

**MARTIN METROPOLITAN PLANNING ORGANIZATION
LOCAL COORDINATING BOARD FOR THE TRANSPORTATION
DISADVANTAGED**

Martin County Administration Building
4th Floor Workshop Room
2401 SE Monterey Road
Stuart, FL 34996
(772) 221-1498

**Monday, December 1, 2014 @ 10:00 A.M.
MINUTES**

1. CALL TO ORDER – The meeting was called to order at 10:06 AM by Chair Eula Clarke.

2. ROLL CALL

Eula Clarke, Chair
Anthony Reese
Suzanne Desposati
Kelly Martes
Krista Brewer
Lois Krom
Dalia Dillon
Phyl Weaver
Angela Van Etten
Nancy Weizman
Harry Hernandez
Steven Wolfberg

EXCUSED

None.

ABSENT

Donna Mihok

STAFF IN ATTENDANCE

Beth Beltran, MPO Administrator
Bonnie Landry, Senior Planner
Murriah Dekle, Planner II
Margaret H. Brassard, Administrative Assistant II

OTHERS IN ATTENDANCE

Lisa Sanders, Medical Transportation Management (MTM)
Matt McBride, MV Transportation
Mary Fields, Volunteers In Medicine (VIM) Clinic
Diane Moore, MC OMB

A quorum was present for this meeting.

3. APPROVE AGENDA

Ms. Phyl Weaver made a motion to approve the agenda. Ms. Dalia Dillon provided a second to the motion. No changes or corrections were made, the vote was called and the motion passed unanimously.

4. APPROVE MINUTES

Ms. Phil Weaver made a motion to approve the minutes for the August 25, 2014 Public Hearing. Ms. Angela Van Etten provided a second. The motion passed unanimously.

A motion was made by Ms. Phil Weaver to accept the minutes of the August 25, 2014 meeting. A second was provided by Ms. Angela Van Etten. The motion passed unanimously.

5. AGENDA ITEMS

A. VOLUNTEERS IN MEDICINE

Ms. Mary Fields advised that she has worked with the Volunteers in Medicine since its inception approximately 19 years ago, October 1995. She advised that it is a volunteer clinic for those individual without access to health care. Ms. Fields stated that an individual would qualify if they earned \$23,000 or less annually, and that the patients are legal residents of Martin County who do not qualify for Medicare or Medicaid. Ms. Fields stated that there are about 90 volunteers at the clinic each week ranging from 31 providers, Physicians, Nurses, Nurse Practitioners, Medical Assistants and whatever the specialties the volunteers have are available to patients. She added that in addition to primary care they have many specialty clinics, including gynecology, neurology, orthopedic, urology, gastrointestinal (GI) and ophthalmology. Ms. Fields said that when there is a needed specialty for which VIM can't provide, they will seek a local specialist in the needed field, and that the hospital absorbs the cost of any out-patient procedures. She stated that there wouldn't be a Clinic without the partnership of Martin Health System adding that they absorbed \$6 million in out-patient costs last year. Ms. Fields said that the VIM has an annual budget of about \$890,000 with which they provided \$8.9 million in care because of the income services and community partners. She stated that they apply for grants and promote a "black tie" fundraiser event which provides for approximately three quarters of that budget. Ms. Fields added that they applied for Allegany Franciscan Ministries and Blue Cross/Blue Shield grants to provide for outreach to the homeless population. She told a success story in which VIM was responsible for providing treatment to a person unable to see due to cataracts but after treatment could see again. Ms. Fields said there are many success stories but managing the everyday chronic care diseases is huge. She added that there are approximately 900 patients, who must complete an eligibility appointment annually. Sometimes, she said, the patients become eligible for Medicaid, get a job that provides insurance or one that pays them more than the base requirements at which time they are referred to Florida Community Health Center, located in the Health Center on Willoughby, whose fees are based on a sliding scale. She said that this is a community grass roots plan and their success is due to all of the community partners. Ms. Clarke asked if these services were free. Ms. Fields clarified that it is free to the patient, and if surgery is necessary VIM will make the arrangements with Martin Memorial who will absorb the cost of all out patient fees, adding that if there is an overnight stay then the Martin County Indigent

