

# **Non-Emergency Human Service Transportation Task Force**



**Executive Office of Health & Human Services**

**November 3, 2021**

**3:00 - 4:30 pm**

**WebEx**



# Agenda



- 1. Welcome and Introductions**
- 2. Open Meeting Law and Conflict of Interest Overview**
- 3. Task Force's Charge**
- 4. Overview of HST Services**
- 5. Discussion of Task Force Members' Goals**
- 6. Task Force Webpage and Mailbox**



# Task Force Members

**Elizabeth Denniston (chair)**

Undersecretary for Human Services  
Executive Office of Health and Human  
Services

**Tom Cahir**

Administrator  
Cape Cod RTA

**Sean Cristofori**

Director of Transportation  
Center of Hope Foundation

**Mindy Domb**

MA House of Representatives

**Bruno Fisher**

Interim Administrator  
Montachusett RTA

**Millie Hernandez**

Individual with lived experience

**Chris Hoeh**

Teacher, individual with lived experience

**Joe Krajewski**

Community Connections

**Catherine Mick, MSW, MBA**

Chief of Staff  
Commonwealth  
Medicine

**Susan Moran**

MA Senate

**Mathew Muratore**

MA House of Representatives

**Patrick O'Connor**

MA Senate

**Jessica Podesva**

Community Organizer  
Boston Center for Independent Living  
(BCIL)

**Stephen T. Salwak**

Transportation Director  
South Shore Community Action Council

**Leo Sarkissian**

Executive Director  
The Arc of Massachusetts

**Meredith Slesinger**

Rail and Transit Administrator  
MassDOT

**Sharna Small Borsellino**

Human Service Transportation Director  
Executive Office of Health and Human  
Services

**Mark Sousa**

Administrator  
Greater Attleboro-Taunton RTA (GATRA)



# Review of Open Meeting Law



## Open Meeting Law

- Our meetings are subject to the Open Meeting Law (OML).
- All of our meetings must be held in public and notice of the meeting, including the agenda, must be provided to the public at least 48 hours in advance.
- Under the OML, members cannot communicate with a quorum (simple majority) of the members regarding topics before this Task Force (in person or via email) outside of a public meeting.
- Each member must complete the Certificate of Receipt of OML Materials certifying receipt and understanding of the materials.
- For any questions about the Open Meeting Law, contact the Attorney General's Division of Open Government at (617) 963-2540 or [openmeeting@state.ma.us](mailto:openmeeting@state.ma.us)
- Additional information can be found at: [www.mass.gov/the-open-meeting-law](http://www.mass.gov/the-open-meeting-law)



# Task Force's Charge



**Legal Authority:** Section 134 of Chapter 24 of the Acts of 2021

## **Task Force on Non-Emergency Human Service Transportation**

**Goal:** Explore ways to better collaborate, improve service, and achieve operational and cost efficiencies through the brokerage system and provide the highest quality outcomes for consumers utilizing these services in the Commonwealth.

1. The Task Force shall make recommendations and propose guidelines on non-emergency human services transportation with the goal of examining and better understanding the human services transportation brokerage program and identifying opportunities for improved service and productivity that provides a strong safety net for vulnerable populations in both rural and urban areas.
2. The recommendations and guidelines shall include, but not be limited to:
  - a. the use of existing routes when available,
  - b. the provision of bus passes to eligible individuals, and
  - c. the need to have strong, transparent, and consistent cost allocation systems in place to ensure that the capital and operating costs for both the brokerage and public transit systems are assigned to the appropriate cost center for reimbursement.
3. The recommendations and guidelines shall be used by the Human Services Transportation office to develop non-emergency human services transportation broker services.

The Task Force shall file a report of its study and its recommendations with the Clerks of the House of Representatives and Senate, the House and Senate Committees on Ways and Means, the Joint Committee on Transportation, the Joint Committee on Children, Families and Persons with Disabilities, the Secretary of Health and Human Services and the Secretary of Transportation not later than **December 1, 2022**.



# Overview of HST Services



**Sharna Small Borsellino**

Director, Human Service Transportation

Executive Office of Health and Human Services



# Task Force Webpage and Mailbox



## **Webpage**

Approved minutes and presentations from Task Force meetings will be posted on the Task Force's Mass.gov webpage:

[www.mass.gov/orgs/human-service-transportation-task-force](http://www.mass.gov/orgs/human-service-transportation-task-force)

## **Mailbox**

General comments and questions may be submitted to the Task Force's mailbox (below) or by clicking on the *Contact Us* link on the Mass.gov webpage:

[HST-task-force@mass.gov](mailto:HST-task-force@mass.gov)



Thank you!