

## APPENDIX D

### PROGRAM PROFILES: TRANSPORTATION SERVICES

**Texas Department on Aging (TDoA)** is dedicated to providing services and support to the elderly in Texas. TDoA contracts with 28 Area Agencies on Aging (AAAs), which are operated by Councils of Government, Planning Commissions, Cities, and Counties around the state. One AAA is operated by a United Way. The governing board of each of these agencies is responsible for determining the program priorities for the area, including which services to provide and how to allocate funds. Generally, AAAs contract for services, but, in some cases, services are provided directly by the AAA.

Eligibility: Persons aged 60 years and older.

Transportation Services: The majority of transportation services are to and from nutrition sites, medical appointments and other necessary destinations. AAA support contracts and vendor agreements with a number of transportation providers including vans, buses and cabs.

Transportation Procurement: AAA's determine services to be provided and what funding level based upon regional needs as documented in their approved Area Plan as required by the Older American's Act. Transportation services are procured by directly purchasing services from available providers in the community or awarding unit contracts through an RFP process. Providers entering into unit contracts are typically reimbursed for each unit of service, usually a one-way trip.

Tracking Transportation Services Every four years, AAAs are required to submit four-year area plans to TDoA, explaining how they will provide services to clients. AAAs are also required to submit annual budgets to TDoA, which correspond with the area plans. The area plans and budgets document the amount of dollars that will be spent on transportation and lists the providers with whom the AAA has contracted or will use for the direct purchase of services.

Each contracting transportation provider uses trip logs (either paper-based or electronic format using the AIM Transportation Tracking system) to document the name of the person transported, the destination, date, and number of units of service provided. These trip logs are submitted to the AAAs to receive payment for transportation services provided. The system documents the number of units of transportation (i.e., one-way trips) provided to each client and the name of the transportation provider who provided the services.

**Texas Commission on Alcohol and Drug Abuse (TCADA)** ensures that Texans have access to effective and efficient substance abuse services. TCADA provides funding for prevention, intervention and treatment services through contracts with about 200 community organizations that serve more than 750,000 Texans each year. TCADA places a priority on preventing children from using drugs. The Commission funds eleven resource centers across the state. These centers provide communities with prevention information, resources and expertise, conferences and workshops in Texas. This program has trained more than 5,000 Texas educators and service providers.

Eligibility: TCADA funded clients are generally low income (below 200% of the federal poverty level), are alcohol and/or substance abusers, or are at risk of alcohol and/or substance abuse.

Transportation Services: Even though transportation expenditures are an allowable expense, the agency does not track whether transportation services are provided by grantees or the amount expended on these services as a stand alone line item. They are a covered service where necessary under unit rate. TCADA pays for treatment services through a unit rate or cost reimbursement mechanism. Costs for units of treatment are established through the competitive procurement process. Unit rates are based on the associated services and aggregated costs of providing a unit of treatment. The price of units of treatment may include transportation services and other related costs associated with provider services.

Procurement: TCADA conducts a competitive procurement for treatment providers. Providers are required to estimate related costs in their proposals through a detailed line item budget. Proposals are evaluated to ensure that cost estimates support the unit of treatment price, and that the price is based on reasonable costs.

**Texas Department of Health (TDH)** has the broad responsibility and authority for preventing disease and improving, protecting, and promoting public health in Texas. From TDH's perspective this responsibility includes Medicaid and other federally funded programs for specific groups of low income people (mostly mothers and children) or people with specific health care not covered by federal programs such as Kidney Health.

Kidney Health Care: The Kidney Health Care (KHC) program provides medical, drug, and transportation benefits to eligible recipients. Medical benefits include dialysis services and access to surgery. Drug benefits include a limited number of allowable drugs per month. Transportation benefits include payment for mileage at \$0.13 per mile, based on treatment status and allowable trips claimed.

Eligibility: Individuals with end-stage renal disease or kidney transplant; Have a diagnosis of end-stage renal disease; Be receiving a regular course of dialysis or have a kidney transplant; Be a Texas resident; Meet the Medicare criteria for end-stage renal disease. Apply for benefits through a participating facility; Have an adjusted gross income of less than \$60,000 per year.

Transportation Services: KHC provides mileage reimbursement at \$.13 per mile to eligible recipients, based on their treatment status and the number of allowable trips claimed. Recipients receiving dialysis treatments at dialysis facilities are eligible to receive mileage reimbursement for up to 13 round trips per month. Recipients have an established round trip mileage based on their home address and treatment facility. Home dialysis recipients and transplant recipients are eligible to receive up to 4 round trips per month. Travel must be for actual kidney-related medical services. Travel to pick-up medication or medical supplies is not covered.

