

## Clearfield County Area Agency on Aging, Inc., input on Transportation and Housing:

### Transportation:

- Public transportation does not go where some people want/need to go and/or when they need to be there
- Expectations of public transportation do not always meet riders' expectations: e.g. many riders want to be picked up/dropped off at their doorstep. The transportation providers cannot do this for all routes because of limited resources. Many riders using public transportation for medical travel are not healthy enough to get themselves to a bus stop, especially if it includes staying outside in adverse weather. Some senior riders have complained that the buses are a rough ride and they don't feel well after riding.
- Private pay transportation is expensive for people on limited incomes
- Churches are becoming reluctant to provide transportation because they have been "burned" by riders in the past (e.g. saying the trip is for medical purposed but then the rider wants to go shopping). I think that this is an example of a few making it bad for everyone.
- Long distance/out of county medical transportation is either unavailable or expensive. Family and friends burn out quickly when called upon on a regular basis
- MATP has helped many but traveling outside Clearfield County to see their doctors is an issue for some. Changing doctors is not always an option. The biggest number of complaints I hear about this program is from people who have been denied a ride (even though they have clearly not kept within guidelines—they always have a reason for not complying). Otherwise, it seems to work.
- A consumer told me that their rehab facility picks them up and returns them home as part of the rehab program. This consumer called b/c they had a problem getting to a doctor's appointment which was fairly nearby.
- Carpooling is not seen as an option for those needing employment transportation or to get to school (college), run errands or go shopping (reason: inconvenient, don't know anyone, liability).
- Carpooling doesn't seem to be part of the local culture where everyone has a car for their own use.
- Who is taking the lead in the county for transportation services?

**Housing:**

- Long wait lists for subsidized housing—really big issue
- Not enough affordable private housing—another really big issue
- Common complaint: Landlords do not care about the property or the renters—they just collect the rent money
- Many complaints about no one enforcing the building codes, many areas without code enforcement officers
- Who advocates for these consumers? There is no central locus for services for non-disabled persons, 18-59.
- Limited help for those who fall behind in their mortgages
- Problems coming up with first month's rent plus a security deposit and then security deposits on some utilities put people behind and playing catch-up from the beginning
- The MH re-housing program has helped some--Consumers call in to seek additional services. For some it works; for others, I don't know. Also emergency housing programs through PASSAGES, Haven House and similar programs have had good feedback. Maybe more temporary housing programs with professionals involved in moving the consumer through would help.
- We have seen a few consumers through the NHT (Nursing Home Transition) be assisted finding housing with the use of the TBRA for subsidized housing for waiting list.