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# NORTHERN VIRGINIA MOBILITY ACCESS PROJECT (NVMAP)

Fairfax County  
Enhanced Mobility for Seniors and Individuals with Disabilities  
Grant Overview • February 23, 2017

# FROM APPLICATION TO IMPLEMENTATION

## A ROADMAP OF HOW WE GOT HERE AND WHERE WE ARE GOING

### *Background and History*

- A number of Fairfax County Initiatives that helped set the framework for developing Fairfax County's application for submission:
  - Fairfax County Board of Supervisors 50+ Committee
  - Fairfax County Human Services System, moving towards Results Based Accountability; Positive Living for Older Adults and Individuals with Disabilities priority area
  - Long Term Care Cross System internal workgroup
  - Fairfax County Social Equity Resolution: An intentional focus on social equity to proactively and collectively, with schools and communities, including businesses, faith organizations, nonprofits and others, identify and improve policy and institutional strategies that will not just eliminate gaps, but increase success for all.
- Discussions began back in August 2014, regarding feasibility of applying for the Enhanced Mobility for Seniors and Individuals with Disabilities Grant.
- Brought together a diverse group of individuals across Northern Virginia and the Fairfax Human Services system to discuss opportunities to apply for the grant
  - Arlington County, City of Alexandria, Loudoun County, and Fairfax County
  - Multi-agency, stakeholder collaboration partnership among the following county agencies: Department of Neighborhood and Community Services, Department of Family Services, Health Department and the Department of Transportation along with our Boards, Authorities and Councils (BAC's) including the Fairfax Area Commission on Aging, Fairfax Area Disability Services Board, Long Term Care Coordinating Council, Fairfax Area Mobility and Transportation Sub-Committee, 50+ Steering Committee and the Transportation Advisory Commission

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## Challenges & Common themes

- Services are not widely and consistently publicized
- Lacks consistent travel resources during off peak hours; service o not take into consideration of region.
- Fragmented services, seniors are challenged by the firs and last mile
- Currently no framework and/or platform for bringing transportation challenges ideas for coordination or rsoruce to the fore front to be addressed, especially at a policy level.

## Invaluable Assets

- Volunteer programs across the county, including Shepherd Centers and Village Models.
- Creation of NV Rides; a network of service providers that enhances and/or creates volunteer driving programs throughout Northern Virginia by using ride-scheduling software to allows for one-stop coordination of trips
- Strong community involvement and representation in our Boards, Authorities in Councils within Fairfax County
- Support of the Health and Human Services system; recognized transportation needs for our senior population and individuals with disabilities

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The success of this project is based on four goal areas

**Goal 1:** Increase capacity within identified neighborhoods to expand transportation options and/or coordination.

**Goal 2:** Increase capacity within community based organizations (CBOs) and faith based organizations (FBOs) to expand transportation options and/or coordination.

**Outcomes (Goal 1&2):**

- Increased capacity of neighborhood organizations, non-profits, and civic organizations to develop, link, and enhance transportation options for the identified populations.
- Mobility managers will conduct neighborhood- based transportation assessments, increase participation in volunteer driver programs, and train volunteer mobility managers to increase the amount of transportation options for seniors and individuals with disabilities.

**Goal 3:** Build institutional capacity within participating local governments and stakeholders by creating a “No Wrong Door” framework to ensure proper service navigation for customers.

**Outcomes:**

- Improved transportation navigation assistance and access to services for hard-to-reach populations.
- Improved knowledge and efficiency of community members to become linked to transportation services.

**Goal 4:** Create a cross-jurisdictional Mobility Management Network to plan, assess, train and coordinate mobility management activities in the Northern Virginia Region.

**Outcomes:**

- Increased coordination between Northern Virginia jurisdictions to enhance transportation options and accessibility for seniors and individuals with disabilities.
- Increased capacity and sustainable mobility management knowledge among county staff and community-based organizations to improve community access to services and remove barriers to services

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## **New Freedom (Section 5317) contract with Fairfax County**

- Phase 1 total: \$125,000. Of which, funding of \$100,000 is currently provided by COG, and NCS providing matching funds of \$25,000.

## **Enhanced Mobility (Section 5310) contract with Fairfax County**

- Phase 2 total: \$472,000. Funding of \$362,000 will be provided by COG, with a local cash match funds of \$110,000, over a period of two years in partnership with Loudoun County.
  - *Includes \$52,000 in operating expenses (50/50 match) to include expansion of services to underserved areas for community based organizations and/or transportation providers to coordinate and provide rides to seniors and individuals with disabilities*

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### Highlights of New Freedom funding and work plan accomplishments:

- Conducted an environmental scan that will examine the barriers, challenges and gaps in service for identified population
- Created a comprehensive inventory of transportation options available in the community
- Completed an inventory of all front door staff and access points, who have direct interaction with seniors and individuals with disabilities, as well as those who respond to incoming transportation requests
- Website redesign, including Mobility Management landing page, to ensure information sharing, and researched and developed design of mobility “toolkits” where public can learn about transportation services, stay connected and get involved
- Worked with county GIS to implement a map that provides transportation options based on address/input as a tool to identify what options exist in the community
- Based on demographic information, worked with over ten Community Based and Faith Based organizations to complete a “transportation needs assessment” to assist in linking services to meet in identified needs
- Numerous meetings with agency staff, county departments, boards, authorities and councils, community based and faith based organizations to begin dialogue around the grant to address challenges and barriers in accessing transportation

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### Current initiatives and highlighted opportunities through the Enhanced Mobility (Section 5310)

- Working with interested faith based organizations to address gap in volunteer transportation options within Fairfax County to provide rides to specific zip code area
- In discussions with current health care provider to discuss pilot to help get individuals to get to/from doctor appointments
- Exploring use of TNC's with a nonprofit to enhance transportation options for individuals with disabilities
- Linking GIS mapping tool to Fairfax County Human Resource Guide, that will assist in linking services to meet identified need, ensuring equity in services provided
- Fairfax County Human Services Transportation currently exploring using electronic fare payment technology, or “swipe card” technology; also examining changing our framework in which we provide service to our clients to ensure a more holistic approach to meeting their demands

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## Questions or Comments?

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