Commonwealth of Pennsylvania
Department of Human Services

MATP Quarterly Administrators Session

April 26, 2023

Welcome!

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Please make sure your microphone is muted when not speaking

During the presentation, please feel free to add your questions in the chat window

During the Q&A session, please use the 'raise hand' feature to ask a question –or continue to utilize the chat

TEAMS GUIDE

Chat Window

Raise Hand

Camera (on/off)

Mute (on/off)

Leave

Reminder! *Teams Chat is public and remains in meeting history*

Welcome & Overview

Purpose

Provide a regular forum to share program and fiscal information with MATP administrators and gather feedback from participants.

Gain knowledge, receive and/or provide technical assistance and increase connections across the MATP network.

Hosts

- Gwendolyn Zander, Bureau Director, Managed Care Operations

- Tammi Carter, MATP Program Director

- Daphne Simeonoff, MATP Program Supervisor

- Amy Brandt, Director, Division of Budgets and Contracts

- Danielle Spila, Bureau Director, Public Transportation

- John Taylor, Mass Transit Manager, Bureau of Public Transportation

Topics for future calls will vary and continue to be responsive to questions and feedback from participants. Suggestions welcomed!

Quarterly Administrators Call

Welcome and Overview	Administrative Discussion	PennDOT Updates	Spotlight Presentation	Questions and Answers
Purpose of the quarterly administrators call	Updates on the PHE unwinding County Assignments Post Call Survey	Changes to Senior Shared Ride reimbursement rates	Overview of Rabbit pilot program for BH de-escalation	Open discussion

Administrative Processes

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What is continuous coverage?

During the COVID-19 Public Health Emergency (PHE), states were able to use additional money from the federal government for health care programs like Medicaid and Children's Health Insurance Program (CHIP) if they kept people covered through Medicaid (called Medical Assistance in PA). This means that although DHS continued to send annual renewal paperwork to Medical Assistance (MA) recipients, **people generally did not lose their coverage if their income changed, or they failed to complete a renewal.**

Why is continuous coverage ending?

The federal Consolidated Appropriations Act of 2023 was passed in December 2022 and ends the continuous coverage requirement on April 1, 2023. **Starting April 1, Pennsylvania and other states will have to close MA and CHIP for individuals who do not complete their renewal or who are ineligible for coverage at the time of renewal.**

When is continuous coverage ending?

Continuous coverage ends as of April 1, 2023.

Who is affected by the ending of continuous coverage?

The end of continuous coverage affects every person receiving MA or CHIP coverage. **Everyone with MA or CHIP will need to submit an annual renewal** to see if they are still eligible for coverage.

How will Pennsylvania implement the end of continuous coverage for MA and CHIP?

The process for completing renewals for all people covered by MA and CHIP is known as the Unwinding and will take place over 12 months from April 2023 through the end of March 2024. Each person covered by MA or CHIP will need to complete their renewal within a certain month so that their eligibility can be reviewed.

What notices and information will beneficiaries see?

Everyone will get the same communications from DHS, but at different times depending on their renewal date starting 90 days before their renewal is due.

Here is what recipients can plan to see:

90 days before Renewal	60 days before Renewal	30 days before Renewal
Change Reporting Flyer Text Email Helper Call	Letter Text Email Helper Call	Renewal Packet Text Reminders

How do beneficiaries prepare for the end of continuous coverage and completing renewals?

- **Update contact information**
  o Log in to COMPASS (dhs.pa.gov/COMPASS)
  o Use the free myCOMPASS PA mobile app
  o Call the Customer Service Center at 1-877-395-8930 or 215-560-7226 in Philadelphia
- **Check renewal date**
  o Log in to MyCOMPASS Account online or on the app to check your renewal date

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How can I help?

If you want to help keep Pennsylvanians covered, DHS has put together a Communications Toolkit, which is available on the MA and CHIP Renewal page.

This page contains a wealth of resources you can use to spread the word about the end of continuous coverage and encourage recipients to complete their renewal. Pennie has also included some resources that provide guidance on how to access low- or no-cost coverage if they are ineligible for MA or CHIP once their renewal is reviewed.

