Transportation Options in Delaware –
Available Resources, Innovative Options, and Future Plans
Delaware Association for Home & Community Care
November 7, 2012
Mission: maintain and improve the quality of life of older Delawareans (age 60+) & adults (age 18+) with physical disabilities.

Strategy: to preserve health and dignity and promote self-sufficiency for older people and individuals with disabilities by providing access to and coordination of the right services at the right time and in the right place.

Goals:
- to prepare for the growth of the aging population
- to build access to community-based services

HOME of the Delaware Aging and Disability Resource Center
**National ADRC Initiative: Overview**

- **Aging and Disability Resource Center** – a joint initiative between the Administration on Aging (AoA>ACL) & Centers for Medicare and Medicaid Services (CMS)
- National initiative began in **2003**
- Serve as **single points of entry** for LTC information & support services
- Provide **linkages** to the vast network of aging & disability service providers
- **Cornerstone** for LTC reform/rebalancing efforts
- All states now have at least one ADRC – **nationwide network**
- Delaware ADRC launched in 2010 – **Statewide**
Aging and Disability Resource Centers...

every community in the nation

highly visible and trusted

people of all incomes and ages

information on the full range of long term support options

single point of entry for streamlined access to services
ADRCs: Core Components

5 Core Components/Functions:

1. Information and Awareness/Referral
2. Options Counseling
3. Person-Centered Hospital Discharge/Care Transition Support
4. Streamlined Access to Public Programs
5. Quality Assurance and Evaluation
Delaware ADRC

Key Services

- **Guide to Services for Older Delawareans and Persons with Disabilities:** Resource directory in English & Spanish, available in print & online

- Delaware ADRC website, database and secure referral system: [www.DelawareADRC.com](http://www.DelawareADRC.com)

- Delaware ADRC Call Center for Information & Referral/Awareness

- **24/7 Call Center and Foreign Language Services**

- Delaware ADRC Options Counseling Service – provides person-centered, decision-making support; includes Service Enrollment & Care Transition/Hospital Discharge Planning Support
DSAAPD/ADRC Outreach

DSAAPD/ADRC actively promotes Delaware’s service provider network via:

- **Guides:** 35,000 copies distributed since July 2012; Pick-up sites available statewide; approximately 50,000 hits & downloads/month

- **DSAAPD & Delaware ADRC Websites**

- **Targeted Publications & Press Releases:**
  - **Vital:** Circulation 16,000/month statewide
  - **Lifestyles 55:** Quarterly - Circulation 80,000 statewide

- **Special Outreach Events & Trainings:**
  - Participation in statewide conferences & events (1-3/month)
  - Provide targeted presentations & trainings (ongoing)
**Access** website, services & resources [www.delawareADRC.com](http://www.delawareADRC.com)

**Add/Change** service provider listing in Delaware ADRC database and DSAAPD’s directory of services
- Change Form- see pg. 5 in *Guide to Services*…

**Tips** for Service Providers
- Be specific and identify who is eligible for your services
- Is your agency able to provide medical transportation to callers who are not clients?
Transportation Options in Delaware - Examples

Examples from Delaware ADRC database & print directories:

- DART First State Bus and Paratransit Service, UniCity-Newark, SEPTA, AMTRAK
- Senior Citizen Affordable Taxi (SCAT)
- FISH of Northern Delaware - volunteer org provides transportation to appointments for ambulatory individuals north of C&D Canal
- Generations 5317 - provides transportation to DE residents with disabilities of all ages at a fixed price per trip
- LogistiCare – Non-Emergency Medical Transportation Mngt
- Senior Centers - provides transportation for members (CHEER)
- Home Health Agencies
Emerging Transportation Needs

Need is escalating & innovative practices are gradually emerging. Recent disaster highlights need for additional planning & supports, including transportation…

- 21,000 adults with ADL difficulties living in DE (2010)
- Drivers over age 75 have highest motor vehicle fatality rate
- % of trips on interstate highways is 37% (age 16-64); 24% (age 65+); 18% (age 75+)
- 80% of rural communities have no public bus service
- 40% of drivers over age 80 in US & Canada have undiagnosed early/mid-stage dementia
- 22-25% of caregivers use agency aides
Meeting the Existing Need
Some Present Solutions

This is how many resourceful folks are dealing with transportation & accessibility challenges:

- Know your community…available home & community services, emergency services, government (State/Local) agencies, including DMV & DHSS
- Family, friends, neighbors, church volunteers-establish informal circles of support
- State/Local Public Bus System-DART Fixed Routes and ParaTransit, Wilmington Trolley, UniCity-Newark
- Regional Transit (trains/buses)-AMTRAK, SEPTA, Greyhound, Shuttle Services
- Accessible Vehicles (new & used; purchase or rental)
- Medical House Calls/Rehab Home Visits/TeleHealth
- Selecting healthcare providers close to home or in same building
- Medical/Rehab Agency-provided Transportation
- Home Health Agencies
Continued…being proactive, resourceful

