

## **Durham Center for Senior Life Transportation Service**

### **Policies and Procedures**

#### **Purpose**

The Durham Center for Senior Life (DCSL) Transportation Service is the means of providing access to services and activities for persons 60 years of age and older. The Council offers safe, convenient, and reliable transportation that will enable riders to maintain their independence and dignity thereby preventing the substantial limitation of one or more major life activities caused by normal aging processes or qualified disabilities.

#### **Programs for Seniors**

The DCSL operates two programs: a federally funded program through a Health and Community Care Block Grant (HCCBG) and one through County EDTAP funding. In addition, the County operates the American's with Disabilities Acts (ADA) transportation and DATA, the regular bus route.

#### **HCCBG Transportation**

offers curb-to-curb transportation, Monday to Friday 8:00 am to 5:00 pm, for seniors attending the DCSL's Nutrition sites and for some limited shopping. This program is limited to individuals age 60 and older. No fee is charged.

#### **EDTAP**

is restricted to Elderly and Disabled individuals. The service operates Monday through Friday, 8:30 am to 4:00 pm. This service is free to approved clients; however, reservations must be received at least 24 hours in advance. Funding for this program is extremely limited, and DCSL determines how this funding will be used; the guidelines may change at any time.

#### **ADA Para transit**

offers door-to-door transportation for persons with disabilities who cannot manage the normal bus system. Applications require the signature of a registered health professional. Forms must be submitted to Durham Area Transit Authority (DATA).

**DATA (Durham Area Transit Authority)**

offers bus service along regularly scheduled routes. Persons 65 and older may ride free with a government issued photo ID or a DATA ID Card.

**Definition of Service Transportation**

is a service, which provides travel to and from clients home or other designated location. The service provides transportation to DCSL Centers/Nutrition Sites, to stores for grocery shopping in order to enhance those activities necessary for daily living.

**Target Population**

Transportation Services are limited to individuals 60 years of age and older living in Durham County.

The Americans with Disabilities Act allows personal attendants to accompany eligible clients in need of Transportation Services. Personal care attendants must have the same origin and destination as the client receiving transportation services. However, the cost of transportation for personal care attendants is not covered.

**Priority for Service**

Transportation services shall be provided in accordance with the Priority for Receipt of Block Grant Services as specified in the Division of Aging Home and Community Care Block Grant Procedures Manual for Community Service Providers. The priority for is as follows:

1. Older adults for whom the need for Adult Protective Services has been substantiated by the local department of social services and the service is needed as part of the adult protective service plan.
2. Older adults who are at risk of abuse, neglect and/or exploitation.
3. Older adults with extensive impairments in activities of daily living (ADLs) or instrumental activities of daily living (IADLs), who are at risk of placement or substitute care.

ADLs include: eating, dressing, bathing, toileting, bowel and bladder control, transfers, ambulation and communication (ability to express needs to others, e.g., speech, written word, signing, gestures, and communication devices).

IADLs include: meal preparation, medication intake, cleaning, money management, phone use, laundering, reading, writing, shopping, and going to necessary activities.

4. Older adults with extensive ADL or IADL impairments.
5. Older adults with less extensive (one to two) ADL or IADL impairments.
6. Well older adults.

### **Client Eligibility**

Transportation services are limited to older adults of Durham County who are 60 years of age. In order to get approved for this service the client must complete the following steps:

- First, the client must contact the Senior Center Manager, if he/she attends a nutrition site. If the client does not attend a nutrition site, he/she must contact the Coordinator directly.
- Second, the client must complete a client registration form that is submitted to the Coordinator for approval.
- The Coordinator reviews all registration applications. Applications are based on eligibility and availability of transportation.
- The Coordinator will respond to the applicant within 10 working days after receipt of the application.
- If the client is 60 or older, the Coordinator may approve the application. If the client is under 60 and is requesting special eligibility, then the Executive Director must review the registration.
- Clients must renew this form annually or, in the case where they are removed from the list due to an extended absence, they must request, in writing, to be reinstated. Any client who fails to renew the application annually will be removed from the approved list until such time as a new application is received.

## **Category of Transportation Services**

The DCSL only provides General Transportation. This includes transporting older adults to local community resources or other locations necessary for accessing services and/or accomplishing activities necessary for daily living. Destinations may include, but are not limited to: nutrition sites, senior centers, shopping centers, pharmacies, and recreation facilities. General Transportation does not include transporting eligible older adults to medical care facilities or personal visits to family or friends.

## **Staffing**

The Director of Senior Center Programs oversees the day-to-operation of the Transportation Program and serves as the Coordinator (Coordinator). The Director is supervised by the Executive Director.

The Coordinator serves as the main liaison between the County Transportation Coordinator, Laidlaw Transit Services, DCSL Center Managers and clients. The Coordinator is responsible for ensuring that client applications are up-to-date and that all clients listed on the manifest are approved for services.

