



Service Standards

Title III-B Transportation

The Transportation Service Provider must adhere to the Northeastern Illinois Area Agency on Aging General Service Requirements in addition to service-specific requirements listed below.

I. Definitions

A. Service Definitions: (IDOA 603.28, A)

Transporting older persons to and from community facilities and resources for purposes of acquiring/receiving services, participate in activities or attending events in order to reduce isolation and promote successful independent living. Service may be provided through projects specially designed for older persons, use of public transportation systems, or other modes of transportation.

C. Unit Definition: (IDOA 603.28, C)

Each one-way trip to or from community locations per client constitutes one unit of service. The service unit does not include any other activity. A round trip equals two units.

D. Unduplicated Count: The unduplicated number of individuals who receive transportation services.

For example, an older person takes 2 trips in October, 3 trips in January and 6 trips at other times during the Fiscal Year. The unduplicated count is one person and the number of units is 11.

E. Clients: (IDOA 603.28, F.1)

Shall be age 60 or older; have a need for transportation; have the ability to use the service without an escort or provide their own escort; or, be a grandchild, adult child with developmental disabilities or a family caregiver accompanying the individual age 60 and older

F. Community Facilities and Resources:

Community facilities and service resources include organizations that provide Older Americans Act services; senior centers; nutrition sites; shopping; medical visits; personal business; employment/volunteer activities; social, spiritual or recreational activities or events

F. Focal Point: A place or mobile unit in a community or neighborhood designated by the Area Agency for the collocation and coordination of service

II. Service Activities (IDOA 603.28, B)

- A.** Assistance in making travel arrangements;
- C.** Provision of or arrangements for special modes of transportation when needed;
- D.** Coordination with similar and related transportation in the community; and
- E.** Door to door or scheduled route

Note: Assisted Transportation Service is not included under Title III-B Transportation and those participants receiving assisted transportation should not be counted under this service.

III. Service-Specific Standards

A. Cost of Service (IDOA 603.28, F.1.c and F.2.b)

Transportation services must be provided at no cost to older adults, grandchildren, adult children with developmental disabilities and family caregivers.

The Title III-B transportation service provider will provide the older individual and/or the family caregiver the opportunity to voluntarily contribute to the cost of the transportation service.

B. Project/Program Income: (NEIL General Service Requirements Section II.H)

The Title III-B transportation provider must:

1. Provide each older person with an opportunity to voluntarily contribute to the cost of the service
2. Protect the privacy of each older person with respect to his or her contributions
3. Establish appropriate procedures to safeguard and account for all contributions
4. Use contributions to expand Title III-B transportation services

Each service provider under the Older Americans Act may develop a suggested contribution schedule for services provided under this part. In developing a contribution schedule, the provider shall consider income ranges of older persons in the community and the provider's other sources of income. However, means tests may not be used for any services with funds under this part.

A service provider that receives funds under this part may not deny any older person a service because the older person will not or cannot contribute to the cost of the service.

C. Service Priorities: The following priorities must be used for destinations:

1. Senior centers, nutrition sites, medical services and basic human needs
2. Shopping, personal business, employment, volunteer and other social, spiritual and recreational needs

D. Client Assessment Procedures: Intake/Reassessment/Follow-up

Each transportation program must establish procedures to interview potential participants or reassess existing clients by a designated, trained staff person at each office or site. Intake forms must contain the following Participant Information at minimum:

1. Name, address and phone number;
2. Demographical information required on the Area Agency on Aging reporting forms such as age, eligibility, gender, race, etc.;
3. contact in case of an emergency – name, address and phone of person other than spouse or relative with whom the participant resides;
4. Physician name, address and phone number;
5. Disabilities or other diagnosed medical problems pertinent to participation;
6. Potential supportive service needs expressed by the participant including transportation needs, and gross income or reliable information that can indicate if person is below the poverty level such as SNAP, SSI, Energy Assistance, etc.; and,
7. Date form was completed.

