



Coalition of Local Area Service Providers

August 30, 2022

Prepared for Valley Mountain Regional Center Board of Directors Consumer Services Committee:

Valley Mountain Regional Center is experiencing a threat to access services for consumers and families in the region. There is a transportation gap in the service delivery system impacts access for consumers, families, care providers and day programs.

Department of Developmental Services is forecasting a December 2022 end to Alternative Service Delivery. ASD was needed for safety during Covid 19 pandemic allowing non-traditional, remote services. Now, immunizations and treatments are available, and participants are ready to resume in person services. If ASD is eliminated and transportation solutions are not identified, day programs will not be able to survive.

As VMRC (Valley Mountain Regional Center) Board Members, you are aware VMRC contracted with R&D to operate as transportation brokers during the Covid 19 pandemic. Over the last 2 years, for safety reasons, people have stayed close to home. Now we are ready to start moving around the community and this lack of transportation prevents access to services identified in the Individual Program Plan. CLASP members have worked collaboratively with R & D Transportation and have consistently communicated the service needs and barriers in our region, however the list of concerns remain.

R&D's assessment of the regional needs includes understated data, based on the Transportation Service Request (TSR) process. TSR routing is subject to errors, vendors have experienced TSR's being misrouted and do not appear on the pending transportation list. Participants who have temporary transportation,

even though they are waiting for vendored transportation, are marked as completed. Participants who are part time attendees who are waiting for full time transportation are marked as completed. R&D is lacking pre-pandemic transportation utilization context in the VMRC catchment area that can be used for planning purposes.

CLASP members have created the following list of concerns:

1. VMRC contractor R&D has total control over service decisions.
2. Day programs rely on transportation services generating attendance for revenue.
3. R&D decides who gets services when, their decisions have a direct impact.
4. R&D is granted authority to conduct audits of VMRC vendors and make decisions regarding transportation rate increases.
5. There is lack of transparency regarding how service priority determinations are made.
6. Transportation Service Requests are pending 6 months or more without service.
7. New day program participants are granted transportation, while those who have been loyal day program attendees are still waiting.
8. There is a lack of communication on when services are becoming available.
9. Transportation has arrived with participants without prior notification for planning purposes.
10. Communication with R&D is slow and untimely.
11. Lack of attention to detail with routing inefficiencies apparent. Examples include buses arriving with empty seats, and participants not scheduled for transportation when the bus already stops at the home. Multiple busses are coming to the care homes that are going to the same day program.
12. CLASP members who want to provide transportation experience, no clear procedure and a complicated process.
13. CLASP members completing the vendorization process are treated like transportation companies with little or no interpretation of the transportation lingo.
14. CLASP members who have completed the lengthy Vendorization process report reimbursement is not adequate. This occurs at the same time as labor costs, fuel prices, and vehicle costs are at an all-time high.

15. CLASP members becoming transportation vendors experience Purchase of Service and payment delays. Inquiries on payments are met with untimely or no response.

This transportation scarcity, if left unchecked, will result in further deterioration of consumer services.

Please seriously consider what resources can be identified and directed to solve the transportation scarcity problem in the VMRC catchment area. CLASP members are willing to work together to meet the needs of those we serve.

Due to the timeliness of this matter, CLASP requests a response from VMRC outlining any plans to address items by October 15, 2022.

Sincerely,

CLASP Members