



**EDUCATION, VETERANS & AGING SERVICES COMMITTEE
TUESDAY, JUNE 21, 2011 - 4:00 P.M.
CONFERENCE ROOM N-1 - FIFTH FLOOR
ROCK COUNTY COURTHOUSE-EAST**

Agenda

1. Call to Order
2. Approval of Agenda
3. Approval of Minutes – May 17, 2011
4. Citizen Participation, Communications, Announcements, Information
5. Bills/Encumbrances/Pre-Approved Encumbrance Amendments
6. Resolution
 - A. Amending the 2011 Council on Aging’s Elderly and Handicapped Transportation Budget and Information Technology’s Budget for the Purchase of Software, Van Equipment and the Local Share of the Acquisition of 3 New Vehicles
7. Department Reports
 - A. Veterans Services – Brief Success of Wisconsin Veteran’s Property Tax Credit (PTC) in Rock County – John Solis
 - B. RSVP – Program Updates – Robert Harlow
 - C. Council on Aging – Non-Emergency Medical Assistance Transportation Brokerage – Joyce Lubben
8. Semi-Annual Report of Training Costs Exceeding \$1,000 per Employee per Event
 - A. Council on Aging
9. Committee Requests and Motions
 - A. Ideas for Future Discussion
10. Adjournment

Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3838000000-63100	OFC SUPP & EXP	1,000.00 19.4%	194.45	0.00	805.55		
	P1102109-PO# 06/10/11 -VN#026425					45.00	
	P1102123-PO# 06/10/11 -VN#016853					50.00	
					CLOSING BALANCE	710.55	95.00
3838000000-64200	TRAINING EXP	1,000.00 16.1%	161.62	0.00	838.38		
	P1101139-PO# 06/10/11 -VN#022253					280.00	
					CLOSING BALANCE	558.38	280.00
	VETERANS SERVICE		PROG-TOTAL-PO			375.00	

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$375.00 INCURRED BY VETERANS SERVICE. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

DATE _____ CHAIR

JUN 21 2011

ET-Veterans Svc

Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039010000-62614	PURCHASED SERV. P1101066-PO# 06/10/11 -VN#048600	8,000.00	22.9%	632.86	1,200.00	6,167.14	
	BRIGHTSTAR					198.00	
	CLOSING BALANCE				5,969.14		198.00
	TITLE III-B			PROG-TOTAL-PO		198.00	

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$198.00 INCURRED BY TITLE III-B. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

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DATE _____ CHAIR

Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039030000-62625	OUTREACH SERVICE	500.00 37.7%	188.91	0.00	311.09		
	P1102075-PO# 06/10/11 -VN#050894		MARCH, LAURI			13.18	
	P1102235-PO# 06/10/11 -VN#045919		BACHINSKI, KARI			100.56	
			CLOSING BALANCE		197.35		113.74
3039030000-64200	TRAINING EXP	530.00 0.0%	0.00	0.00	530.00		
	P1102082-PO# 06/10/11 -VN#050438		WAND			65.00	
			CLOSING BALANCE		465.00		65.00
3039030000-64904	SUNDRY EXPENSE	1,000.00 18.3%	221.66	-37.80	816.14		
	P1102262-PO# 06/10/11 -VN#014534		MENARDS			41.88	
			CLOSING BALANCE		774.26		41.88
	NUTRITION PROGRM		PROG-TOTAL -PO			220.62	

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$220.62 INCURRED BY NUTRITION PROGRAM. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

JUN 21 2011

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Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039040000-64124	CONSUMABLE SUPPL	6,048.00	65.8%	2,482.53	1,501.47	2,064.00	
	P1102233-PO# 06/10/11 -VN#050129					OLIVER PACKAGING AND EQUIPMENT	984.00
					CLOSING BALANCE	1,080.00	984.00
					DELIVERED MEALS	PROG-TOTAL-PO	984.00

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$984.00 INCURRED BY DELIVERED MEALS. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

