



Final Grant Report

For Grants over \$5,000

Program Year 2012

The Endowment requires a final report (as outlined in *Terms of Award*) from all grantees.

This report enables you to reflect on and discuss the work of your project *over the entire grant period*. For grantees who have submitted interim grant reports over their grant period, this report also enables you to report on your project's progress over the past six months. The *Final Grant Report* serves as the permanent, culminating documentation of the learning from this project. The Endowment will extract information from this report to share with our Board and Advisory Council, to help us evaluate the impact of our grantmaking, and to inform others in the field, both in New Hampshire and nationally, who work as health change agents.

The report consists of a narrative report and attached documents. Your Program Director will review and respond to this report. **Please use this form to complete the narrative portion of the report.**

Note: Projects with multiple funders may propose an alternative format for reporting purposes to the Endowment.

Project Summary

The following information, supplied by the Endowment, summarizes your project, grant, and the reporting period of this report.

Project Identification Number – 1619 - 1619.04	
Organization name	Upper Valley Lake Sunapee Regional Planning Commission
Project title(s)	Sullivan County Community Mobility Project
Type of grant(s)	1619- 1619.02 -Planning Grants 1619.03 – 1619.04- Theme Implementation Grants
Project goal statement(s)	1619-To improve access to transportation by developing a community-based, collaborative and comprehensive regional transportation plan. 1619.01-To improve transportation in Sullivan County by developing a comprehensive regional mobility plan. 1619.02-To improve community constituency in Sullivan County by developing transportation coordination pilot in Charlestown and by planning and developing a Regional Coordinating Council for transportation in Sullivan County. 1619.03-To support the development of a regional system to improve mobility services in Sullivan County.

	1619.04-To improve access to transportation in Sullivan County by fully developing regional transportation coordination and by implementing a volunteer driver program.
Grant description(s)	1619-To support facilitation and administrative costs for convening the Community Mobility Committee and developing its work products. 1619.01-To support facilitation of monthly meetings, collaboration building within the Community Mobility Committee, and administrative costs. 1619.02-To support staff, facilitation, and related expenses for the Community Mobility Project. 1619.03-To support staff, consulting and related expenses to develop a Regional Coordination Council for transportation in Sullivan County and to initiate coordinated services. 1619.04-To support staff, and related expenses to develop regional coordination and volunteer driver program.
Award date(s)/award amount(s)	3/20/06/\$17,934 3/17/08/\$12,930 6/16/08/\$48,640 6/15/09/\$118,001 Total Awarded: \$217,4415
Reporting period (Project start/end dates)	From 4/1/2006 to 6/30/2012
Program Director	Mary Vallier-Kaplan
Grant contact	Patricia Crocker

Final Grant Report

This report documents the progress that has been made in the project during the entire grant period. The report consists of four parts:

1. Final Project Work Plan

Submit your final updated Project Work Plan as an attachment.

- Final and Updated Work Plan is attached.

2. Final Grant Narrative

Project and Organization

The Sullivan Mobility Project and Regional Coordination Councils address the Endowment for Health's Theme Grant Goal: Geographic Barriers to Health. Its objective is to reduce barriers and improve access to health and healthcare for the people of New Hampshire.

This project plan was designed to support and promote the following EFH strategies:

- Supporting the development and dissemination of data/information/best practices about geographic barriers in New Hampshire and in the United States;
- Supporting communication, education, and advocacy efforts to increase awareness of and action on issues of geographic access;
- Developing and implementing new models, such as in transportation and tele-health, to reduce the impact of geographic barriers to health and access to health care;
- Fostering collaboration among key transportation and health stakeholders to increase cost-effective geographic access;
- Supporting efforts to create state and local policies that will reduce the impact of geographic barriers on health and access to health care; and
- Building relationships that inform and strengthen national and local strategies and leverage knowledge and resources to reduce the impact of geographic barriers on health and access to health.

This theme grant has successfully addressed its original objective of overcoming geographic barriers to health. The Sullivan Mobility Project, now the Sullivan County Regional Coordination Council has moved steadily through its work plan and its accomplishments are significant.

