



Chairman Mohammed Mujumder - District Manager William Rivera

## Social Services Committee Meeting Summary

June 4, 2024

**Board Members Present:** Nellie Santiago-Rivera, Chandra Moore, James Tynan, Md Alauddin

### I. Introduction

- A. Committee Description:** The social services committee represents the community's interests with regards to social services including senior services, disability, and veterans concerns and acts as a liaison between community members and the NYC Human Resources Administration, Department of Homeless Services, Department of Aging, and the Department of Health and Mental Hygiene. The Seniors Connected Sub-Committee is under this committee.

### II. Speakers

**A. Earlene Wilkerson, The Center for Human Development and Family Services (CHDFS, Inc.)**

The Center for Human Development and Family Services is a non-profit that is assigned ACS cases in the borough of the Bronx. CHDFS offers services for parents and families who have ACS cases including, but not limited to, early intervention, home health aide and Children and Family Treatment and Support Services. CHDFS advocate for parents/families during the Initial Child Safety Conference (6 stages) and is primarily concerned with meeting the parents/families where they're at. The CHDFS now meets with parents/families one on one without ACS present during the initial conference. Multi-lingual staff and translation services are available.

Some identified areas of need for this service include programs for Veterans/Veteran Families and additional resources for Grandparents.

Some of the most common cases involve drug & alcohol abuse and as well as domestic violence. Bronx Offices are located at 1200 Waters Place and 2501 Grand Concourse.

[www.chdfs.org](http://www.chdfs.org)

### III. Old Business

**A. Access-A-Ride Letter Update**

- The Office of Council Member/Majority Leader Amanda Farias hosted a virtual meeting with MTA Leadership, CB9 and her Office to discuss complaints raised from the BXCB9 Social Services Committee and BXCB9 Seniors Connected participants.

Some of the concerns BXCB9 raised included: late pickups or canceled pick-ups, no advance notice of lateness, rude or disrespectful drivers, and lengthy phone prompts.

As per MTA, Access-A-Ride completes approximately 36,000 rides a day, bigger than any para transit program in North America, and has a very high percentage of on time rides, nevertheless, given the vast number of rides per day, they are aware that late or canceled rides can happen and that there is always room for improvement in their service delivery.

Access-A-Ride offers an option to receive automated ETA text messages for those who are interested in this service. All vehicles are enabled with GPS Service for real time updates and data collection.

15% of rides are booked via the my AAR App, MTA encourages the use of my AAR app in order to expedite booking process and is willing to attend a future Seniors Connected Meeting to showcase the App and give an overview on how to use it.

Refresher trainings are required on a periodic basis for drivers and drivers who are found to be in need of additional trainings are also mandated to participate. MTA encourages participants to report any misconduct for corrective actions to be taken.

A large percentage of rides are per hire vehicles and Access-A-Ride recently rolled out the On-Demand E-Hail Pilot Program which allows a limited number of participants on-demand travel options with a limited reimbursement. MTA is looking to expand this program though at this time it is not currently available for sign-up.

- CB9 to report back that some Uber drivers have been known to not want to participate in the Access-A-Ride Program due to the amount of effort it takes to input details for participation and pressure participants to pay out of pocket for their ride.
- CB9 to report back that Access-A-Ride Floater vehicles (vehicles that participate in rescue rides when the original driver cancels their ride) seem to be very common
- CB9 to report back that there is lack of communication between drop-off and pick-up vehicles so when a resident is dropped off late to their destination, pick-up rides have been known to be check in for pick although the participant just recently arrived to their destination.

#### **IV. New Business**

##### **A. September Agenda Items**

- Rogier van Vlissingen Update on Cardiometabolic Wellness Parkchester. Upcoming Events include: Monday, June 24<sup>th</sup>, 7-9PM sampling of the best Whole Foods Plant-Based dishes Neerob has developed; Tuesdays, June 23<sup>rd</sup>, 7-9PM Neerob will be serving a full #WFPB dinner at \$25PP; and Sunday Sept 22<sup>nd</sup>, 8AM-12PM and 1-5PM there will be a free MCG tests for patients from area doctors who have a personal invitation
- Board Member Sharyn Brown to potentially collect AARP internal contact for a future presentation in the fall.

#### **OFFICE INFO**

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