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**Transportation Procurement:** Transportation services are not procured. The program provides mileage reimbursement directly to program recipients. Claims for in-center travel can be submitted on paper reports or on-line using the ASKIT System. For paper submission, KHC generates monthly travel reports and sends them to dialysis social workers. Social workers complete the form by verifying the number of trips taken by the recipients. The completed report is then sent to KHC to be processed for payment to the patient. For on-line submissions, social workers submit the claim information on-line and the claim is processed automatically. Home dialysis recipients and transplant recipients submit monthly travel forms to KHC, indicating the service date, purpose of travel, and round trip mileage. KHC then verifies the information and processes the claims for payment.

**Tracking Transportation Services:** The Kidney Health Care Program uses the Automated System for Kidney Information Tracking (ASKIT) software program to track program services. ASKIT includes a claim history for each recipient.

***Texas Commission for the Blind (TCB)*** provides services to Texas residents who are blind or visually impaired. Services are rehabilitative in nature and are geared towards providing greater independence and mobility. Services are delivered through 12 regional and 29 district offices. Transportation services are limited to what is necessary to enable a person to participate in a rehabilitative service.

**Vocational Rehabilitation** The Vocational Rehabilitation Program (VR) provides eligible adults with the wide range of skills, goods, and services they need to enter employment, keep their jobs, or return to the workforce after losing their vision. Consumers are responsible for setting their own goals. Services include: Vocational Evaluation; Counseling, Guidance, Referral; Physical and Mental Restoration; Transportation; Assistance in Locating and Securing Job Opportunities; Employment Training and Assistance; Locating Interpreter Services; Rehabilitation Teaching; Orientation and Mobility Services; Reader Services; Technological Aids and Devices; Post-Employment Services; Braille Instruction; Personal Assistance Services; Locating Housing and Training Programs

**Eligibility:** Texas residents who are blind or visually impaired. Specifically:

- Adolescents and adults who are blind or visually impaired needing assistance with reaching their employment goals.
- Age—13+
- Income—all needed services are available regardless of income. Economic resources guidelines apply to some purchased services.
- Citizenship—U.S. citizen residing in Texas, or legal U.S. resident, residing in Texas with legal work status.

**Transportation Services** Transportation services are purchased to provide consumers with access to services needed to help them achieve independent living, vocational, habilitative, and rehabilitative goals. TCB maintains no contracts for transportation, but arrangements are made with vendors to purchase transportation on an as-needed, case-by-case basis. TCB funds are expended only after the agency helps consumers access all other available transportation services.

**Transportation Procurement** TCB purchases transportation services directly. Vouchers are the required method of payment but consumer emergency cash funds are also available. For airline and hotel services, state contracted services are used.

**Tracking Transportation Services** Transportation expenditures are tracked by TCB's automated consumer and accounting data system. Transportation services have an object class code on the consumer requisition forms used by TCB counselors. Expenditure data from the consumer requisition form is included in TCB's automated consumer and accounting data system. For each transportation expenditure, the accounting system captures the funding source, program project number, and object class code. The system does not track the number of clients receiving transportation services nor the type of transportation services provided.

**Independent Living Program** The Independent Living Program (IL) provides specialized services to eligible individuals, primarily retired adults, whose independence is threatened because of vision loss in combination with other age-related conditions. Services include: Eye Examinations; Orientation and Mobility Training; Activities of Daily Living Assessment; Independent Living Skills Instruction; Consumer Resource Kits; Information and Referral; Counseling and Advocacy; Recreation and Socialization; Low Vision Aids

**Eligibility** Texas residents who are blind or visually impaired. Specifically

- People who have a visual impairment that is a substantial impediment to living independently.
- Age—all ages.
- Income—all needed services are available regardless of income. Economic resources guidelines apply to some purchased services.
- Citizenship—Texas resident.
- Disability—visual impairment or legal blindness must be a barrier for the individual to live independently.

