



August 18, 2017

Wisconsin Department of Transportation
Bureau of Transit, Local Roads, Rails and Harbors
PO Box 7913
Madison, WI 53707-7913

To Whom it May Concern:

Lutheran Social Services of Wisconsin and Upper Michigan-Making The Ride Happen hereby makes application for financial assistance in providing transportation services to seniors and individuals with disabilities. This financial assistance is being sought under the federal program authorized by U.S.C. Section 5310 and/or s. 85.22, Wis. Stats.

All documents and components that are required to be submitted as part of the application process have been completed and uploaded to the online grant management system.

We understand that our application, should it meet all state and federal requirements, will be in competition for funds and funding determined by its ranking relative to other applications. The ranking of applications will be made using criteria outlined in the application guidelines and also posted on the WisDOT website.

We affirm that the information submitted in this application is true and correct. If selected for an award, we affirm that we will comply with all applicable federal regulations.

Sincerely,

Ronald A. Hauser
Chief Program Officer
Lutheran Social Services of Wisconsin and Upper Michigan, Inc.

Attachments

WRITTEN RESPONSES Mobility Management

Question 1: Demonstration of Need and Project Benefits

Lutheran Social Services of Wisconsin and Upper Michigan, Inc. (LSS), is requesting a Mobility Management grant of \$63,816 to support improved access to transportation resources for adults with disabilities and older adults in Outagamie, Winnebago and Calumet Counties through the agency's Making the Ride Happen (MRH) program. Lutheran Social Services is a private non-profit social service agency that offers a variety of services throughout Wisconsin and Upper Michigan.

The proposed Mobility Management activities will build coordination among transportation stakeholders, human service providers and private/public transportation providers in the tri-county area. Through provision of the integrating activities, the availability of transportation options for adults with disabilities and older adults will increase; this increase in transportation options will allow adults with disabilities to live independently and to stay connected to their communities. A special focus will be placed on increasing capacity in rural areas in order to better connect rural riders to programs and services.

In 2018 the LSS Mobility Management project will focus on continuing to increase participation in and coordination of transit for seniors and individuals with disabilities in the following ways:

- In anticipation of acquiring a new van to expand services to some of our more rural areas, LSS is planning to pilot a van service in Winnebago County with a borrowed agency vehicle in an effort to better identify service gaps and to formulate a comprehensive plan for addressing the growing needs of our rural riders. We are looking specifically at the need for riders to have the ability to cross county boundaries in order to access all of the services available in a wider geographic area. The Mobility Manager will be gathering data and working with program staff members to create routes and schedules that best address the identified gaps in services. These routes will be implemented if MRH is able to purchase the van that has been requested.
- Continue to increase use and awareness of public transit by adults with disabilities and those who are aging through the use of **Individual Travel Training** (discussed in detail under Question 2). In particular, the proposed project will facilitate and/or enhance travel training in the areas served by Go Transit (Oshkosh) and Valley Transit (Fox Cities). The **Project Team** comprised of the Mobility Manager and two Transportation Coordinators will also promote a volunteer-based travel training program (Bus Buddy) as an additional component of this process.
- Continued analysis of individual trips for the purpose of consolidation which will result in increased coordination and efficiency. The Mobility Manager will be able to assess the individual needs of riders whose transit requirements are more complex as well as analyzing the larger system for ways in which to increase coordination and efficiencies.
- Continued development of new collaborations among providers for the purpose of creating additional capacity or increased efficiency. In 2018, LSS' Making the Ride Happen anticipates continuing to enhance its collaborative efforts with the Outagamie County NABHRS Van program through sharing of resources as a way to increase capacity. In recent years, MRH established a new collaborative relationship with the Omro Area Community Center (OACC). We have continued to collaborate with the Omro Community Center and they are very interested in assisting us in ensuring full utilization of the new van, if we receive funds for its purchase. The OACC executive director has indicated her willingness to provide assistance with marketing the van in her community and surrounding rural communities (e.g. Picket, Winneconne, etc.); she will also support the recruitment of volunteer drivers from that area and will work to connect us with the local paper to get publicity on this new service.

- The Mobility Manager will continue to participate in local transportation coordination meetings and will continue building relationships with stakeholders; these activities will serve to facilitate additional opportunities for coordination and increased awareness of the service and need in the region. The Mobility Manager will continue to work with stakeholders throughout the region to increase buy-in related to the need for collaboration and increased coordination.
- The Mobility Manager will continue to disseminate information and provide Community Education related to transportation options that serve adults with disabilities. Community Education activities are designed to increase awareness about resources in the community and to affirm the benefits of community access and involvement for all individuals. Presentations, written articles and one-to-one contacts will be utilized.
- We will continue to develop the volunteer driver program with an emphasis on rural communities in Winnebago and Outagamie Counties. The focus for 2018 will be on continuing to increase the pool of volunteers so that additional hours of service can be added.

