



ACRC Policies & Procedures

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).

CLOSED TRANSPORTATION SERVICES

- Contracted/door-to-door transportation services specific to regional center clients. Used for on-going/regularly scheduled times for day/work programs, employment, and education (Most costly services)
- Service Coordinators (SCs) submit Transportation Service Requests (TSRs) through LINK to Transportation Broker

ADDITIONAL COMPONENT TRANSPORT (under an 880-service code)

- Transportation services provided by Day Programs, Residential Service Providers (RSP/Care Homes) and Homemaker/Personal Attendant Services.
- Used for vendors who provide their own transportation services for clients attending their program or receiving their services and for RSP's who transport their clients to day programs or work sites.
- SCs submit Purchase of Service (POS) directly into Sandis under the 880-service code which is under the primary ACRC vendorization client is utilizing. (If available, this option should be accessed prior to a closed transport request)

FAMILY PROVIDED TRANSPORT (under an FMS/Participant-Directed Transportation-470 service code)

- Transportation provided by an authorized person/parent/family member over the age of 18 who hold a valid California Driver's License & insurance on their vehicle.
- Authorized person/parent/family member must become vendored by ACRC

through CSS Department prior to receiving any mileage reimbursement from the Regional Center.

- Transportation is provided by parent/family member/authorized person for: day/work program, employment, or post-secondary education campus for on-going/scheduled transportation services.
- SC submits FMS/Participant-Directed Transportation Request through Community Services & Supports (CSS) Department through Vendor Request LINK on ACRC Intranet home page. (See **FMS Services-Procedures** in Policy Manager for instructions)
- This option should not be used in conjunction with a closed transport request (duplication of services) unless a specific client need is addressed by Planning Team & authorization is received prior. *There may be other service options that can meet the “gap of services” when client is waiting for a TSR for closed transportation to be processed by the Broker*

PUBLIC TRANSIT-DIAL-A-RIDE

- A required form of ON-DEMAND transportation service provided by all public transportation agencies per the Americans with Disabilities Act (ADA).
- Clients need to apply for eligibility through the transit office prior & Eligibility Expiration date is needed for SC to submit TSR into Sandis for this request. (See **ADA Paratransit Service** in Policy Manager for instructions)
- SC submits TSR into Sandis for this service & specifies bus type in drop-down in TSR (See **Transportation-Bus Pass Codes Cheat Sheet** in Policy Manager for options)
- Clients access this service by calling independently to schedule rides.

PUBLIC TRANSIT-FIXED ROUTE SERVICE

- City bus systems-least costly transportation service.
- SC submits TSR into Sandis for this service & specifies type in drop-down in TSR. (See **Transportation-Bus Pass Codes Cheat Sheet** in Policy Manager for options)
- Clients access by waiting at a bus stop.

SPECIALIZED MEDICAL TRANSPORTS

- Provides medical transportation services and meets standards specified in Title 22, California Code of Regulations, Sections 51231, 51231.1 or 51231.2 for Litter Vans, Wheelchair Vans or Medical Transportation Services.
- ACRC Specialized Services & Supports Unit may utilize these specific medical transport services with CSM review. Upon approval from CSM, SC submits POS directly into Sandis under vendor with 885 service code for assessed service need.

Transportation Services:

Generic/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 (CCS), Child Welfare Services, Department of Rehabilitation (DOR), 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).* Contact: [Transportation \(ca.gov\)](https://www.cdhs.ca.gov/Transportation) as first option of generic resource.

Least Costly Service

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

- Generic/Natural Resources available
- Client Assessment
- Provider rates
- Comparable services
- Cost of transportation
- Medicaid Waiver eligibility
- Geographic area of residence

Please Note: Clients 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.

Early Start Program (EI) Transportation (birth to 3 years)

Key Considerations

1. Transportation cost that is necessary to enable a child under three years of age to receive early intervention services.
2. Identified & determined in the Individual Family Service Plan (IFSP).
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.

Transportation Services for clients (over age 3 to 18 years)

Key Considerations

- For clients 3-18 years old, transportation access to public schools is the responsibility of local education agencies (School Districts) and parents, especially when it involves supplemental scheduled activities at alternate locations & after school hours.
- Transportation to medical appointments and/or other destinations as it relates directly to the client's qualifying developmental disability should be reviewed with CSM & AD as an exception.

Service Limitations for adult clients 18-22 years old:

For clients 18 years old & have received their **diploma**, they are eligible to receive ACRC-funded transportation services.

For clients on a **Certificate of Completion** track until they are 22 years old, it is the responsibility of the school district to provide transportation services. After a client turns 22 years old & receives their Certificate of Completion, at that time they are eligible to receive adult services.

Transportation Services for Adults

Key Considerations

1. Least-costly/least-restrictive/generic resource transportation should be pursued first as appropriate prior to submission of a TSR.
2. Necessary for access to appropriate adult service day/work program, employment, adult education program, vocational training, other appropriate post-secondary training, or day treatment. Transportation is on-going and regularly scheduled for these options. *For Social/Recreation transportation requests, SC to review request with their Client Service Manager (CSM) for authorization prior submission of Transportation Service Request (TSR)*
3. Transportation options (as defined above) should be based upon client's assessed need per Planning Team discussion: Public transit (Dial-A-Ride, paratransit, fixed route bus passes/coupons); residential (880 service code), parent provided transport through FMS/Participant-Directed Transportation Services (470 service code); closed-route systems, taxi cabs, or specialized medical transporters (885 service code).
4. Transportation to medical appointments and/or other destinations as it relates directly to the client's qualifying developmental disability should be reviewed with CSM & AD prior to TSR submission.
5. Identified transportation needs should be listed in the Individual Program Plan

(IPP).

