

Non-Emergency Human Service Transportation Task Force



Executive Office of Health & Human Services

April 28, 2022

1:00 - 2:30 pm

Zoom



Agenda



- 1. Welcome**
- 2. Approval of 2/14 Meeting Minutes**
- 3. Overview of HST Eligibility Determination Process**
- 4. HST Consumer Complaint Process**
- 5. Upcoming Meetings and Events**



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 Eligibility Determination Process



Elizabeth Sandblom

Deputy Assistant Commissioner for Operations
Department of Developmental Services

Rosana Senise

Director, Quincy Enrollment Center, MassHealth

Lisa Gardner

Director, Systems and Enrollment Operations, MassHealth

Keith West

Director Provider Experience, Maximus



HST Consumer Complaint Process



Sharna Small Borsellino

Director, Human Service Transportation Office
Executive Office of Health and Human Services



Upcoming Meetings and Events



Virtual Public Listening Sessions

May 16, 2022	2:00 – 3:30 pm	Zoom
May 18, 2022	6:00 – 7:00 pm	Zoom

- Two virtual public listening sessions have been organized to gather feedback from HST consumers on their ridership experiences since the new contracts with MART and GATRA went into effect on July 1, 2021.
- Consumers will have an opportunity to share their experience with the new technologies introduced to improve customer service, such as smart phone apps and self-service web portals to facilitate transportation scheduling and the reporting of complaints.



Upcoming Meetings and Events (cont.)



Meeting Dates	Time	Location
<i>June 2022</i>	<i>TBD</i>	<i>TBD</i>
<i>September 2022</i>	<i>TBD</i>	<i>TBD</i>
<i>November 2022</i>	<i>TBD</i>	<i>TBD</i>
<i>December 1, 2022 – Submission of Task Force Report to the Legislature</i>		