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Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039050000-62410	R & M-VEHICLES	50,457.00	90.7%	20,359.34	25,440.70	4,656.96	
	P1100872-PO# 06/10/11 -VN#012185					DAVIS CITGO SERVICE INC	125.00
	P1100873-PO# 06/10/11 -VN#015284					POMP'S TIRE SERVICE INC	579.30
					CLOSING BALANCE		3,952.66
							704.30
3039050000-64629	OTHER TRANSP,EXP	22,784.00	45.9%	3,612.79	6,864.50	12,306.71	
	P1101198-PO# 06/10/11 -VN#042177					JANESVILLE FAMILY HEALTH CENTE	140.00
					CLOSING BALANCE		12,166.71
							140.00
	E & H TRANSPORT.			PROG-TOTAL-PO			844.30

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$844.30 INCURRED BY ELDERLY & HANDICAPPED TRANSPOR. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD _____

JUN 21 2011

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Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039080000-62625	OUTREACH SERVICE	6,871.00 10.2%	668.54	33.20	6,169.26		
	P1100884-PO# 06/10/11 -VN#046565			HARDIE,ROBERT		33.07	
	P1100942-PO# 06/10/11 -VN#013780			KMART CORP #4255		99.90	
	P1102122-PO# 06/10/11 -VN#026425			BELOIT SENIOR FAIR COMMITTEE		500.00	
			CLOSING BALANCE		5,536.29		632.97
	TITLE III-D		PROG-TOTAL-PO			632.97	

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$632.97 INCURRED BY TITLE III-D. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

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Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039140000-63100	OFC SUPP & EXP	150.00	97.7%	146.67	0.00	3.33	
	P1101836-PO# 06/10/11 -VN#028264			HENRICKSEN			398.58
*** OVERDRAFT ***				CLOSING BALANCE		-395.25	398.58
	NEW FREEDM PRGRM			PROG-TOTAL -PO			398.58

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$398.58 INCURRED BY NEW FREEDOM PROGRAM. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

JUN 21 2011

DATE _____ CHAIR

Account Number	Name	Yearly Prcnt Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039150000-64200	TRAINING EXP	4,000.00 30.5%	1,220.00	0.00	2,780.00		
	P1101968-PO# 06/10/11 -VN#034975			KALAHARI RESORT CONVENTION CEN		70.00	
				CLOSING BALANCE	2,710.00		70.00
3039150000-64615	CLIENT REL.COSTS	17,994.00 14.9%	2,619.10	66.48	15,308.42		
	P1101243-PO# 06/10/11 -VN#013792			KANDU INDUSTRIES INC		260.00	
	P1102074-PO# 06/10/11 -VN#023658			ALTERNATIVE HOMECARE INC		225.00	
	P1102236-PO# 06/10/11 -VN#050125			BUCHANAN,EULA		157.00	
	P1102242-PO# 06/10/11 -VN#049612			AZURA HARBOR HOLDINGS LLC		2,100.00	
				CLOSING BALANCE	12,566.42		2,742.00
	TITLE III-E		PROG-TOTAL -PO			2,812.00	

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$2,812.00 INCURRED BY TITLE III-E FAM CAREGIVER SUPP. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

JUN 21 2011 DATE _____ CHAIR

Account Number	Name	Yearly Pront Appropriation Spent	YTD Expenditure	Encumb Amount	Unencumb Balance	Inv/Enc Amount	Total
3039310000-62625	OUTREACH SERVICE	6,600.00	18.1%	1,200.00	0.00	5,400.00	
	PI101208-PO# 06/10/11 -VN#050618					MONK GERBER, TEENA D	117.30
	PI102310-PO# 06/10/11 -VN#050984					CURRIE, JOHN J	210.00
				CLOSING BALANCE		5,072.70	327.30
	MMIS			PROG-TOTAL -PO			327.30

I HAVE EXAMINED THE PRECEDING BILLS AND ENCUMBRANCES IN THE TOTAL AMOUNT OF \$327.30 INCURRED BY MEDICATION MGMT IMPROV. CLAIMS COVERING THE ITEMS ARE PROPER AND HAVE BEEN PREVIOUSLY FUNDED. THESE ITEMS ARE TO BE TREATED AS FOLLOWS

- A. BILLS AND ENCUMBRANCES OVER \$10,000 REFERRED TO THE COUNTY BOARD.
- B. BILLS UNDER \$10,000 TO BE PAID.
- C. ENCUMBRANCES UNDER \$10,000 TO BE PAID UPON ACCEPTANCE BY THE DEPARTMENT HEAD.