6. Transportation services are intended for client's assessed needs only & not for their family/care providers.
7. Closed or non-public transportation should not be purchased when the least-costly public transportation is available and appropriate for the client. *Exceptions may be granted for health and safety & other justifications per Planning Team discussion & review with CSM for authorization.
8. Individual bus coupons or tickets should be purchased rather than monthly passes provided when that option is appropriate as cost-effective option.
9. Mobility training shall be provided when necessary to facilitate the use of public transit resources.
10. Planning Teams may consider vendoring parents/family members/friends under a 470- service code request to provide transportation services as a cost-effective alternative.
11. Use of individual taxi service for any transportation need will be an option if a least-costly option is not identified prior.
12. 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 days/hours or at a site with no access to public transportation.
13. Transportation costs other than transportation for day/work programs for clients residing in licensed facilities are the responsibility of the facility.

Authority

Welfare and Institutions Code Division §§4648.55. (a) A regional center shall not purchase day program, vocational education, work services, independent living program, or mobility training and related transportation services for a consumer who is 18 to 22 years of age, inclusive, if that consumer is eligible for special education and related education services and has not received a diploma or certificate of completion.

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)

Amount of Service Guidelines for adults

- 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 should be pursued first for funding by the California Department of Health Care Services (DHCS)
 - 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

Before submitting a TSR, SC should review all current transportation services and POS Authorizations confirming the utilization of those services directly with the client/family/caregiver. The least-restrictive option should be considered first to meet the needs of the client, then the TSR can be submitted.

TSRs are submitted in 2 different ways according to type of service: **Closed Transportation Services** -door-to-door using our ACRC-vendored transportation vendors & **Public Transportation Services**- bus passes & Connect Cards using Public Transport systems.

FOR CLOSED TRANSPORTATION REQUESTS:

1. ACRC SC will submit Transportation Service Requests (TSRs) for: **NEW TRANSPORTATION SERVICES, CHANGES** (with existing transportation services) and/or **CANCELLATIONS** of service through R&D Transportation Broker's Microsoft Link. * Link & instructions for Closed Transportation Service TSRs are located on ACRC's Intranet home page and in PolicyManager under: ***How to Create a Closed Transportation Service Request (TSR)- R&D Transportation Broker.***
2. R&D Transportation Broker will review submitted TSRs & acknowledge SC within 2 days of receipt through the "Alta-R&D Communication Site". R&D will make referrals to the most appropriate transportation providers.
3. SCs, CSMs, transportation vendors, clients, families, caregivers, conservators & program vendors may contact R&D Broker through their Customer Service phone or email for any inquiries, TSR status or questions.
4. Upon TSR acceptance, R&D will generate the initial Purchase of Service

Authorization (POS) into Sandis and notify SC of TSR acceptance & POS submission. ***SC to extend/maintain transportation POS as appropriate in Sandis***

5. **ACRC Accounting Department will submit POS authorization for R&D Broker only for each client & will maintain these authorizations on-going. SC does not need to submit, extend or cancel POS for R&D Broker under their client's POS Authorizations.**
6. Transportation providers who accept a TSR will contact the client/family/caregiver to provide pick-up and drop-off information prior start of services.
7. For TSR status inquiries/questions, SCs, clients/families/caregivers, transportation providers and programs, may contact R&D Broker.

FOR PUBLIC TRANSPORTATION REQUESTS (Bus Passes/Connect Cards):

1. SC must ensure client information in SANDIS is current and includes an EMERGENCY CONTACT with a phone number prior to TSR submission into Sandis.
2. SC clicks on the Transportation Link in Sandis and selects Transportation Requests to begin. (For step-by-step instruction to submit Public Transportation TSR, please see ***How to Create a Public Transportation Service Request (TSR)*** in PolicyManager)
 - It is important for SC to indicate client's Connect Card 9-digit number & PIN in the TSR Comments section or Paratransit Eligibility Date prior to submitting TSR for these types of services.
 - To identify specific bus type of Public Transportation Services needed in the TSR, SCs may access the ***Transportation-Bus Pass Codes Cheat Sheet*** in PolicyManager for reference.
 - Requests for monthly bus passes **always begin with the first day of the following month.**
 - For emergency single bus passes to be received at the ACRC Harvard office, please review instructions in Policy Manager under- ***Single Fare Bus Pass Protocol.***

Technical Support (Previously CSS Alerts)

All services provided by our 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 concerns or questions arising related to standards or deviations from the intended use of the service shall be referred to the Community Services and Supports (CSS) Department and to R&D Transportation Broker for Quality Assurance review and technical assistance.

Termination of Service

Cancellations for Public Transportation Services must be submitted by SC in Sandis, under client's Current Authorizations.

Cancellations for Closed Transportation Services must be submitted in a TSR by SC to R&D Transportation Broker through the Microsoft Link on ACRC's Intranet home page & indicate "cancel" in TSR drop-down menu for R&D's processing.

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)