Persons assessed for service must be informed of service options and limitations.

The service provider must establish and follow written follow-up procedures to be sure that clients who have been scheduled for a ride receive the service

E. Data/Records/Management:

Each program must develop and maintain a database to record persons, daily units of service and other required information. The database will facilitate the ability to create required reports and to submit them on time. The data will include:

1. Client information from the Client Assessment Procedures Section D above
2. Ride information
 - a. Destination;
 - b. Pick-up address;
 - c. Pick-up time;
 - d. Appointment time;
 - e. Return trip time;
 - f. Trip purpose;
 - g. Client is ambulatory or non-ambulatory;
 - h. Client has disabilities (e.g. wheelchair)

F. Access:

1. **Physical Access:** Agencies funded to provide Title III-B Transportation services must ensure that all older individuals in the county have reasonably convenient access to the services. The transportation service must be accessible to persons with disabilities by providing a wheelchair lift as appropriate. This service may be available by the service provider or through coordination with another transportation service provider.
2. **Program Access:** Agencies must have the capacity to connect to the internet and receive e-mail inquiries for Title III-B Transportation Services. The organizations must establish an internet presence. Agencies must provide services in the language spoken by older person in areas with significant numbers of non-English speaking clients. Staff or contractual arrangements can be used to aid non-English speaking or deaf persons in obtaining services.

G. Public Awareness/Outreach: (NEIL General Service Requirements II.D and II.L) Follow the General Service Requirements for II.L Public Awareness and II.D Outreach. In addition III-B Transportation Service providers shall have a public relations program with special emphasis on reaching the priority-target population. Public relations should include but not be limited to daily/weekly newspapers, in-house newsletters, radio announcements and posters at Focal Points and Nutrition Sites.

The transportation provider shall seek, through outreach efforts, to inform/identify vulnerable persons in need of this service. This may be done by the transportation provider or by agreement with the agency providing outreach services.

H. Interagency Coordination of Service: (NEIL General Service Requirements II.F) Follow the General Service Requirements II.F Coordination Requirements. In addition III-B Transportation Service providers are:

1. Required to maintain linkages with other service providers and organizations in their service area, in particular with the local Care Coordination Unit (CCU); Caregiver Resource Center (CRC); Caregiver Counseling Center (CCC); Nutrition Provider and other service providers funded through the Older Americans Act
2. Must work with the Area Agency on Aging, other community based transportation service providers and the local Paratransit Coordination Council to assure that transportation services are coordinated at the local level for the betterment of their communities
3. Encouraged to have coordination arrangements with other community service providers to facilitate access to them. Agreements/networking arrangements may be developed with local offices of the: Social Security Administration, Illinois Department of Human Services, Health Department, Illinois Low Income Home Energy Assistance Program, Senior Centers, Community Care Program vendors, Home Health Care agencies, Hospitals, and other local service providers.

I. Program and Service Evaluation:

Each Title III-B Transportation Service Provider must develop methods to determine:

1. The views of participants about the transportation services they receive
2. The number of new riders served by the program
3. Quality outcomes of the program

IV. Operations Standards (603.28 E.1 - Illinois Public Act 82-532):

A. Drivers of senior transportation vans must:

1. Be 21 years of age or older;
2. Have a valid and properly classified driver's license;
3. Have had a valid driver's license for three years prior to the application;
4. Have a demonstrated ability to exercise reasonable care in the safe operation of a motor vehicle on a driving test; and
5. Have not been convicted of reckless driving within three years of the date of application.

B. Placards (603.28 E.2 - Illinois Public Act 82-957)

Any vehicle of 12 or more passengers used in the transportation of senior citizens shall bear placards on both sides indicating it is being used for such purposes. The placards may be permanently or temporarily affixed to the vehicle. The size of the letters must be at least 2 inches high and the stroke of the brush must be at least 1/2 inch wide. Any such vehicle used for such purposes shall be subject to the inspections provided for vehicles of the second division and its operation shall be governed according to the requirements of the Illinois Vehicle Code.