Board would pay the hospital a certain percentage and the physician waives their fee. Ms. Fields stated that they will go to the extremes to get a patient's needs met though nothing elective or cosmetic is provided. She stated that they try hard to remain within the 200 percent poverty level, to ensure that no advantage is being taken of the physicians. Ms. Weizman of FDOT asked if there are any particular types of disease trends becoming prevalent and if there is a particular "gender" reflection. Ms. Fields stated that Diabetes, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease (COPD) are frequent events, but are basically about the same as prior years adding that there has been an increase in patients with a greater female population as it is difficult to get men to seek medical attention. Ms. Weizman inquired if there is a predominant age to which Ms. Fields responded from 40-60 before people are able to get Medicare, noting that income plays a big factor with job layoffs and limited hours. Discussion continued and Ms. Fields provided business cards to the Board. Ms. Clarke suggested adding a paragraph on their intake form regarding transportation, how the people obtained transportation to her office, or if they needed transportation services. Ms. Fields stated that with the beginning of the homeless program, Ms. Lisa Sanders from Medical Transportation Management (MTM), has partnered with VIM, providing bus passes to patients in need, noting that transportation is a big issue. Ms. Brewer complemented the VIM facility stating that she has volunteered there. She said it has a quaint feeling and the patients are treated beautifully. Ms. Fields said that all the equipment they have is purchased using grant funds and they try to have all the equipment that the specialist would have in their office on site as well to prevent a referral to their office. Ms. Clarke inquired if they provide any preventive care. Ms. Fields said that would be best and is the goal, but over the years they have learned that people in this income bracket do not go to the doctor, so when they do present, they often have multiple issues with which to deal. She added that they have to get the issues under control in addition to the preventative care such as lab work, mammograms and the various other tests. Confirming Ms. Clarke's statement, Ms. Fields stated that VIM does not treat children because within this income bracket they would qualify for "Kid Care" allowing more revenue sources to remain here. Ms. Fields stated that patients learn of VIM through other patient services like the hospital and case managers. Ms. Van Etten inquired if there are still issues getting volunteer family care doctors noting a prior conversation held in which Ms. Fields said that it was easier to get a partnership with a specialist than a family care doctor. Ms. Fields said that it ebbs and flows but thankfully, they currently have an internist every Friday in addition to the three nurse practitioners. Ms. Fields stated that she would provide a tour of the facility for any member desiring one. Ms. Beltran suggested that any member interested in a tour of the facility may contact Ms. Fields or herself and a personalized tour may be provided to ensure compliance with the Sunshine Law.

B. FLORIDA DEPARTMENT OF TRANSPORTATION; SECTION 5310 GRANT UPDATE

Ms. Weizman said that the funds from Fiscal Year (FY) 2013-2014 were finally awarded to area agencies noting the delay in Federal approval of funds. She stated that on November 14, 2014 the Section 5310 Workshop was held at the District Office with approximately 100 people in attendance from District IV. The Central Office staff was

