Briana Miranda Zoom Audio

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Okay, so once again, my name is Brianna Miranda and I'm a service coordinator out of Cutler Bay, Florida and I work for SPM. So today, I'm just going to talk about kind of the same thing that Melissa was discussing just how we work with transportation, how we're fulfilling the residents needs for transportation, and also how we're assessing their transportation needs.

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It's the green button, right?

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Okay, so this is the contents just kind of what I'm gonna go over just the service coordinators role, how we assess our residents, education, how we educate them on different types of transportation, the partnerships that we try to form within the community and government outside of that, local transit, the pros and cons of that different types of ride sharing and then our reassessment. So the first thing is the role of service coordinator. Our role is basically we are trying to see what the needs are of these reticence. So for example, how Melissa said, a lot of our residents are disabled, or they're elderly, for example, my population, I have about 308 residents that live within our my property, and I won't know anything about them unless we have these assessments each year. So they haven't, I'll get a little bit into that. But so we look at everything we look at what are their needs, how are they going to get support within their residence, what supports they need outside in the community, and just basically how they can continue to live independently, because these are independent living facilities. So the assessment, so we go over our needs, we discussed, you know, what's going on, what are your physical ailments, what's things that you're looking forward to, or resources that you need, we look at their finances, because like Melissa said, a lot of them are low income. So a lot of them don't have the financial ability or stability to be able to afford, for example, Uber, Lyft, everywhere they go, or how Melissa says as well like to afford gas to avoid parking, all of these things, and then physical ability, a lot of our residents to their wheelchair bound, they're using electric scooters, or some of them are even bed bound. And they need a special type of transportation to be able to take them even to the hospital or to take them to different medical procedures that they're going to have, where they need an actual stretcher. And there's not a lot of resources for them. And the most important one that I've seen just working in the two years I have with them is technological ability, we need to assess how they're going to be able to use technology in order to receive transportation, because unfortunately, well fortunately, and unfortunately, majority of the transportation and the way that we're transporting people is through technology, for example, you have an app on your phone, or you have something that you're using in order to contact transportation or plan a trip. But majority of these seniors or even people who have physical abilities, such as vision impairments, they're unable to use certain technological advances that we're using for transportation in order to get them where they need to go. So there's a learning curve. And there's no one really to teach them except for us at the moment. So this is just a slide basically showing what the transportation area of our assessment looks like. So we're looking at if the resident already has transportation, do they need transportation? Does it adequately meet their needs? For example, like I said, the technologically part the physical ailments as well? Do they have a driver's license? Do they have access to a vehicle as well, even with them having driver's license and access to a vehicle, a lot of them don't like to drive on their own because as you know, traffic, there's a lot of crazy drivers out there, a lot of aggressive drivers. So for them, it's not something that they want to go out and have to do. Sometimes they'll just do it on the weekends or in the afternoons or mornings when a lot of people aren't out. So it kind of limits them to where they're going, and also how they're going to get there. Then for our transportation part, we always this is kind of how we assess if their transportation is meeting their adequate needs. So for example, even if they did have a license, and a vehicle, are they feeling comfortable enough to drive that where they need to go to? And is it inhibiting them from getting to where they need to go to such as medical appointments, and things as such. And then education. So after we complete the assessment, we're addressing the needs that were reported. So with service coordination, we have a thing called the resident service needs goals. So these are kind of smart goals that we're setting up based on what their need, how we're going to help them and then we set a timeframe for how long so for example, if a resident says Well, I don't have Any type of transportation and I have a surgery coming up in a month, well, that lets me know that within that month, I need to figure out a certain type of transportation that fits all of their needs and their abilities. And then these are some of the partnerships that I've learned about or that we've discussed. For example, two of my biggest partnerships that I have right now is with the commissioner's office. And with Miami Dade County, with the commissioner's office, they are a great resource, because I've learned that the commissioner, one of her goals is elderly transportation. So knowing that I kind of pick their brain to see what they're available to us what kind of things and resources they'll be able to provide to us. And one of them was we have this thing in color Bay called go connect. So it's actually a free transportation system for them. So they're able to go anywhere within the bounds of Cutler Bay, and it's completely free, and they don't have to share it. So they can go by themselves, if they wanted to bring a neighbor or friend or family, they could as well. There are some downfalls to it though. So for example, with our population, our property, we have a mile wide property and the only way to get to coke connect was to walk outside of the property. And that was the only drop off. So I spoke with the commissioner's office and asked them you know, what is there that we can do to create a drop off that's closer and more centralized for them, because like I said, a lot of them have physical ailments, or they use mobility devices to be able to get where they're going. And we were actually able to put a drop off area right in the center of the property. So it's a lot closer for the residents that were living a mile out, and having to walk over to the bus stop. Okay, so for local transit, this is a lot of, well, a popular form of transportation that a lot of our residents have, just because it's, you're able to go a lot more places. So the pros of it is, like I said, you're able to go a lot more places, it accommodates most accessibility devices. So for example, having the ramps, being able to put your wheelchair, your walk or any of that kind of stuff. They have physical maps, so it's not solely technologically based that they're going to have to rely on an app to figure out where they're going. Also, you have a bus operator. So if you're confused, or you don't know where you're going, or you have questions about a certain route, you have somebody there on the bus that can let you know, okay, well, if this is where you're trying to go, then you get on this route, this route that we're at. And then it's also cost effective. So for majority of the residents that I have, they're receiving benefits, so they're able to have a golden passport. So that's just an application that we do with Miami Dade County, where they're able to get an easy card, and it's a free card that they have to reapply every couple of years. But they're able to go everywhere they want for free. So they get on the bus. And it's a free, it's basically like a free pass. The cons of it is the walk and walk to and from certain bus stops. So for example, like I said, our property is a mile wide. So they have if you're living in our father's building, you have to walk a mile almost to get to the bus stop. And especially in this heat in South Florida, that's a bit much and then also with their physical ailments as well. Also the close space with others, there's concern for transmission of diseases, as Melissa touched upon the average resident has four chronic illnesses. So they're trying not to get close to other people as much as possible, and depending on their ailments. So for example, if they have pulmonary chronic illnesses, that's something that they're also not really willing to use public transportation, because they don't want to contract anything. And then also security concerns, there's multiple people on the bus, you don't know who you're riding with half the time you don't know what their mental state is, there's a lot of different things that go into that. Then also, there's concerns with individuals with memory impairments. So they might get on the bus think that they remember where they're going. And then they get to a certain place and they have no clue where they're at. And the bus dropped them off, or they got on a train and they're lost. And so maybe they don't even have access to their phone to figure out who to call. And then this concerns of you know, we've had to have missing persons reports just because of certain concerns like that. Also the wait time on the route. When you're waiting for it, you're not able to just go from here to there, you know, you're having to go through all the stops. And then sometimes that makes them late to their own medical appointments as well. And then just limitations with having a rider assistance. So for example, like how I spoke about the go connect, they're able to bring a relative a family, somebody with them, and that no additional costs, whereas if they went on public transportation, they may have the free easy pass, but their family doesn't.