**Blind Children's Vocational Discovery & Development** The Blind Children's Vocational Discovery & Development Program (BCVDDP) is the only program in Texas that provides habilitative services to children who are blind or severely visually impaired and their families. Services include: Eye Medical Support; Developmental Assessment/Equipment; Disability Counseling; Vocational Discovery and Development; Assistive Technology Purchase Assistance; Educational Support; Accessing Other Resources/Comparable Benefits; Travel; Independent Living Skills Training; Optical Low Vision Devices; Respite Care Services; Family Training Opportunities; Mentoring Programs; Recreational and Leisure Skills; Medical Specialty Examinations

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**Eligibility** Texas residents who are blind or visually impaired. Specifically:

- Age—Children between the ages of birth and 18 and those over the age of 18 and under the age of 22 who are enrolled in a secondary school may receive services if TCB determines that children's services are appropriate for the individual.
- Income—parents' income is not used to determine eligibility. Economic resources guidelines apply to some purchased services.
- Citizenship—Texas resident.

**Interagency Council on Early Childhood Intervention (ECI)** serves children from birth through three years of age who have developmental delays or disabilities. Each eligible child receives an Individual Family Service Plan (IFSP), which is based on an evaluation performed by an interdisciplinary team that includes the parents. Each plan is tailored to the individual needs of each child and can consist of up to 20 eligible services. Prior to FY1998, the majority of ECI services were provided in community-based centers. Since then, the program has transitioned to providing services in the child's natural environment (i.e., the child's home). Services are coordinated through 65 ECI service areas in the state.

**Eligibility** Children aged 0-3 with developmental delays or disabilities.

**Transportation Services** Transportation is one of the 20 services ECI-eligible families may receive. However, because services are provided in a child's natural environment (i.e., at home), transportation services are rarely provided. In rare cases where a child's natural environment is unsafe or suboptimal, ECI may transport to a more suitable location. This may involve private staff vehicles, public transportation, or taxi service.

**Texas Department of Human Services (DHS)** administers state and federal human services programs that are designed to benefit three major client groups: low-income families and children, victims of domestic violence and people who are elderly or have disabilities. A brief description for DHS programs that have the provision for assistance with transportation needs as an eligible service are described below.

**Day Activity and Health Services (DAHS)** facilities provide daytime services to eligible clients in the community and serve as an alternative to placement in nursing homes or other institutions. Services, provided in what are commonly referred to as "adult day care facilities," include: Nursing and personal care; Physical rehabilitation; Noon meals and snacks; Transportation; Social, educational and recreational activities.

**Eligibility** Low-income people of any age who have unmet physical, mental, medical, and social needs.

- Low-income adults 18 years of age and older who do not need daily nursing care but need assisted living services and meet functional assessment level requirements.
- Age—no age limit.  
Income—either SSI eligible or not to exceed \$1590/month for an individual or \$3180/month for a couple.  
Resources—either SSI eligible or \$5000 or less for an individual or \$6000 or less for a couple.
- Medical diagnosis and doctor's orders requiring care or supervision by licensed nurse.
- Functional disability related to medical diagnosis.
- Need for assistance with one or more personal care tasks.

**Transportation Services:** Under the DAHS program, DHS contracts with licensed adult day care facilities to provide services. Contractual agreements with DAHS facilities require transportation to and from the adult day care and the client's home and, if a client requires specialized therapies during the day, transportation must be provided to and from those visits.

**Transportation Procurement:** DAHS contracting facilities are required to provide and/or arrange for transportation. Facilities may:

- Opt to use their own vehicle
- Subcontract with public/private transportation providers, or
- Purchase passes for clients to ride on a city para-transit service (e.g., door-to-door van service).

**Tracking Transportation Services:** DHS tracks data based on the number of units of service provided to clients. For the DAHS program, each unit represents one-half day of care provided. For the DAHS program, trip logs document the length of time a client was at a DAHS facility. Contracting facilities submit claims to DHS for payment, which are processed electronically by a claims management system. The CMS tracks information for each client receiving services. Each client record contains demographic information, number of units of services provided, dates of service, and name of provider.

Although the system tracks the units of service provided, the system does not track transportation-specific information. This is because DHS contracts with facilities, not transportation providers, and each facility determines independently how to provide transportation services

**Community Based Alternatives (CBA)** provides home and community-based services to aged and disabled adults as cost-effective alternatives to institutional care in nursing facilities.

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### Eligibility

- Medicaid-eligible aged and disabled adults at risk for nursing facility placement.
- Age—21 years or older.
- Income/Resources—be Medicaid eligible in the community under:
  - SSI eligible;
  - MAO protected status; or
  - Meet the income and resource requirements for Medicaid benefits in nursing facilities (effective January 1, 2001, \$1,590/month with resources of \$2000 for an individual. Spousal impoverishment provisions apply).
- Risk Assessment—be determined at risk for nursing facility placement using the Resident Assessment Instrument for Home Care (RAI-HC).
- Medical Necessity—meet the medical necessity determination for nursing facility care.
- Individual Plan of Care—cannot exceed the nursing facility payment rate.
- Informed Choice—choose waiver services instead of nursing facility care based on an informed choice.