- Grocery & Pharmacy Home Deliveries
- Home-delivered Meals
- Senior Centers/Community Centers
- Senior Housing, Assisted Living, Continuum of Care communities
- Senior Citizen Affordable Taxi Services (SCAT)
- Home/Internet Shopping
- Internet & Teleconferencing (Skype)
- Car-Pooling; Ride Sharing
- Mobility Planning & Training

*Consider: Home Health Agencies becoming local ADRCs.*
Emerging Transportation and Accessibility Options

- **Options Counseling** (Senior Centers, Home Health, Medical Transit, Volunteer Services, Travel Training)
- **Supplemental Transit Programs**
- **Voucher Taxi Program**
- **Expanded Public Transit Options** (Accessible Fixed Route & Paratransit Services, DART Cards)
- **Ride Sharing & Car Pooling**
- **Using agency vehicles during off-hours** (school buses, senior centers, housing etc.)
- **Villages** (services for members)
- **Planned Communities**
- **Complete Streets** (Access for all)
- **Safe Roads** (improved intersections, signage, lighting, road design)
- **Safe Car Features & Adaptive Vehicles** (smart care features)
- **Robot Cars** (California)
- **Alternate Mobility Options** (Bicycles, Golf Carts, Mopeds)
- **Car/Bike Loaning Programs**
- **Smart Business Development** (locating services closer to homes)
**National Transportation Resources and Useful Links**

- **SAFETEA-LU:** Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users - This entity funds the national transportation network. [www.fta.dot.gov/index.html](http://www.fta.dot.gov/index.html)

- **National Center on Senior Transportation:** [www.seniortransportation.net](http://www.seniortransportation.net) or (866)528-6278

- **Community Transportation Association:** [www.ctaa.org](http://www.ctaa.org) or (800)891-0590

- **Easter Seals Project Action:** [www.projectaction.org](http://www.projectaction.org) or (800)659-6428

- **AARP Public Policy Institute:** [www.aarp.org/cci](http://www.aarp.org/cci) or (202)434-3893
National Transportation Resources and Useful Links

- AAA  www.SENIORDRIVING.aaa.com
- National Institute on Aging:  www.NIA.org
- Administration on Aging/Admin. for Community Living: www.aoa.gov or www.hhs.gov/acl
  - Use of Transportation Services among OAA Title III Program Participants (Sept. 2012 Issue Brief)
- National Association of Area Agencies on Aging (N4A): www.n4a.org/programs/ncst/
- National Institute on Health: www.NIHseniorhealth.gov
- National Stroke Association: www.stroke.org
- Village to Village Network:  www.vtvnetwork.org
Delaware – Sample Resources

- **Delaware Motor Vehicle (DMV):**  [www.dmv.de.gov/](http://www.dmv.de.gov/)
  Resource: *Paving the Road for Safer Senior Drivers*

- **DART First State:**  [www.dartfirststate.com](http://www.dartfirststate.com) or (800)652-DART
  Resource: *Directory of Transportation Services* (DE Transit Corp)

- **WILMAPCO:**  [www.wilmapco.org](http://www.wilmapco.org) or (302)737-6205

- **Dover/Kent County MPO:**  [www.doverkentmpo.org](http://www.doverkentmpo.org)
  or (302)387-6030
Delaware Mobility
Call to Action

How to make changes in Delaware…

- Elderly and Disabled Transportation Advisory Council (EDTAC)
- Delaware Division of Motor Vehicle Senior Driver Task Force
- Governor’s Advisory Council on Services for Aging & Adults with Physical Disabilities
- Sussex County Aging Advisory Council
- UD Institute Public Administration
- State/County Planning Office and Delaware Chapter of the APA
- Delaware State/Local Legislators
- Delaware State Budget Hearings

HOW? Get involved, receive newsletters, attend meetings, trainings, conferences, testify. Make your needs known to Delaware decision makers
Delaware Plans and Activities

- **DE Division of Services for Aging & Adults with Physical Disabilities**
  - Delaware ADRC 5-year Sustainability Plan
  - Delaware State Plan to Address Alzheimer’s Disease

- **UD Institute Public Administration**
  - Senior Mobility Study
  - Complete Communities Summit 2012 – Nov. 13, 2012, Dover Downs
    - [http://completecommunitiesde.org/summit/](http://completecommunitiesde.org/summit/)

- **WILMAPCO**
  - Our Town 2012, Rail in WILMAPCO Region – Nov. 14, 2012, Newark Embassy Suites
    - [www.wilmapco.org/ourtown](http://www.wilmapco.org/ourtown)
Delaware ADRC
Contact Information

Delaware Aging and Disability Resource Center
At your service…

Toll Free Phone: 1-800-223-9074
TTY/TDD: (302) 391-3505 or (302) 424-7141
Email: DelawareADRC@state.de.us
Website: www.DelawareADRC.com

Available: 24/7 Call Center Coverage AND Foreign Language Services
DSAAPD/Delaware ADRC
Contact Information

Delaware Health & Social Services
Division of Services for Aging & Adults with Physical Disabilities
Home of the Delaware ADRC
1-800-223-9074

For information about DSAAPD Services, Delaware ADRC & links to the ADRC Referral Form, visit the official DSAAPD website:

dhss.delaware.gov/dsaapd
Providing people with the tools they need to choose the right path for themselves...
Thank You