EDUCATION & TRAINING COMMITTEE APPROVES THE ABOVE. COM-APPROVAL _____ DEPT-HEAD

JUN 21 2011

DATE _____ CHAIR

**RESOLUTION
ROCK COUNTY BOARD OF SUPERVISORS**

Education, Veterans & Aging Services
And Finance Committee
INITIATED BY _____



Joyce Lubben
DRAFTED BY _____

Education, Veterans & Aging Services
And Finance Committee
SUBMITTED BY _____

June 7, 2011
DATE DRAFTED _____

**AMENDING THE 2011 COUNCIL ON AGING'S ELDERLY AND HANDICAPPED
TRANSPORTATION BUDGET AND INFORMATION TECHNOLOGY'S BUDGET FOR THE
PURCHASE OF SOFTWARE, VAN EQUIPMENT AND THE LOCAL SHARE OF THE
ACQUISITION OF 3 NEW VEHICLES**

- 1 **WHEREAS**, the Council on Aging receives Specialized Transportation Assistance funding for
2 Counties (authorized by s.85.21) to serve elderly individuals and persons with disabilities; and,
3
4 **WHEREAS**, the balance of a county's allocation that is not spent in a given year, up to \$80,000, may
5 be saved by a county under an approved trust arrangement and these aids held in trust may be used in
6 future years for any allowable program expenditure; and,
7
8 **WHEREAS**, the Elderly and Handicapped Transportation Program trust fund has exceeded the \$80,000
9 limit; and,
10
11 **WHEREAS**, the Specialized Transportation Program is in need of upgraded software and vehicle
12 equipment; and,
13
14 **WHEREAS**, a local match from the trust fund will be required for three replacement vehicles scheduled
15 for delivery in 2011.

16
17 **NOW, THEREFORE, BE IT RESOLVED**, that the Rock County Board of Supervisors duly
18 assembled on this _____ day of _____, 2011 does hereby authorize the Council on Aging's
19 Elderly and Handicapped Transportation Program and Information Technology's 2011 budgets be
20 amended as follows:

<u>A/C Description</u>	<u>Budget at</u>	<u>Increase</u>	<u>Amended</u>
	<u>06/01/11</u>	<u>(Decrease)</u>	<u>Budget</u>
<u>E& H Transportation Program</u>			
<u>Source of Funds:</u>			
30-3905-0000-47000/ Transfer In	\$33,600	39,897	73,497
30-3905-0000-42100/ Federal Aid	98,400	(814)	97,586
<u>Use of Funds:</u>			
30-3905-0000-64701/ Software Purchase	-0-	30,100	30,100
30-3905-0000-67105/ Motor Vehicles	123,000	(1,017)	121,983
30-3905-0000-67171/ Capital Assets \$1000 or more	-0-	10,000	10,000
<u>Information Technology</u>			
<u>Source of Funds</u>			
07-1430-0000-68105/ Allocated Acquisitions	(664,894)	(30,100)	(694,994)
<u>Use of Funds:</u>			
07-1430-0000-64701/ Software Purchase	149,053	30,100	179,153

Respectfully submitted,

Education, Veterans & Aging Services

Terry Thomas, Chair

Marvin Wopat, Vice Chair

Wayne Gustina

David Innis

Fred Yoss

Finance Committee

Mary Mawhinney, Chair

Absent

Sandra Kraft, Vice Chair

Mary Beaver

Absent

David Diestler

J. Russell Podzilni

FISCAL NOTE:

This resolution authorizes an additional transfer of \$39,897 from the E&H Vehicle Trust Fund, which has a current balance of \$144,232 for the purchase of software and van equipment. This resolution also amends the cost of acquiring 3 replacement vehicles to actual bid amount of \$40,661 per van from the budgeted estimated cost of \$41,000 per van (80% Federal share and 20% local share). The Information Technology budget is amended to provide the budgetary authority to purchase the software, which will be charged back to the E&H Transportation Program

Jeffrey S. Smith
Finance Director

LEGAL NOTE:

As an amendment to the adopted 2011 County Budget, this Resolution requires a 2/3 vote of the entire membership of the County Board pursuant to sec. 65.90(5)(a), Wis. Stats.

