



# Innovations in Human Service Coordination: Models, Methods, and Mobility Management





# Today's Agenda

- Introducing NCMM - What you will hear today & What's the big deal about coordination?
- Hear from the Teams – MN & Iowa
- Panel Discussion
- Questions – Audience Discussion

# The National Center for Mobility Management

## Can Help you Make Connections

*The mission of the National Center for Mobility Management (NCMM) is to facilitate communities to adopt transportation strategies and mobility options that empower people to live independently and advance health, economic vitality, self-sufficiency, and community.*

[www.nationalcenterformobilitymanagement.org](http://www.nationalcenterformobilitymanagement.org)





# About the NCMM



- National Technical assistance center
- Launched in early 2013
- Jointly operated by three national organizations:
  - Easterseals
  - American Public Transportation Association
  - Community Transportation Association of America
- Through a cooperative agreement with the Federal Transit Administration (FTA), U.S. DOT



# NCMM Services

- Technical assistance
  - Website
  - Participation in events – Webinars, Training
  - Direct TA – Regional Liaisons
- Products
- Training tools
- Peer to peer opportunities



# A Quiz – What is CCAM?

- Collecting and Collating Artifacts and Materials?
- Causing Communications and Mayhem?
- Coordinating Council on Access and Mobility?



# What is the CCAM?

The Coordinating Council on Access and Mobility (CCAM) is an interagency partnership established by Executive Order to coordinate the efforts of the federal agencies that fund transportation services for targeted populations.



## Mission

The CCAM issues policy recommendations and implements activities that improve the **availability**, **accessibility**, and **efficiency** of transportation for the following targeted populations:



People with  
Disabilities



Older Adults



Individuals  
of Low Income



## Vision

Equal access to coordinated transportation for all Americans

# CCAM

# What federal programs fund transportation?

Below is a sample of the 80 federal programs that may fund transportation services for people with disabilities, older adults, and individuals of low income.

## Department of Health and Human Services

- Children's Health Insurance Program (CHIP)
- Medicaid
- Block Grant for Community Mental Health Services
- Centers for Independent Living (CILs)
- Older Americans Act (OAA) programs
- Health Center Program

## Department of Labor

- Workforce Innovation and Opportunity Act (WIOA) programs
- JobCorps

## Department of Agriculture

- Supplemental Nutrition Assistance Program (SNAP)
- Community Facilities Loan and Grant Program

## Department of Veterans Affairs

- Veterans Transportation Program (VTP)
- Beneficiary Travel Service

## Department of Transportation

- Formula Grants for Rural Areas
- Enhanced Mobility of Seniors and Individuals with Disabilities
- Urbanized Area Formula Program



## Did you know?

If your organization receives funding from one of these programs, **a portion of the funds may be used for transportation services.**

You may also be able to collaborate across these federal programs to provide more transportation options for your community.



# So What's So Great about Coordination?

- The right people and the right work makes mobility more:
  - **Effective** for diverse groups
  - **Efficient** for riders and providers
  - **Accessible for all!**



# State & Regional Coordinated Councils Activities

- Share resources and advise each other
- Support state policies and legislation
- Host meetings and events
- Publish guidelines and resources for providers
- Establish regional forums/groups
- Make available ongoing communication forums
- Evaluate what and how they do – develop performance measures with outputs and outcomes



# Potential Coordination Outcomes

- Implement **Policy Guidance and Supports** for constituents
- Establish **Cost Sharing** for transportation services
- Develop **vehicle sharing** programs
- Conceptualize and launch **cooperative programs** across agencies
- **Share staff** across agencies
- Include a **focus on mobility and transportation** in priorities and grants
- Hold ongoing meetings and **cooperative planning** across agencies
- Develop **performance measures** related to the coordination that apply to partner agencies
- Create **informational materials** and agency resources
- **Host joint events**, conferences, webinars
- **Invite personnel** from partner agencies to serve on review panels or in advisory capacities



# Connection between Coordination & Mobility Management

- Mobility Management:
  - means of implementing coordination
  - operationalizes coordination through tangible activities
  - is the “in practice” piece of coordination
  - enables regional and local assessment of coordination



# Let's Hear from our Panel

## Coordination to Mobility Management

- Minnesota Team

- Sue Siemers – Noel Shughart, MN Dept of Transportation
- Voni Vegar, Arrowhead Transit

- Iowa Team

- Kristin Haar – Jeremy Johnson-Miller



# Panel Conversation



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# Tap into Resources



[National Center for Mobility Management](#)



[National Aging and Disability Transportation Center](#)

Washington, DC  
www.nadtc.org  
866.983.3222



[Rural Transit Assistance Program](#)



[ACL Inclusive Transportation Partnerships](#)



[Shared-use Mobility Center](#)