present to answer questions, noting that there has been an array of changes in recent years to the applications, so it was reviewed in detail. She stated that attendees were provided a checklist of documents that remained the same, changed or were discontinued. Ms. Weizman encouraged people to apply for this Grant saying that the deadline is January 14, 2015 at 5:00 PM, and that she is available to anyone with questions. Ms. Weizman stated that Central Office has indicated that they get the best questions from District IV. In conclusion, Ms. Weizman reminded the Board that the 5310 Grant is for seniors or individuals with disabilities, the application is on the Metropolitan Planning Organization's (MPO's) website as well as a link to the State's webpage which links to the other documents related to the application. She added that there is a Steering Committee who review the applications and rank them via the approved criteria. Ms. Beltran commented that the committee is different this year in that the committee includes MPO staff and LCB members from agencies working in these areas. Ms. Weizman said that there are new applicants this year as well so she is working to educate them of the guidelines, conditions and on-going required reports due for being awarded Section 5310 vehicle funds. Ms. Clarke inquired as to the applicants to dates. Ms. Sanders said that two agencies, Advocates for the Rights of the Challenged (ARC) of Martin County and Goodwill have applied. Ms. Sanders elaborated that Goodwill provides transportation service for people going to/coming from work, as they are learning life skills. Goodwill has recently signed a Coordination Agreement with the Community Transportation Coordinator (CTC), MTM which is a requirement. She noted that if they do not provide some transportation, then MTM has to provide it and it cuts into the Transportation Disadvantaged (TD) funds so it's a benefit for MTM to work with the other agencies. She included that ARC has approximately five vehicles but they need to replace some which is why they are reapplying. Ms. Sanders stated that Coordinating Agencies have to provide reporting data on the number of trips, revenue dollars, expenses, the type of information which MTM recently provided to this Board then submitted to the TD Commission from the Annual Operating Report. Ms. Sanders said that there is a lot of reporting and following of State guidelines that must be met when becoming a Coordinating Contractor. MTM has to inspect the vehicles, as they share in the responsibilities of ensuring that Federal and FDOT guidelines are met. Mr. Reese responded to Ms. Clarke that the Veteran's Affairs submitted an application in an effort to obtain a vehicle. Ms. Van Etten sought clarification if the funds may also be used for operating expenses, as it had been strictly for capital and if so, what percentage may be used. Ms. Weizman confirmed, adding that they are not positive of the amount and may not know until March or April but of the allotment only 45% can go toward operating expenses which will have to be decided upon at that time. She said if the request for vehicles equals 100% that would be the priority and no funds would be able to be used for operating expenses, so it will depend on funds. Ms. Weizman said that they haven't used these for operating funds yet as that will involve a lot of paperwork, managing, deadlines, procedures and it's not a simple task. She said that there are questions on the application that deal directly with operating funds and how to deal with them. Ms. Weizman said that using the funds for operating expenses is not out of the question. Ms. Van Etten said that in the past, people didn't apply because they would get a bus and not have funds to operate it. Ms. Weizman said that it would be a matter of putting in a very strong application explaining

that you are applying for operating funds, answering the application questions very concisely and call us if you have more questions. Ms. Weizman emphasized the seriousness of the responsibility, adding that the funds are apportioned to areas by the Federal Government, i.e. the Port St. Lucie Transportation Management Area (TMA). She said that she checks the applications for completeness, gives them to the committee for reviewing/scoring, then FDOT and the committee will meet to discuss. Ms. Weizman stressed the importance for the applications to make the deadline. She stated that the applications were sent out in September, so people have had an opportunity to look them over, the workshop was on November 14, 2014 and the deadline is January 14, 2015 at 5:00 PM. Ms. Weizman stated the Martin members were Mr. Harry Hernandez/with alternate Mr. Steven Wolfberg, Ms. Lisa Sanders, Ms. Murriah Dekle, followed by the St. Lucie members Ms. Marcia Lathou, Corine Williams, and a representative from the Department of Health in Port St. Lucie. Ms. Sanders advised that she would help anyone needing assistance to apply for the grant and that people are glad to speak to you to provide assistance, which is different than a Request for Projects (RFP) as you may not speak to the agency, but with this we want to get more agencies involved. Ms. Weizman emphasized the involvement necessary in completing this grant and it does require the agency to submit a Title VI Plan along with it. She's willing to assist anyone with their application. She stated that they are working with FDOT's Central Office to put together templates for the application, to ensure that everyone understands what exactly is being sought.

C. QUARTERLY PERFORMANCE REPORTS

Ms. Lisa Sanders refreshed the Board that she mentioned this new report at the last meeting and it's been reconfigured due to the fact the Medicaid is no longer a part of the report. She stated that the first page is a definition of terms that are used throughout the report. You may check that a "Trip Leg" is a term for a one way trip, or how "No Shows" "Denied Trips" or other terms are defined. Ms. Sanders explained to Ms. Clarke that "back dating" a trip is when a trip has been scheduled, then canceled, but ultimately taken. In order to show that the trip did occur accurately on the reports the trips have to be reconciled with the reports. The reports come out on the 10th of the month and sometimes trips are made after the report is completed so in order to reflect that a trip was made they must reconcile the reports. Ms. Sanders reminded the Board that MTM continued to have some Medicaid trips during the transition period so they were reflected on the report. Ms. Sanders continued to review the report in more details: *Summary Information, Completed Trips Legs, Total Miles and Trip Reason by Vehicle Type*. She said that for trip reason Medical tops the list followed by Dialysis then other all other reasons that are fewer in quantity along with bar charts depicting the volume. Ms. Krysta Brewer commented on the fact that medical and dialyses were listed individually confirming that it was at the direction of this Board. Ms. Sanders confirmed. She continued on with the report showing: *Incomplete Reservations, Days of Notice for Completed Reservations and Additional and Total Passengers for Completed Reservations in September with or without appointments*. Ms. Sanders clarified that a member is allowed two passengers, i.e. an escort with one additional person, and they are not charged for the trip. Ms. Sanders advised of the Pick up/Drop off Counties from Completed Reservations highlighting the top five County locations whether Palm Beach,