**Transportation Services** Under these programs, DHS contracts with home and community support services providers; adult foster care providers; assisted living/residential care providers; emergency response providers; and, home delivered meals providers.

- Local community shopping areas where client may purchase items for personal needs
- Recreational activities
- Field/community trips
- Medical appointments to nearest available provider

**Transportation Procurement** Contractors are required to provide and/or arrange or transportation. Facilities may:

- Opt to use their own vehicle
- Subcontract with public/private transportation providers, or
- Purchase passes for clients to ride on a city para-transit service (e.g., door-to-door van service).

**Tracking Transportation Services** DHS tracks data based on the number of units of service provided to clients. Transportation is not tracked separately. Although the system tracks the units of service provided, the system does not track transportation-specific information. This is because DHS contracts with facilities, not transportation providers, and each facility independently determines how to provide transportation services.

**Skilled Nursing Facility** Medicaid Skilled Nursing Facilities serve elderly individuals and persons with disabilities who have medical problems that prevent them from living independently and require the skills of a licensed nurse on a regular basis. In many cases the needs of these persons are met in skilled nursing facilities. Additional services provided for nursing facility residents include: rehabilitative services, services within rural hospital, hospice care, emergency dental care reimbursements and specialized services such as physical and speech therapy.

### Eligibility

- Must be a Texas Resident
- Must reside in a Medicaid-contracted nursing facility, skilled nursing facility or ICF-MR or IMD facility for 30 consecutive days before being certified for Medicaid.
- Must meet the medical necessity or level of care criteria for either nursing facility or ICF-MR/RC care.

**Transportation Services** Under the skilled nursing program DHS contracts with nursing home facilities to provide services. Under their contracts with DHS, Nursing Facilities are required to provide the total medical, nursing and psychosocial needs of each client, to include transportation to and from medical services outside the facility [doctor's offices hospitals, and dentists].

**Transportation Procurement** Skilled Nursing Facilities are required to provide and/or arrange for client transportation services. Facilities may opt to use their own vehicle or subcontract with public/private transportation providers.

**Tracking Transportation Services** Information on transportation services is included in contractor cost reports. Transportation costs include: transportation equipment lease/rental, insurance, maintenance/repairs/gas/oil and depreciation)

**Adult Foster Care** Provides a 24-hour living arrangement with supervision in an adult foster home for persons who are unable to continue independent functioning in their own homes because of physical, mental, or emotional limitations. AFC providers must live in the household and share a common living area with the clients. With the exception of family members, no more than three adults may live in the foster home unless it is licensed by DHS. Services may include minimal help with personal care, help with activities of daily living, and provision of, or arrangement for, transportation. The client pays the provider for room and board.

**Eligibility** Individuals must be age 18 or older and a Medicaid recipient or be determined financially eligible for Title XX services. Individuals must meet functional needs criteria. Level of impairment is measured during a client needs assessment interview with a DHS caseworker.

**Transportation Services** Under the AFC program, DHS contracts to provide services. Under their contracts with DHS, AFC providers are required to provide or arrange transportation services.

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**Transportation Procurement** Adult foster care providers must provide or make arrangements to meet the transportation needs of a resident for medical appointments/care, shopping for personal needs, and church activities as identified by the adult foster care caseworker. An escort must also be provided if specified in the individual service plan for a resident.

**Tracking Transportation Services** DHS tracks data based on the number of units of service provided to clients. For the AFC program, each unit represents a 24-hour day of care provided.

**Program of All-inclusive Care for the Elderly (El Paso area)** The Program of All-inclusive Care for the Elderly (PACE) provides community-based services to frail elderly people who qualify for nursing facility placement. This program uses a comprehensive care approach, providing an array of services for a monthly fee that is below the cost of comparable institutional care. All necessary health-related services are provided, including in- and out-patient medical care; specialty services, such as dentistry and podiatry; social services; in-home care; meals; transportation; day activity; and housing assistance.

**Eligibility** The individual must be age 55 or older and must qualify for a nursing facility level of care; qualify for Medicaid in a nursing facility; and, choose PACE services.