C. Equipment – shared use and program income (603.28 E.3)

Any Federally funded program or project may share the use of equipment provided (e.g., transportation vehicles sponsored by the Federal government); such other use will not interfere with the work on the original project or program.

Therefore, a Title III-B transportation program may provide services to other programs supported by the Federal government (no age requirements) However, the Title III-B provider must pro-rate the cost of this service according to program usage. This rate should be based on vehicle maintenance, operator, insurance, and all other appropriate costs for this service.

All fees collected by the Title III-B program are considered program income. Therefore these funds must be used for Title III-B operations of the transportation provider.

D. Advertising Space (603.28 E.4)

The sale of advertising space on MAP-21 Section 5310 and Title III-B funded transportation vehicles is allowable under both the Moving Ahead for Progress in the 21st Century (MAP-21), the Older Americans Act and related regulations.

E. Regulatory Code: All Title III-B transportation providers should abide by the Illinois Vehicle Code, as amended. (603.28 E.5).

F. Illinois Department on Aging Policy Clarifications: (603.28 F)

1. Services provided to Grandchildren, Family Caregivers & Adult Children with Developmental Disabilities (Department Policy 02-04)
 - a. Transportation services can be provided to grandchildren being raised by grandparents, family caregivers and adult children with developmental disabilities when they accompany persons age 60 and over on a van or bus funded under the Older Americans Act.
 - b. Older persons can use the transportation service to address the needs of family caregivers, grandchildren or adult children with developmental disabilities (e.g., doctor's appointment for a school exam) as well as the needs of the older adult. Such transportation will directly benefit the older adult as the caregiver or as the care receiver.
 - c. Transportation services must be provided at no cost to older adults, grandchildren, adult children with developmental disabilities and family caregivers. The Title III-B transportation service provider will provide the older individual and/or the family caregiver the opportunity to voluntarily contribute to the cost of the transportation service.
 - d. When reservations are made for transportation by the older individual and/or caregiver, it is important for the Title III-B service provider to identify who will be riding that particular day to assure ample seating is available on the vehicle.
 - e. References to "Family" in the Older Americans Act (602.13): The Administration for Community Living (ACL) created new policy based on the Supreme Court decision in the lawsuit United States v. Windsor. ACL will recognize the marriage of same sex individuals regardless of whether the individuals are domiciled or reside in a state or territory that does not recognize the marriage. ACL will recognize an individual of the same sex who is legally married as a member of one's family with respect to each reference to family in the Older Americans Act.
2. Service Delivery to Persons Under the Age of 60 (Department Policy 03-04)

- a. Policy: The Older Americans Act and its regulations allow transport of individuals who are 60 and older and those who are under 60 in the same vehicle during normal operating hours. The transportation provider may be senior organizations as well as non-senior organizations that receive Title III-B and related funding for senior transportation.
- b. The Title III-B transportation service provider will provide the older individual an opportunity to voluntarily contribute to the cost of the service.

Individuals under age 60 are to be charged a reasonable fee or fare for the ride. However fees or fares must not be imposed on grandchildren who are raised by their grandparents, adult children with developmental disabilities as outlined in Department Policy 02-04
- c. Senior organizations that receive Title III-B and related funding may enter into a contractual arrangement with other service organizations to provide transportation services to their clientele (e.g., MAP-21 Section 5310, etc.) either during normal operating hours or after hours. The service provider must pro-rate the cost of this service taking into consideration vehicle maintenance, driver, gasoline, insurance, and other appropriate costs for this service.
- d. In an effort to improve coordination and increase cost efficiency and effectiveness of providing this service, IDOA expects that senior organizations transport seniors along with other age and client groups on a regular basis using their reservation and scheduling systems for the van or bus being used.

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