1) **Identification and implementation of key components to secure a Regional Transportation Coordinator (RTC) through a fair and open bid process.**

This element was modified **due to fiscal constraints and a revised course of action within the DHHS. Rather than bid for a Regional Transportation Coordinator**, coordination efforts have been achieved on an informal, community-based level. Community Alliance of Human Services Transportation has taken the lead in the implementation of the volunteer driver network. The Regions 1 and 4 Coordination Councils are continuing efforts to improve coordination and have also expanded services available in Coos, Grafton, and Sullivan Counties through volunteer driver and accessible vehicle services integrated with public transportation programs.

2) **Creation of a local and visible volunteer coordination program to support, expand, and sustain collaboration efforts already underway.**

The Community Alliance of Human Services was awarded a grant under Federal New Freedoms to support a volunteer coordinator that began in July 2010. They have well-qualified staff and the volunteer driver program is well established and exhibiting remarkable growth each month. The New Freedoms funding is continued through SFY 13 and will be embedded in the rural transportation funding for seniors and individuals with a disability (S. 5310) in subsequent fiscal years (due to modifications in federal program nomenclature) with the same objectives as the original program, services for individuals with a disability beyond the ADA.

Toll Free One-Stop Access to Services – 1/877-418-0118

Consumers seeking rides or information about transportation services have a toll free number to call for ride arrangements. CAHS routinely seeks services from other organizations for the provision of services to best meet rider needs.

The volunteer driver program currently has 36 volunteer drivers that have been vetted and trained to provide services. The corps sees new applicants each month. Many have been recruited after seeing stories about the services in local and regions news papers. Between July 1, 2011 and June 30, 2012, volunteers have driven 62,163 miles and donated 3,257 hours to provide service to individuals living in the rural communities of Sullivan County. Transportation to Medical Services represented the highest percentage of trips at 90% and among those served, are several individuals traveling to kidney dialysis in Grafton County.

The UVLSRPC is serving as the sub-recipient of FTA Section 5310 funding for transportation for the Elderly and Disabled in Sullivan County. The 5310 program provides \$43,589 to support the volunteer driver reimbursements for the fiscal year. Ninety-five percent of the funds will be expended for mileage reimbursements. The Endowment's funds provided the 20% match for this project for State Fiscal Year ending June 30, 2012.

3) Collaboration of human services agencies to investigate the potential utilization of idle vehicle hours in a more coordinated effort.

Discussions of this complex topic have continued. The State Coordinating Council (SCC) has completed work on recommendations for standards but vehicle sharing among individual agencies remains a challenge due to risk management concerns of their insurers. Our coordination efforts continue to be focused primarily on utilizing available capacity to provide services, i.e., communication about seat availabilities, rather than on deploying each other's vehicles and on supplementing ADA complementary paratransit services required for fixed-route public services. Community Alliance hosts a daily "ride board" from which volunteers can select trips that can be referred by area social service agencies.

4) Creation of an outreach and awareness program to support and promote the various mobility improvements and create educated consumers, employers, employees, community members and local policy makers.

- The CAHS Sullivan County Volunteer Coordinator has completed numerous public speaking engagements and obtained very favorable press coverage.
- A volunteer driver program brochure is printed and is widely used.
- The project was among those displayed at the Endowment for Health Annual meeting in March 2011 and 2012.
- The websites for the Sullivan County RCC and Grafton-Coos RCC are located at <http://www.sullivancountyrcc.org> and Grafton-Coos County at <http://www.grafton-coosrcc.org> The sites are regularly updated and contain information about coordination efforts in the regions and statewide.
- A community forum or summit on transportation was held in October 2011 in Claremont, NH. Dr. James Squires provided a keynote address and Jeanne Ryer served as a panel moderator. Photos and information about the event are on the Sullivan Country RCC website.

UVLSRPC Community Mobility Coordinator /Planner

The Community Mobility Planner received small grants from NH DoT to continue mobility planning for the Sullivan and Grafton-Coos County Regional Coordination Councils through SFY 2013. The Endowment provided the matching funds for this grant through SFY 12 and provisions of the new grants permit the use of in-kind match for the fiscal year that began on July 1, 2012.

Work of Regional Coordinating Council

The Regional Coordination Council has focused efforts on the implementation of the volunteer driver program as well as monitoring the success of expanded services to Charlestown and the quality of deviated route services to Claremont and Newport. They Council are now woven into the fabric of the rural transit operation and this organization's relationships and perception within the local community have been vastly improved.

Planning for Sustainability

The RCC's have focused on the improvement of public transportation resources to serve the community believing that it has a significant role to play in a multi-modal transportation future for the entire state of New Hampshire along with professional planning assistance to validate its activities.