Community entities who want to become official Helpers to DHS to assist recipients during the Unwinding can sign up at www.dhs.pa.gov/PHE/Pages/Helpers

MA and CHIP Renewals page

DHS hub for info and resources related to the Unwinding

- www.dhs.pa.gov/PHE

COMPASS

Sign up to apply for and manage benefits

- www.dhs.pa.gov/COMPASS

DHS Helper Portal

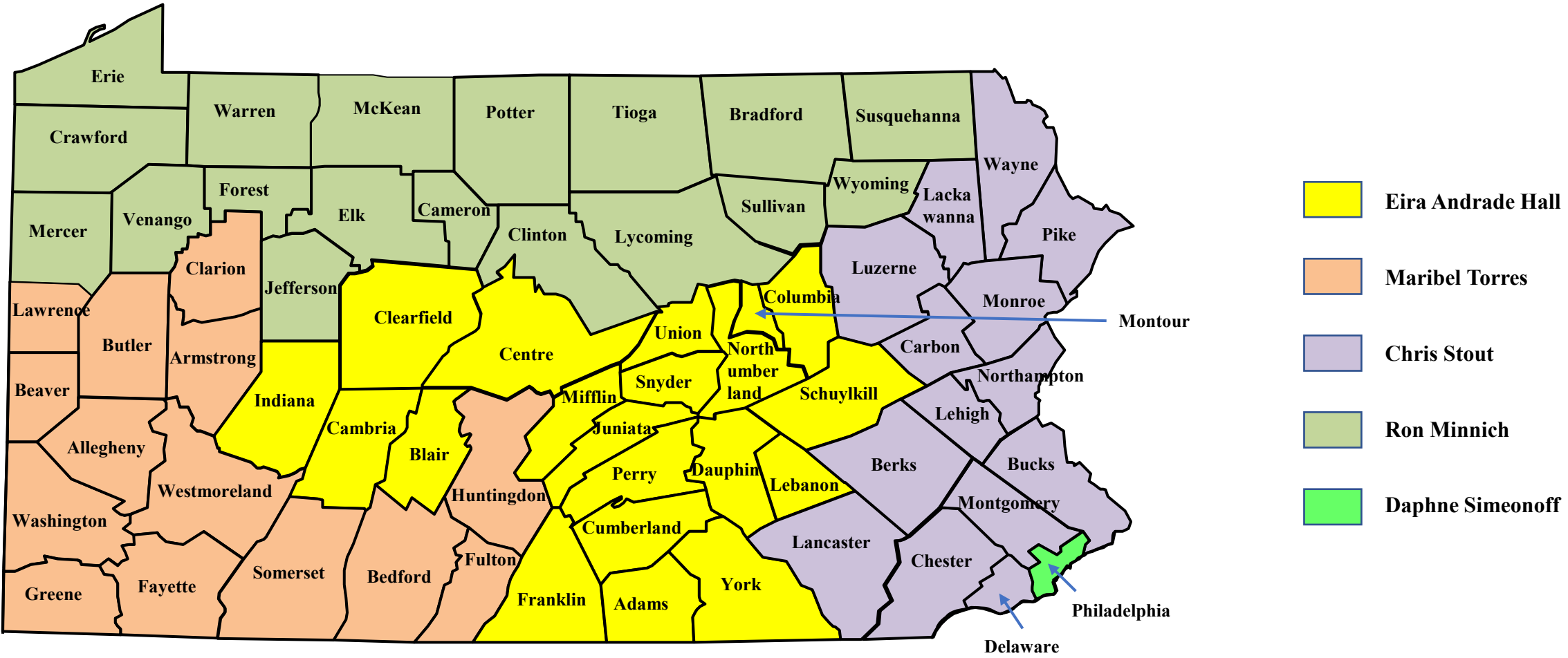Sign up to receive info and resources to assist during the Unwinding

- www.dhs.pa.gov/PHE/Pages/Helpers

Pennie

PA's official health and dental marketplace to find quality coverage

- www.pennie.com

Program Staff Assignments

Legend:
- Eira Andrade Hall (yellow)
- Maribel Torres (orange)
- Chris Stout (purple)
- Ron Minnich (green)
- Daphne Simeonoff (green/bright)

January Quarterly Administrators Call Feedback Survey Results

13 individuals representing *16 counties* responded to the survey

Call Follow Up

What are some topics that you would like to see addressed during the next call?

