



PURCHASE OF SERVICE GUIDELINE

05/08/2012	TRANSPORTATION SERVICES	FINAL
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I. DEFINITION

Specialized Transportation Services provided to ELARC consumers has been affected by Trailer Bill language (TBL) ABX4 9, Chapter 9, Statutes of 2009, enacted July 28, 2009 WIC section 4648.35]. TBL was added to reform specialized transportation services provided by Regional Centers.

This document serves as a guideline for the funding of ELARC's Specialized Transportation services. For the use of ELARC's Specialized Transportation Services Policy and/or ELARC Responsibilities Fact Sheet, please refer to the Community & Vendor Services section of the Agency Operations Manual.

Transportation may be defined as the means by which an individual travels to services identified and documented in the IFSP or IPP. ELARC transportation assistance may consist of identification, arrangement, and purchase of public or private modes of travel to enable consumers to obtain needed services.

II. CRITERIA

- A. ELARC will not fund specialized transportation services for an adult individual who can safely access and utilize public transportation WIC 4648.35 subd. (a). In order to assess an adult's ability to utilize public transportation, a mobility assessment will be conducted, prior to the regional center's consideration to fund specialized transportation.
- B. Adult individuals may qualify for consideration to receive specialized transportation funding when all other generic and natural transportation sources have been explored with the individual/ family and determined not to be available. ELARC will fund and use the least restrictive and least expensive

transportation modality that meets the consumer's needs as documented in the IFSP/IPP. When it is deemed that only Specialized Transportation Services for the consumer is available then, the lowest cost provider will be selected that is closest in proximity to the individuals' residence that is able to meet his/her needs as documented in the IFSP/IPP. The lowest cost is calculated by the vendor's program costs and the costs to transport an individual from the person's residence to the closest proximity vendor [WIC 4648.35, subd. (a)(b)(c)]

- C. ELARC will not provide Specialized Transportation to minors living with their parents. Transportation for children in educational settings will be the responsibility of the school district. Parents, guardians, or primary care givers are responsible for providing routine transportation for ELARC consumers who are minors. In working with the consumer in identifying service needs, ELARC should identify the family's responsibility for providing similar services to a child without disabilities.
- D. A request for Specialized Transportation may be considered for a minor living in the family residence, only if the family of the child provides sufficient written documentation to demonstrate that there is a significant barrier verifying the inability to provide transportation for their child. Examples of possible exceptions include; the minor's significant medical, physical, and /or behavioral conditions that could warrant the use of specialized transportation and/or funding for an aide [WIC 4648.3.5d)].
- E. The need for the transportation service must relate directly to the presence of a developmental disability and the need for such a service must be documented in the IPP/IFSP.
- F. Transportation for activities not identified in the IFSP or IPP is the responsibility of consumers, their families, or residential service providers.
- G. Consumers or their families may arrange and purchase transportation using their own funds or natural systems at any time. This means that consumers are not obliged to request ELARC's coordination and help to obtain transportation.
- H. Should it be identified through the IPP process that a family-member/vouchered vendorization is to be used for the transportation service, a Financial Management Service Fiscal/Employment Agent or a Financial Management Service Co-

Employer shall be required to assist with the administration of employees.

III. AMOUNT OF SERVICE

The amount of assistance is determined on an individual basis, using the most cost-effective means available.

IV. ALTERNATIVE FUNDING RESOURCES

Alternative funding resources include, but are not limited to, natural supports, Medi-Cal, Department of Rehabilitation, California Children Services, Department of Children and Family Services, private insurance, CHAMPUS and Veterans' Administration. Generic resources that provide direct transportation service include MTA, ACCESS and local city transportation systems, including dial-a-ride [WIC 4659(c)].

V. PROCESS FOR PURCHASE OF SERVICE

- A. Natural supports, generic resources, mobility training, and public transportation must first be explored and utilized, if appropriate. If after assessing the individual's ability to use alternative transportation, the planning team determines that there is a need for specialized transportation through Person Centered Planning and documented in the IFSP/IPP, then the ELARC may fund for the service. The ELARC Responsibility Transportation Fact Sheet shall be reviewed with the family/consumer. The service coordinator completes the Transportation Service Request on SANDIS. Requests need to include full addresses, start and stop times of programs, and Thomas Bros. Map coordinates.
- B. The service coordinator remains the primary agency contact for the consumer/family while the Transportation Assistant (TA) coordinates the service. The TA enters the name of the transportation vendor into SANDIS once the service has been established. The service coordinator obtains the information from SANDIS and then the service coordinator contacts the family notifying them of the service. Additionally, the family should expect a call from the vendor prior to the start date of service.