**Transportation Services** Transportation to medical appointments and outings within the community.

**Transportation Procurement** Under the PACE program, DHS contracts to provide services. Under their contracts with DHS, PACE providers are required to provide or arrange transportation services.

**Tracking Transportation Services** DHS tracks data based on the number of units of service provided. For the PACE program agency is reimbursed on a monthly capitated Medicaid rate.

**In-home and Family Support Program** This program provides direct grant benefits to individuals with physical disabilities to purchase services that enable them to live in the community. Eligible individuals are empowered to choose and purchase services that help them remain in their own home. Services include:

- Purchasing or leasing special equipment or architectural home modifications to facilitate the care, treatment therapy, or general living conditions of a person with a disability.
- Medical, surgical, therapeutic, diagnostic, and other health services related to a person's disability.
- Counseling and training programs that help provide proper care of an individual with a disability.
- Attendant care, home health services, home health aide services, homemaker services, chore services that provide assistance with training, routine body functions, dressing, preparing and consuming food, and ambulating.
- Respite care.
- Transportation services.
- Pre-approved transportation and room and board cost incurred by person with physical disability or his family during evaluation or treatment.
- Other disability related services prior-approved by DHS.

**Eligibility** The individual must be age 4 or older. Individuals whose income exceeds 105 percent of the state median income for household size are assessed a co-payment. The individual must have a physical disability that substantially limits his or her ability to function independently.

**Transportation Services** IHFSP provides disability-related transportation including: purchase of coupons for specialized public transit; a driver needed by a person with a disability; and transportation that ensures access to other allowable services (e.g., medical appointments)

**Transportation Procurement** IHFSP provides direct grant benefits to clients, who use the funds to make their own arrangements.

**Tracking Transportation Services** IHFSP clients provide receipts to verify that approved purchases were made.

**Respite Care Program** The In-Home/Out-of-Home Respite Care program (IHR/OHR) provides short-term services [14 days per year] for people who are elderly or have disabilities that require care and/or supervision while allowing their caregivers temporary relief. Services may be provided inside or outside the home. Services may be provided:

- In a nursing facility or hospital, and include personal care, nursing intervention, supervision, meal preparation, and a room.
- In an adult foster care home or assisted living facility, and include personal care, housekeeping, supervision, meal preparation, transportation, and a room.
- In an adult day care facility, and include personal care, nursing services, supervision, meal preparation, and transportation.
- In the individual's own home by a home care attendant, and include personal care, housekeeping, meal preparation, supervision, and transportation.
- In the individual's own home by a sitter, and include housekeeping, meal preparation, and supervision.

**Eligibility** The individual must be age 18 or older and be a Medicaid recipient or be determined financially eligible for this program. Other requirements are:

- The individual must need care or supervision due to a physical disability or functional impairment.

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- The individual must have a caregiver who is temporarily unable to provide care or who needs relief from care giving responsibilities because of severe stress.

**Transportation Services** Under the IHR/OHR program, DHS contracts to provide services. Under their contracts with DHS, providers in adult foster care homes and assisted living and adult day care facilities are required to arrange transportation services.

**Transportation Procurement** Transportation in the Respite Care is arranging for transportation of the client to meet his basic needs for toiletries, clothing, medications, medical care and any necessary therapies.

**Tracking Transportation Services** DHS tracks data based on the number of units of service provided to clients. For the IHR/OHR program, each unit represents an amount based on the setting the services are provided in:

- Nursing Facility, Hospital, Adult Foster Care home, Assisted Living facility - each unit represents a 24-hour day of care provided.
- Adult Day Care facility - each unit represents one-half day of care provided (at least three hours, and up to but not including six hours).
- In-Home services by a home care attendant or a sitter - each unit represents a 24-hour day of care provided.

Although the system tracks the units of service provided, the system does not track transportation-specific information. This is because DHS contracts with facilities, not transportation providers, and each facility independently determines how to provide transportation services.

**Office of Immigration and Refugee Affairs** The goal of the program is to assist refugee families in attaining economic independence as soon as possible after arrival in United States. The program is 100% federally funded. Refugee Services provided may include: cash and medical assistance (limited to 8 months), and social services including employment, ESL, health and emergency. Social services are provided directly by primarily non-profit organizations.

A refugee is a person living outside their country of origin who cannot return to their home due to fear of persecution based on their race, religion, or membership in a particular social/political group. The number and nationalities of refugee arrivals to the United States are determined by Congress and the President prior to the beginning of each Federal Fiscal Year.