- COVID guidelines
- S&G/policy and procedures
- Mileage reimbursement rate
- Consumers who have appointments and do not have childcare
- Inappropriate behavior with calls/office visits
- Just more defined clarification on topics already discussed
- Exceptional rider determination
- How we can work with the medical community
- Cancellations and no shows, especially for out-of-county trips

Fraud, Waste and Abuse Queries

Actions to prevent/detect FWA

- *Use of standardized forms*
- *Pre-verification/ Post-verification/ Multifactor verification*

Which mode of transportation do you detect the most inaccuracies and/or fraudulent behavior?
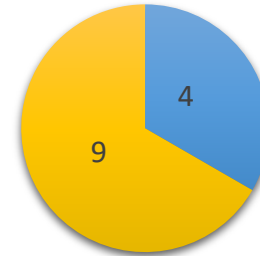
■ Public Transportation ■ Paratransit ■ MR

What percentage of trips are detected as inaccurate and/or possibly fraudulent?

Paratransit
0-2% x 10
3-5% x 2

Mileage Reimbursement
0-2% x 9
3-5% x 3

Public Transportation
0-2% x 11
3-5% x 1

Updates: PennDOT

Senior Shared-Ride Reimbursement Adjustments

➢ Change in the reimbursement limit for the Senior Shared-Ride Program is **July 1st, 2023**

➢ The limit for the Senior Shared-Ride Program will change **from $42.50 to $63.75**

➢ **MATP Providers** that **pay the copayment** for senior trips for fares over $50 dollars will be **impacted**

Human Services Transportation Study

➢ The study is nearing its final phases and the report will be published soon

Mileage Reimbursement Tool

➢ Current phase includes gathering requirements and inputs for the tool

Spotlight: Rabbit

Addressing System Wellbeing

April 26, 2023

What's Going On?

