

October 2020 MMC Conversations - Breakout Notes

Coordination – Vehicles

- Lynell, Benjamin and Beverly joined the room
- Explored Non-traditional use of vehicles, including using vehicles for grocery delivery and mobile broadband
- Challenges with volunteer driver programs – commitment to training during COVID is a struggle
- Jerom shared MN's [2013 Vehicle Sharing Report](#) as a starting point for guidance about MOUs for vehicle sharing
- Group would like to see more examples of innovative uses of vehicles for community purposes

Funding

- Discussed how you approach funding
- How you kind of sell it to the powers that be
- Where you want to apply for and what do you want to apply for
- Looking at matching funds – including CCAM's latest federal fund braiding guide and the program inventory
- Also a nice, healthy discussion on being able to show your economic impact and utilizing economic impact as a way to garner interest, to have things funded, to have your projects funded.

Partnerships

- First we talked about fruitful partnerships in each of our areas.
- Specifically we had a discussion on, partnerships to recruit drivers
- Partnerships for educational purposes to educate people about the services provided.
- And then also one of our members brought up transportation to court; he finds that transportation is a barrier to people making their court date
 - which of course costs the government money because then they have to be arrested or other escalating things happen with the legal system.

Volunteer Drivers

- Group was primarily from MN.
- Challenges with waiver billing (Medicaid) and Volunteer recruitment.
- Discussed centralized third party recruitment – and building the trust necessary for member agencies to buy-in to a neutral third party group assisting with recruitment for multiple agencies, allowing the volunteer to choose which agency(ies) they are interested in helping.

Outreach

Focus questions:

- How are mobility managers engaging customers and clients during COVID?
- How are mobility management practitioners handling travel training during this time?
- Mobility managers mentioned a change in how to reach customers. In Iowa, a mobility manager is engaging past clients by way of directly calling or emailing people who are in their program's database. This doubly lets people know of current, available services and provides a check-in of sorts regarding their health and well-being.

- For some mobility managers there is more of a focus on organizations like religious centers, access-to-food providers, and social services agencies as clients – and connecting new and past individual customers with these organizations and their services. Making sure these organizations are kept-in-the-know was discussed as important. An attendee mentioned holding a weekly meeting keeping organizations up to date on developments that would matter to them.
- In Massachusetts, area agencies on aging have partnered with local motor vehicle registries during times set aside for older adults. This provides an opportunity for AAA's to connect with potential clients and allows older adults to learn about potential resources and services available to them. This could be possibly replicated in other parts of the country, focusing on business and organizations that have set aside hours for older adults and people with disabilities.
- Travel Training has increased in some places – so much so that a travel trainer has created a newsletter promoting the practice. While conducted virtually in the beginning of the pandemic, some organizations have moved to a hybrid model of in-person travel training.
- Overall, over the past number of months there has been a shift in how mobility management professionals conduct outreach, as well as in who mobility managers are working closely with.

Innovation

- IMI Dwight Mengel small urban rural for implementing MaaS
- Mark Schermerhorn Minneapolis St. Paul Transit needs study. Looking to coordinate. one call one click interest.
- Ton of vehicles in region. Through coordination. Volunteer transportation program. Regional dial a ride service. Human service transportation. Lyft pilots.
- Dwight responds several types of collaborative planning processes to help create consensus.
- Volunteer program works off suggested donation.
- Overcoming obstacles for innovative ideas? Convincing others? Leaning on local planning commission
- Tess Lasselle from Southeast C.T. helps people get into jobs.