

# The MILEPOST

*An Update From Getthere  
December, 2018*

## **Links: sections in this issue**

[Travel Training](#)

[Workshop Seeks Solutions](#)

[Getthere Got it There](#)

[On the Road](#)

*(Transportation to Employment  
Program)*

[A More Robust 511 NY Rideshare](#)

[Successful Launch](#)

[Getthere Announcements](#)

[Transportation Camp](#)

[Metrics Quick View](#)

[County News and Notes](#)

[Links of Interest](#)

[Upcoming](#)

[You Can Help](#)



*Getthere's five county service  
area*

## Travel Training Offers Customized Service

### Easter Seals Program Trains the Trainers

Customized service is key to mobility management and guides all that Getthere does. Sometimes travel training is the best solution for a caller. Through travel training, Getthere's Mobility & Transportation Advocates help people with disabilities, older adults, young people, and other interested travelers access and use public transportation independently. By partnering with clients to developing solutions for accessing healthcare, increasing independence and increasing the connectivity of individuals with community resources in cost-effective ways, travel training improves lives and communities. The objective is to help those being trained reach their full potential and thrive in their communities. A key to travel training is to ease the anxiety clients may have about travel, which in turn eases anxiety of the clients' families or other caregivers.

**Kara Fisher**, one of Getthere's Mobility & Transportation Advocates, conducted a travel training in Oneonta recently. Kara is working to become a Certified Travel Training Instructor (ctti) and has participated in an Easter Seals program to train the trainers. This innovative [certification program](#) is co-sponsored by the Center for Urban Transportation Research (CUTR). It provides new and veteran travel trainers with Certified Travel Trainer credentials.

Kara described the Oneonta travel training as consisting of two sessions. The first involved going over the basics of using public transit and riding the bus. This included going over the bus schedule and how to read it, as well as various options available for transportation in the area. An assessment of the participant's abilities is also part of the initial travel training. Together, Kara and the client took a practice bus trip to demonstrate what riding the bus was like, and to find landmarks indicating where the client needed to signal the driver for a stop. The second training session was to accompany the client to an actual appointment and assist if needed. In this case, Kara followed behind the bus to make sure the client got off at the correct stop and felt comfortable independently taking the bus back home.

Additional information about travel training and/or other services offered by Getthere is available by contacting the Getthere Call Center at 1-855-373-4040. Phones are staffed from Monday through Friday, 7:00 am to 7:00 pm.



"I felt that the training genuinely helped the client and made him feel a lot more comfortable with public transit. He seemed excited at the opportunities and independence public transit will provide." (Kara Fisher)

*I just wanted to say how much I appreciated Kara's coming out this way to assist Luke with taking public transportation. Kara was so helpful, kind and patient, giving Luke the support he needed but also letting him see for himself that he was able to travel independently. His anxiety was super high; having Kara come back a second time to ensure he reached his destination safely was awesome. You cannot imagine the peace of mind I had knowing Kara was backing Luke up that day. I think this will open up many doors for him going forward. Please know what a valuable service this is.*  
(Lucinda Levene, DSRIP Partner Engagement Manager)

## Workshop Seeks Solutions

### Transportation as a Social Determinant of Health Workshop

Getthere and Move Together NY recently submitted a proposal to the National Center for Mobility Management to support transportation services. As a result, ours was among two communities selected for some hands-on assistance from CTAA to help address our transportation goals, making possible a solution-seeking workshop to address overcoming transportation as a barrier to good health. A one-day workshop was designed to provide an opportunity to focus on how transportation services can impact healthcare, and a chance to develop new transportation strategies and potential partnerships between transportation or mobility management organizations and those in healthcare.

The workshop prompted an enthusiastic response and brought together individuals who work in healthcare, human services, social services, mental health, public health, disability service, transportation, mobility management, and public administration from the Southern Tier and Finger Lakes regions. Unfortunately, the season's first significant foray into the area brought horrible driving conditions and caused us to abbreviate plans for the day and end early. Despite this act of Mother Nature, a very productive morning that included panelists representing Healthcare, the Aging Population, a Community Healthcare worker, Mental and Behavior Health, and Transportation shared how transportation is a barrier, some effective strategies in place to help overcome this barrier, and issues faced in day to day work. Following the panel discussion, small groups discussed and prioritized transportation issues that are faced in our work every day. During an activity called "*Bring, Borrow or Buy*," all participants were asked to identify and share resources they were aware of that could be utilized or created to help resolve some of these barriers.

