



Service Standards

Title III-B Transportation

The service provider must adhere to the AgeGuide General Service Requirements in addition to service-specific requirements listed below.

I. Definitions

- A. Service Definition (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.
- 1. Community Facilities and Resources (AgeGuide):** 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.
 - 2. Service Priorities (AgeGuide):** The following priorities must be used for destinations:
 - a.** Senior centers, nutrition sites, medical services, basic human needs, and employment.
 - b.** Shopping, personal business, employment, volunteer and other social, spiritual and recreational needs.
- B. Unit of Service (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.
- C. Unduplicated Count (IDOA):** The unduplicated number of individuals who receive transportation services.
- 1.** 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.

D. Participant Eligibility (IDOA): Shall be aged 60 or older; have a need for transportation; and have the ability to use the service without an escort or provide their own escort.

1. It is allowable to provide transportation services to grandchildren being raised by grandparents, family caregivers, and adult children with developmental disabilities accompanying the individual aged 60 and older (IDOA 603.28 F.1).

II. Service Activities (IDOA 603.28 B)

- A. Assistance in making travel arrangements;
- B. Provision of or arrangements for special modes of transportation when needed;
- C. Coordination with similar and related transportation in the community; and
- D. 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 Standards

A. Intake and Assessment

1. 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 (AgeGuide):
 - a. Name, address and phone number;
 - b. Demographic information required on AgeGuide reporting forms such as age, eligibility, gender, race, etc.;
 - c. Contact in case of an emergency – name, address and phone of person other than spouse or relative with whom the participant resides;
 - d. Physician name, address and phone number;
 - e. Disabilities or other diagnosed medical problems pertinent to participation;
 - f. 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,
 - g. Date form was completed.

2. Persons assessed for service must be informed of service options and limitations (AgeGuide).
3. 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 (AgeGuide).

B. Cost of Service/Voluntary Contributions (IDOA 603.28, F.1.c and F.2.b)

1. Transportation services must be provided at no cost to individuals aged 60 and older, as well as grandchildren, adult children with developmental disabilities and family caregivers accompanying the individual aged 60 and older.
2. The service provider will provide the older individual and/or the family caregiver the opportunity to voluntarily contribute to the cost of the transportation service.

C. Records and Documentation

1. Provider has implemented policies to ensure the privacy and security of client information (AgeGuide).
2. 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 information will minimally include (AgeGuide):
 - a. Participant information from the Intake and Assessment procedures above
 - b. Ride Information:
 - i. Pick-up address;
 - ii. Pick-up time;
 - iii. Appointment time;
 - iv. Return trip time;
 - v. Trip purpose;
 - vi. Client is ambulatory or non-ambulatory (e.g. needs wheelchair-accessible vehicle)

D. Coordination

- 1.** As stated in the AgeGuide “General Service Requirements,” providers are required to maintain linkages with other service providers and organizations in their service area. Transportation providers must also:
 - a.** Maintain linkages with the local Aging and Disability Resource Network (ADRN) provider and other service providers funded through the Older Americans Act, as appropriate (AgeGuide).
 - b.** Work with AgeGuide, other community based transportation service providers and the local Paratransit Coordination Council (or similar entity) to assure that transportation services are coordinated at the local level for the betterment of their communities (AgeGuide).
 - c.** Have a working relationship and/or a written agreement with other community service providers to facilitate access to them (AgeGuide).
 - i.** Community service providers may include: local offices of the Social Security Administration, the Illinois Department of Human Services, the local health department and mental health services, local developmental disability services providers, the local office administering the Illinois Low Income Home Energy Assistance Program, senior centers, home health care agencies, hospitals, and other local service providers.

E. Access

- 1.** Provider will ensure that all older individuals in the county have reasonably convenient access to the service (AgeGuide).
- 2.** 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 (AgeGuide).
- 3.** In areas with a significant number of older persons who do not speak English as their principal language, the provider must arrange for or have the capacity to provide information and assistance services in the language spoken by older persons. (IDOA 603.17 E1).
 - a.** Have staff, or contractual agreements, to aid persons with Limited-English Proficiency and persons with hearing or speech impairments in obtaining services and demonstrate cultural competency (AgeGuide).

4. Maintain an agency website that specifically references the Transportation services available from the provider and which includes a means to contact the provider by phone and e-mail in order to obtain personal assistance (AgeGuide).
5. Provide no-cost phone access from all points within the area served (e.g. toll-free access is provided to people living within the area served). Providers should publicize their information in printed and online listings/directories commonly used by the public (AgeGuide).

F. Quality Assurance (AgeGuide)

1. Provider must develop methods to determine:
 - a. The views of participants about the transportation services they receive
 - b. The number of new riders served by the program
 - c. Quality outcomes of the program

IV. Operations Standards

A. Driver Requirements (IDOA 603.28 E.1 - Illinois Public Act 82-532)

1. Drivers of senior transportation vans must:
 - a. Be 21 years of age or older;
 - b. Have a valid and properly classified driver's license;
 - c. Have had a valid driver's license for three years prior to the application;
 - d. Have a demonstrated ability to exercise reasonable care in the safe operation of a motor vehicle on a driving test; and
 - e. Have not been convicted of reckless driving within three years of the date of application.

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

1. 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.
2. The placards may be permanently or temporarily affixed to the vehicle.
3. The size of the letters must be at least 2 inches high and the stroke of the brush must be at least ½ inch wide.

4. 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 (IDOA 603.28 E3)

1. 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.
2. 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.
3. 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 (IDOA 603.28 E.4)

1. 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 (IDOA 603.28 E.5).

V. IDOA Policy Clarifications (IDOA 603.28 F)

A. Services provided to Grandchildren, Family Caregivers & Adult Children with Developmental Disabilities (IDOA Policy 02-04)

1. 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 in a vehicle funded under the Older Americans Act.
2. 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.

3. Transportation services must be provided at no cost to older adults, grandchildren, adult children with developmental disabilities and family caregivers. The Title III 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.
4. When reservations are made for transportation by the older individual and/or caregiver, it is important for the Title III service provider to identify who will be riding that particular day to assure ample seating is available on the vehicle.

B. Service Delivery to Persons Under the Age of 60 (IDOA Policy 03-04)

1. 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.
2. 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.
3. 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 prorate the cost of this service taking into consideration vehicle maintenance, driver, gasoline, insurance, and other appropriate costs for this service.
4. 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.