

# Non-Emergency Human Service Transportation Task Force

## Meeting Minutes

April 28, 2022

1:00 - 2:30 pm

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Date of meeting: Thursday, April 28, 2022

Start time: 1:00 pm

End time: 2:35 pm

Location: Virtual Meeting (Zoom)

Members participating remotely		Vote 1*	Vote 2
1	Elizabeth Denniston (chair) – Executive Office of Health and Human Services	A	X
2	Tom Cahir – Cape Cod Regional Transit Authority (RTA)	X	-
3	Sean Cristofori – Center of Hope Foundation	-	-
4	Mindy Domb – Massachusetts House of Representatives	X	X
5	Bruno Fisher – Montachusett RTA	X	X
6	Frank Gay – Greater Attleboro-Taunton RTA (GATRA)	X	X
7	Millie Hernandez – Individual with lived experience	X	X
8	Chris Hoeh – Disability Law Center	X	X
9	Joe Krajewski – Community Connections	X	X
10	Catherine Mick – Commonwealth Medicine	X	-
11	Susan Moran – Massachusetts Senate	-	-
12	Mathew Muratore – Massachusetts House of Representatives	X	X
13	Patrick O'Connor – Massachusetts Senate	-	-
14	Jessica Podesva – Boston Center for Independent Living (BCIL)	X	X
15	Stephen Salwak – South Shore Community Action Council	X	X
16	Leo Sarkissian – The Arc of Massachusetts	X	X
17	Thomas Schiavone – MassDOT (designee of Meredith Slesinger)	A	-
18	Sharna Small Borsellino – Human Services Transportation (HST)	X	X

\* (X) Voted in favor; (O) Opposed; (A) Abstained from vote; (-) Absent from meeting or during vote

## Proceedings

Undersecretary Denniston called the meeting of the Non-Emergency Human Service Transportation Task Force to order at 1:00 pm. She welcomed members and noted that all votes taken during the meeting would be conducted via roll call.

**Vote to approve minutes from the 2/14/2022 meeting:** Undersecretary Denniston requested a motion to approve the minutes from the Task Force's previous meeting on February 14, 2022. Director Sarkissian introduced the motion, which was seconded by Representative Muratore and approved by roll-call vote (see detailed record of votes above).

Elizabeth Sandblom, Deputy Assistant Commissioner for Operations at the Department of Developmental Services (DDS) provided an overview of transportation benefits for eligibility DDS consumers. For additional details, refer to the DDS eligibility presentation on the Non-Emergency Human Service Transportation Task Force's [Meeting Materials webpage](#).

Rosana Senise, Director of the Quincy Enrollment Center at MassHealth, and Keith West, Director of Provider Experience at Maximus, provided a detailed overview of eligibility requirements for MassHealth and PT-I transportation benefits. For additional details, refer to the MassHealth eligibility presentation on the Non-Emergency Human Service Transportation Task Force's [Meeting Materials webpage](#).

In response to questions from Task Force members, Priscilla Ryan Portis, Director of Fee for Service Provider Networks at MassHealth and Tim Hoitink, Assistant General Counsel for EOHHS, explained that NETA unit would review public transportation availability.

Director Small Borsellino provided an overview of the HST complaints process. For additional details, refer to Director Small Borsellino's presentation on the Non-Emergency Human Service Transportation Task Force's [Meeting Materials webpage](#).

In response to the presentations from DDS, MassHealth, and HST, Task Force members requested the following data and additional information:

- Geographic breakdowns of HST transportation routes for DDS and Day Hab programming (*Domb*)
- Geographic breakdown of DDS consumers utilizing HST services (*Domb*)
- Total number of MassHealth members utilizing PT-I transportation benefits (*Domb*)
- Geographic breakdown of MassHealth members utilizing HST services (*Domb*)
- Geographic breakdown of providers that have access to the PT-I Consumer Web Portal (*Domb*)
- Breakdown of MassHealth transportation eligibility determinations that were approved/denied (*Mick*)
- Additional information on the PT-I public transportation review process (*Krajewski*)
- Percentage of MassHealth members who are eligible but do not utilize their PT-I benefits (*Hoeh*)
- Geographic breakdowns of HST complaints received and complaint resolution rates (*Domb*)
- Statistical analysis of complaints and issues to see whether any higher-level trends could be identified (*Sarkissian*)

In response to questions from Task Force members, Director Small Borsellino noted that special accommodation requests are taken into account, such as scent-free vehicles. She also provided an overview of the HST quality assurance process, including rider surveys, unannounced compliance field visits and vehicle inspections, random demand response inspections for PT-I rides, and the progressive discipline measures in place for any vendors found to be non-compliant. She emphasized the importance of consumers escalating their specific complaints to the HST office.

Undersecretary Denniston reminded members that two virtual public listening sessions have been scheduled for May 16 and 18 to gather feedback from HST consumers on their ridership experiences since the new contracts with MART and GATRA were implemented in July 1, 2021. She added that additional Task Force meetings will be scheduled for June, September, and November 2022, leading up to the submission of the Task Force's report to the Legislature on December 1, 2022.

**Vote to adjourn:**

Undersecretary Denniston requested a motion to adjourn. Representative Muratore introduced the motion, which was seconded by Ms. Podesva and approved by roll-call vote (see detailed record of votes above).

The meeting was adjourned at 2:35 pm.