C. ELARC fiscal/administration processes the TSR.

VI. EVALUATION OF SERVICE EFFECTIVENESS

The planning process and consumer/family feedback serve as the mechanism for evaluating the effectiveness of the service. Parameters to be considered include:

- A. Are the consumer's transportation goals, objectives and needs being met as defined in the IFSP or IPP?
- B. Is the mode of transportation the least restrictive available?
- C. Is the service cost effective?
- D. If there have been complaints, have they been resolved to the satisfaction of all parties?

Documentation of this evaluation process should be included in the annual review process and/or interdisciplinary notes as needed.

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AGENCY OPERATIONS MANUAL

8.0	COMMUNITY & VENDOR SERVICES TRANSPORTATION SERVICES	FINAL
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I. DEFINITION

This document serves to address agency policy on the coordination of Transportation Services. For guidelines on ELARC funding of transportation services, please refer to Transportation section of the POS Manual.

Transportation may be defined as the means by which an individual travels to services identified in the IFSP or IPP. At ELARC, the scope of Transportation Services includes vendored transportation, generic transportation, and other miscellaneous services such as donated taxi vouchers or bus tokens.

II. POLICY

As the need may arise, ELARC will assist consumers, as part of the service coordination process, to obtain the least restrictive and most cost-effective transportation services. Additionally, ELARC strives to assist the consumer in obtaining transportation services that are of a high quality, are efficient, and safe. This assistance is provided through the person/family centered planning process and should involve exploring natural supports and resources, advocating for access to generic services, funding of vendored services as well as researching and developing new generic or vendored resources.

Transportation services funded by ELARC are not intended to supplant parental, service provider, or individual consumer responsibility to arrange or provide transportation.

As with any ELARC service, the consumer/family play an important role in determining and securing transportation services. Additionally, the consumer/family have responsibilities associated with receiving such **services**. ELARC has developed a Responsibilities Fact Sheet for consumers/families to aid in communication and assist in a smooth delivery of service.

Additionally, as with any other vendored service, transportation

vendors have responsibilities regarding the safe and efficient provision of such services. Services are to be provided according to current laws and regulations. Vendors are also expected to adhere to the conditions outlined in their individual contracts with ELARC.

A. Role of the Service Coordinator

The service coordinator is responsible for working with the planning team to define the transportation need of the consumer and subsequently identify the most suitable manner in which to arrange transportation. The service coordinator is the ELARC point of contact for families/consumers regarding transportation.

B. Role of the Transportation Assistant

When ELARC- funded transportation is requested, the Transportation Assistant assists the Service Coordinator by contacting the appropriate vendor based on his/her knowledge of routing, cost, etc. The TA can also assist in other ways, such as with securing donated taxi coupons, can advise on ACCESS services, consult on the best use of natural supports, and help with problem solving regarding issues/incidents involving transportation. The TA does act as a liaison with transportation vendors, but does not work directly with consumers/families.

III. PROCEDURES

A. Natural Transportation Supports

The need for transportation should be explored as part of the person centered planning process. As with any other service need, natural supports must be explored as a resource. Natural transportation supports include: family members, neighbors, car pools, vanpools, access to bicycles, walking, etc.

B. Vendored Transportation Services

Please refer to the POS Manual for the guidelines on obtaining ELARC funding for vendored transportation services. Vendored service includes bus, van and or taxi service. It may also include reimbursing an auto driver (i.e., family member, support person) for the mileage costs of transporting an individual.

C. Generic Transportation Services

City and County transportation is available at low cost to residents. In Los Angeles County, ACCESS services is designed to provide transportation services for individuals

with disabilities. Consumers must apply and be deemed eligible for such services. The county also provides the MTA bus lines that serve all of ELARC's catchment area. Cities also provide services, such as Dial A Ride or trolleys. Such services are required to be accessible to individuals with disabilities but may have certain other restrictions. If consumers experience difficulty obtaining such services and/or receive services that are judged to be unsuitable or inappropriate, the Service Coordinator can assist in application and advocacy efforts to improve generic transportation.

D. Generic Funding of Transportation Services

Other social service agencies may have funding available for transportation to the services they provide. The Service Coordinator can call the respective agency to explore this funding resource.

ELARC will, on occasion, receive a limited supply donated vouchers for certain transportation services (taxi coupons, bus tokens). These vouchers are to be used for special circumstances, such as doctor's appointments. They are not intended for ongoing routine transportation needs. The Service Coordinator can request these donated vouchers by completing the request form and routing it to the Transportation Assistant. The Transportation Assistant will complete the necessary paperwork. It is the service coordinator's responsibility to assure that the family signs for the vouchers, either by having them arrange for pick up at ELARC or by delivering them to the individual.

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TRANSPORTATION RESPONSIBILITIES FACT SHEET

Parents/Caretakers Responsibilities:

1. When the need for Regional Center funded transportation has been assessed, the parents/caretakers shall inform the service coordinator immediately whenever any changes to the current transportation arrangement become necessary. Examples of such changes include but are not limited to:
 - A. the need for an aide,
 - B. short and long term address changes,
 - C. change in program hours/days, and
 - D. special equipment requirements.