Statistics compiled by the CDC show that in Wisconsin the prevalence of disability in Wisconsin is 11.5 percent for persons ages 18 to 44; 22.1 percent for persons ages 45 to 64; and 33.4 percent for persons ages 65+ with the most prevalent disability types being ambulatory disability (6.2%) and independent living disability (4.9%). The estimated adult population with a disability in Wisconsin: 753,000 or 18.4% divided by, men with a disability: 346,000 or 17.9% and women with a disability: 407,000 or 18.9%. In 2013, an estimated 27.2 percent of non-institutionalized persons aged 21 to 64 years with a disability in Wisconsin were living below the poverty line (U.S. Disability Statistics Cornell University). Based on 2010 U.S. Census data, the three-county region LSS proposes to serve has a population of 392,660; of this total population, those residents over the age of 65 represent 12.8% of the population in Outagamie, 12.9% in Calumet and 14.3% in Winnebago (U.S. Census). Based on information included in a 2011 report titled *Addressing Elderly Mobility Issues in Wisconsin*, it is anticipated that between 2010 and 2035 the number of elderly Wisconsinites will grow by 90% placing a strain on current transportation systems. The proposed Mobility Management services will help to ensure that these vulnerable members of the community are able to live independently, to meet their basic needs (access to food, clothing, medical care) and to be active participants in their communities.

Population growth continues in the proposed service region and as a result, services and industry are being spread across a wider geographic area. Although this growth has a positive impact on the region as a whole, this sprawl can create significant transportation barriers when services are newly located in areas not served by public transit. As the region continues to grow, adults with disabilities and older adults will be faced with additional challenges related to adequately meeting their transportation needs. Monitoring these growing needs and creating transportation alternatives to address them is an important aspect of the Mobility Manager's responsibilities.

Adults with disabilities and those who are aging and who live in the more rural parts of the proposed tri-county service area are very vulnerable as well. Rural Transportation does exist but can be cost prohibitive for some clients. The result is that many low income adults with disabilities and older adults simply cannot afford frequent rides into the more urban areas where medical care, shopping and other necessary resources are located.

The proposed services provided by the Mobility Manager will raise awareness of the available transportation services and will also facilitate coordination of transportation services for adults with disabilities and older adults. The Mobility Manager will strive to ensure that persons with disabilities and seniors will have access to appropriate transportation services in order to live independent lives and to be fully integrated into their communities.

Question 2: Promotes Development of a Coordinated Network

Due to its grass roots development and reliance on community-wide involvement, LSS' Making the Ride Happen program places coordination at the core of its mission. Since program commencement in 2004, one essential task of the project team has been to identify those individuals who fall between the cracks as related to existing transportation options in the tri-county area (including Valley Transit, Go Transit and their respective paratransit programs) and to endeavor to find them a safe ride at a reasonable cost. Identification of those un- or underserved individuals in the community and coordination with other local providers of transportation services helps the Making the Ride Happen program to ensure that services are being provided to individuals in a way that complements rather than duplicates any existing services.

One of the major ways in which Making the Ride Happen contributes to the capacity of the region to develop and implement coordinated services is through the provision of Travel Training. Travel Training can provide one-on-one support to individual clients to an effort to educate and support them in learning to access and use public transit options. This is accomplished due in part to the Travel Trainers' thorough understanding of a person's ability to travel safely and independently as well as any barriers that need to be addressed. Instruction typically involves essential travel skills, making judgments about safety and danger, managing basic life skills, knowing how to handle travel disruptions, and using appropriate social and communication skills.

Valley Transit and Go Transit support LSS' effort to create opportunities for more adults with disabilities to use fixed route public transit service through the Travel Training program. All three agencies work collaboratively to reach out to individuals in the local communities who could benefit from Travel Training instruction including local schools, and World Relief, an organization that helps settle new refugees in the community.

In 2017, MRH continued to reach out to several local housing facilities that serve low income disabled and senior adults and that utilize the services of LSS Service Coordinators to create a group travel training event. The group event provides an opportunity for those residents that would like to better familiarize themselves with use of the public transportation system to travel to a local business with a group of their neighbors thus alleviating the anxiety that often accompanies taking that first trip alone. The group travel training event also allows the residents to make supportive connections for both future travel and other socialization.

LSS ensures a coordinated effort with other local providers through participation in the MRH Advisory Board. Both partner transit systems are members of the Advisory Board as are other transportation stakeholders and/or human service organizations who serve the same populations. Participation on the Advisory Board ensures that all appropriate stakeholders are at the table and that decisions are made in keeping with the best interests of the individuals served and with a focus on eliminating any duplication of services and sharing resources whenever possible. In 2018, as MRH continues to build infrastructure for the future, there will be an increased emphasis on recruitment of advisory board members. As capacity in the rural communities is increased, MRH will ensure that the advisory board includes local representation from all areas that are served or under development.

New to the MRH range of services in 2017 is collaboration with several local partners on a plan to improve access to transportation for people in Winnebago County. Winnebago County was among 10 communities from across the country selected to receive the Accessible Transportation Community Initiative grant offered by Easterseals Project Action Consulting (ESPAC); LSS MRH is one of the key partners in this new project.

In support of tri-county wide coordination, the Mobility Manager participates in county coordination meetings, the Northeastern Wisconsin Regional Transportation Access Committee, the Oshkosh Collaboration Workgroup, HUB Oshkosh, and is presently Chairperson of the Fox Valley Advocacy Coalition. The Mobility Manager, in collaboration with the East Central Regional Planning commission, continues to participate with a Winnebago County coalition focused on addressing the mobility needs of Oshkosh residents.

