

General Membership Meeting

Minutes – January 10, 2018 - 9:00am,

McConnell Center, Dover

Members Present: Scott Bogle (RPC), Elaine Dunton (Homemakers), Carol Gulla (TASC), Tory Jennison (Region 6 Integrated Delivery Network), Colin Lentz (SRPC), Margie Longus (Ready Rides), Rad Nichols (COAST), Debra Perou (RNMOW), Sharon Reynolds (citizen member), Cheryl Robicheau (Strafford CAP), Meri Schmalz (Ready Rides), Betty Smith (Ready Rides), Pamela Becker (Community Partners)

Guests Present: Jeff Donald (COAST), Marcia Golembeski (Statewide Independent Living Council), Shelly Lemelin (Statewide Independent Living Council)

1) Welcome and Introductions

The meeting began at 9:06

2) Review of the Working Agreement

J. Donald provided a final copy of the ACT membership working agreement that was discussed at the previous meeting.

3) Approval of Meeting Minutes (11-1-17 meeting) {VOTE}

S. Bogle made a motion to accept the minutes from November 2017;

Seconded by S. Reynolds

Vote: unanimous in favor

4) Update to Service Standards {VOTE}

J. Donald noted that COAST was still waiting to hear back from its insurance provider on questions related to updated language in the ACT provider services standards so a vote would need to be postponed. He reviewed a proposed addition to the services standards which specified that:

“there shall be no exclusion on the commercial liability insurance policy for any abuse, molestation or sexual assault by employees of the contractor”

J. Donald noted that COAST and Rockingham Planning Commission had received guidance from their insurer that the organization would be exposed to liability without this language in place. J. Donald noted that abuse, molestation, or sexual assault had not been an issue but that inclusion of such provisions was an important safeguard and good practice in general. He acknowledged that the potential affects and costs of increasing insurance policies to include abuse, molestation, or sexual assault coverage varied with each participating agency.

S. Reynolds asked for clarification about the underlying intent of the legal insurance language. J. Donald explained that a general liability insurance coverage policy may exclude specific potential risks (such as legal fees resulting from a case of abuse, molestation, or sexual assault of a client by an employee). The challenge for insurance policy holders is identifying what is excluded from their coverage, and addressing the higher cost of more comprehensive coverage.

5) Updates & Statistics

J. Donald gave an update on the development of TripLink, saying that clients were uncomfortable having to leave messages to reserve trips. He said he had received a quote for automated call taking services in cases where all call center staff were busy on other calls. He said he was researching potential solutions to reduce anxiety for TripLink callers. J. Donald provided a chart of trips booked by provider for the past few months, noting steady growth in TripLink use.

J. Donald provided an update on POS trips and budget for state fiscal year 2017 and 2018. He noted that overall trips are being well-covered. He explained that at this point the POS is 9% over budget in the current fiscal year, but most of that is due to COAST paying out paid time off that accrues toward the end of the calendar year. This tends to skew the POS budget in the first quarter of the fiscal year. He pointed out that it also appears as though 5310 funds are well over budget, but that is because the budget will switch to 5307 funds in the second fiscal year of the budget.

6) Budget

J. Donald provided an update on the overall ACT budget thus far. He explained that the current budget was missing local funds required to match federal funds from FTA programs for operating and administration. Applications for various foundation grants have not been accepted at this point. J. Donald noted that between \$9,000 and \$13,000 is needed for the proposed budget. He explained that the deficit was originally closer to \$9,000, but TASC recently decided they were not going to participate in POS transportation and not become part of TripLink, which created an even larger deficit.

J. Donald said the COAST is willing and able to fill the gap in matching funds for the first fiscal year, but that is not ideal, and not sustainable beyond the first fiscal year of the budget. He reviewed budget-related information described on a hand-out that was provided at the meeting. The handout had questions for generating discussion about establishing a more sustainable process for generating local match from ACT providers and partners.

S. Reynolds asked if medical offices could be engaged to contribute to funding that supports their clients to appointments. J. Donald noted that Exeter and Wentworth Douglas hospitals had recently donated matching funds for ACT services (Wentworth-Douglass required that their funds only support the Community Rides program). He said those donations were helpful but were not long-term commitments.

Members discussed why the TASC board decided to end participation with POS funding and TripLink. Members discussed general issues related to participation by ACT members, challenges of supporting their own services, and their ability to support a cooperative network of transportation providers.

J. Donald walked everyone through the current draft budget. He noted that POS funds are already in place.

M. Golembeski asked if there was a standard document that helped members request funding support. J. Donald responded that that would be something beneficial to work on.

J. Donald explained that the group could vote on the current budget (with COAST providing funds to fill the gap in local match), but it still has some questions that need to be answered. He noted that if the current budget was submitted, matching funds found later could be used to reduce the burden on COAST. He said they could also vote to enable the ACT Executive Committee to approve the final draft budget once the outstanding questions get answered.

J. Donald said the application was due on March 2nd, and the next ACT meeting was on March 7th.

R. Nichols asked if members were comfortable authorizing the ACT Executive Committee to vote on the draft budget. He reminded members that they were always welcome to attend Executive Committee meetings.

S. Reynolds made a motion to authorize the ACT Executive Committee to vote on the draft budget.

Seconded by C. Robicheau

Vote: unanimous in favor.

7) SCC Report

J. Donald explained that the SCC was discussing what size vehicles were eligible for 5310 capital funds. He said they would be providing input to NHDOT in February.

J. Donald explained that formula funds used to support the coordinating work of ACT members was distributed to the nine RCCs in the state based on a formula. Smaller regions that have too few participating providers to do "coordination" work at the same level as the ACT region use formula funds to support more service. J. Donald explained that NHDOT would rather that formula funds be used for coordination (not just additional service). He said NHDOT had proposed redistributing more formula funds to smaller regions so they could do more mobility management and service coordination. In general, this would merely take funds away from more populated regions that have a greater need for coordination of services, and require smaller regions to adjust their practices in a very short time frame.

J. Donald said NHDOT had abandoned this proposal and would be using the existing approach for formula funding apportionment. He said NHDOT may continue working with the SCC to adjust the formula funding approach in the future.

8) Information Exchange

J. Donald said development of the Tri-City volunteer driver program was progressing well, with good turnout and participation from the housing authorities of Dover, Rochester, and Somersworth.

J. Donald noted that he had upcoming travel trainings scheduled for the Dover Housing Authority and Strafford CAP.

M. Schmalz explained that Ready Rides had recently agreed to provide rides to substance abuse recovery support groups.

C. Robicheau said Strafford CAP was in the process of updating their community needs assessment. She said she would be sending out a request for input to ACT members.

9) Clients in Need

No one presented clients in need.

10) Public Comment

No public comments were brought forward.

11) Adjournment

The meeting was adjourned at 10:34