Martin or St. Lucie reminding the Board that this time frame still reflects some Medicaid trips. She provided the results of the Satisfaction Survey which was by telephone, showing five complete, two refused and one unavailable. Ms. Sanders concluded her report requesting any feedback as to the contents of the new report, stating the main differences of the removal of the Medicaid services, addition of bar charts/graphs, more percentages, Pick up/Drop off locations and the Satisfaction Survey. Ms. Sanders answered Ms. Clarke saying that the types of people (i.e. disabled, low income) utilizing the services are listed in the Annual Operating Report (AOR) not this report. Ms. Van Etten clarified from Ms. Sanders that a person with Medicaid requesting a ride from MTM would be denied the trip and directed to contact Medicaid. She advised that she has talked with people without Medicaid that were denied a medical trip due to ineligibility. Ms. Sanders stated that she has comprised a flowchart to help members and this Board to better understand the process. Some members are unaware as to their personal status or that they do not have full Medicaid which qualifies them for transportation services. Ms. Sanders stated that this chart may answer some of the questions people have. Ms. Van Etten advised that the person to whom she is referring claims not to have Medicaid, may she assume that the system may show this person as a recipient but they are just unaware of their status. Ms. Sanders clarified that some members have Medicaid, but not full Medicaid. Ms. Van Etten said that this person specifically said they did not have Medicaid, they may have had Medicare, and though some have both this person did not have Medicaid. She advised that when he spoke to MTM's call center requesting a medical trip, he was advised that he was not eligible without suggesting he call Medicaid to see if he was on their list or any form of a potential solution. Ms. Van Etten said that she advises everyone who calls the call center to specify that they are Florida residents, eligible for medical TD trips and not a Medicaid trip. Ms. Sanders applauded Ms. Van Etten's efforts stating that it's obvious that she is educating these members as that is exactly what they are saying. Ms. Van Etten stated that she is unaware if this is an isolated or larger matter, but wanted to see if Ms. Sanders was familiar with this being an issue. Ms. Sanders advised that she will look into this matter to see if the person had a current TD Application on file, if the person was not eligible or what the issue could be and get back to this Board. Ms. Van Etten suggested working with the call center to ensure they have the script that would be applicable to Florida, Non-Medicaid and Medical trips. Ms. Sanders will apprise the Board of her findings. Ms. Sanders went through her flowchart delineating the questions needing to be asked and the direction in which to proceed once an answer has been obtained. She advised that telephone numbers for MTM, Agency for Health Care Administration (AHCA) and Martin County Public Transit (MCPT) are on the flowchart. Ms. Van Etten advised that the Health Maintenance Organization (HMO) contracted transit providers' service is substandard, giving the example of a person who was stranded four times, unable to make her Neurology appointment. Ms. Van Etten said that she gave this person two taxi vouchers after learning of the bad events. Ms. Kelly Martes of AHCA advised that of all the Medicaid roll outs it was learned that her district had the best. She stated that if there are that many problems the people are not contacting them via the contact number listed on the flow chart. She stated that it needs to happen so that AHCA may be aware to seek solutions or changes. It was advised that in order for AHCA to register a complaint the recipient must file the complaint through

