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	# Coordinating Council on Access and Mobility: State DOT Update

Date: February 1, 2017, 2:00 - 3:00 pm

Speakers:

- **Danielle Nelson:** Health and Transportation Program Specialist, Federal Transit Administration, U.S. Department of Transportation
- **Richard Weaver:** Co-Director, National Center for Mobility Management; Director of Planning, Policy, and Sustainability, American Public Transportation Association
- **Judy Shanley:** Co-Director, National Center for Mobility Management; Assistant Vice President, Education and Youth Transition, Easterseals
- **Michael Sanders:** Transit Administrator, Transit and Ridesharing, Connecticut Department of Transportation
- **Don Chartock**: Project Delivery Manager, Public Transportation Division, Washington State Department of Transportation

Background:

The Coordinating Council on Access and Mobility (CCAM) is a federal interagency council that works to build equal access to coordinated transportation for all Americans by improving the availability, quality, and efficiency of transportation services. The Fixing America's Surface Transportation (FAST) Act directed the CCAM to develop a strategic plan outlining the Council's approach to strengthen interagency collaboration, address outstanding recommendations, and eliminate burdensome regulatory barriers. In response to this requirement, the Council engaged in a strategic planning process informed by agency input, lessons learned, and the evolving transportation needs of the American public.

Purpose:

The National Center for Mobility Management (NCMM) and the Federal Transit Agency (FTA) hosted a webinar to update the state departments of transportation on the progress of the CCAM and to gather input on transportation coordination to further inform the development of the CCAM Strategic Framework.

Agenda:

1. **Welcome and Introduction: Rich Weaver, Co-Director, National Center for Mobility Management; Director of Planning, Policy, and Sustainability, American Public Transportation Association**
   a. This webinar is hosted by the Federal Transit Administration (FTA) and the National Center for Mobility Management (NCMM), a technical assistance center managed by Easterseals, the Community Transportation Association of America (CTAA), and the American Public Transportation Association (APTA). NCMM helps communities adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.
   b. Before we begin our presentation on the CCAM, I would like to introduce Judy Shanley from Easterseals, Don Chartock from the Washington State Department of Transportation, and Michael Sanders from the Connecticut Department of Transportation. They will offer a few opening remarks and give their perspectives on the importance of transportation coordination.
2. **Opening Remarks: Judy Shanley, Co-Director, National Center for Mobility Management; Assistant Vice President, Education and Youth Transition, Easterseals**
   a. The NCMM website (www.nc4mm.org) contains a variety of resources, products, and webinars that can support your state's technical assistance needs. The site also contains links to our LinkedIn page and newsletter.
   b. The NCMM will be hosting several webinars in February which may be of interest to you and your constituencies. The registration links for these events are posted on the NCMM website.
      i. On February 14th, the NCMM will host a webinar on inclusive planning and shared-use mobility.
      ii. On February 21st, the NCMM will host a webinar on safe harbor regulations and nonemergency medical transportation (NEMT).
   c. Should you require additional support, the NCMM has regional liaisons assigned to each state that can provide you with more targeted technical assistance.
3. **Opening Remarks: Don Chartock, Project Delivery Manager, Public Transportation Division, Washington State Department of Transportation**
   a. Washington State has had success in coordinating transportation services; however, our state has encountered problems coordinating Americans with Disabilities Act (ADA) paratransit services and Medicaid NEMT services. We developed a formula and a methodology for coordinating, but were not

able to put them into practice without support from the Centers for Medicare and Medicaid Services (CMS).

b. We are hopeful that this renewed energy within the CCAM will result in guidance on ride sharing and cost sharing.

4. **Opening Remarks: Michael Sanders, Transit Administrator, Transit and Ridesharing, Connecticut Department of Transportation**

a. Mobility management is a strategic priority for APTA. A member of the mobility management committee sits on the Board of Directors of APTA.

b. In Connecticut, we have been working on transportation coordination for several decades.

c. Our state has encountered challenges in coordinating NEMT and ADA paratransit services and bringing together state agencies due to a lack of resources and political will.

d. I encourage you to take advantage of the wide variety of mobility management resources on the NCMM website.