After lunch, with travel difficulty predicted, a follow-up strategy was launched to establish small local, regional and state work groups to start addressing the most prominently identified needs. Workshop organizers, Bill Wagner, Amber Simmons and Megan Pulver have since begun putting workgroups together to take advantage of the momentum of the workshop and continue moving forward.

The workshop was co-sponsored by the National Center for Mobility Management, Move Together NY, and Getthere.



NCMM staff, Amy Conrick and Alexandra King grouping ideas and resources.

*For an example of how significant social determinants of health can be, we offer the case directly below.*

*Transportation can provide solutions that help "[create environments that promote good health for all](#)." (One of the [CDC's](#) four overarching goals for the decade.) In this case, the focus was not on transporting an individual, it was enabling him to access something critical for his quality of life and overall outlook by transporting it to him.*

## Getthere Got It There

A recent case from Getthere illustrates the type of transportation services that are not covered by Medicaid but crucial to enrollees' quality of life: A staff person from an assisted living facility called Getthere as a last resort in trying to help an elderly individual who had just moved out of the facility to spend his last few months of life at his own home in Broome County. This man had one request; he did not want to spend the rest of his time bedridden. He wanted to be able to get around his house and even out and about to enjoy the fall scenery. The staff person had found a motorized scooter that would allow him to do just that. However, getting the scooter to him presented a great

obstacle. Delivering it to his home thirteen miles away would require an ambulance and Medicaid would not cover the cost. Through Getthere's Voucher Program, a transportation company that was willing to transport the scooter was located. The scooter was delivered the next day, enabling him to gain the independence he sought for his final days at home.

(This is the type of services the Transportation Voucher Program was established to facilitate. It is one example of a situation of need that seemed simple, but on second glance, was almost insurmountable.)

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## On the Road and Picking up Speed WealthWorks Approach for Getthere's Vanpool Program

Getthere's TEP (Transportation to Employment) Coordinator Shane Solar-Doherty reports on a recent WealthWorks Workshop to refine the WealthWorks rural economic development strategy for the TEP Program.

Getthere Director Bill Wagner, Getthere Transportation to Employment Coordinator Shane Solar-Doherty, and Rural Health Network Executive Director Jack Salo participated in the full-day workshop led by Shanna Ratner, Principal of Yellow Wood Associates, to explore how Getthere's vanpool program can best leverage the WealthWorks approach to generate wealth in South-Central NY.

At the core of the WealthWorks approach is an assessment of a region's current capital resources and a determination of how to utilize and expand those resources. WealthWorks emphasizes eight types of capital that a region can harness and build upon, including the value provided by skilled and healthy individuals, strong social networks, and an accessible political process. By developing a vanpool program for employers in the region, the Transportation to Employment Program is focused on strengthening each of these capitals in order to bring prosperity to individuals in our community who otherwise have been stranded on the margins of the economy.

With Shanna Ratner's guidance, our team identified value chain stakeholders for vanpool development and implementation, and determined crucial steps for establishing relationships that will lead to a successful vanpool pilot. We considered the factors that make Getthere a strong value chain coordinator and learned how to most effectively carry out the role of connector and facilitator in our community. Overall, the workshop with Shanna equipped us with the tools we need to oversee the establishment of a much-needed service here in New York's Southern Tier, and we are excited to continue developing this resource for our community.

Binghamton-Broome Anti-Poverty Initiative (BBAPI) funding has made TEP possible. Rural Health Network is one of twelve organizations selected to implement projects under Governor Cuomo's Empire State Poverty Reduction Initiative ([ESPRI](#)), through the Binghamton-Broome Anti-Poverty Initiative (BBAPI). Use this link to find out more about the [Binghamton-Broome Anti-Poverty Initiative](#), an initiative of United Way of Broome County.

If you are interested in more details about the TEP program, contact [Shane Solar-Doherty](#), Getthere's Transportation to Employment Program Coordinator.

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## A More Robust 511 NY Rideshare

An important regional resource which is underpinning Getthere's Transportation to Employment Program (TEP) is 511NY Rideshare. It is a tool that assists employees to get to work, and helps employers to attract and retain workers. By providing a matching service that pairs participants who share similar commutes, 511NY Rideshare promotes the ease and effectiveness of carpooling to expand the way we think about how we travel to and from work.