Top 5 Transit Topics to Watch in 2023

 # 1: Pursuing Lower Emission Goals
- The Future of Fuel, Decarbonization & Climate Resiliency

 # 2: Inflationary & Supply Chain Pressure

 # 3: Frustration & Innovation of Modern Recruiting

 # 4: Rider Experience - Bridging the Gap between Perception vs. Reality

 # 5: Microtransit Will Continue to Grow
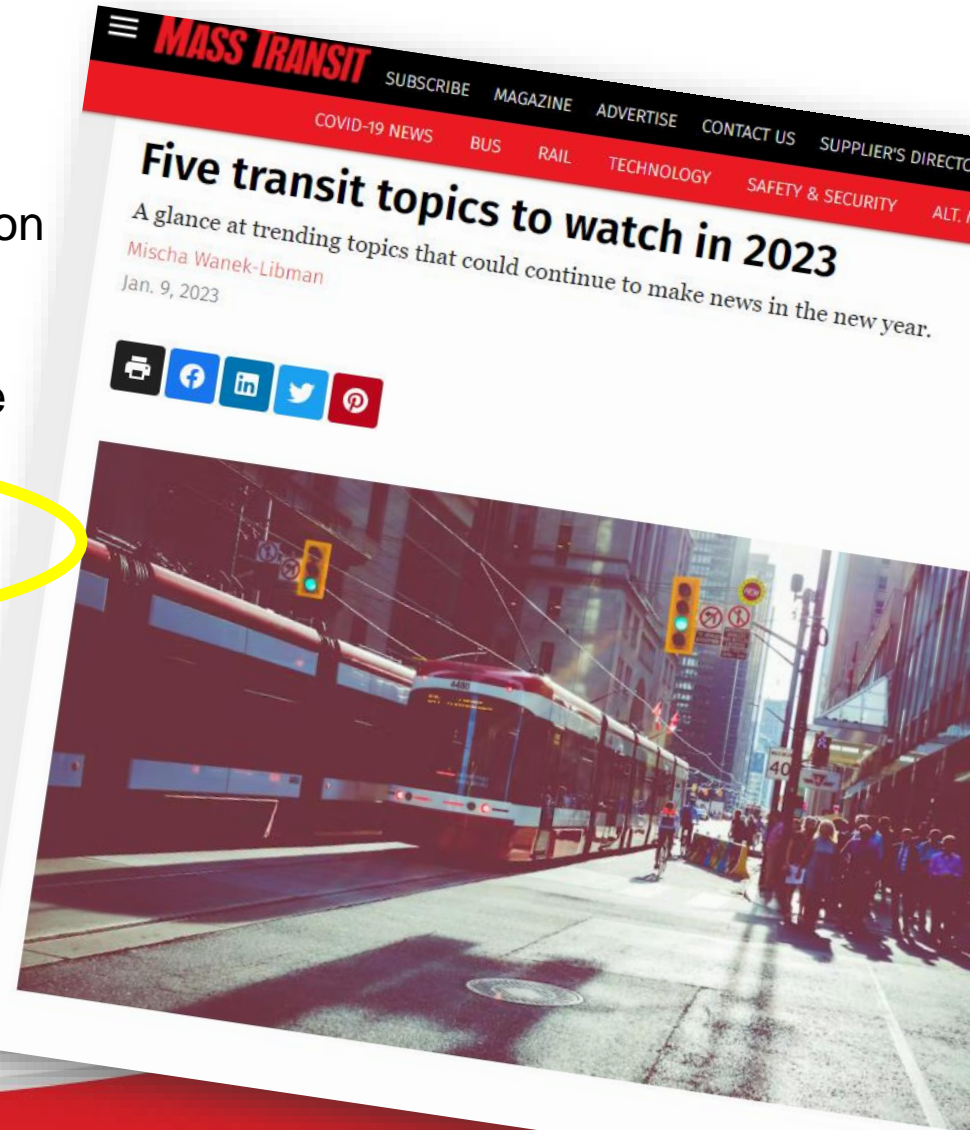
Four Factors Driving the Operator Shortage

1) **Low starting pay, high retirement rate**

2) **Workplace assault and constant indignity**

3) **Punishing Schedules**

4) **No Respect (and no place to pee)**

STREETS**BLOG** USA

Bicycling / Walking / Transit / Car Culture / Micromobility / Mobility Justice / COVID-19

Four Factors Driving the Bus Operator Shortage (And What to Do About Them)

By Kea Wilson | Jul 20, 2022

NOT IN SERVICE

0662

Photo: Bradlee9119 via Flickr

us driver shortages are undermining transit agencies' efforts to recover

An Example of Indignity/Assault

2) Workplace assault and constant indignity

    a. Creation of RISE: Response and Incident Support for Employees and deployment of TSAs

    b. Create structure/culture for a Critical Stress Team debriefing plan following incidents.

    c. Leverage technology to support employees for easier incident reporting.

    d. De-escalation training for all front line staff.

R I S E:
Response & Incident Support for Employees

2022 Activity

Totals	CODE	TSA Activity Type	Time on Activity	
204	1	Mobile Bus Ops (Route ride along)	188:05	Hrs
275	2	Transfer Center / Bus Stops	157:30	Hrs
6	3	Driver / Employee Assist	2:00	Hrs
0	4	De-escalation Incident	0:00	Hrs
3	5	Homeless / Sick / Other Assist-Referrals	2:45	Hrs
4	6	Customer Assist	1:20	Hrs
1	7	Dispatch Directed Incident	0:15	Hrs
2	8	Police / EMS Request	1:15	Hrs
0	9	Mental Health Issue / Referral	0:00	Hrs
0	10	Enforcement of Code of Conduct	0:00	Hrs
258	11	Other	173:24	Hrs