5. **Overview of the CCAM and the CCAM Strategic Framework: Danielle Nelson, Health and Transportation Program Specialist, Federal Transit Administration, U.S. Department of Transportation**

a. Introduction to the CCAM

   i. Thank you to our federal partners and to the NCMM for your support of our mission.

   ii. We are presenting a Strategic Framework rather than a strategic plan because we have a new Secretary of Transportation and will need to brief her on the CCAM before finalizing the plan.

   iii. The final Strategic Plan will inform Council actions over the next four years.

   iv. Agencies across the Federal Government administer more than eighty programs that are authorized to fund transportation services for people with disabilities, older adults, and individuals of low income.

   v. These transportation services can be costly and fragmented due to inconsistent program rules and a lack of interagency collaboration.

   vi. The Coordinating Council on Access and Mobility brings together federal agencies that fund transportation to coordinate their efforts and improve the availability, accessibility, and efficiency of transportation for targeted populations. Targeted populations include people with disabilities, older adults, and individuals of low income.

   vii. The vision of the Council is to enable equal access to coordinated transportation for all Americans.

b. CCAM Organization Structure

   i. The CCAM is chaired by the Secretary of Transportation or his/her designee.

   ii. Its members include designated representatives from the Departments of Health and Human Services (HHS), Education (ED), Labor (DOL), Veterans Affairs (VA), Agriculture (USDA), Housing and Urban Development (HUD), Interior (DOI), and Justice (DOJ), as well as the Social Security Administration (SSA) and the National Council on Disability (NCD).

   iii. Like the Department of Transportation (DOT), HHS has many administrations within it, and we have been fortunate to work with several of them under the CCAM umbrella. These include CMS; the Health Resources and Services Administration (HRSA), which funds community health centers and clinics across the country; the Administration for Community Living (ACL); the Substance Abuse and Mental Health Administration (SAMHSA), which provides mental health block grants to states; and the Office of the Assistant Secretary for Health (OASH), which has an excellent group of regional administrators.

c. History of the CCAM

   i. The Secretaries of HHS and DOT established the CCAM in 1986 in response to concerns about the lack of transportation coordination across federal programs.

   ii. In early 2004, President George W. Bush signed Executive Order 13330, officially establishing the Council and expanding it to its current membership of 11 federal agencies.

   iii. The Council made important advances in the mid-2000s, including issuing policy statements and launching the "United We Ride" campaign.

   iv. Following the transition from the Bush to the Obama administration in 2009, CCAM activity decreased.

   v. In December 2015, the Fixing America's Surface Transportation Act (FAST Act) was enacted. The law has reinvigorated CCAM efforts by directing the Council to develop a strategic plan.

   vi. We have the NCMM and contractor support from PwC to help us develop and implement the strategic plan.