Here in Binghamton, this is a crucial resource. Many skilled and qualified workers living around the city are out of work because they do not own a car or because the bus system doesn't service the routes and/or times that they would ride the bus to get to work. At the same time, largely in part due to inadequate transportation options, employers around Binghamton lack a high-quality labor pool from which to hire the best candidates for their open positions.

Of course, making a shift in mindset from driving a single-occupancy vehicle to carpooling will not happen overnight in a region whose culture is so reliant on driving. However, when the costs of car ownership can be so burdensome to many, it is crucial that we explore alternative, more cost-effective commuting options.

That's why Getthere has been taking steps to make 511NY Rideshare an indispensable tool for both employees and employers in the region. In addition to TEP, all of our programs at Getthere have embraced 511NY Rideshare as a practical solution for the communities we service, and as we utilize this resource more and more, awareness is beginning to take hold. It's clear to us-and we hope to spread this understanding throughout our area-that the Southern Tier is an exemplary region, where wide adoption of 511NY Rideshare's carpooling services would be an economically practical solution for many who live here and struggle to get around.

If you are interested to learn more about our work promoting 511NY Rideshare through the TEP program, contact Shane Solar-Doherty at [sdoherty@rhnsctny.org](mailto:sdoherty@rhnsctny.org).

## Successful Launch Website with Trip Planner

Getthere is celebrating the soft launch of our new website and is sharing it with you, our most dedicated partners, with our gratitude. Visit [www.GetthereSCNY.org](http://www.GetthereSCNY.org) to experience the result of nearly two years of development. We invite and welcome you to explore the site. If you would like to share feedback or if you notice any inaccurate information, please email [getthere@rhnsctny.org](mailto:getthere@rhnsctny.org).

We expect to continue updating and refining some sections of the website in the coming weeks. A public marketing campaign will roll out within the next month.

The big news is that we have a trip planner on the site. We expect this key feature will experience a high level of use. It is a valuable tool that works like Google maps; simply insert an address and get a route and available transportation options. Unlike Google, this trip planner will show available options for transportation, such as volunteer driver programs, public transportation options, private cabs, and paratransit services that are available in a region. Getthere's trip planner can be linked with the [MAS site](#) to set up a Medicaid trip. If a provider or individual bookmarks our site from a computer or smart phone, one can quickly determine transportation options and if the trip is eligible for Medicaid Transportation, and then schedule their trip in a few easy steps. We are hearing from Medicaid individuals and those working on behalf of Medicaid recipients that this short cut is very valuable.