Jeffrey S. Kuglitsch
Corporation Counsel

ADMINISTRATIVE NOTE:

Recommended.

Craig Knutson
County Administrator

EXECUTIVE SUMMARY

The County receives State 85.21 funding to provide handicapped accessible transportation services for older adults and people with disabilities. The Rock County Specialized Transit Program is administered through the Rock County Council on Aging and provides approximately 25,000 one-way trips throughout the county annually.

State law allows a county to keep the balance of its allocation that is not spent in a given year in a trust account for vehicle replacement or for major maintenance. The trust account must not exceed \$80,000. Currently, the amount in the trust account is \$144,232. To bring the trust account below \$80,000, the Council on Aging is requesting approval to purchase an upgrade to the RouteMatch software, a dispatching and scheduling program that is currently being used by the department. The upgrade would provide the foundation for real-time, on-board trip and vehicle data collection. Drivers can download driver manifests to a mobile data computer and collect all required data for each passenger in real-time, including odometer readings, pickup and drop off times, no shows, late cancellations, fare information and other related trip data that is required for reporting purposes. Using this system will save many hours of staff time for manual trip verification.

Equipment for the vehicles includes back-up cameras. Most of the incidents that involve Specialized Transit occur when backing up. Hopefully, this will reduce repair costs on the vehicles.

In late 2011, delivery of three replacement vehicles is expected. These vehicles are lift-equipped, with capacity for eight ambulatory and two wheelchair seats. The resolution includes amending the Council on Aging budget to transfer funds from the trust account into the 2011 Motor Vehicle account.

No other county tax levy is required for this purchase.

DATE: June 16, 2011
TO: Education, Veterans and Aging Services Committee
FROM: Joyce Lubben, Director, Rock County Council on Aging
Scott Hennings, Rock County Mobility Manager
RE: Medical Assistance Transportation Manager/Broker: LogistiCare

Effective July 1, 2011, the Department of Health Services (DHS) will implement a new transportation management system that will coordinate non-emergency medical transportation (NEMT) services statewide. The stated purposes of this change are to:

- Improve the quality of medical assistance transportation service system.
- Allow more participants in the program.
- Capture more data so that federal reimbursement will go from 50% to 60% of its costs.

The DHS has contracted with LogistiCare Solutions, LLC, (LogistiCare) to provide NEMT management services for Medicaid and BadgerCare Plus members. LogistiCare will act as a medical assistance (MA) broker, contracting with local transportation providers across the state. The contract requires LogistiCare to manage MA transportation through common carrier, specialized medical transport and volunteer driver systems.

The Rock County Council on Aging currently provides specialized transportation for residents eligible for medical assistance (MA) and therefore will be affected by these changes. The issue at hand is whether or not Rock County Specialized Transit should contract with LogistiCare as a NEMT provider.

The following analysis does not include the volunteer driver program, as our RIDES volunteers have already indicated that due to the stringent requirements imposed on them as MA providers, they are not willing to be a part of the MA transportation system. This eliminates Rock County Specialized Transit from providing MA transportation for outside-of-the-county trips for a projected loss of revenue of \$22,735 (63,152 miles x \$.36/mile) and reduced expenses of \$32,208 (63,152 miles x \$.51/mile).

What Does This Mean for MA Eligible Passengers?

Effective July 1, 2011, MA eligible passengers must call a toll free phone number to arrange for transportation (LogistiCare). LogistiCare will arrange for their transportation through one of LogistiCare's contracted providers. The passenger will not have a choice of provider.

Providing Non-emergency Transportation for Residents on Medical Assistance (Current Status)

Rock County Specialized Transit currently provides an average of 39 medical assistance trips (one-way) every day within Rock County through use of lift-equipped mini-buses. Medical Assistance passengers account for approximately 1/3 of all trips provided by Rock County Specialized Transit. As a common carrier, Rock County is reimbursed by the State of Wisconsin at \$1.05 per loaded mile (loaded mile means that funds are only received for the distance traveled when the passenger is in the vehicle). During 2010, the number of loaded MA miles totaled 44,253 miles (8,454 one-way trips). At a reimbursement rate of \$1.05 per loaded mile, the total reimbursement provided to Rock County Specialized Transit was \$46,466.