MRH has developed a strong cadre of partners and stakeholders including the following:

Project Partners and Stakeholders - LSS' Making the Ride Happen Mobility Manager Project		
Organization	Contact	Project Role
Volunteer Center/RSVP	Carol Bloemer	Recruitment, Volunteer Driver/MRH Advisory Board Member
Calumet County ADRC	Joann Dewhurst	Service Provider, Human Service Programs & alternate representative of MRH Advisory Board
Outagamie County ADRC	Bonne Planner	Service Provider, Rural Outagamie County & Human Services Programs
Winnebago County	Mark Weisensel	Director of Aging and Transportation Services; member of MRH Advisory Board
Outagamie County Housing Authority	Kari Kuper	Program Manager-Outagamie County NABHRS Van program
Oshkosh Transit	Dave Vickman	Service Provider, Urban Transit & Paratransit
	Dr Terry Cheng	Retired Neurologist Mercy Medical, MRH client and MRH Advisory Board
Easter Seals	Jill Gretzinger	Advocate for the Disabled & member of MRH Advisory Board
	Doris Peters	Volunteer Driver & member of the MRH Advisory Board
Northern Winnebago Dial-A-Ride	Carol Kasimor	Service Provider, older adults & member MRH Advisory Board
Fox Cities World Relief	Coua Thoa	Service Provider, Refugees
Oshkosh United Way	Sue Panek	Community Organizer, Transportation Plunge Coordinator
Omro Community Center	Eli Ashley	Executive Director

Question 3: Financial and Technical Capacity

LSS has been serving individuals in need for 135 years. Last year, LSS offered 193 programs in communities throughout Wisconsin and Upper Michigan; these programs touch over 50,000 lives annually.

Through LSS' provision of programs and services for persons with disabilities and older adults, the agency has amassed decades of experience providing transportation and related services to these populations. During FY 2016, older adults (those aged 65 and older) represented 13 percent of the individuals served by LSS. LSS provides residential and community-based services to individuals with disabilities and older adults across Wisconsin and transportation is an integral component in many of these services. The agency has recently moved from a residential model of service for individuals with disabilities to a model that embraces independent living and community-based supports; with this shift transportation will become an even more central focus for LSS in the coming years.

LSS is a multi-service agency with staff and programs in a two-state area and as such has built the appropriate infrastructure and capacity to successfully manage multiple projects and multiple funding sources. The LSS Financial Services Department will work with local program staff to ensure that all contractual and fiduciary obligations are being met.

Required matching funds will be provided by Outagamie County, Oshkosh Area United Way, and the United Way Fox Cities; appropriate support documentation will be found in the attachments.

LSS successfully manages multiple Federal, State and local contracts each year. The agency has in place strict policies and procedures governing all aspects of grants management and has been administering grant funded programs for over 100 years.

Because the MRH program is designed to complement other transportation services available in the local community or to provide service where none currently exist, LSS feels confident that the proposed program objectives and outcomes demonstrate an effective use of funds. The proposed program has been developed in collaboration with local partners in an effort to provide the most comprehensive array of transportation services possible while also using limited resources for the greatest benefit of the individuals being served.

WRITTEN RESPONSES: Operating Project

Question 1: Demonstration of Need and Project Benefits.

Lutheran Social Services of Wisconsin and Upper Michigan, Inc. (LSS), is requesting an Operating grant of \$52,745 to continue to expand the volunteer driver program, increasing capacity to serve adults with disabilities and older adults in rural areas of Outagamie, Winnebago and Calumet Counties through the agency's Making the Ride Happen (MRH) program. Lutheran Social Services is a private non-profit social service agency that offers a variety of services throughout Wisconsin and Upper Michigan.

Statistics compiled by the CDC show that in Wisconsin the prevalence of disability in Wisconsin is 11.5 percent for persons ages 18 to 44; 22.1 percent for persons ages 45 to 64; and 33.4 percent for persons ages 65+ with the most prevalent disability types being ambulatory disability (6.2%) and independent living disability (4.9%). The estimated adult population with a disability in Wisconsin: 753,000 or 18.4% divided by, men with a disability: 346,000 or 17.9% and women with a disability: 407,000 or 18.9%. In 2013, an estimated 27.2 percent of non-institutionalized persons aged 21 to 64 years with a disability in Wisconsin were living below the poverty line (U.S. Disability Statistics Cornell University). Based on 2010 U.S. Census data, the three-county region LSS proposes to serve has a population of 392,660; of this total population, those residents over the age of 65 represent 12.8% of the population in Outagamie, 12.9% in Calumet and 14.3% in Winnebago (U.S. Census). Based on information included in a 2011 report titled Addressing Elderly Mobility Issues in Wisconsin, it is anticipated that between 2010 and 2035 the number of elderly Wisconsinites will grow by 90% placing a strain on current transportation systems. The proposed Mobility Management services will help to ensure that these vulnerable members of the community are able to live independently, to meet their basic needs (access to food, clothing, medical care) and to be active participants in their communities.