d. FAST Act Requirements
   i. Section 3006(c) of the FAST Act directs the CCAM to develop a strategic plan that outlines the roles and responsibilities of CCAM agencies, strengthens interagency collaboration, addresses outstanding recommendations, and proposes changes to Federal laws and regulations that impede your work.
e. Planning Meeting Outcomes
   i. In response to the FAST Act directive, representatives of the Council met on July 21, 2016 to discuss strategic initiatives and set priorities.
   ii. The CCAM identified the following key themes.
      1. Access to Services: Older adults, people with disabilities, and low-income individuals depend on transportation resources to access employment, healthcare, education, and other community services. The CCAM seeks to improve access to these essential services during the life of the FAST Act.
      2. Federal Laws and Regulations: Differing eligibility requirements, safety standards, and restrictions across federal programs prevent recipients from operating efficiently and sharing transportation resources. The Council endeavors to minimize program overlap and improve service by better aligning statutes and regulations.
      3. Innovation and Technology: As technology continues to advance, the Federal Government will need to anticipate, integrate, and accommodate new transportation innovations. In the coming years, the Council seeks to improve the efficiency and quality of transportation service by incorporating disruptive technologies.
   iii. The Council used this input to develop the CCAM Strategic Framework.
f. CCAM Draft Strategic Framework Overview
   i. The CCAM organized the Strategic Framework around four overarching goals.
      1. Improve Access to the Community through Transportation: As we have discussed, many people rely on transportation resources to access the community and vital services. Personal mobility enriches individuals' lives and allows them to fully participate in their communities.
      2. Enhance Cost-Effectiveness of Coordinated Transportation: The CCAM seeks to improve the cost-effectiveness of coordinated transportation to reduce administrative spending and improve access for targeted populations.
      3. Strengthen Interagency Partnerships and Collaboration with State, Local, and Industry Groups: Internal and external collaboration is critical for the success of the CCAM. Collaboration will allow the Council to build upon previous success, improve relationships across the cohort of federal partners, and better connect with consumers and industry groups.
      4. Establish Future Models for Coordinated Transportation: In the next four years, the CCAM will develop a suite of transportation coordination solutions and recommendations, ranging from improved technologies to unified policies and procedures. The CCAM plans to combine its solutions and recommendations to establish and demonstrate new models for coordinated transportation delivery.
g. Strategic Framework Timeline
   i. To date, we have:
      1. Reviewed policy to identify gaps and overlaps in federal programs;
      2. Conducted interviews to better understand agency challenges and priorities;
      3. Held a FTA/CMS Listening Session with state Medicaid directors to gather ideas on improving the provision of NEMT; and
      4. Developed a draft Strategic Framework that addresses FAST Act requirements, outlines the Council's mission and vision, and set goals and objectives for the life of the FAST Act.
   ii. Upcoming activities include:
      1. Hold working groups that will execute the goals and objectives outlined in the Strategic Framework;
      2. Finalize and publish the CCAM Strategic Framework;
      3. Host additional listening session; and
      4. Develop an implementation plan that will accompany the CCAM Strategic Framework and guide our work going forward.
h. Next Steps
   i. In the coming months, the CCAM will work to:

1. Develop a time-phased plan that will outline the implementation of the Strategic Framework;
2. Establish the CCAM working groups; and
3. Hold Listening Sessions and an online dialogue with additional stakeholder groups.

  ii. We will post meeting minutes from the CCAM Year-End Meeting and any additional updates on the CCAM website.

 i. Past and Upcoming Listening Sessions

  i. On November 17, 2016, we hosted a Listening Session for state Medicaid directors to discuss strategies for improving the coordination and provision of NEMT.

  ii. On January 25, 2017, we hosted a Listening Session for the public transit industry to gather industry input on the CCAM Strategic Framework.

  iii. In late spring of this year, we will host listening sessions for brokers and Medicaid beneficiaries. The dates of these sessions have yet to be determined.

6. Question and Answer

Question	Response
How can we help you promote your upcoming Listening Session for brokers? Some states do not have a statewide broker and only have regional brokers. We would be happy to inform them of future sessions.	• NCMM staff will work with you to collect a list of brokers operating in your states.
Can the CCAM recommend agenda items for state coordinating councils to discuss?	• The CCAM is committed to helping states improve coordination and will consider the request. • There is no statutory requirement for states to form coordinating councils. However, if a requirement would be helpful for your state, please let the CCAM know.
It can be difficult to engage some state-level agencies in the coordinated planning process. Can other CCAM partners (e.g. HHS) encourage their state-level counterparts/grantees to participate in statewide coordinating councils?	• The CCAM will work to encourage all relevant state-level agencies to participate in the coordinated planning process.
Can the CCAM define "coordination"?	• The CCAM plans to define a common lexicon and will consider the addition of "coordination".
Will the CCAM develop performance measures to evaluate its future models for coordinated transportation?	• Yes, the CCAM will use performance measures to evaluate the progress of Council initiatives. • The working group will help to develop performance measures and will consider metrics that measure coordination at the state and local level.
What are the key takeaways from the two Listening Sessions that have already occurred?	• Many are frustrated with the lack of progress made and are hoping that the strategic plan will bring about real change. • The DOT's authorizing legislation requires the CCAM to develop a strategic plan, and our partners are also committed to the effort. • There has been interest in how the change in administration will impact the CCAM. The Council will continue to develop and execute on the strategic plan.
Are state Medicaid agencies willing to participate in state coordinating councils?	• The state Medicaid agencies actively participated in the Listening Session hosted by CMS and FTA, demonstrating an interest in coordination. • There is natural hesitation among state Medicaid directors because this has not been a typical partnership in the past.
It can be difficult to engage some state-level partners in the coordinated planning process because of a lack of political will. I would recommend that the CCAM communicate with state legislative and/or executive leaders to further promote coordinated planning.	• The Council appreciates the recommendation and will keep it in mind as we move forward. • The Council is working to document and communicate the benefits of transportation coordination to encourage the participation of all relevant agencies.

