

**VALLEY MOUNTAIN REGIONAL CENTER
TRANSPORTATION SERVICES**

**RESOURCE CONSULTANT REPORT
“PLAIN LANGUAGE VERSION”**

December 7, 2022

Why is CLASP concerned and what is VMRC doing about it?

- CLASP gave VMRC Consumer Services a letter that told them that CLASP was upset with transportation services and R&D. Day programs are having a hard time getting participants to program because there is little to no transportation services and day programs need participants to stay open.
- VMRC leadership, Tony Anderson & Brian Bennett, asked a Resource Consultant, Melinda Gonser, to look into the problems and suggest ways to make things better.
- Melinda met with CLASP members and other people to get more information about the problems.
- After looking into the problems, Melinda made suggestions on how we can all work together to make transportation services better between R&D, VMRC, and day/residential program providers.

What can make Transportation Better?

1. Talk to each other more often and get back to people when there are questions or issues. R&D should work with partners to decide how to talk to each other and when to follow up.
2. R&D should share information about what they are doing about transportation services with CLASP, Monthly Transportation Forum and the Monthly VMRC R&D Partnership Meeting.
3. R&D needs to collect better information about the met and unmet needs for transportation and share the information at meetings.

4. If transportation requests aren't getting sent to R&D or people don't understand or there are problems with billing, R&D needs to bring the right people together to make things work better.
5. The day programs, R&D and the people providing transportation need to meet and talk monthly about who is scheduled for transportation and any individual issues of participants.
6. R&D needs to expand opportunities for people to provide transportation by making the application easier to understand and to provide training.
7. R&D needs to let people know that they want to provide transportation, what they need to do to pass their review; how to get paid; how to provide good services to participants; and how to complete reports when something happens that is bad for participants.
8. VMRC and R&D need to review their Service Agreement and make sure it's up to date and complete and says what each of them needs to do to make transportation work.

What does all this mean?

- Everyone needs to know they need to talk to each other about what is needed to make sure participants have transportation and they get to where they need to go.
- Some of the transportation problems occur all over the state and the Department of Developmental Services is working on those problems with a group of people at the state level.

Questions?