Operating assistance through a 2018 Section 5310 grant will allow LSS' Making the Ride Happen to assist seniors and persons with disabilities in overcoming transportation barriers in the following ways:

- In anticipation of acquiring a new van to expand services to some of our more rural areas, LSS is planning to pilot a van service in Winnebago County with a borrowed agency vehicle in an effort to better identify service gaps and to formulate a comprehensive plan for addressing the growing needs of our rural riders. We are looking specifically at the need for riders to have the ability to cross county boundaries in order to access all of the services available in a wider geographic area. The Transportation Coordinator will be gathering data and working with other program staff members to identify the need for volunteer drivers for this new service and to understand highest need routes and frequency of times during which services are requested in an effort to match drivers with identified program need. If MRH is able to purchase the van that has been requested the Transportation Coordinator will commence recruitment of additional volunteer drivers in rural areas of Winnebago County.
- Maintain the number of rides provided while expanding the number of available drivers in rural areas and enhancing coordination of rides and destinations. The goal is to maintain rides at the current level while increasing capacity in more rural parts of the service area. In support of this goal, the project team will continue to develop the Oshkosh volunteer base including rural communities in Winnebago County such as Winneconne and Omro.
- Recruit new volunteer drivers and increase awareness of the ride program by marketing the program through community presentations, networking, and various print and media outlets. As

part of this effort, the project team will identify new strategies to recruit drivers from rural communities. MRH proposes to recruit 6 new volunteer drivers during the project period. Because volunteer drivers often come from a pool of retirees or individuals with part time employment, turnover rates can be high which makes recruitment an ongoing process.

- Continue to work collaboratively with Outagamie Housing Authority NABHRS (Non-Profit Affordable Housing Based Rental Services) Van service to increase use of NABHRS van. NABHRS recently purchased a new vehicle and MRH has been assisting with outreach to potential riders. This collaboration will allow MRH to provide additional rides to Outagamie residents including those adults who uses a wheelchair or scooter. MRH will also continue community outreach to rural parts of the counties. In 2017, NABHRS and MRH continued on demand van shuttle program in 2 rural communities (Seymour and Hortonville); service is provided each Wednesday. It is anticipated that 25 additional rides will be provided to Outagamie residents through this initiative in 2018.
- Continue to increase the number of contacts with adults with disabilities and those who are aging through the MRH Call Center by 5-10%; the purpose of the call center is to provide clients and their families with comprehensive transportation information. MRH staff provides callers with detailed options of programs that they might access and assists them in making arrangements for the ride. Increasing community awareness of the Call Center and its services is a key component in this effort. Due to improved tracking measures we are able to better capture the number of calls received, the duration of calls, and the reason for the call all of which help to improve service provided by the Call Center.
- Engage in future planning activities that will ensure that MRH continues to identify and meet the needs of riders in rural areas. These efforts will include continued outreach to and collaboration with partners representing rural riders.
- Continue to utilize Assisted Rides software program to enhance volunteer driver scheduling and ride tracking in an effort to maximize program efficiencies.

The proposed services are specifically targeted to increase the awareness and availability of transportation services for seniors and persons with disabilities in the identified tri-county area. Information gathered from users of the service as well as program partners and key stakeholders indicates that there exists a lack of awareness related to transportation services currently available to these populations and a need to increase capacity, particularly in the rural areas targeted by the MRH program. The proposed programming will endeavor to meet these currently unmet needs while also ensuring that some of the community's most vulnerable members are able to easily locate and avail themselves of those services necessary to meet their basic needs including access to food, clothing and medical care.

Making the Ride Happen provides rides using volunteer drivers. The Transportation Coordinator works with more than 87 volunteers who typically donate one half-day per month to provide rides, using their own vehicle. The Transportation Coordinator is responsible for recruiting, training and scheduling the volunteers. Screening of volunteers is done in collaboration with the Retired Senior Volunteer Program of the Volunteer Center of East Central Wisconsin and the Retired Senior Volunteer Program of ADVOCAP. The Transportation Coordinator also handles information and assistance calls in the Call Center. As proposed in the grant, the Transportation Coordinator's position is .87 FTE.

Question 2: Promotes Development of a Coordinated Network.

Because Making the Ride Happen was born of a community-wide day of discussion, the program sees coordination, collaboration, and meeting specific needs as key components of the overarching philosophy. The Section 5310 Operating project evidences these principles in several ways.

In order to augment coordination, the MRH Call Center maintains a comprehensive data base of transportation options available in the tri-county region. This data base is continually updated with newly identified options. In addition, the MRH staff members have access to the Northeastern Wisconsin Regional Transportation Access Committee data base of transportation options which is more regional in nature and provides information on a cross section of the state. These tools are important tools for MRH staff, allowing them to look at all types of transportation available and to provide the most appropriate options to clients and their families to best meet their transportation needs. MRH Call Center staff interacts daily with clients, their families, caregivers, human service providers, medical providers, and other community leaders which allow them to identify gaps in service. The operation of the MRH has consistently assisted clients and their families in seeking transportation options and helps them understand the often times, very cumbersome, eligibility requirements for each program. Additionally, the Call Center plays a key role in understanding the changing transportation needs of the clients.