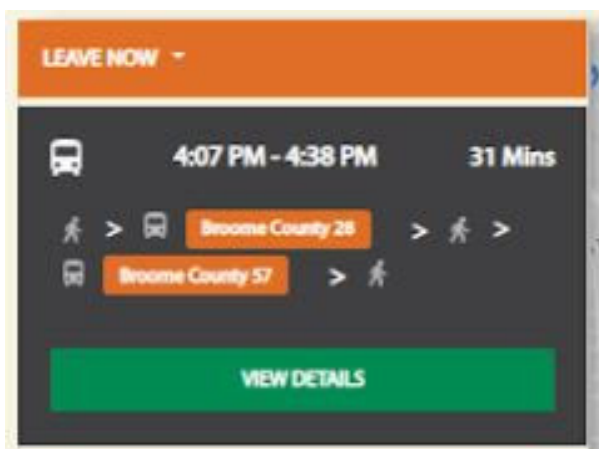
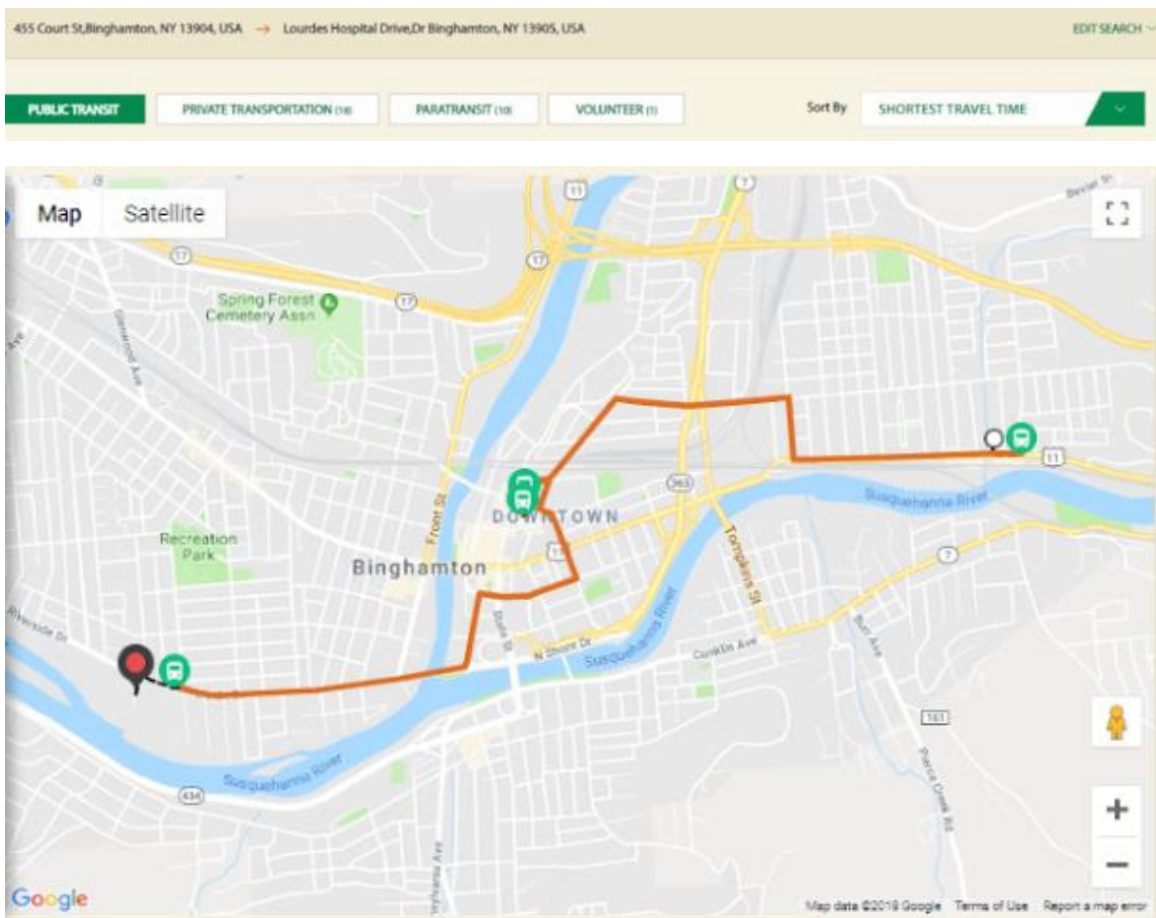
This initiative sprang from the 2016 conference on *Bridging the Transportation and Healthcare Gap*, that was presented by Rural Health Network and the Community Foundation for SCNY. Conference participants provided input into the development of a Transportation Toolkit during afternoon small group sessions.

The project was made possible through a Care Compass Network ([CCN](#)) award from their Inaugural Innovation Fund, designed as a way for CCN to work with partners to identify creative, alternative ways to support the improvement of healthcare access for Medicaid members.

### From the Getthere Trip Planner







An example of a searched trip  
(this one from [455 Court Street](#) to Lourdes,  
using public transit)

MAS-where you land after you "click here" for Medicaid transport

For a better view of the trip planner and to see other features, please visit [www.GetthereSCNY.org](http://www.GetthereSCNY.org).

## Getthere Announcements



### Bill Wagner Representing NYS in CTAA (Community Transportation Association of America)

Getthere's Director, Bill Wagner, is participating in the Emerging Leaders Program of CTAA, [a 12-month Academy](#), through which CTAA will engage and guide transit professionals who have been identified as rising leaders in community and public transportation. Through the Academy's education and mentorship activities, participants will receive support designed to create the most promising future for their organization, employees, and customers. Bill will graduate with a number of transit professionals this May in Dessert Springs.

### Open House--You Are Invited



RHNSCNY is planning an open house for Thursday, December 6, from 3 to 6 pm. Please plan to join us. Meet board and staff members and tour the new office space, including Getthere's new home.

Ribbon Cutting at 3 pm.

**455 Court Street**

RSVP at this [link](#). Carpooling is encouraged.

## Holiday Hours

Please note that the Call Center (1-855-373-4040) will **close at 5 pm on Christmas Eve and New Year's Eve**. We will be **closed on Christmas and New Year's Day**. Otherwise, days and hours are as usual, M-F, 7 am to 7 pm.