**Eligibility** The target population is eligible refugees, as determined by DHHS, Office of Refugee Resettlement. Individuals who are eligible must be refugees as defined by ORR, and the time limit on benefits and services are as follows: Refugee cash and medical benefits: 8 month limit; Most social services: 5 year limit.

**Transportation Services** DHS does not provide refugee transportation services directly. For a majority of the refugee contracts, transportation is not a required service, but an option that may be used if it will assist the client in achieving self-sufficiency. How they provide the services is up to the individual provider.

There are specific refugee contracts for Transportation Services in Harris, Tarrant/Dallas counties, under federal Targeted Assistance Grant (TAG) funds. The services provided under these contracts are for driver's education and transportation assistance in the forms of carpool coordination, and subsidies as well as van and taxi vouchers on a limited basis.

**Transportation Procurement** Refugee social services contracts are competitively procured.

**Tracking Transportation Services** For the specific TAG refugee contracts for Transportation Services in Harris, and Tarrant/Dallas counties, contractors have manually reported contract deliverables (services provided) quarterly for federal reporting. In FY 2002, the TAG transportation contractors will be utilizing OIRA's Data Center (RDC), an automated tracking system, to enter the service information. OIRA will retrieve the information for reporting purposes. Transportation services provided to refugees as part of other contracted services (employment, for example) are not reported to OIRA.

**Family Violence** The goal of the program is to promote self-sufficiency, safety, and long-term independence from family violence for adult victims and their children. To meet the goal DHS contracts with non-profit FV centers and non-residential special projects to provide emergency shelter and support services to victims and their children, and to educate the public. We also contract with statewide non-profit advocacy organizations to provide training and prevention support to FV programs and various agencies, and to work with our agency in developing program policy.

**Eligibility:** The target population is victims of family violence and their dependents. A victim is defined as adult family and household members who are victims of family violence, and family violence is defined as an act by a member of a family or household against another member of the family or household that is intended to result in physical harm, bodily injury, assault or sexual assault or that is a threat that reasonably places the member in fear of imminent physical harm, bodily injury, assault or sexual assault, but does not include defensive measures to protect oneself. Family violence also includes emotional abuse that is intended to inflict emotional harm. There are no income eligibility standards for FV services. Individuals are eligible if they meet the definition, as defined above, in target population section.

**Transportation Services:** DHS does not provide family violence transportation services directly. One of the services the FV contractors are required to provide is emergency transportation, as needed. They may also choose to provide other transportation services, non-emergency, to assist the client. How they provide and fund the services is up to the individual provider.

**Transportation Procurement:** The majority of Family Violence Program contracts are procured on an open enrollment basis. There are nonresidential special projects (none are transportation specific) that are competitively procured.

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**Tracking Transportation Services** Family Violence Program contractors utilize an automated system, Integrated Tracking System (ITS), to report services provided to victims, residential and non-residential. Transportation services are not reported specifically.

### Department of Mental Health Mental Retardation (TDMHMR)

**Community ICF/MR:** The ICF/MR program provides services to people with mental retardation and/or a related condition. Covered are residential services, habilitative services, skills training, and adjunctive therapy services.

**Eligibility:** The person being served must be eligible for an ICF/MR Level of Care; must meet income and resource limit requirements of the Supplemental Security Income (SSI) or the Medical Assistance Only (MAO) program; have a determination through Social Security that a disability exists, and have a determination of mental retardation or a related condition.

**Transportation Services:** Transportation must be available 24 hours a day 7 days a week. Transportation is used to meet the needs of consumers for participation in community recreational activities, entertainment, trips to the grocery store and other necessary trips that living in the community may necessitate. Transportation to the population served means transporting individuals who utilize wheelchairs, gurneys and sometimes restraints. Transportation for individuals in wheelchairs and using a gurney requires that the vehicle be equipped to immobilize the wheelchair or gurney. Transportation also includes transporting individuals who have behavioral challenges that may pose a danger to either themselves or others and requires that the driver and the accompanying attendant understand how to appropriately manage aggressive behavior to prevent injury to either the individual or others.