Discussions of sustainability among both private and public sector enterprises have been at the forefront of the national agenda. The economic climate continues to present a major challenge to all those involved in providing human services. The greatest challenge faced by rural community transportation is the difficulty of a reliable source of local matching funds from county, municipal, and private sources. This is not an unusual situation and is one that is faced across the nation because transportation policy is focused heavily on roadway infrastructure and few states and municipalities have dedicated a revenue source to provide public transportation. The effectiveness and continuation of the work of the state and regional coordination effort is similarly jeopardized by lack of sources of non-federal matching funds.

Revenue Sources and Funding

The UVLSRPC has leveraged the EFH grant with funding received through the NHDOT and FTA 5317 (Services Beyond ADA), 5310 (Elders and Disabled), and 5304 (Planning) grants. These funds have fortunately replaced more than those initially anticipated in the EFH project budget from local and county government. Local match funds from state, county and local government continue to be restricted because of the general economic conditions.

The Endowment's funding has been critical to advancing the development of coordinated transportation systems in the Sullivan/Grafton/Coos County regions by supplying the local match. The ability for local communities to apply for federal grant funding, particularly in the current fiscal environment, would have been unthinkable without the Endowment's support. Despite the recognition for the value of community transportation services, local funding for these projects is often given low priority. Based on current economic forecasts, this situation is likely to continue and to be the greatest challenge for the next three to five years.

Learning and Dissemination

- *How has your project enhanced knowledge and/or built on established best practices in your field or in the Endowment's theme area and been shared with others?*

The transportation theme opened up dialogue among state and regional social service organizations in a way that encompassed learning about the structure and limitations of the various operating environments. It changed the perception that one organization or another was uncooperative to one in which the regulatory environment of various programs became clear and better understood as real, rather than perceived obstacles.

Through discussions about insurance and liability issues, the local non-profits were able to consider best practices and make improvements to their own risk-management strategies.

The roll-up the sleeve approach to the operation of the RCC enabled and empowered the community leaders to engage in substantive discussions to arrive at real solutions.

How has your project enabled you/your organization/your collaborative to be a more effective leader? To what extent did you build on or create new partnerships/relationships with others as you implemented your project? Has the grant added to your organization's capacity in ways other than described above? If so, please describe.

The UVLSRPC's role is in part to empower local communities to develop plans and programs that promote the health, safety and general welfare of Upper Valley Lake Sunapee Region. For the most part, collaborations and partnerships in these efforts have been inter-governmental. The involvement in the Sullivan County Mobility Project expanded that collaboration with human service

organizations and both planning and implementing the delivery of transportation services. Implementation of a plan presented many new challenges to our organization that we think has expanded thought about the role of the organization in the community beyond planner and facilitator.

- *What advice would you give to another organization about to embark on a similar project?*
UVLSRPC was successful in making the leap into implementing a plan and has provided similar encouragement and support to other RPCs about contracting and management of transportation services. We would encourage other organizations to similarly consider their role in plan implementation.
- *What advice would you give to the Endowment regarding its grant-making processes? What advice would you give to the Endowment regarding its future work in this area?*

I would encourage the Endowment to keep the transportation theme as a component in projects designed to improve any type of medical and social service programs in establishing its criteria for grant-making. If a project seeks funding in the area of health management and access, it should be able to answer the question about how it intends to deliver people to the service.

The Endowment's stature and visibility has been a valuable tool to highlight the depth of the transportation needs in NH and can continue to help keep the issue of transportation on the radar for the foreseeable future by integrating the issue of transportation into all the discussions of access to health care.

3. Financial Report

Financial Report is attached covering the period October 1, 2010 through June 30, 2012 is attached.

4. Other

Submit copies of any public recognition, awards, press releases, or news articles that are pertinent to this project and that were received since the last progress report, if any.

Meeting documents, directories, newspaper clippings, and updated publications accompany the report in .PDF documents.

Submitting the Interim Grant Report

Please email (or mail if you prefer) the completed Interim Grant Report and attachments to Mary Kaplan MKaplan@endowmentforhealth.org and Sue Fulton Sfulton@endowmentforhealth.org.

Narrative Report Completed by PCrocker@uvlsrpc.org

Financial Report Completed by YZhang@uvlsrpc.org