2023 Activity

Totals	CODE	Activity Type	Time on Activity	
163	1	Mobile Bus Ops (Route ride along)	08:45	Hrs
206	2	Transfer Center / Bus Stops	08:20	Hrs
6	3	Driver / Employee Assist	02:15	Hrs
0	4	De-escalation Incident	00:00	Hrs
0	5	Homeless / Sick / Other Assist-Referrals	00:00	Hrs
0	6	Customer Assist	00:00	Hrs
0	7	Dispatch Directed Incident	00:00	Hrs
1	8	Police / EMS Request	00:12	Hrs
0	9	Mental Health Issue / Referral	00:00	Hrs
0	10	Enforcement of Code of Conduct	00:00	Hrs
205	11	Other	22:57	Hrs

R I S E:
Response & Incident Support for Employees

Passenger Event	694
Vehicle Accident	339
Near Miss	239
Passenger Event/Refer CSR	186
Injury Employee	103
Vehicle Broken - Damaged	72
Safety - Route / Stops	67
Injury Passenger	65
Road Hazard	60
Pedestrian Non-Rider	56
Other	53
Personal Safety	52
Disorder - Passenger	41
Vehicle - Property Damaged	32
Vehicle Lift - Securements	30
Disorder - Non-Passenger	14
Safety - Facility Grounds	12
Crime - Vandalism	9
Crime - Other	8
Crime - Theft	8
Employee Event	5
Fare Evasion / Panhandling	4
Intoxicated Non-Passenger	4
Intoxicated Passenger	4

2,126 Incidents Reported 1/1/2022 through 2/24/2023

Four Factors Driving the Operator Shortage ACTIONS

2) Workplace assault and constant indignity
    a. Rider Behavior
        a. Trespass and Exclusion Policies
        b. Communication Campaign - Develop campaign to communicate ride code of conduct and consequences.

Exclusion of Service Policy

Section 1: Grounds

SRTA reserves the right to exclude person(s) from the use of facilities or service in the best interest of safety and security for public and employees. A determination of exclusion of service or the application of the Disruptive Passenger policy may depend on the program of services utilized by an Offender or the severity of action leading to suspension/exclusion. Offenders whose own actions show a propensity or a habitual pattern of civil disobedience, disorderly conduct, loitering, terroristic threats and harassment may be excluded from service or access to SRTA property or facilities at any time. The Authority may consider factors relative to assault or disruption based upon the factors National Transportation Database definitions of "assault".

SRTA property is inclusive of vehicles, transfer points, shelters and any other property. This list is not all inclusive and an Exclusion of Service Notice may still be show a threat to passenger and employee safety and security. The Safety, Security shall be the determining factor based on articulable facts achieved by documentation pattern or propensity for continued unacceptable actions. The Safety, Security and be the issuing authority. In his absence, the Chief Operating Officer shall assume authorized SRTA Representative or Law Enforcement Officer may issue an Exclusion any person who is in violation of any described nuisance offenses and/or or who co under applicable state or local law in or upon a Transit Facility or Transit Vehicle or property. Persons who have a disability, as defined by a funding source providing utilize the Authority's ADA transportation program shall be governed under the disruptive provisions of this Policy.

Of note, as set forth above, this policy integrates the federal definition of assault which is set forth at 49 U.S.C. 5302(1) as:

to define "assault on a transit worker" as a "circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker." In the event this

rabbittransit℠ RULES OF THE RIDE:

kindness counts — Be friendly.

settle up — Pay your fare before sitting down.

settle in — Do not disturb the driver.

chill out — No disrespectful or foul language.

dial it down — No speakerphone. Use headphones for audio.

share space — Take only 1 seat. Do not block the aisle. Stow strollers.

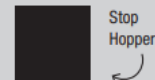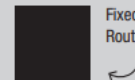stash the snack — No eating or drinking.

breathe easy — No tobacco or e-cigarette use.

travel buddy — Children under 80 lb must use a car seat. Children under 13 must ride with an adult.