**Transportation Procurement:** Transportation is not broken out separately as a billable service as this would significantly raise the cost of providing transportation to these consumers in these programs due to the effort required for rate setting, billing, and monitoring

**MHMR Waiver Programs:** The HCS program for persons with mental retardation provides individualized services to people living in their family's home or their own homes in the community. HCS services include: adaptive aids, case management, counseling and therapies (includes audiology, speech/language pathology services, occupational therapy, physical therapy, dietary services, social work and psychology), minor home modifications, dental treatment, nursing, residential assistance, respite, day habilitation and supported employment. To be eligible for the HCS program, a person must be eligible for Supplemental Security Income (SSI) or be in one of the optional categorical coverage groups; be eligible for an ICF level of care; have a determination of mental retardation in accordance with state law; have an Individual Plan of Care for waiver services which does not exceed the dollar limit for services and have made a choice of the HCS program over the ICF/MR program, and not be enrolled in another 1915 ( c ) waiver program. Transportation must be available 24 hours a day 7 days a week. Transportation is used to meet the needs of consumers for participation in community recreational activities, entertainment, trips to the grocery store and other necessary trips that living in the community may necessitate.

Transportation to the population served means transporting individuals who utilize wheelchairs, gurneys and sometimes restraints. Transportation for individuals in wheelchairs and using a gurney requires that the vehicle be equipped to immobilize the wheelchair or gurney. Transportation also includes transporting individuals who have behavioral challenges that may pose a danger to either themselves or others and requires that the driver and the accompanying attendant understand how to appropriately manage aggressive behavior to prevent injury to either the individual or others.

**Transportation Procurement:** Transportation is not broken out separately as a billable service as this would significantly raise the cost of providing transportation to these consumers in these programs due to the effort required for rate setting, billing, and monitoring

**MHMR State Schools** Transportation of consumers within the thirteen (13) State Mental Retardation Facilities ranks high in the basic infrastructure of service supports necessary for successful facility operation and compliance with federal conditions of participation in the Intermediate Care Facilities for the Mentally Retarded (ICF/MR) program. Transportation must be available 24 hours a day 7 days a week. ICF/MR Services include residential services, habilitative services, skills training, and adjunctive therapy services.

A basic mission in each of the facilities is to allow each consumer the greatest opportunity possible to participate in his/her community and to interact with persons within that community in both a positive and supportive manner. Toward that end, basic transportation services serve a major role. State schools are located in Abilene, Austin, Brenham, Corpus Christi, Denton, Lubbock, Lufkin, Mexia, Richmond, San Angelo, and San Antonio. Two state centers, El Paso and Rio Grande also provide campus-based services. Facilities located in more urban areas (Abilene, Austin, Corpus Christi, Denton, El Paso, Lubbock, Richmond and San Antonio) can provide greater opportunities for full-scale community integration for consumers given their closer proximity to a wide variety of shopping, entertainment and health care support venues. Facilities located in more rural areas (Brenham, Lufkin, Mexia, Harlingen and San Angelo) generally must make longer trips to access similar services. However, the challenge is equal at each facility to assure that services are focused on the greatest degree of community integration possible.

Transportation services can most generally be divided into the following categories. A brief description of each type of service follows:

**Off-Campus Medical Services:** Facilities provide comprehensive health care services to all service recipients. Some 40% of the consumers served (approximately 2000 individuals) have complex health care needs and may have as many as 3-5 health care consult visits with medical specialists away from the facility each month. On average, the number of trips associated with these

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medical appointments range from a low of 71 trips at the smallest facility (Rio Grande State Center serving some 80 consumers) to 2,221 at one of the larger facilities (Abilene State School serving approximately 520 consumers) per month.

Scheduling and coordination of medical appointments is a very complex and difficult challenge given the multiplicity of locations where specialty appointments may occur. For facilities in the urban areas, many of the appointments will be within the city. For more rural facilities, travel to and from an appointment may be as great as 50-75 miles one way.

Health care appointments and both emergency and non-emergency transport to health care facilities occurs 24 hours per day, 7 days per week.

Off-Campus Shopping and Entertainment Services A significant portion of the services provided for consumers center on the facility's ability to assist each consumer to become integrated into his/her community. Activities are planned and scheduled throughout the day and evening hours, 7 days per week to successfully provide these opportunities.

These trips include shopping for personal items, movies and other similar recreational activities and longer trips to ballgames, recreational venues (Six Flags, Fairs, Fiesta Texas, Astroworld, etc.).

Transportation to and from Day Program Services (both on- and off-campus) All facilities provide on-campus transportation to day program services for consumers who are not physically capable of walking. At present, there are some 78 adapted vans available in the facilities to transport persons in wheelchairs and specially adapted seating systems or persons with other special ambulation/transfer/transport challenges. In addition, there are 16 specially adapted buses in use for similar purposes.