The MRH Volunteer Driver program has been consistently increasing the number of rides provided by continuing to recruit new volunteer drivers and by expanding the geographic area that the program serves. The rides provided through the Volunteer Driver program added capacity to the region's array of transportation services and created an avenue for unrestricted movement between communities, counties and other government boundaries in the region. Winnebago County facilitated a study in late 2013 in order to look at the needs of county residents (adults with disabilities and those who are aging) as it relates to transportation. This study made several recommendations one of which was expansion of the Volunteer Driver program county wide with emphasis on the small rural communities. Continuing the efforts begun with the 2013 study, in 2017 Winnebago County was among 10 communities from across the country selected to receive the Accessible Transportation Community Initiative grant offered by Easterseals Project Action Consulting (ESPAC); LSS MRH is one of the key partners in this new project.

The study also identified that the Volunteer Driver program creates an additional option for low-income clients for whom the modest fees of the paratransit system are prohibitive. A new trend that has been identified by MRH staff centers on client need for rides beyond the traditional business hours. Many of the individuals served by MRH have social engagements, counseling, and educational programs that are often offered in the evening or on weekends; MRH will continue to work to meet these needs as well as to address any new trends that may be identified.

The Making the Ride Happen Advisory Board (detailed in the table below) incorporates information and discussion during its quarterly meetings. This advisory board provides a platform for discussions on coordination and a forum for developing strategies that address unmet needs. The current complexities of federal/state funding for public transit systems have come to the attention of many community leaders, government officials, and to some extent the general public; this awareness has facilitated coordination efforts and has allowed for capacity building in existing programs. And, because key stakeholders are part of the conversation, communities and programs are able to ensure that services are not being duplicated and that scarce resources are being allocated appropriately.

MRH staff members actively participate in the county transportation coordination meetings, Oshkosh Collaboration Workgroup, Fox Valley Advocacy Coalition, Greater Winnebago Area Advocacy Coalition, ESTHER, and the Fox Cities Community Council in order to keep abreast of community needs

and to promote coordination. MRH was actively involved in the development of the coordination plan for the Human Services Department and supports the need for increased capacity. Presently, MRH is actively involved in Oshkosh Transportation Development Plan and is an Oshkosh HUB partner agency.

Project Partners and Stakeholders LSS' Making the Ride Happen Operating Project		
Organization	Contact	Project Role
Volunteer Center/RSVP	Carol Bloemer	Recruitment, Volunteer Drivers & MRH Advisory Board Member
Calumet County ADRC	Joann Dewhurst	Service Provider, Human Service Programs & alternate representative of MRH Advisory Board
Outagamie County ADRC	Bonne Planner	Service Provider, Rural Outagamie County & Human Services Programs
Winnebago County	Mark Weisensel	Director of Aging and Transportation Services; member of MRH Advisory Board
	Dr Terry Cheng	Retired Neurologist Mercy Medical, MRH client and MRH Advisory Board
Outagamie County Housing Authority	Kari Kuper	Program Manager-Outagamie County NABHRS Van program
Oshkosh Transit	Dave Vickman	Service Provider, Urban Transit & Para transit
Easter Seals	Jill Gretzinger	Advocate for the Disabled & member of MRH Advisory Board
	Doris Peters	Volunteer Driver & member of the MRH Advisory Board
Northern Winnebago Dial-A-Ride	Carol Kasimor	Service Provider, older adults & member MRH Advisory Board
Fox Cities World Relief	Coua Thoa	Service provider for refugees
Oshkosh United Way	Sue Panek	Community Organizer, Transportation Plunge Coordinator
Omro Community Center	Eli Ashley	Executive Director

Question 3: Financial and Technical Capacity.

LSS has been serving individuals in need for 135 years. Last year, LSS offered 193 programs in communities throughout Wisconsin and Upper Michigan; these programs touch over 50,000 lives annually.

Through LSS' provision of programs and services for persons with disabilities and older adults, the agency has amassed decades of experience providing transportation and related services to these populations. During FY 2016, older adults (those aged 65 and older) represented 13 percent of the individuals served by LSS. LSS provides residential and community-based services to individuals with disabilities and older adults across Wisconsin and transportation is an integral component in many of these services. The agency has recently moved from a residential model of service for individuals with disabilities to a model that embraces independent living and community-based supports; with this shift transportation will become an even more central focus for LSS in the coming years.

LSS is a multi-service agency with staff and programs in a two-state area and as such has built the appropriate infrastructure and capacity to successfully manage multiple projects and multiple funding sources. The LSS Financial Services Department will work with local program staff to ensure that all contractual and fiduciary obligations are being met.

Required matching funds will be provided by Outagamie County, Oshkosh Area United Way, and the United Way Fox Cities; appropriate support documentation will be found in the attachments.

LSS successfully manages multiple Federal, State and local contracts each year. The agency has in place strict policies and procedures governing all aspects of grants management and has been administering grant funded programs for over 100 years.

Because the MRH program is designed to complement other transportation services available in the local community or to provide service where none currently exist, LSS feels confident that the proposed program objectives and outcomes demonstrate an effective use of funds. The proposed program has been developed in collaboration with local partners in an effort to provide the most comprehensive array of transportation services possible while also using limited resources for the greatest benefit of the individuals being served.

