

RCEB Procedures - Case Management Coordination
Request for Contracted/Program Transportation Services for Adult Consumers

Procedure Number: 7914
Date Approved: 12/16/2019
Prepared by: Transportation Manager

RCEB may fund contracted or program transportation for an adult consumer to get to and/or from their adult day program. This option is for adult consumers who are assessed as being unable to use public transportation, are unable to be trained safely to use public transportation, or when public transportation is not available.

Transportation Service Request (TSR) or Purchase of Service (POS):

Purchase of Service (POS)

When a day program is vendored to provide transportation services, their rate table will include service code 880. In addition, a Community Care Facility may be vendored to provide transportation services to and from the day program when there are no other options available. Here are some types of programs that may be vendored to provide transportation as an additional component to the program:

- Adult Day Programs
- Behavioral Programs
- Community Integrated Programs (to/from the meeting site at the beginning and end of the day)

Transportation Service Request (TSR)

- Contracted transportation services are for adult consumers that require curb to curb service to get to/from their day program.
- How to determine if the consumer needs contracted transportation services:
 1. Is the consumer able to use public transportation (fixed route/BART) safely on their own with no assistance? This option is for individuals that can safely make it to the bus stop/BART station, wait for the bus/train to arrive, and know the bus/train stop to their destination.
 2. Would the consumer be able to use public transportation after receiving some assistance such as travel training? If so, please reach out to the Transportation Department for additional resources.
 3. Is the consumer able to use paratransit (door to door/curb to curb services) instead of public transportation (fixed route)? Paratransit is a complimentary service to fixed route that will provide either door to door or curb to curb service. This option is available for those that are disabled or elderly. It is a shared ride service so the destinations could be the same or different. Passengers include disabled and elder and are not necessarily a regional center consumers.
 4. Does the consumer tend to wander off or need more support?

If you answered no to questions 1-3 and yes to question 4 above, the consumer will need contracted transportation services. The level of need may change over time so use the questions above to make an assessment as needed. Information on travel training and paratransit services can be provided to you upon request.

Requesting contracted transportation services:

All requests must be submitted through SANDIS- Transportation Service Request (TSR). We will use this submission to determine which contracted transportation company will receive the TSR. Please refer to the TSR tutorial available on the intranet under Technology Training->Tutorials->SANDIS Transportation Service Request Tutorial/Frequently Asked Questions.

After the TSR is submitted and the contracted transportation service is confirmed, the transportation department will create a report for the accounting department in order to create the POS authorization for contracted transportation services (service code 875).

The POS authorization should appear on your POS tickler in the month/year it will expire. This is a reminder to you that the authorization should be renewed if contracted transportation services are still needed. The authorization should always be renewed through **SANDIS-Transportation Service Request**. Do not send a reauthorization through a POS because these will be sent back to you and services could stop until the reauthorization is completed through SANDIS-Transportation Service Request.