CY 2010	Mileage	One-way trips	Average miles per trip
Total BUS Stats	236,265	25,102	9.4
Total Medical Assistance	44,253	8,454	5.2
MA as a % of Total	18.7%	33.7%	
Total Nursing Home Trips (21% of total)	9,591	2,392	
Total Eligible LogistiCare*	34,662	6,062	

* Assumes Rock County Specialized Transit does not operate Specialized Medical Vehicles and cannot provide trips for nursing home residents.

Contracting with LogistiCare as an MA Transportation Provider: After 7/1/2011

If Rock County Specialized Transit is to contract with LogistiCare as an MA transportation provider:

- Additional driver training costs such as first aid and CPR training would be required for certification (detailed below). We would have 60 days from commencement of the contract to become fully compliant.
- The Council on Aging would need to purchase RouteMatch software (LogistiCare Data Import Utility) at a cost of \$6,890 to minimize the amount of staff time it would take to meet reporting requirements. This software integrates our current scheduling and reporting software with LogistiCare’s reporting requirements.
- LogistiCare assigns trip reservations via fax each day and requires that the Provider confirm the receipt thereof via fax. This could use significant amounts of paper each day.
- Currently, RCST provides service as a common carrier. The requirements of LogistiCare to be a provider are almost identical to those state requirements of a certified Specialized Medical Vehicle (SMV) carrier service. Becoming SMV certified will also allow Specialized Transit to provide transportation for nursing home residents, thus far excluded from the LogistiCare MA broker changes, i.e. we could directly bill the State for those nursing home trips. It takes the Department of Human Services approximately ten (10) days to approve certification for SMV carriers after receiving the application.

- Becoming an SMV provider would also require Specialized Transit to ask for \$1 co-pay from MA passengers, although the ride cannot be refused if the passenger is unable to pay.

Comparison Between Current MA Reimbursement and LogistiCare Proposed Rates

Sixty-four percent (64%) of medical assistance rides we currently provide are less than 5 miles. The actual cost to Rock County Specialized Transit is \$2.87 per mile or \$27.01 per trip. The difference between the actual cost and what LogistiCare would reimburse comes from state 85.21 funding, county tax levy, and passenger fees.

Loaded Miles	Current Reimbursement Per Trip @ \$1.05/mile	LogistiCare Reimbursement Per Trip
0-3	\$0 - \$3.15	\$12.95
4-6	\$5.05 - \$6.30	\$12.95
7-10	\$7.35 - \$10.50	\$15.67
11-15	\$11.55 - \$15.75	\$22.47
16-20	\$16.80 - \$21.00	\$29.28
21-25	\$22.05 - \$26.25	\$36.08
26-30	\$27.30 - \$31.50	\$42.89
31-35	\$32.55 - \$36.05	\$49.69
36-40	\$37.80 - \$42.00	\$56.49
41-45	\$43.05 - \$47.25	\$63.30
Over 45	\$47.25 +	\$63.30*
		*Plus \$1.36/loaded mile

Revenue Comparison with Current Medical Assistance Stats for 2010 and Proposed Rates

		Current MA Reimbursement (\$1.05/mile)	LogistiCare MA Reimbursement (\$12.95/trip @ 5 miles/trip)
Nursing Home Trips (21% of total)	2,392	\$10,071	\$30,976
Non-Nursing Home Trips	6,062	\$36,395	\$78,503
Total MA Trips	8,454	\$46,466	\$109,479

Comparison with Ridership Reduction

	Trips	LogistiCare MA Reimbursement @ \$12.95/trip
25% reduction in ridership	6,341	\$82,116
35% reduction in ridership	5,495	\$71,160
50% reduction in ridership	4,227	\$54,740
75% reduction in ridership	2,114	\$27,376

The break-even point would be at 3,588 trips @ \$12.95 = \$46,465 (58% reduction in ridership).