Lutheran Social Services and the Making the Ride Happen Community Advisory Board continually plan for and pursue financial resources to support programming. MRH has financial support from the Aging and Disability Resource Center in Outagamie County, Outagamie County and United Way-Fox Cities. The team pursues grants and donations on an on-going basis. Contract services through the City of Oshkosh were undertaken in 2012 as part of the program's plan to diversify its funding sources.

Calendar Year 2018: 5310 Program Application - REQUIRED DOCUMENTS

Application Excel Document:	Complete
General Information	X
Project Budgets (one for each project)	X
Project Goals (one for each project)	X
Project Staffing Sheet (one for each project)	X
Written Responses (one for each project)	X

Additional Required documents found on the "Applications" tab in BlackCat:	Complete
Public Notice	X
Federal Certifications and Assurances Signature Page	X
Non-Profit Documentation, if required	X

Certifications Found in the "Organizations" tab in BlackCat	Complete
FFATA	X
Certification of Data	X

Other Documentation to upload to your "Resources" tab in BlackCat	Complete
Local Match Support Documentation	X

See the application guidelines document for submittal instructions.

2018 Section 5310 Application - GENERAL INFORMATION

There are three pages in this section

CONTACT INFORMATION

AGENCY/ORGANIZATION

Agency:	Lutheran Social Services of Wisconsin and Upper Michigan, Inc.
Address:	647 West Virginia Street, Suite 200
City:	Milwaukee
Zip:	53204
County:	Milwaukee
FEIN Number:	39-0816846
DUNS Number:	60460730

PROJECT CONTACT

Name:	Holly A. Keenan
Title:	Mobility Manager
Address:	3003 N Richmond Street
City:	Appleton
Zip:	54911
Phone:	920-225-1740
Email:	holly.keenan@lsswis.org

PAYMENT ADDRESS (if different from agency address)

Agency:	Lutheran Social Services of Wisconsin and Upper Michigan, Inc.
Address:	P.O. Box 88730
City:	Milwaukee
Zip:	53288-0730

SINGLE AUDIT

WisDOT is responsible for reviewing single audits of subrecipients that expend more than \$750,000 annually of federal funding from all sources, not just US DOT funds, in accordance with OMB - Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards 2 CFR 200 (Subpart F § 200.501). Audits shall be made by an independent auditor in accordance with generally accepted government auditing standards covering financial audits. Please mark the appropriate box below with an 'X' next to the correct statement.

Our agency expends <u>less</u> than \$750,000 in a year in federal funds from all sources. Grantees that do not meet the single audit threshold may be required to submit supporting documentation for a quarterly reimbursement request. Grantees chosen for submission will be notified prior to the quarter end for which the request is made.	
Our agency expends <u>more</u> than \$750,000 in a year in federal funds from all sources. Please indicate the date of your last single audit submission below. WisDOT staff will review the harvester.census.gov website for any program related findings and follow up with affected grantees.	X
Date of most recent single audit submission:	4/12/2017

COORDINATION

The Federal Transit Administration (FTA) requires that projects funded under the 5310 program are derived from a “locally developed coordinated public transit-human services transportation plan”. This ensures that applicants are coordinating services with other private, public and non-profit transportation providers. Section 5310 projects must be identified by a strategy and/or action item in a county, multi-county or regional plan. This plan name, strategy/action item, and page number must be provided below.

Title of the Coordination Plan:	2014-2018 Calumet, Outagamie and Winnebago County Human Services Public Transportation Coordinated Plans
Strategy(ies) from which your project(s) is included as part of:	Table 8 - lists Making the Ride Happen as a program/project to help accomplish strategies (Calumet); Table 6 - lists Making the Ride Happen as a program/project to help accomplish strategies (Outagamie); Table 6 - lists Making the Ride Happen as a program/project to help accomplish strategies (Winnebago)
Page number(s) of these strategy(ies)	Calumet County - page 34, Outagamie County - page 35; Winnebago County - page 29

PROCUREMENTS

If you anticipate any procurements related to your projects, please list the items and their estimated value. The term procurement refers to a range of activities related to purchasing goods and services using FTA funds. Examples of different types of procurement include purchasing software, transportation services or marketing. For further procurement information, refer to the WisDOT website.

Not Applicable

OTHER STATE AND FEDERAL FUNDING FOR TRANSPORTATION

Does your organization currently receive or have a pending application for other state and Federal Transit Administration (FTA) funding through WisDOT or directly from the FTA? Examples include, but are not limited to the following transit funding programs: (S=State, F=Federal)

Program Name	Number	Source
Urban mass transit assistance	85.20	S
Non-urban assistance	5311	F
Urbanized areas assistance	5307	F
County Specialized transportation	85.21	S
Capital assistance for specialized transportation	85.22/5310	S/F
Elderly tribal transportation	85.215	S

YES or NO: Yes

If yes, please list the funding programs and explain how the projects in this application are related to your current state/federally funded transportation projects or any pending applications for this funding. Applicants may be required to submit a cost allocation plan for items and staff that are funded with multiple grants. WisDOT will contact you if required.