Transportation is provided by an independent contractor; the DCSL does not operate or manage any of the vehicles. The DCSL does not set any routes. The contractor is responsible for assuring that all vehicles meet North Carolina codes for inspection. Insurance, operation, maintenance, cleanliness, and safety are the contractor's responsibility with Durham County ensuring adherence to regulations.

## **Transportation Procedures**

All clients requesting transportation services must be registered and approved:

- Minimum 48 hours notice of appointment. Correct destination, address and appointment time must be provided. This will be arranged and or approved by the Transportation Coordinator.

- Passengers will adhere to all rules of safety and behavior of the transportation system provided to them at time of registration.
- If client missed more than 3 scheduled pick ups. The client will be removed from transportation and will need to reapply, in writing. Applications must be approved by the Coordinator.
- Passengers should notify the Coordinator or the local DCSL Senior Center Manager of any changes in address or telephone number.

Transportation to DCSL Senior Centers/Nutrition Sites, etc. is accessed through the agency Coordinator. Priority is given to clients who are unable to use public transportation or is outside an area served by public transportation and need access to nutrition sites and grocery stores.

The contractor establishes routes after coordination with the agency coordinator. Site hours of operation are provided to the contractor with requested times of pick-up and return. The system uses a flexible route allowing additional passengers on or near the route to be added to the van when space is available and the destination is close by.

### **Inappropriate/Unruly Behavior**

Upon notification by the transportation contractor that an individual has displayed inappropriate behavior or unruly behavior, the Coordinator will discuss the matter with the client. The participant will be given a chance to explain the circumstances under which the incident happened.

After a discussion with the individual, the contractor and the Coordinator will decide the appropriate measure of discipline and act upon it. This could result in:

1. Verbal warning by the Coordinator that any further similar act will be grounds for suspension. Family or referral agency may be notified of the suspension and given the details for this action. A written copy of the action will be provided to all parties as well as to the Executive Director.
2. Suspension from the transportation program. The Coordinator will recommend this action, which must be approved by the Executive Director. The length of the suspension

will be at the discretion of the Executive Director and will be based on the action of the client. Family or referral agency may be notified of the suspension and given the details for this action, and a written copy of the action will be provided to all parties.

3. Denial of service is the severest action taken when all other means of solving a behavior problem have been exhausted. If a client is denied service, he or she will no longer be able to use the service. This action is given by the Executive Director and documented in writing.
4. Appeal: The Client may appeal at any time. The first appeal must be to the Coordinator. If the client believes that the appeal is unsatisfactory, then the appeal goes to the Executive Director. If the Client is not satisfied with the decision of the Executive Director, the Executive Director will convene a panel consisting of the appropriate DCSL Senior Center Manager, the Director of DCSL Senior Center Programs and the Director of Finance and Operations. This will be the final level of appeal.

### **Cost Sharing**

Individuals are expected to read and receive a cost sharing flyer that contains information about contributing to the cost of the transportation service. This is voluntary and not mandatory to our clients. Contributions are kept confidential through providing envelopes for participants to place their contributions in. Service will not be denied to any client regardless of his/her contribution or lack of.

### **Client Records and Confidentiality**

Client Registration Forms (CRF) is maintained on all service recipients. These forms include the name, address, telephone number, date of birth, last 4 digits of social security number, and emergency contact name and number. Updates of this information are done yearly to assure current information.

Clients brought to the Nutrition Sites have their CRF in the site manager's file. An additional CRF is kept in the Coordinator's office with the clients name, address, emergency contact, nutrition site and days of the week transportation is provided. This information is confidential and will be stored in a secure, locked file.

The CFRs for clients who do not attend will be kept in the files of the Coordinator at the Council's administrative offices.

## **Reporting and Reimbursement**

### **HCCBG Funded Transportation:**

Once a client has been approved for transportation services, the Coordinator enters the client's information into the Aging Resources Management System (ARMS) using the Client Registration Form (CRF) DoA 101. These registrations must be updated on a yearly basis either in person or by telephone, and the Coordinator makes the appropriate changes made in ARMS.

Reimbursement for units of service provided to a client will be requested the month following service delivery. A unit of service equals a one-way trip by an eligible client. A one-way trip is defined as a trip from a predetermined location to a predetermined destination. If a client is picked up at home, taken to a nutrition site for the day, provided a designated grocery shopping trip upon leaving, and then taken home, the client would have three one way trips for the day.

At the end of each month, a report will be generated by the contractor and will provide DCSL with a list of clients and the number of trips taken by each participant. This report is used in determining the reimbursement request made by the agency fiscal officer.

The Coordinator enters all clients and units of service into the ARMS system. Copies of these service delivery reports are kept in the Coordinator's office for audit and review for a period of at least six years following the close of a fiscal year.

### **EDTAP funded transportation**

The Contractor will submit a copy of the invoice for all EDTAP transportation. The Coordinator will review the invoice, complete an approval form, and submit the approval to the County Transportation Coordinator. This must be completed no later than the last day of the month following the service.