their HMO, whereas MTM has a complaint line. Ms. Sanders clarified that there are four HMOs in this area. Ms. Martes stated that the initial complaint must go through the HMO because they are the ones who have the contract with the transportation providers. Mr. Hernandez asked if there was a “dual” notification that notifies both the HMO and AHCA adding that the HMO may not give the information to AHCA. Ms. Martes said that AHCA must have faith in the HMOs, which should be their first contact, to provide this information as they are the ones with the transit provider’s contracts. Ms. Martes named the four HMO’s in this area: Melena, Sunshine, Humana and United. Ms. Sanders stated that while MTM doesn’t contract in Region Nine, they do contract throughout the State and have received complaints directly from the member as well as through AHCA, as Mr. Hernandez suggested, so it doesn’t hurt for the member to contact both. Ms. Sanders reminded the Board that if a member isn’t getting the service they deserve they may switch HMOs within the first 90 days. Ms. Martes advised that after that 90 day period, has passed and members need to follow the grievance process. Mr. Hernandez stated that in order to get an accurate gauge as to the success of the plan that insight is necessary and people may prefer to have two avenues to file a complaint as opposed to just one. Ms. Martes reaffirmed that the first point of contact would be with the Plan as they are over seeing their contracts. Ms. Clarke inquired if this type of information could be obtained from the HMO’s and AHCA. Ms. Martes said that this Board doesn’t have that kind of authority. Ms. Sanders advised that at a recent transportation meeting in a different County that was having this same conversation, they were given clear direction that the TD Board was responsible for TD services as Medicaid is gone from TD. Medicaid is now under the HMOs and AHCA, so the TD Boards may only focus on TD. Ms. Martes stated that to date they haven’t had any complaints, if people have a complaint they can contact AHCA’s help line, but AHCA will direct them to contact their HMO Plan. She advised Ms. Van Etten that it is not a complaint line, it’s a help line, they must go on the website, complete a complaint form, and submit it. Ms. Sanders asked about those without computer access? Ms. Van Etten clarified that TD and Medicaid are two separate entities, the only reason they had been reported together in the past was that the CTC (MTM) held both contracts. She stated that in the past, those on HMO Plans were only allowed a certain number of rides, she inquired if that was still the case. Ms. Martes advised that it is not, they have unlimited medical trips and transportation is under medical. Ms. Clarke seeing that there were no additional questions advised that a motion is needed for the Quarterly Performance Reports.

Ms. Suzanne Desposati made a motion to approve the Quarterly Performance Report. The motion was seconded by Ms. Phyl Weaver. There were no additional comments. The vote was called which passed unanimously.

Ms. Beltran advised that Mr. Matt McBride of MV Transportation give an update on the ridership of Martin County Public Transit (MCPT). Mr. McBride stated that this report covers the monthly totals of people, revenue miles and revenue hours, noting an increase in July, though it’s normally about the same each month on the fixed route. He stated that the Demand Response (DR) [door to door] figures are flat. He noted that these are monthly reports not quarterly and this is how they are presented. Ms. Van Etten

inquired if MCPT is still able to accept new riders for the DR? Mr. McBride affirmed. Ms. Van Etten inquired if they are able to go beyond the three quarter mile radius? Mr. McBride stated that at this time, they are still going beyond that radius. Mr. McBride asked if there were any additional questions, seeing none, he left the meeting.

6. COMMENTS FROM BOARD MEMBERS

Ms. Brewer inquired as to the protocol to follow to confirm eligibility, indicating that she is of the opinion that she is eligible until 2016. Ms. Sanders said that she may call and MTM will tell her the expiration date, but normally MTM will send a member a new application a month in advance of the expiration.

Ms. Clarke noted that if the Board wishes to retain her as Chair she will accept the position.

7. COMMENTS FROM FDOT

Ms. Weizman stated that the members need to tell people about the grant [5310] availability and the importance of timeliness. Ms. Clarke requested that information be sent to the Shared Services Network to inquire if any of their entities wish to apply. Ms. Clarke noted that the Shared Services Network consists of many non-profits and that Mr. Paul Nicoletti would be able to provide Ms. Fields with the information as to the entities.

Ms. Sanders mentioned that MTM has partnered with Caring Children which is an organization that provides free clothing twice a year to low income families. She stated that MTM will be providing transportation to this agency for members using vouchers issued through the House of Hope. Ms. Sanders noted that vouchers for shoes from Walmart are offered as well. She stated that they have worked for months to get a transportation program started for them which it is underway, so if anyone knows of someone in need of clothing or transportation they should be advised to contact Caring Children or her. A brochure was provided for review, and she will get flyers to the Board soon. Ms. Van Etten pointed out that they have a lot of drop boxes for donations around the County. Ms. Sanders stated that she will make arrangements to have any gently used children's clothing up to age 17, toys or books, picked up from Board members.

Mr. Hernandez inquired as to the next FDOT meeting. Ms. Weizman said it will be either late January or early February, she will let everyone know what works for everyone's schedule, and she wants to ensure that the applications are disbursed to everyone timely for their review, as she's got deadlines to meet based on the results of the reviews. Mr. Hernandez noted the importance of having the information timely.

