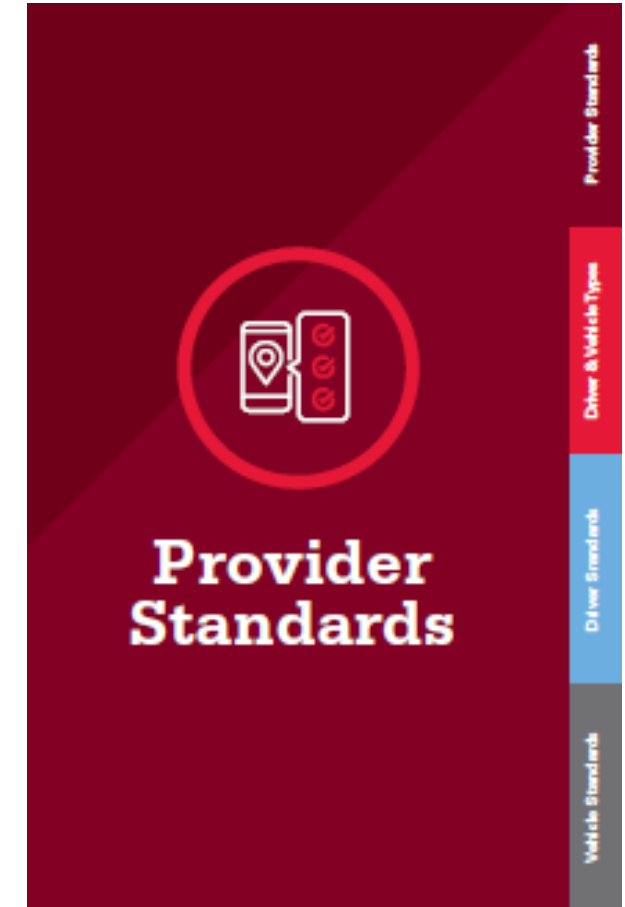
DRIVES

» The DRIVES database is being developed by the State of Ohio to provide the RTRC with technology to register transportation drivers, providers and vehicles.

» The Drives system will maintain up-to-date records on their criminal history and motor vehicle records, and track the status of their compliance with safety and quality requirements in real time.
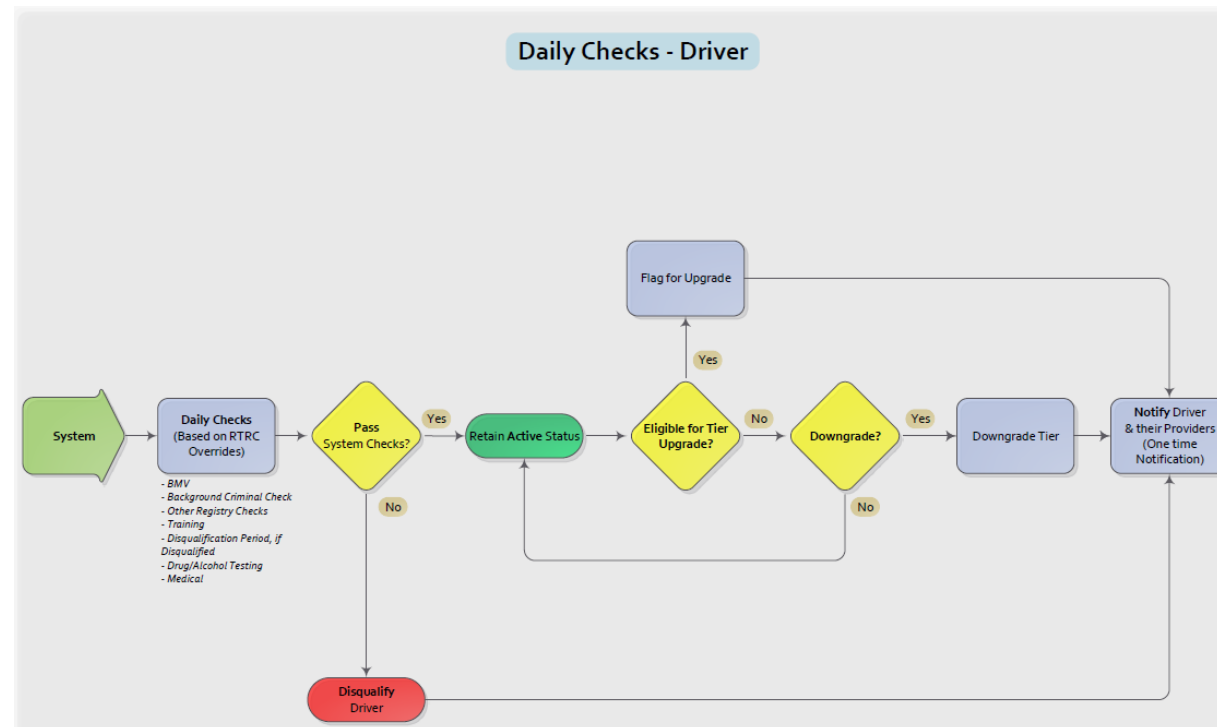
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Use a Top-Down Approach

» Commitment from Governor's office and cabinet-level state agency leaders

» Decision-makers came to, and stayed at, the table

» ODOT is planning the Pilot RTRC with its state agency committee partners

  » ODOT will direct local-level partners on implementation

  » Partner state agencies will engage local affiliates to adjust their transportation purchasing and trip booking procedures

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See Things from Partners' Points of View

» ODOT attempted to discern the concerns that drove other agencies' decision-making

  » ODOT's focus was providing public transit and preserving local match for small and rural systems

  » ODM's focus was to provide healthcare coverage for low-income Ohioans

  » Departments of Aging and Developmental Disabilities were most concerned with quality of care for vulnerable clients and customers

» ODOT educated partners about transit in Working Group meetings

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Evaluate Agency and Workforce Impacts

» Determine the current state of transportation workforce conditions and the potential consequences of implementing consistent, statewide uniform provider standards across funding programs

  » Survey agencies and transportation providers

  » Hold input meetings

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Evaluate Agency and Workforce Impacts

» Share your findings

  » Standards would not be a hardship to the majority of providers

  » Availability of statewide qualifications database and training opportunities would be beneficial

  » Providers were clear in desire for one set of state rules across human service programs

  » Most state agencies agree with policy alignment implemented through a single-agency approach: one agency responsible for enacting all standards through uniform Ohio Administrative Code (OAC) rules applied to all participating agencies

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Celebrate Small Wins Along the Way

» Aspects of the pilot will move the needle on coordination, on their own

  » DRIVES database will allow any transportation provider to have instant access to real-time driver and vehicle safety and qualification status

  » RTRC scheduling and dispatching software will provide replicable technology to implement the coordinated trip brokering model in any HSTC region

  » Rate-setting tool will allow any provider to determine a unit rate based on a consistent methodology that considers their fully allocated costs

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Engage with Locals to Remain in Sync

» ODOT engaged pilot region stakeholders early

» Pandemic delays led to these motivated locals "going their own way"

» Provide locals with clear expectations for deliverables

» Carefully employ a comprehensive communications strategy

» Bring state DOT employees along, too

» Educate and update them frequently and consistently

» Grant-making decisions should not conflict with the effort (e.g., mobility management and technology projects)

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Conclusions

» A "grand vision" can be overwhelming to stakeholders

  » Know what to say, when – plan your communications well

  » People may fill the gaps in their own understanding with well-intentioned but counterproductive ideas

» It doesn't hurt when others think the solution is their idea – even when you've done 95% percent of the development

» An **implemented** solution is better than the **ideal** solution

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Your Questions, Comments

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Thank You!