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And then there's also the ride sharing that they use as well. So we have a great program that I've I actually do a lot of applications for and it's called STS and what that is it's for in the dividuals who are medically impaired and they need special transportation. So this is actually a great resource that a lot of residents didn't know about when I first started. And this is just an application that will help them complete the first page. And then the second and third page, they go to their doctors, get them to fill out and medically clear them for well, letting them know that they have this medical ailment that they need this special transportation. The only downfall of STS is they have to pay $3.50. To and From. So basically, they have to pay about seven bucks for the whole trip that they're going on. And then you have Uber and Lyft. Which Those are great because you're it's direct transportation, you say you're going from one destination to the next and you're there. The only concern is like I said, technology and as well as income, financial limitations as well. And then the Go connects already touched upon. And then after we go through all of these things and provide them with the resources, help them with the applications, we do a reassessment. So reassessment is done once a year. And when we're doing that we're figuring out if we provided the services that they needed within the time that we had planned. And then also, if they have any new physical ailments, or they have new medical concerns that are impeding their ability to go and use the same transportation that they were using. Because often what I found too, with these populations is that they're not all the time going to come out and outright tell you what their needs are. So this is the great tool that we have in order to assess them and let them you know, know, hey, somebody's here looking out for you. And we're going to figure this out together. Because like Melissa said, as well as majority of these residents are living by themselves, so they don't have a lot of support, especially if they don't have family in the area that they're at. So we become that support network for them as well. Thank you for listening.

