

Community Concepts, Inc.

Contact Information

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Service Summary

Service area: Androscoggin, Franklin and Oxford Counties
Type of service: Demand response, volunteers, contract service

Community Concepts, Inc. Transportation Services

Community Concepts' Transportation Program has been providing door-to-door demand response rides to those in need since 1986. Transportation services are provided on a day-to-day basis by about 100 volunteers and five staff members driving four mini-vans and one wheelchair accessible van.

Community Concepts, Inc. (CCI) provides rides for MaineCare members that are referred to it by the MaineCare broker, Logisticare. MaineCare trips account for about 80% of CCI's trips. CCI also provides transportation services to the Department of Health and Human Services (child welfare and low-income programs), as well as Child Development Services.

Other services include trips to critical care appointments under the Elder Rides program as well as transportation for cancer care which are funded by several grant programs. Seniors Plus provides funds for dialysis transportation. The Veterans Administration at Togus provides funds for Veterans' medical transportation. About 15 school districts provide funds to transport special needs and homeless children.

CCI does not as a general rule provide general public service. CCI serves primarily as a social service transportation provider.

Summary of Service Changes

Since implementation of the MaineCare brokerage system, CCI no longer administers MaineCare transportation, but does provide broker-referred rides.

Summary of Accomplishments

Some of CCI's accomplishments since last the LCP report in 2013 include:

- **Bethel Age-Friendly Initiative.** Working with an age friendly community initiative in Bethel to train volunteer drivers as part of an effort to allow seniors to live independently, and to provide some of the longer rides.
- **Cancer care transportation.** Providing transportation for cancer treatment under the auspices of a 2-year, \$50,000 grant from the Maine Cancer Foundation.
- **Dialysis transportation.** Providing dialysis transportation using funds from Seniors Plus.
- **Veterans transportation.** Transporting Veterans to Togus using funds provided by the VA.
- **Senior socialization.** Exploring grant opportunities including several aimed at socialization for seniors.
- **Wheelchair van service.** Purchasing a new wheelchair van and launching of daily service for passengers using wheelchairs beginning in 2018.

Future priorities

Hospital and community clinic service transportation. CCI is initiating efforts with hospitals to provide fee for service transportation for people who might otherwise be a “no show” because they lack transportation. Reportedly, hospitals and community clinics in the tri-county area are experiencing no show rates ranging from 10% to 40%. A reduction of this rate resulting from a transportation service would help reduce financial losses to hospitals and clinics stemming from no shows.

Work transportation partnerships. CCI is exploring partnerships with some employers aimed at providing transportation in cases where transportation barriers are an obstacle to employment.

Ridership

As shown below, the number of trips provided by CCI has substantially declined since FY 2012 (the last pre-brokerage year). Most of the decline since FY 2012 is due to declines provided by referral from Logisticare.

Community Concepts Trips	
Year	Total Trips
FY 2012	383,566
FY 2015	206,593
FY 2016	202,432
FY 2017	173,290
FY 2018	144,466

Fares

CCI does not charge a fare for rides referred to it by Logisticare, or for rides funded by a state agency, another organization or grant money. For non-sponsored trips, the fare is \$4 plus \$1/mile, but this may change because the fare doesn't cover CCI's costs.

Buses/Facilities

CCI has a total of five locally funded vehicles including four minivans and one wheelchair accessible vehicle with a lift. These vehicles are kept at CCI's headquarters in Lewiston. CCI has a maintenance contract with a local garage.

Agency Volunteers

CCI has about 100 volunteers available on a daily basis. This number fluctuates over time but has declined substantially from the pre-brokerage era.

Coordination/Outreach/Partnerships/Unmet Needs

CCI's coordination and outreach efforts have included working with a number of groups to increase transportation including the Bethel Age-Friendly Initiative, Seniors Plus, the Maine Cancer Foundation, and Franklin Resource Collaborative (a consortium of health care providers and other social service agencies and individuals focused on addressing quality of life challenges in Franklin County including transportation). CCI is also exploring several grant opportunities aimed at providing socialization for seniors, especially in rural areas.

Unmet needs include sufficient funds to support transportation initiatives, especially transportation provided by volunteers.

Innovations/Creative Approaches

CCI's innovations include its outreach to hospitals to provide fee-for-service transportation to address the "no show" problem, as previously described, a new initiative to recruit volunteers through a public awareness campaign, and direct recruitment efforts through contacts with public and private groups.

Major Challenges

- **Lack of volunteers.** The lack of volunteers has been a major challenge. The decline in volunteers is due to the loss of trips to the brokerage, and an "aging out" of older volunteers, and a declining public interest in volunteering and public service.

Public Participation Summary

CCI's public participation efforts, as previously described, include working with groups such as the Bethel Age-Friendly Initiative, Seniors Plus and the Franklin Resource Collaborative, as well as various hospitals, community clinics and the Veterans Administration.