## Transportation Camp

### *TransportationCamp Ithaca 2019 - Transportation & Technology*



Transportation Camp is an un-conference, where the sessions are developed by the attendees. Last year's sample topics: Building the Perfect Beast: Regional Vanpool Edition, Rural Mobility, Transportation Demand Management in Upstate NY, Mobility-as-a-Service for Small Urban and Rural Areas, Options for Low-Income Workers - gaps in transit service to suburbs. [This year's program](#) will take place on January 19th, 2019.

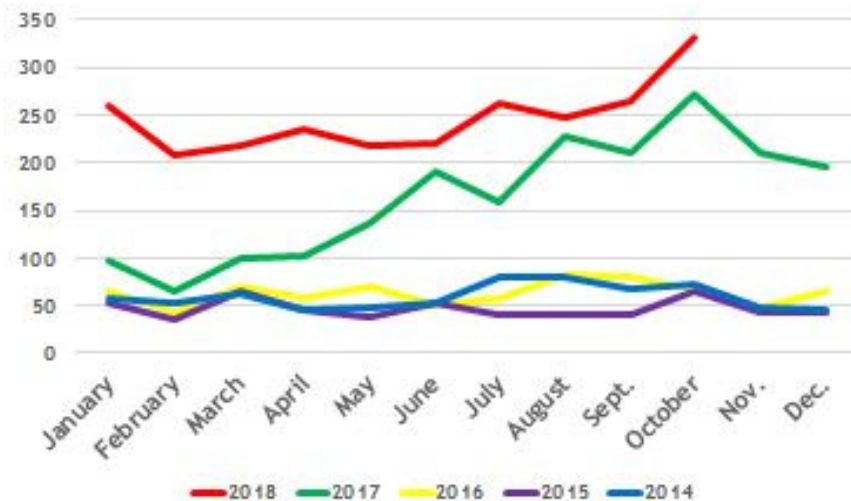
#### Objectives:

- To focus on to rural and urban mobility challenges, solutions and strategies.
- To explore how technologies and better practices can increase peoples' mobility choices and community livability.
- To increase networking among professionals, advocates and citizens.
- To offer a high quality Transportation Camp in Upstate NY.

Watch for additional details on Basecamp: New York Mobility Managers Network.  
More information at [facebook.com/events/375667812879979](https://facebook.com/events/375667812879979).

## Metrics Quick View

From the Getthere Call Center: monthly totals for number of people assisted greater than ever before



Getthere Monthly Cases

September and October have historically been busy months for Getthere. This year was no exception. Getthere MTA's Stephanie, Kara, and Anne MARie handled 264 cases in September and 332 in October. Not more than a few years ago, that two-month total would have taken a year to reach.



We will be anxious to see what impact the launch of our new website has on call center activity. One of the capabilities that is important to us is the ability to track its use and the number of individuals served.

## County News and Notes

### Getthere to Invest \$110,000 in Local Transportation and Mobility Projects

Proposals from Chenango, Delaware, Otsego and Tioga counties have been reviewed and we are in touch with those who submitted applications as we work out details for contracting with our county partners to develop transportation and mobility services for 2019.

NYS Department of Transportation and Federal Transit Administration 5311 Program (Formula Grants for Rural Areas) funding for this purpose flows through Tioga County. Tioga County contracts with Rural Health Network of SCNY to administer the program and provide mobility management services across the Getthere service area.

## Links Of Potential Interest

### Chasing the Dream

[CHASING THE DREAM](#) is a comprehensive three-year poverty awareness campaign centered on the Southern Tier region of New York. Of special note, [Episode 5](#) is a look into and a conversation about issues surrounding transportation in our area. Jack Salo, Executive Director of Rural Health Network Serving SCNY was part of it. "Chasing the Dream" Episode 5 features Jack's local knowledge of the transportation issues, as well as stories from local community members chasing their own dreams. [Episode 5 \(Transportation\)](#) originally aired on 10/12. It is among [episodes](#) that are available to be viewed online.

### Rural Health Network 2017 Impact Report

[WHAT MATTERS](#) -- Rural Health Network 2017 Impact Report was recently released. Take a look at what matters to us, and what matters we are involved in. Rural Matters!

To us at Getthere, health and well-being are all about access, and access requires transportation. For an illustration of how the Getthere Call Center can convene community partners to ensure that people have the resources to meet their transportation needs, don't miss the article on page 12, [Compassion: The Backbone of Rural Communities](#).