To view the full code of rider conduct, visit the website or scan the QR code:

Fixed Route

Stop Hopper

Four Factors Driving the Operator Shortage ACTIONS

4) No Respect (and no place to pee)
  a. Town Hall Meetings and Regional Trainings for Employee Engagement
  b. Developing Frontline Supervisor Training
  c. Share Mental Wellness Resources
      i. FTA Mental Wellness Resources for Transit Workers
      ii. Wellspan Training: Keys to Wellbeing and Building Resilience in Ourselves and Others
  d. DEI team leaders to create training framework to support DEI and will share with Diversity Council for concurrence.
  e. Improved bathroom access considerations.
      i. 10 routes identified with no or very limited bathroom access. Attempt to resolve through creative use of return to garage for longer breaks and re-pairing routes to improve access.

Town Hall Meeting

DEI Initiative Leaders

Shane Moore   Sherry Welsh

Recent Training

ONLINE TRAINING

- 3-2022 Injury Prevention - Fatigue Awareness
- 4-2022 Handling Conflict - De-escalation Skills
- 11-2022 FTA Assault Awareness and Prevention for Transit Operators presented by NTI
- 1-2023 Well Being and Building Resilience (EAP)
- 2-2023 DOT - Substance Use & Abuse - Awareness and Intervention 2023 (Reasonable Suspicion Training) - Operations Personnel ONLY

SPRING 2023 BIANNUAL TRAINING

Safety Updates / ADA / LEP – Rick Trout

Building Security – Access and Secure Belongings

Run, Hide, Fight Presentation

Human Trafficking Refresher

ADA / LEP Updates

Fall Prevention – Get out of your Seat

Harassment Prevention / ADA Training

Situational Awareness Presentation and De-escalation Role Play

Dauphin Co. Human Services Presentation – Randi Yeager

Many individuals in our community who suffer from both physical or mental health concerns or a diagnosis have a history of Trauma.

When we understand the affects of Trauma, it can positively transform communities.

Trauma Definitions

Three *E's* of trauma:

An **event**, series of events, or set of circumstances that is **experienced** by an individual as physically or emotionally harmful or life threatening and that has lasting adverse **effects**.

SAMHSA: Substance Abuse and Mental Health Services Administration

Trauma is the response to a deeply distressing or disturbing event that **overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self** and their ability to feel a full range of emotions and experiences.

