

# **Handi-Lift Advisory Committee**

**Wednesday, May 19, 2010**

## **Meeting Minutes**

**Prepared & Submitted by Karen Robinson**

The Handi-Lift Advisory committee meeting was held on Wednesday, May 19, 2010 at the Hood Building's first floor conference room, located at 200 North President Street in Jackson, MS. The following individuals were present: Sam Gleese, Dr. Scott Crawford, Sam Tensley, Karen Robinson, Eddie Turner, Robert Joseph, Napoleon Campbell, Dewone Banks, Jerri Walton, Traci Brent, Katy Hardage (Disability Rights of Mississippi) , Courtney Bowie (Attorney), Namon Huliatt, and Warren Pickett. The absentees were: Shanickey Kirkwood, Lee Cole, Fred Myers and Irene Myers.

The meeting was called to order @ 1:12pm. The minutes from the previous meeting was approved with corrections by Dr. Crawford motioning and Karen Robinson seconding. There was a reminder to make sure Mr. Tensley, Traci Brent, and Legal are e-mailed copies of the minutes.

In the Old Business, the issue of the software update was brought up by Dr. Crawford. Mr. Tensley stated that the procedures are being done concerning the bids etc. and the necessary actions are being done on a timely manner. Dr. Crawford had made comments on the efficiency of the new software stating that the scheduling of clients, the computing of no-shows and trip denials are presently labor intensive. Karen Robinson had addressed the issues by stating that the new software will definitely increase efficiency in the scheduling and computation of trip information, i.e. denials, no shows, etc.

Napoleon Campbell asked questions on the recertification process. Karen Robinson stated the re-certification procedures and made note that the client recertification is every 4 years and pending complete medical information from doctors and verification of information, approval or denial is usually done within 21 days. Napoleon made a comment on recertification of permanently disabled clients such as being blind should not have to recertify. Mr. Tensley stated the he understand that issue but "miracles do happen" and if any such issue arises, it will be sent to his desk.

There was a mention of the appeal board that was active several years ago. Sam Gleese said that he would look into starting back up an appeals board and this issue will be discussed in detail in a future meeting as soon as research is done.

In the New Business, Dr. Crawford made note of the 'Pickup Window' --i.e. time frame of clients to be picked up. He stated that it was in procedures manual "10 minute before pick up time and up to 20 minutes after". Karen Robinson stated that sometime drivers do arrive early and the pickup window is 30 minutes before and after pick up time. Clients are told this and most clients have no issues with this. Drivers are usually on time. There are times when clients are not ready. If client doesn't come out by pick up time, we call them to let them know driver is out there waiting and if not out in 5 minutes, driver will leave and it will be a no-show. Some clients do not get dressed until driver has arrived and we tell client that we will not abide by that and driver will leave.

In another New Business item, the FTA Civil Rights Workshop was held in Nashville, TN and attended by Mr. Sam Tensley, Shanickey Kirkwood and Traci Brent. Mr. Tensley said it was a very interesting and enlightening workshop. He passed around a few copies of the workshop overview to the members and request that the pamphlet be read it at their leisure.

There were announcements and they are as follow:

- Website Report – Sam Gleese stated that the City of Jackson and Jatron website is accessible and corrections were made.
- Complaint - Warren Pickett had made a complaint concerning a driver who did not secure him with a lap belt on the Handi-lift. His wheelchair was secured but not his body. On the return trip, it was the opposite-seat belt was secure but not the wheelchair.

Also, there was one driver who is openly upset with him because he reported some of her neglectfulness. She ties down my chair but then puts the seat belt around the front of the wheelchair, not next to his body. He is always afraid of being bounced right out of his chair. Let's all pray that never happens to anyone.

Mr. Tensley stated that on the fixed route, wheelchair is to be secured but seat belts are optional (client may refuse seatbelt). On paratransit, wheelchairs are to be secured and lap belts are required.

Napoleon Campbell had a question concerning dropping certain routes and its effect on the Handi-lift. Mr. Tensley says it may affect the Handi-lift but Dr Crawford says he had no problem with adjusting the Handi-lift restriction on distance outside the city limits.

The issue of ADA training for committee members will be addressed @ the next meeting. The meeting was adjourned at 2:20pm. The next meeting will be held on June 16, 2010 @ 1pm at the Hood Building.