### BMTS' 2018 Coordinated Public Transit - Human Services Transportation Plan

BMTS (Binghamton Metropolitan Transportation Study) has completed the *DRAFT 2018 Coordinated Public Transit - Human Services Transportation Plan*. This document is required under federal transportation legislation to fund projects under Section 5310: *Enhanced Mobility of Seniors and Individuals with Disabilities*.

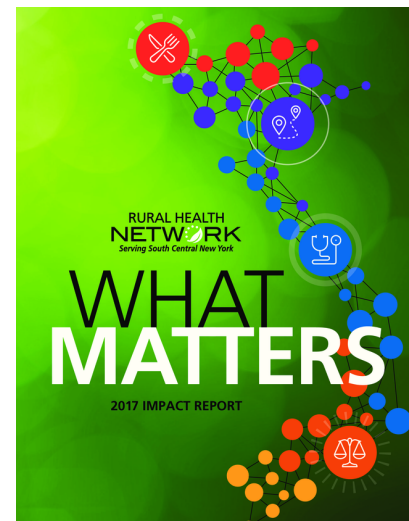
You can access a DRAFT of the plan on [BMTS'](#) website or by using this [link](#). If you have comments, please direct them to [Scott Reigle](#), Sr. Transportation Planner, **as soon as possible**. The 30-day review period will close December 9th.

### Some Mobility Resources

[CTAA](#) - Community Transportation Association of America

[FTA](#) - Federal Transit Administration

[Mobility Management News](#), a newsletter from the National Center for Mobility Management



[Move Together NY](#), a newsletter from the Move Together NY Regional Transportation Project

[Move Together NY Regional Transportation Project](#)  
[NCMM](#) - National Center for Mobility Management

[NYPTA](#) - NY Public Transit Assoc., Inc.

[NYSDOT](#) - New York State Department of Transportation  
[US DOT](#) - U.S. Department of Transportation

[511 NY Rideshare](#)

[Broome Tioga Rideshare](#)

[511 NY Rideshare SCNY](#) - Chenango, Delaware and Otsego Counties landing page

## **Our Transit Partners**

[BMTS](#) - Binghamton Metropolitan Transportation Study  
(the Metropolitan Planning Organization for Broome and Tioga Counties)

[BC Transit](#) - Broome County Transit

[C-Tran](#) - Chemung County Transit

[Chenango Transit](#)

[OPT](#) - Oneonta Public Transit

[Otsego Express](#)

## **Others**

[CDC](#) - Center For Disease Control

[MAS](#) - Medical Answering Service

[NYSDOH](#) - New York State Department of Health

[NYSHF](#) - New York State Health Foundation

[NRHA](#) - National Rural Health Association

[NYSARH](#) - New York State Association for Rural Health

[WealthWorks](#)

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## **Upcoming**

### **Events, Conferences, Workshops, Save-the-Date**

December 6, RHNSCNY open house including Getthere's new home - 3 to 6 pm

December 7, Tioga County Transportation Group quarterly meeting - 1 pm, at Tioga DSS

December 13, Getthere Quarterly Advisory Committee, noon at STIC

January 19, 2019, TransportationCamp Ithaca 2019 - Transportation & Technology

Those interested in attending or learning more about *Getthere's* Advisory Committee meetings should contact Bill Wagner.

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## **That Time Of Year**

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## **You Can Help**

Join in promoting our cause! You can help spread the word and gather feedback. Share this communication with others who may be interested or let us know who to add to the distribution list. Share your ideas and those you hear from others with us. Share mobility related news, events, and images representative of your area.

Partner involvement and support at the local, regional, state, and national level has been critical to *Getthere*. We extend thanks to our numerous partners, stakeholders and funders.

Contact information:

*Getthere*

phone: 607-692-7669

William Wagner, Director, e-mail: [wwagner@rhnscny.org](mailto:wwagner@rhnscny.org)

Nick Cecconi, Assistant Director, e-mail: [ncecconi@rhnscny.org](mailto:ncecconi@rhnscny.org)

Getthere Call Center phone: 1-855-373-4040

Getthere Call Center hours: 7 am - 7 pm weekdays



*Getthere* is a mobility management program of  
Rural Health Network Serving South Central NY

STAY CONNECTED



Rural Health Network of SCNY, [455 Court Street](#), Binghamton, NY [13904](#)

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