Integrated Listening System

Healthy Brain

This PET scan of the brain of a normal child shows regions of high (red) and low (blue and black) activity. At birth, only primitive structures such as the brain stem (center) are fully functional; in regions like the temporal lobes (top), early childhood experiences wire the circuits.
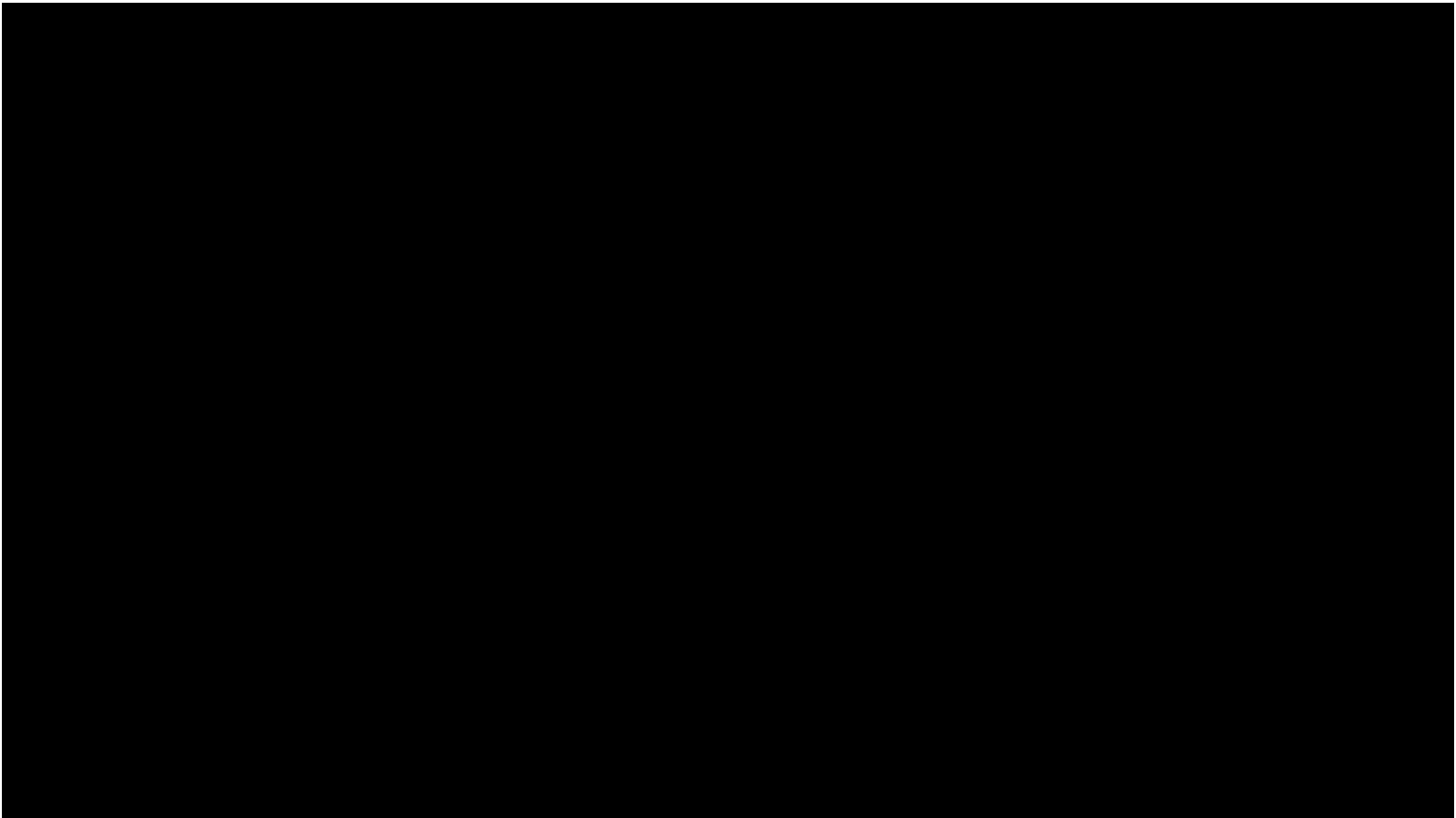
Front

Temporal lobes

Back

Front

Temporal lobes

Back
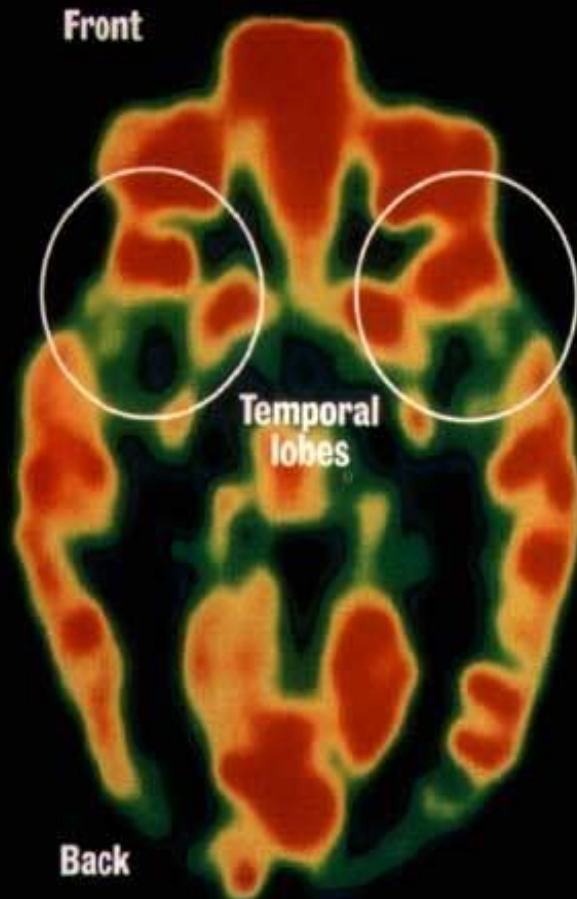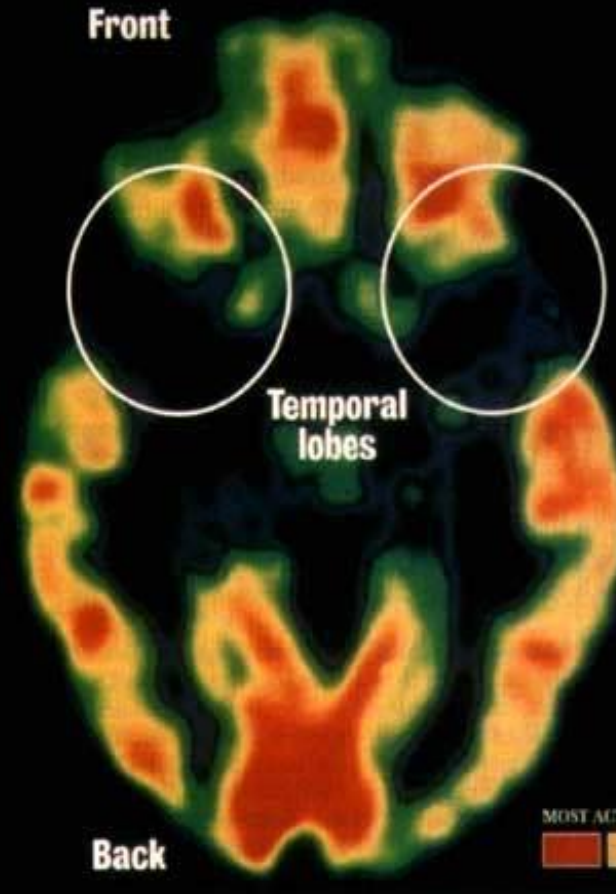
An Abused Brain