Costs Related to LogistiCare Contract

Driver Requirements	Initial Cost Per Driver	# Of Drivers	Annual Cost
Drug Screening	\$ 23	10	\$230
National Criminal 10 year Background Check	\$ 25	10	\$250
Passenger Assistance (online – 4 hours)	\$ 15	10	\$150
Passenger Assistance (hands on – 3 hours)	\$ 35	10	\$350
National Safety Council First Aid (online – 4 hrs.)	\$ 15	10	\$150
National Safety Council Defensive Driving (online – 4 hours)	\$ 15	10	\$150
Driver Salaries (15 training hours x \$15.41/hour)	\$231.15	10	\$2312*
Cost Per Vehicle	Initial Cost Per Vehicle	# Of Vehicles	Annual Cost
Provider Name and Telephone on Both Sides of Vehicle	NA	10	-0-
No Smoking Sign on Interior of Vehicle	NA	10	-0-
First Aid Kit	\$ 10	10	\$100
Three Portable Triangular Reflectors Mounted on Stands	\$ 25	10	\$250
Spill Kit	\$ 5	10	\$50

* Drivers would be trained, 5 at a time, in order to keep operations running. Two drivers may be paid overtime.

Outcome of Not Contracting with LogistiCare as an MA Transportation Provider: After 7/1/2011

- Rock County Specialized Transit could choose to cease providing MA transportation and focus instead on providing service exclusively for 85.21 clients (elderly and disabled). We believe that *Access Medical Transit* (La Crosse) and *ASAP Transport* (Rockford) are exploring the option of contracting with LogistiCare to provide SMV transportation for MA passengers in Rock County, so there likely will be providers in Rock County.
- Rock County Specialized Transit would lose approximately \$46,500 in funding that presently comes from MA. The program would lose approximately 8,500 rides (only 6,050 if we were to become SMV certified).
- To capture lost revenue:
 - Rock County Specialized Transit believes that with advertising geared towards private-pay 85.21 individuals, the level of ridership will not be significantly changed after the loss of MA riders. Advertising would be accomplished by public speaking engagements to senior groups, public service announcements, flyer distribution to medical facilities, materials at senior fairs, etc. Rock County's new Mobility Manager would spearhead this effort.
 - In addition, Rock County Specialized Transit could explore new service opportunities such as daily grocery trips from outlying communities to Janesville, or trips connecting nursing homes to other parts of the community. These are two

areas with a demand for specialized transit that could greatly improve the quality of life for many individuals.

- If RCST were to become a certified specialized medical vehicle provider, we can still capture medical assistance nursing home trips as those are not affected by LogistiCare.
- Finally, though not our preferred alternative, Rock County Specialized Transit could raise its rates for elderly and disabled transportation to compensate for the loss of MA riders. The last time there was a rate increase for RCST was 2008. A small rate increase of \$0.50 for a one-way trip could generate increased revenue without adversely impacting ridership. *(16,648 non-MA trips @ \$.50/trip = \$8,324 additional revenue.)* However, raising rates should only be considered as a last resort, as many of our clients are on fixed incomes and therefore have little ability to compensate for higher transportation costs.

Non-Financial Considerations:

- We do know that additional paperwork will be required of staff. All trip assignments will be given through fax and notice of receipt of the trip also has to be completed by fax. Per reputation of LogistiCare, we know that all trip assignments need to be thoroughly examined to ensure mileage assigned by LogistiCare is correct. Incorrect mileage has to be challenged prior to providing the trip, as LogistiCare will not accept mileage differences after the fact. Passengers must make reservations at least two days in advance with LogistiCare unless there is a medical emergency. It is hoped, then, that LogistiCare would assign trips to providers at least 24 hours in advance of the trip. The only exceptions are for urgent medical appointments and hospital discharges.
- Also, per contract, each MA passenger has to be contacted 24 hours prior to the trip; requiring additional phone calls by transit staff.
- It is assumed that the RouteMatch interface software (interfacing RouteMatch information into the LogistiCare billing system) will not require much additional staff time to prepare the billing. However, we have not been able to obtain references from other transportation providers who use the RouteMatch interface software, so RCST only has the word of the software company that the component works. Recordkeeping on vehicles and drivers might be an additional burden for very little return if RCST does not end up capturing many MA trips.
- It is unclear whether additional manpower would be required to review LogistiCare assignments and prepare reports or whether current staff could manage the workload with the additional RouteMatch component. We have anecdotal evidence from transportation providers in other states that most have needed to add staff to handle the additional paperwork. Since we have not seen the required paperwork, it is difficult to ascertain what the workload would actually be.
- A contract with LogistiCare would have to include legal processes that would mitigate any risk on behalf of Manpower, the contractor for drivers. LogistiCare is requiring