85.21 Specialized transportation: LSS Making the Ride Happen is contracting with Outagamie County to administer the Volunteer Driver Program (Operating Project) referenced in the section 5310 Application. In addition, 85.21 funds will cover 10% of the Mobility Manager's position included in the 5310 Mobility Management Application. The project team will also earmark 85.21 funds to meet part of the local match requirement for the Section 5310 grant.

PROJECT LOCATION

What is the service area of the proposed project(s)? List counties, municipalities, etc.

Outagamie, Calumet, and Winnebago Counties

Within which Regional Planning Commission(s) is your project(s)?

RPC 1:	East Central Wisconsin Regional Planning Commission
RPC 2:	
RPC 3:	

If the project service area is partially or fully in a Metropolitan Planning Organization, please list.

MPO 1:	Fox Cities (Appleton) Urbanized Area
MPO 2:	Oshkosh Urbanized Area
MPO 3:	

In which Congressional District(s) is your project located?

CD 1:	6th District (Glenn Grothman)
CD 2:	8th District (Mike Gallagher)
CD 3:	

If your project's service area covers more RPCs, MPOs or CDs than space allows above, please list below.

2018 Section 5310 Application - MOBILITY MANAGEMENT BUDGET

Instructions: Fill in all applicable grey boxes.

GRANTEE	Lutheran Social Services of Wisconsin and Upper Michigan-Making the Ride Happen
----------------	---

Line Item	Total Budget (including in-kind match from next column)	In-Kind Match* (as part of total program budget)	In-Kind Match Source / Notes on Line Item
-----------	--	--	---

EXPENSE:			
Salary/fringe (see staffing tab for instructions)	\$59,546		
Office space/rent	\$2,062		
Office supplies/printing/postage/copying	\$298		
Meetings (space, supplies)	\$0		
Marketing	\$1,000		
Equipment (telephone, computers, etc.)	\$330		
Website (hosting, support, design, etc.)	\$0		
Software lease	\$0		
Staff travel and mileage	\$2,000		
Other (specify below)	\$14,555		
TOTAL EXPENSE	\$79,791		

LOCAL MATCH:		
In-Kind Match		\$0
Cash Match	\$15,975	
TOTAL LOCAL MATCH	\$15,975	

REVENUE:	
TOTAL REVENUE	\$0

NET COST:	
TOTAL NET COST (Expense minus Revenue):	\$79,791

TOTAL:	
TOTAL REQUEST (Net Cost minus Local Match):	\$63,816
REIMBURSEMENT PERCENTAGE:	79.98% Cannot be greater than 80% (Automatically calculates)

* In-kind match dollar request cannot exceed total program budget request per budget line.

Explain any expense listed in the "other" category above:

Agency Audit Fees, Conf & CPE expenses, Services purchased from other LSS programs, Executive and Director allocations, Agency Support Service Allocations.

2018 Section 5310 Application - MOBILITY MANAGEMENT STAFFING

List the staffing information for each position working on the mobility management project only. Please transfer the appropriate values to the mobility management budget page.

EXAMPLE Title of position	Name of individual*	Number of hours charged to this project	Dollar value of salary charged to this project	Dollar value of fringe charged to this project	Total salary/fringe for this project	Dollar value of in-kind match for this project	Source of in-kind match funds
EX - Mobility Manager	STAFF NAME	2080	\$41,600	\$14,560	\$56,160	\$10,000	Agency resources
EX - Financial Assistant	STAFF NAME	400	\$4,000	\$200	\$4,200	\$0	

Title of position	Name of individual*	Number of hours charged to this project	Dollar value of salary charged to this project	Dollar value of fringe charged to this project	Total salary/fringe for this project	Dollar value of in-kind match for this project	Source of in-kind match funds
Administrative Assistant	Mary Haessly	104	\$1,386	\$213	\$1,599		
Mobility Manager	Holly Keenan	2,080	\$37,010	\$10,443	\$47,453		
Program Manager	Kristine Fischer	42	\$1,026	\$557	\$1,583		
Transportation Coordinator	Cheryl Kehl	505	\$6,964	\$1,947	\$8,911		
					\$0		
					\$0		
					\$0		
					\$0		
					\$0		
					\$0		
					\$59,546	\$0	

Transfer these totals to the budget page
and place in "salary/fringe" column.

2018 Section 5310 Application - MOBILITY MANAGEMENT GOALS

There are 2 pages in this section

To add spacing between lines or paragraphs in the goals section of this spreadsheet, use the keyboard shortcut **ALT + ENTER** to insert a line break or start a new paragraph.

Instructions: Fill in all applicable grey boxes.

GRANTEE | Lutheran Social Services of Wisconsin and Upper Michigan, Inc.-Making the Ride Happen

PROJECT | Mobility Management

PERFORMANCE MEASURES OUTCOMES:

	Service Type	# one-way trips	# customer contacts	# trained	notes
TRIP BASED	Door-to-door or door-thru-door				
	Fixed Route				
	Flexible Routing				
	Shuttle/Feeders				
	Demand Response				
	Same-day ADA paratransit				
	Volunteer driver	4412			
	Voucher provided				
	Vanpool service				
	Aide/escort assistance				
INFORMATION BASED	Mobility manager				
	One-stop center		4994		
	Itinerary planning		5		
	Internet-based info				
	One-on-one transit training			36	
	Transportation resource training			91	
	Driver training			6	

PERFORMANCE MEASURES OBJECTIVES:

List up to six performance measures objectives that will be used to measure progress of the project each quarter.

