



Procedures Manual

Transportation Services

Definitions

NEMT (Non-Emergency Medical Transportation)

- Clients eligible for Medi-Cal are now able to access transportation to medical appointments (exams, test, check-ups, etc) through the California Department of Health Care Services (DHCS). ACRC Transportation Coordinators (TC) coordinate this determination.

Transportation for children served in the Early Start program

- Transportation cost that is necessary to enable a child under three years of age to receive early intervention services.

Transportation for clients over age three

- Transportation to medical appointments or other destinations as it relates to the client's qualifying developmental disability.
- Transportation for clients to participate in primary employment, training, day program or adult education.
- Transportation options could include: public transit (Dial-A-Ride, paratransit, fixed route bus passes/coupons); residential or parent provided transport; closed-route bus systems, taxi cabs, or specialized medical transporters.

Please Note:

- A **Connect Card** is required for most of the public transit options listed above. Please refer to the **Connect Card Instruction** in PolicyManager for details.
- For **Dial-A-Ride**, clients must first complete an application with the transit agency they would like to receive services from, prior to submitting a TSR request.

Authority

Welfare and Institutions Code §§4512(b), 4646.4(2)(4), 4648(a), 4648.35 and 4659 which includes transportation services as one of the Services and Supports for persons with developmental disabilities.

Early Intervention: 34 Code of Federal Regulations §303.12(d)(15)

Generic Resources/Natural Resources

Regional Center (RC) funds shall not be used to supplant the budget of any agency which has a legal responsibility to serve all members of the general public and is receiving funds for providing those services. These resources include Medi-Cal, California Children's Services, Child Welfare Services, Department of Rehabilitation, the SSI Plan for Achieving Self Support (PASS) process, impairment-related work expense process, Probation, The Agency on Aging, private insurance, trust funds, ChamPUS, service and philanthropic organizations.

Please Note: *Non-Emergency Medical Transportation is now funded by Medi-Cal through the California Department of Health Care Services.*

Least Costly Service

ACRC will purchase services from the least costly service provider that can meet the client's needs. Determination of least costly provider will include:

- Provider rates
- Comparable services
- Cost of transportation
- Medicaid Waiver eligibility
- Geographic area of residence

The client will not be required to use the least costly option if that option results in a more restrictive living arrangement or a less integrated service setting.

Key Considerations for Services (Adults)

1. Identified in the Individual Program Plan (IPP).
2. Transportation is not intended for general transportation needs of the family or for transportation not related to the client's eligible condition.
3. Necessary for access to the closest, appropriate adult service program, employment, adult education, day treatment or other appropriate post-secondary training, treatment or education program.
4. Least-costly and least-restrictive transportation appropriate for client.
5. Public transportation shall be used whenever possible and appropriate.
6. Individual bus coupons or tickets will be purchased rather than monthly passes, when that option is appropriate and more cost-effective.
7. Specialized or non-public transportation should not be purchased when public transportation is available and is appropriate for the client. Exceptions may be granted for health and safety reasons.
8. Mobility training shall be provided when necessary to facilitate the use of public transit resources.
9. Non-public transportation may be utilized due to lack of availability of public transportation or the client's skill level or medical condition prevents the use public transportation.
10. Consider vendoring family, friends, caregivers or co-workers to provide transportation services when it is a cost-effective alternative.
11. If closed transportation is required to access a day or work program, bus passes will not be provided.
12. Use of individual taxi service for any transportation need will be treated as an

- exception.
13. Lost or stolen bus passes/coupons/stickers will only be replaced on an exception basis.
 14. Clients who are employed full time at a minimum wage or greater are expected to pay the cost or equivalent cost of public transportation. When appropriate, clients should apply for the Impairment Related Work Expense allowance through Social Security.
 - a. Clients who are unable to travel independently and are working should use the local Dial-A-Ride service when available to get to their jobs.
 - b. Transportation for supported and competitive work must be arranged as part of the employment plan. ACRC may pay for specialized transportation when a client is unable to use public transportation because his/her work opportunity is only available on days or at hours or at a site with no access to public transportation.
 15. Transportation costs other than transportation to day programs for clients residing in licensed facilities are the responsibility of the facility.
 16. Transportation access to public schools is the responsibility of local education agencies and the parent especially when it involves supplemental scheduled activities at alternate locations.
 17. Transportation solely for recreational, social or other daily living activities not related to the developmental disability is generally not funded by ACRC.
 18. Incidental use of bus passes for other than primary employment, training, day programs or adult education is permitted with a monthly bus pass only.