This PET scan of the brain of a Romanian orphan, who was institutionalized shortly after birth, shows the effect of extreme deprivation in infancy. The temporal lobes (top), which regulate emotions and receive input from the senses, are nearly quiescent. Such children suffer emotional and cognitive problems.

MOST ACTIVE   LEAST ACTIVE

Understanding the brain may help you understand the person
https://youtu.be/py8deTlxNco

Thank you

rfarr@rabbittransit.org

Q&A

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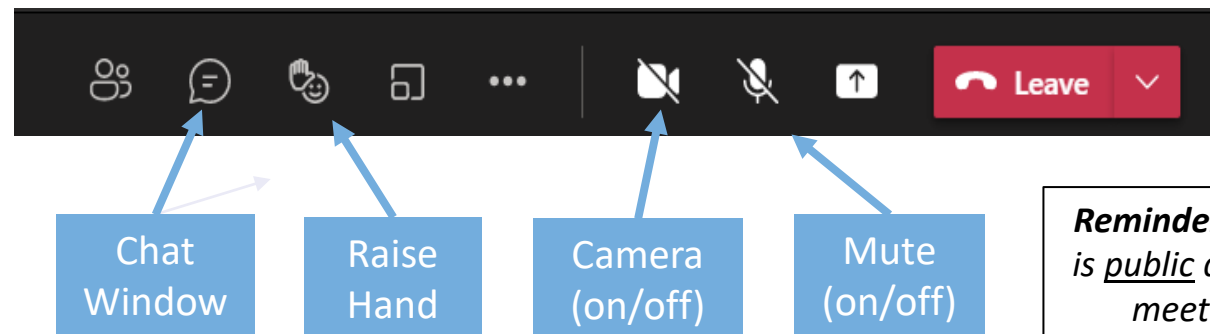
Do you have any additional questions or comments about topics covered in today's session?

TEAMS GUIDE

Please use the **Chat** or **Raise Hand** function to ask a question or share a concern

Chat Window

Raise Hand

Camera (on/off)

Mute (on/off)

Reminder! *Teams Chat is <u>public</u> and remains in meeting history*

Thank You!

**Email us with any suggestions or questions.
Stay tuned for a feedback survey immediately following this call!**

- Tammi Carter: **tacarter@pa.gov**

- Daphne Simeonoff: **daphsimeon@pa.gov**

- Amy Brandt: **amybrandt@pa.gov**