Objective 1:	Continue Enhancement of the Travel Training program with Valley Transit and GO Transit through the use of the Bus Buddy Program in both Communities, as evidenced by the number of Travel Training Experiences completed.
---------------------	---

Objective 2:	Identify and develop new collaborations within the service area to enhance capacity and break down barriers for clients moving between communities, as evidenced by the number of rides provided and continued participation on relevant community based committees.
---------------------	--

Objective 3:	Increase public awareness of mobility options and improve access to transportation services for the public; as evidenced by the number of community presentations provided.
---------------------	---

Objective 4:	
---------------------	--

2018 Section 5310 Application - OPERATING BUDGET

There are 2 pages in this section

Instructions: Fill in all applicable grey boxes.

GRANTEE	Lutheran Social Services of Wisconsin and Upper Michigan-Making the Ride Happen
----------------	---

Line Item	Total Budget (including in-kind match from next column)	In-Kind Match* (as part of total program budget)	In-Kind Match Source / Notes on Line Item
-----------	--	---	---

EXPENSE:

Salary/fringe (see staffing tab for instructions)	\$104,043	\$56,978	5124 volunteer hours x \$11.12
Office space/rent	\$3,058		
Office supplies/printing/postage/copying	\$262		
Marketing	\$2,500		
Equipment (telephone, computers, etc.)	\$270		
Website (hosting, support, design, etc.)	\$0		
Software lease	\$4,000		Software assisted rides
Staff travel and mileage	\$0		
Purchased transportation service	\$0		
Volunteer driver reimbursements	\$0		
Transportation vouchers	\$0		
Tires, parts, maintenance costs	\$2,500		
Service operating costs (gas, etc).	\$4,000		
Vehicle Insurance	\$750		
Other (specify below)	\$10,970		
TOTAL EXPENSE	\$132,353		

LOCAL MATCH:

In-Kind Match		\$56,978
Cash Match	\$17,200	
TOTAL LOCAL MATCH	\$74,178	

REVENUE:

TOTAL REVENUE	\$5,430
----------------------	----------------

NET COST:

TOTAL NET COST (Expense minus Revenue):	\$126,923
--	------------------

TOTAL:

TOTAL REQUEST (Net Cost minus Local Match):	\$52,745
--	-----------------

REIMBURSEMENT PERCENTAGE:	41.56% Cannot be greater than 50% (Automatically calculates)
----------------------------------	---

* In-kind match dollar request cannot exceed total program budget request per budget line.

Explain any expense listed in the "other" category above:

Agency Audit Fees, Services purchased from other LSS programs, Executive and Director allocations, Agency Support Service Allocation.

2018 Section 5310 Application - OPERATING GOALS

There are 2 pages in this section

To add spacing between lines or paragraphs in the goals section of this spreadsheet, use the keyboard shortcut **ALT + ENTER** to insert a line break or start a new paragraph.

Instructions: Fill in all applicable grey boxes.

GRANTEE | Lutheran Social Services of Wisconsin and Upper Michigan-Making the Ride Happen

PROJECT | Operating

PERFORMANCE MEASURES OUTCOMES:

	Service Type	# one-way trips	# customer contacts	# trained	notes
TRIP BASED	Door-to-door or door-thru-door				
	Fixed Route				
	Flexible Routing				
	Shuttle/Feeders				
	Demand Response				
	Same-day ADA paratransit				
	Volunteer driver	4412			
	Voucher provided				
	Vanpool service				
	Aide/escort assistance				
INFORMATION BASED	Mobility manager				
	One-stop center		4994		
	Itinerary planning		5		
	Internet-based info				
	One-on-one transit training			36	
	Transportation resource training			91	
	Driver training			6	

PERFORMANCE MEASURES OBJECTIVES:

List up to six performance measures objectives that will be used to measure progress of the project each quarter.

Objective 1:	Individuals with disabilities and those who are aging will remain active and involved in their community despite the loss of their ability to drive as evidenced by an increased percentage of adults with disabilities or those who are aging using services to address social/recreational needs: to address medical needs such as going to appointments or to the pharmacy; and to address shopping/personal business needs such as banking, going to the salon, or grocery shopping.
Objective 2:	Continue to develop volunteer driver base within the communities served with an emphasis on connecting those who live in rural communities surrounding the Appleton TMA and the City of Oshkosh. Mobility Manager and MRH staff will provide presentations to community groups in an effort to increase awareness of the existing transportation programs. The number of volunteer drivers and volunteer hours will be tracked.
Objective 3:	Continue development of collaborative efforts with Outagamie County Housing Authority shuttle van as evidenced by monthly reporting done to common funding sources: Fox Cities United Way, Outagamie County Older American funding, and 85.21 funding.
Objective 4:	