12:04

We do have some time for a couple questions. Marilyn. I'll meet you halfway. So you made a comment that I just wanted to clarify what you're saying, because you were talking about how you had an issue with people riding public transit with a caregiver. So if that's public transit, fundamental Federal Transit Administration, as long as that caregiver boards and gets off the bus at the same location as the senior, they should be free. Okay. Any other questions?

12:47

So you mentioned one of the programs that you were leveraging, I think it was STS where you were where you were one of the parents you're mentioning, I think it was STS was talking about leveraging different insurances. In order to cover that service. I was curious about the Medicaid component of that, if that's one of the insurances you'll work with, and what that

13:06

payment process would look like. So Medicaid has their own types of transportation so they can get up through their doctor as a referral or they can speak with the insurance company directly. STS doesn't work, they work alongside but they you still have to pay so there's no way that Medicaid will cover the cost of their STS transportation, but they do have transportation solely through Medicaid, or Medicare that they can use as well. But it's a little bit more difficult, in my experience to be able to schedule those rides because those rides have to be scheduled way in advance whereas STS you can call like the next day and then your transportations there. Thank you.

13:55

Oh, okay. So in the partnerships that you've listed, did, were there any, I guess, any feedback from them or maybe any kickbacks from from some of the things that you're requesting at the beginning of starting those partnerships? I guess where there were their pros and cons and how did y'all how did you overcome maybe some of the stigma that they might have perceived of the service that you're trying to provide or, or the clientele that you're trying to service?

14:31

I think the only issue with some of the partnerships is time. So I know that when you're working especially with like a legislative body or something like that they it takes time for these things to be able to be put into motion. So for example, right now, in my property, I'm working on creating a crosswalk and I had to go through the Commissioner's Office and the commissioner had to go and ask permission from the county and then the county has to go through public works and then it becomes this chain that we have to go through in order to Get any of this approved, and it might not be it might be approved all the way through, and then at that last leg, it's denied. So just some times, it's just like the time of visit. And these are needs that need to be completed as soon as possible. So that's basically other than that I really haven't received any kind of pushback, especially for the population that I work for, because everyone's always willing to put out a helping hand to do whatever they can. For them.

15:27

I have more of an aspirational question to ask you. So you're in a room full of mobility managers, people from FTA. So if I give you a crown for the day, what would you like us to address, fix change? What's the one thing that makes you want to hit your head against the wall that we should be thinking about?

15:52

I think the thing that I'm looking for and what I see as a like a limitation to a lot of transportation route, we have such great opportunities. I think the biggest thing is the technological aspect. Because we're not having people, although we can have these programs. And we can have these apps and we have these different things. We don't have anybody that's willing to come in and assist with the learning curve of how to do it. Because especially for the population that we serve, it is a learning curve. It's a learning curve about three or four visits into my office. And like I said, I have about 300 residents. So they're not going to be able to come in every single time and have a slot open for an appointment to receive assistance with going through and going through the process over again. And then sometimes if they try to do it on their own, they'll do it wrong and go to a different location. So it's mainly having a liaison from certain types of transportation that come in and provide that learning curve. So as service coordinators, we also host events, and we host events for community partners. And I think that would be something that if there's a certain type of transportation that wants to be introduced to us to have these liaisons come out and teach a class or, you know, have maybe partnerships with the library, for example, they have a techno bus. So if maybe someone from the techno bus learns about these things, and we have a grander education on the technological aspect of it, because I think that's really what is the limitation that we're dealing with at the moment.