Key Considerations for Services- Early Start

1. Identified in the Individual Family Service Plan (IFSP).
2. Transportation is necessary for client to receive required early intervention services..
3. Transportation for infants may be funded in the most cost-effective manner and may include voucher, transit passes, taxis or mileage reimbursement.
4. Transportation is not intended for general transportation needs of the child and family.
5. Transportation costs for clients residing in licensed facilities are the responsibility of the facility.
6. Transportation costs may be funded for diagnostic evaluations or assessments necessary to assist with Early Start and Lanterman eligibility.

Amount of Service

Early Start

- Roundtrip transportation will be determined by the IFSP team to allow the child and family to access the required early intervention service.

Over Age Three

- Day Programs – Up to 5 days per week Monday – Friday. Round trip to and from primary program site only.
- Adult Education – Up to 5 days per week Monday – Friday. Round trip to and from primary program site only.
- Employment Job Training – Reasonably necessary and cost-effective to and from work or job training.
- Medical appointments

- a. Transportation requests for non-emergency medical appointments will be screened for possible funding by the California Department of Health Care Services (DHCS) through our ACRC TCs.
 - If DSCS funding is not available, scheduling requires the use of dial-a-ride.
- b. Clients for whom ACRC funds a bus pass are expected to utilize the bus pass to travel to such appointments.

Service Initiation Process

Service Coordinators (SCs) shall discuss transportation needs with an ACRC TC prior to IFSP or IPP meetings when possible.

The client's planning team must identify a need for transportation assistance and document such in the client's IFSP or IPP. Once the planning team has considered transportation options and selected the least-restrictive option that will meet the needs of the client, the following will occur:

1. ACRC SC will submit, via SANDIS, a Transportation Service Request (TSR) based on the service required [See ***How to Create a Transportation Service Request (TSR) in SANDIS 7***].
 - If the request for transportation is for NEMT, the ACRC TC will screen for Medi-Cal eligibility and funding.
2. ACRC TC reviews the TSR in SANDIS
3. ACRC TC makes a referral to the most appropriate transportation provider. When a ride is secured and a POS will be generated, the ACRC TC will update the status of the TSR in SANDIS to **CONFMD** meaning the TSR is completed.
4. The transportation company contacts the client or caregiver to provide pick-up and drop-off information.
5. Any exceptions require a Director's approval.

In the event that SANDIS is unavailable, a request for transportation may be submitted, via email, using ACRC 632-Public Transportation or ACRC 633 Specialized Transportation, located in PolicyManager.

Evaluation of Service Effectiveness

Evaluation of service effectiveness will be considered on an individual client basis at the IFSP or IPP review. Quarterly reviews are recommended. Parameters to be considered include:

1. Are the client's transportation goals, objectives, and needs being met as identified in the IFSP or IPP?
2. Is the mode of transportation the least-restrictive available?
3. Is the transportation cost-effective?
4. If receiving specialized or private non-public transportation, could the client benefit from mobility training and utilize more cost-effective public transit?
5. If there have been complaints, have they been resolved to the satisfaction of all parties?

Documentation of this evaluation shall be included in the IFSP or IPP review.

Technical Support

All services provided by ACRC vendors must comply with approved standards of care and treatment and be within the scope of the approved program design and intended parameters of the service code. Any issues or questions arising related to these standards, or deviations from the intended use of the service shall be referred to the Community Services and Supports Department for a Quality Assurance review and technical assistance.

Termination of Service

Upon termination of the need for transportation services the SC shall cancel all transportation services. All bus passes for transportation to Day or Adult education programs shall be cancelled when the client exits the program.

Termination of transportation assistance will occur when:

1. The client no longer requires the assistance;
2. Alternative transportation becomes available from generic resources;
3. The client is able to purchase or provide his or her own transportation;
4. The client becomes a threat to the safety or well-being of self or others (and additional supports have been unsuccessful);
5. The client is not attending a day program;
6. The location of the client is unknown, as determined by the SC;
7. The client moves out of the regional center catchment area; or
8. The return of passes/coupons indicates that purchases should be reviewed for reduction or cancellation.

Additional Resources

<http://www.dds.ca.gov/Statutes/GovernmentCode.cfm>

[34 Code of Federal regulations](#), part 303, Part C IDEA (303, 12 Early Intervention Services)