copies of documents that contain sensitive data on drivers that Manpower would not normally share with a private company.

- LogistiCare will not guarantee any number of assigned trips. One conversation with a LogistiCare representative was somewhat concerning. RCST has obligated service to a number of clients of sheltered workshops which ties up a block of time during the early morning and mid-afternoon hours. When told this, the LogistiCare representative indicated this would be problematic and they likely would choose another provider who would be more readily available than Rock County Specialized Transit.
- Some contractual terms need to be negotiated. The contract holds providers to all kinds of standards, but LogistiCare is not held to any, e.g. timely payment. This would need to be addressed.
- The reputation of LogistiCare in other states, is concerning. Apparently, working with any transportation broker adds frustration to an already stressful service. However, there are terms in the contract that allow for termination of our relationship with LogistiCare and opting out of the MA transportation business.
- Mobility Managers from around the country have informed us that working with a Medicaid Broker is an unpleasant process that goes against the very idea of transportation coordination at the local level. Specifically, when TennCare (Tennessee's Medicaid program) contracted with a NEMT broker, one mobility manager said transportation coordination and service quality in his community suffered. Transportation providers in New Jersey and South Carolina cite examples of providers who have gone out of business as a result of contracting with LogistiCare.

What are Other Counties Choosing?

Some counties contract with a third party with s.85.21 funding to provide elderly and handicapped transportation. Therefore, it would be up to the provider, not the county, to contract with LogistiCare.

Some counties have decided to not contract with LogistiCare, e.g. Walworth County. At this time, we only know of Pepin and Dodge counties that are in negotiations with LogistiCare.

The rates provided by LogistiCare have not been attractive to private providers. Unlike county entities that receive s.85.21 funding, private providers do not have subsidies to supplement the rates provided by LogistiCare. Obviously, LogistiCare rates do not come close to the full cost of providing the service.

Staff Recommendations:

While the additional revenue that might be generated as a LogistiCare provider looks attractive, this revenue would not reduce the county tax burden for Specialized Transit. The major source of revenue to fund the transportation service comes from s.85.21 and by state statute requires a 20 percent local match. MA revenue cannot be used to offset this local match. Again, it should be noted that LogistiCare will not guarantee any level of service, so it would be difficult to plan how to spend any additional revenue.

By not being a contracted provider, the Specialized Transit budget would be balanced by either:

- Reducing the level of service (cutting back on the number of vehicles in service each day, thus eliminating driver and gasoline costs), or
- Increasing ridership and redirecting the resources we have to increase the capacity to provide more “quality of life” trips that currently are not being offered, e.g. grocery shopping, visits to family in nursing homes, social outings. (See page 4 “to capture lost revenue”) These would be private pay trips. Currently, due to providing many MA medical trips, we do not have the capacity to meet the non-medical transportation needs of elderly persons and persons with disabilities. As a non-MA provider, we would be in a better position to meet those needs.

Given that 1) there are so many unknown factors in working with LogistiCare, 2) any revenue generated from this contract would not reduce county tax levy for Specialized Transit, and 3) there would be opportunities to expand service to the elderly and persons with disabilities beyond medical trips, it is the recommendation of Council on Aging staff that Rock County not enter into a contract with LogistiCare at this time. It may be possible to re-visit the issue in the future when more information is available.

Memo

To: EVAS Committee
CC: Craig Knutson
From: Joyce Lubben
Date: June 10, 2011
Re: Out-of-State Travel

During the period of January 1 – June 30, 2011 there was no staff training that cost in excess of \$1,000 for the Council on Aging.