Ms. Clarke mentioned the Transit Fair which was held this summer and said that she would like to hold another one next year. She asked if this Board could be able to discuss this in March and she encouraged Ms. Sanders to work on it again. Ms. Clarke stated that she would like to see the MPO, MTM and Martin County Public Transit (MCPT) work together with the Shared Services Network in an attempt to reach even more people. She was of the opinion that the event should be held somewhere between March and July. Ms. Clarke stated that she'd like to get the Board's general approval of the event noting that there wasn't a large presence from this Board at the last Fair, it was organized by Ms. Sanders, Ms. Mahan and herself, but if anyone would like to volunteer that would be a big

help, as she'd like to see more members from the public there. She added that Ms. Van Etten works a lot with the Legislature between April and June. Ms. Clarke asked Ms. Sanders how the Indiantown transit route was doing. Ms. Sanders advised that it is going extremely well, and FDOT provided approval to start a second route. This route is a circle in the town on Saturdays as the first route brings individuals into Stuart. Mr. Wolfberg inquired as to the TD population percentage served in Martin. Ms. Sanders said she will get that information for the Board, but the applications are based upon income, disability or age. The Commission for the TD (CTD) provides MTM with the number of people within the County that are qualified for TD, and those who apply for MTM's service, are qualified based upon their criteria. Mr. Wolfberg stated that knowing that information could benefit the Transit Fair as efforts could be concentrated on those people. Ms. Sanders stated that information of this nature may be obtained from the Transportation Disadvantaged Service Plan (TDSP) which contains numbers obtained from the CTD. Ms. Lois Krom asked why MCPT isn't as accountable as the TD transportation as she uses MCPT more. Ms. Beltran advised Ms. Krom that the MCPT is governed by the Board of County Commissioners (BOCC) this Board focuses on TD. Ms. Krom stated that she's been before the BOCC. Mr. Hernandez commented how do you know who would qualify for TD when Ms. Krom, who would qualify uses MCPT. Ms. Van Etten stated that was her underlying reasoning behind obtaining the monthly report from MCPT. Ms. Krom said that she spoke with Ms. Mahan when she applied for "door to door" and was advised that she only qualifies "conditionally" because she can get to a bus stop using her chair. She said when she does need it, it's there for her, but she was of the opinion that there may be those who need it and can't get it, and vice versa. Ms. Sanders advised that Ms. Mahan sends the applications that do not qualify and MTM qualifies those members. Ms. Van Etten stated that MCPT is accountable, they have to be ADA approved, she caused the BOCC to hold another public hearing to ensure public involvement, and that the approved Plan contains a complaint process so if someone is denied services they should file a complaint. Ms. Clarke asked if we should discuss the interfacing between public transit and TD. Ms. Beltran said that Mr. McBride was here, but he left after his portion of the meeting, and unfortunately this wasn't brought up prior to his departure. Discussion ensued, and Ms. Beltran stated that she'll ask that he stay for the entire meeting in the future so that questions may be answered.

8. COMMENTS FROM THE PUBLIC

None.

9. NOTES

Ms. Sanders' flowchart regarding the New Medicaid Process.

10. NEXT MEETING

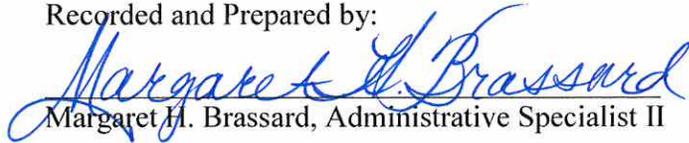
March 2, 2015– Administrative Building, 4th Floor Workshop

Ms. Clarke advised that she will contact Ms. Sanders and Ms. Mahan to get an Ad Hoc Committee started for the 2015 Transit Fair. She reminded the members to tell agencies about the 5310 Grant, encouraging applications and timeliness.

11. ADJOURN

Seeing no additional agenda items the Chair adjourned the meeting according to RONR (10th ed.), p. 350, I. 16-17. The meeting was adjourned at 11:49 AM.

Recorded and Prepared by:


Margaret H. Brassard, Administrative Specialist II


Date

Approved by:


Eula Clarke, Chair


Date