



## The Human Services Transportation Reboot

Human services transportation is undergoing major changes; some of which were well underway prior to the onset of the COVID-19 global pandemic, while others are dramatically impacted by the virus and the coming “new normal.” New technologies, partners/purchasers, and expectations present a dizzying array of both opportunities and threats. This day-long intensive deep dive into the reboot of human services transportation will give participants a look at promising new models, fresh strategies to deploy in your community and a clear understanding of where this important part of the community and public transit field is headed.

**What You’ll Learn:** A modern approach to the value proposition of human services transportation; partnership and negotiating skills; how to leverage new ROI concepts; how to identify emerging opportunities; and, a host of fresh ideas to begin implementing as soon as this session concludes.

**Session Host:** CTAA Executive Director Scott Bogren

Session Outline (all times EST):

10:30am	Scott’s overview of Human Services Transportation changes, opportunities, challenges as well as the goals for session.
11:00am	The West Virginia Public Transit Association’s statewide mobility program to connect people with substance abuse treatment and recovery.
12:15pm	Break
12:45pm	Oklahoma City’s new transportation solution connecting parents whose children have been placed in foster care with classes, treatment, visitations and more.
2:00pm	Break

- 2:15pm Hopelink's Care Mobility Rewards Program is an innovative, collaborative healthcare transportation pilot program to help Medicare patients continue their medical care following discharge from South King County (Wash.) area hospitals.
- 3:30pm Scott's session wrap up featuring key takeaways and dialogue with participants about ideas in their communities.
- 4:00pm Session End