Can the CCAM provide funding for states to manage their state coordinating councils? It is difficult to convince other state agencies to provide funding for these activities.	• Section 5310 administrative funds can be used to support the administrative expenses associated with running your state coordinating council. The Section 5310 program is the only FTA program that requires a coordinated human services plan. • Please reach out to Danielle Nelson (Danielle.Nelson@dot.gov) if you need assistance with your 5310 program or in engaging your state or local partners. • ACL's Inclusive Transportation Planning Project has provided grants to support coordinated planning. • The FTA will announce a new round of Rides to Wellness grants in March. Applicants for this grant program are expected to have a state coordinating council in place. • NCMM will distribute information about available grant programs that support coordinated transportation planning.
Many states struggle to comingle rides with ADA paratransit programs. Will the CCAM address this and provide guidance to states?	• Yes, the Council will consider this challenge.
Would the CCAM be willing to host additional listening sessions?	• The FTA and the NCMM have several webinars planned and are open to hosting more, as required. • On February 21, the NCMM will host a webinar on the new interpretation from the HHS Inspector General regarding NEMT. Registration information is posted on the NCMM website (www.nc4mm.org). • We are working with NCMM to organize additional regional listening sessions. • Throughout the life of the FAST Act, we will continue to engage with state, local, industry, and advocacy stakeholders to gather your input.
Our state received a grant to fund transportation services for Veterans, but we felt very restricted because the funds could only be used on capital expenses. Will the CCAM be involved in shaping the flexibility of these grants?	• The line of funding that provides discretionary grants dictates many of the regulations around the use of grant funds, so there is limited flexibility in designing these grant programs. • The CCAM plans to document which Federal funding sources can be used as matching funds. We have made some progress with ACL's Older Americans Act (OAA) funds, SAMSHA's mental health block grant funds, and grants from the USDA.
In our state, 75% of Medicaid beneficiaries are covered by managed care plans. How will the CCAM engage managed care plans?	• The Council is aware of this challenge and will work with CMS to address it.
Does the Section 5310 Program Circular require grantees to engage other state agencies in the coordinated planning process?	• The Section 5310 Program Circular does require grantees to engage public human services providers in the coordinated planning process. • The Program Circular can be accessed on the FTA website: https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/C9070_1G_FINAL_circular_4-20-15%281%29.pdf • The FTA is working on revising the Section 5310 Program Circular.
Our state is struggling to engage providers of transportation for people with intellectual and developmental disabilities (I/DD). Can you provide information about strategies to approach this?	• The CCAM includes the Administration for Community Living within HHS. The Council can connect you with an ACL representative to better address this question.
The National Cooperative Highway Research Program (NCHRP) recently completed a research project on the use of health and human services revenue as a local match for FTA grants. This research may be helpful for the CCAM.	• The CCAM appreciates the recommendation and will review this research project.
When can we expect the CCAM to publish new products, documents, policy statements, etc.?	• The CCAM will publish documents to the CCAM website as they become available. • The APTA State Affairs Committee will continue to facilitate communication between the CCAM and the state departments of transportation. • Danielle Nelson (Danielle.Nelson@dot.gov) from the FTA is willing to update state departments of transportation on CCAM activities upon request.