The parent/caretakers shall not contact the transportation provider directly for such changes in service.

The service coordinator shall initiate the necessary changes through SANDIS. The transportation provider shall not accommodate requests made by the parents/caretakers directly to the transportation provider unless prior authorization by the Regional Center to the provider has been given.

2. The parents/caretakers shall inform the transportation provider directly of any short-term absences (like illness), preferably the day before or at least by 7:30 a.m. on that morning. Unscheduled absences interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families. Riding times on the vehicle cannot be significantly reduced when absences occur due to the pre-arranged pick-up time for all riders. Therefore families need to expect waiting times on the vehicle whenever absences occur.
3. The parents/caretakers shall have the consumer ready at the prearranged pick-up time. The window time is 10 minutes before or 10 minutes after the pre-arranged pick up time. Delays in readiness are not only an inconvenience to other consumers on the vehicle, they also impede the effectiveness of the program, and may interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families.
4. The parents/caretakers shall be ready to receive the consumer at the prearranged drop-off time. Other emergency numbers with contacts must be made available on or before scheduled pick up. These contacts must be in close proximity. Delays in readiness increase riding time on the vehicle and are an inconvenience to other consumers on the vehicle. In addition, such delays may interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families.
5. Repeated failure of the parents/caretakers to comply with these rules may result in suspension of funded transportation service for a limited time. Continued failure of the parents/caretakers to comply with these rules after a suspension may result in permanent suspension of funded transportation service.
6. Concerns regarding transportation service shall be addressed to the service coordinator.

NO FOOD OR DRINK IS ALLOWED ON THE VEHICLE. FOR EMERGENCY'S ONLY WATER MAY BE GIVEN

Transportation Company

Phone Number



ELARC TRANSPORTATION RESPONSIBILITIES FACT SHEET FOR EARLY INTERVENTION

PART IV: Family Responsibilities:

1. When the need for Regional Center funded transportation to an Early Intervention Program has been assessed, the family shall determine who will accompany the child to the program and on the vehicle. The Regional Center encourages a parent to attend. If it is beneficial to the child and requested by the program, other family members may accompany the child on the vehicle to the program as well.
2. Parents/caretakers of children are responsible for providing the infant and/or car seats required by law for transportation in their own vehicle and are expected to provide the same for this transportation service. This includes the regional center consumer and any children which may accompany the parent/caretaker. The transportation provider does not provide infant/car seats for children. The adult family member riding with the child is responsible to follow instructions of the driver (or aide if applicable), and comply with the following safety rules:
 - A. Child must be secured in infant seat at all times.
 - B. Infant seat must be secured to vehicle chair at all times.
 - C. No food or drink is allowed on the vehicle. If a child is extremely distressed, only water may be given.
3. The family shall inform the service coordinator immediately whenever any changes to the current transportation arrangement become necessary. Examples of such changes include but are not limited to:
 - A. the need for an aide
 - B. number of accompanying family members,
 - C. short- and long-term address changes,
 - D. change in program hours/days, and
 - E. special equipment requirements.

The family shall not contact the transportation provider directly for such changes in service. The service coordinator shall initiate the necessary changes through SANDIS. The transportation provider shall not accommodate requests made by the family directly to the transportation provider unless prior authorization by the Regional Center to the provider has been given.

4. The family shall inform the transportation provider directly of any short-term absences (like illness), preferably the day before or at least by 7:30 a.m. on that morning. Unscheduled absences interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families. Riding times on the vehicle cannot be significantly reduced when absences occur due to the pre-arranged pick-up time for all riders. Therefore families need to expect waiting times on the vehicle whenever absences occur.
5. The family shall have the child and any accompanying family member ready at the prearranged pick-up time. The window time is 10 minutes before or 10 minutes after the pre-arranged pick up time. Delays in readiness are not only an inconvenience to other families on the vehicle, they also impede the effectiveness of the program, and may interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families. The transportation provider will wait three (3) minutes after arrival. If transportation provider arrives three (3) days in a row for consumer pick up and consumer is not present and did not notify company, consumer may be dropped from route.
6. If the child rides without a family member, the family shall be ready to receive the child at the prearranged drop-off time. Other emergency numbers with contacts must be made available on or before scheduled pick up. These contacts must be in close proximity. Delays in readiness increase riding time on the vehicle and are an inconvenience to other families on the vehicle. In addition, such delays may interfere with the coordination/delivery of services and funding available to purchase additional services for all regional center consumers and their families.

7. Repeated failure of the family to comply with these rules may result in suspension of funded transportation service for a limited time. Continued failure of the family to comply with these rules after a suspension may result in permanent suspension of funded transportation service.
8. Concerns regarding transportation service shall be addressed to the service coordinator.

Transportation Company

Phone Number