Several facilities provide both on-campus and off-campus day program services and must transport consumers throughout the day to off-campus sheltered workshop sites as well as supported employment venues. While the bulk of these activities occur Monday-Friday, 8:00 a.m.-5:00 p.m., some of the supported employment worksites operate during evening hours and on weekends as well.

Support Services Transportation (both on- and off-campus) Facilities provide transportation for nurses, pharmacy delivery staff and other health care support services throughout the campus on a regular basis, 24-hours per day.

Each facility operates a central food preparation kitchen with satellite serving areas throughout the campus. At the smallest facility, there are only two (2) satellite locations and at the largest there are 64. Serving three meals, 7 days per week, transportation of food is a complex and tightly scheduled activity.

Laundry services are provided either at the facility (at 5 facilities) or are partnered with other facilities (at 8 facilities). Laundry is processed and/or distributed from a central location to each living and service area throughout the facility requiring specialized transport to assure maintaining necessary infection control requirements.

Plant maintenance services are varied and complex with campuses ranging in size from 20 acres and 15 buildings to over 1000 acres with 100+ buildings. Carrying out the comprehensive plant maintenance activities requires standard and specialized vehicles that provide generally short-haul transportation of workers as well as storage and transport of materials and equipment necessary for ongoing building and grounds maintenance.

Vehicle Drivers Vehicle drivers providing transportation for consumers must receive initial and ongoing specialized training in client service including cardio-pulmonary resuscitation (CPR), prevention and management of aggressive behaviors (PMAB), basic first aid and specialized training in working with, supporting and interacting with consumers. In addition to driving vehicles, drivers must also serve as support staff for consumers, escorting them to and from buildings and medical appointments, operating specialized lifts and transfer equipment and assuring ongoing safety of the passengers in the vehicle at all times.

Transportation is not broken out separately as a billable service as this would significantly raise the cost of providing transportation to these consumers in these programs due to the effort required for rate setting, billing, and monitoring. All direct and indirect costs are included in the cost reports and the per diem rate charged.

Consumer transportation in State Mental Retardation Facilities is quite varied based on the wide variety of needs and capabilities of the consumers themselves. The facilities serve a large number (approximately 2000) of individuals who require wheelchairs and other modified seating systems for transfer. Vehicles must accommodate these seating systems and drivers must be trained in their use and safety. Additionally, many consumers have challenging behavioral needs that often present unique challenges for transportation. Driver staff must receive intensive training in appropriate use of prevention and management of aggressive behaviors to address these needs successfully.

**MHMR State Hospitals** Services provided focus on reintegrating an individual into his or her home community as quickly as is feasible. Individuals receive services based on their needs including therapeutic programming, medication management, group therapy, job readiness, and interpersonal skills training. A major focus of campus-based programs is management of the transition to the community and development of the skills necessary to support the chosen living arrangement upon discharge. The state hospitals are located in Austin, Big Spring, El Paso, Kerrville, Rusk, San Antonio, Terrell, Vernon (North Texas State Hospital), and Wichita Falls (North Texas State Hospital). One state center for disturbed youth at Waco and the Rio Grande State Center in Harlingen also provide inpatient mental health services.

**Transportation Services** Patient related transportation at state hospitals falls into the broad categories listed below. The specific array of transportation services varies considerably from hospital to hospital, depending on the type of patients served, the size and layout of the hospital grounds and the geographic location of the hospital with respect to the nearest city, nearest medical facility and other state hospitals and state schools. While certain services, such as emergency medical transportation to local hospitals, must be available 24 hours a day 7 days a week with a very short response time, the majority of the services are provided during the period

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from 7:00 AM to 7:00 PM and do not require immediate response. However, it must be noted that, because of the behavioral and medical issues with many of our patients, the patients and any escorting staff cannot be required to wait for a scheduled transport vehicle in some off-unit area for any period of time more than 5-10 minutes, and even a wait that long can sometimes result in the need to return the patient to the unit and reschedule the transportation. All transportation directly involving patients requires an escort by one or more staff members trained in dealing with medical and behavioral emergencies. In addition, the driver of a patient transport vehicle is required to have some of the same training, is expected to assist the staff escorts in the event of an emergency, is required to maintain an appropriate commercial license, must take a defensive driving course, and is subject to periodic DPS checks to insure a satisfactory driving record. Vehicles used to transport patients must have some or all of the following characteristics, depending on the specific purpose of the trip and the medical and behavioral characteristics of the patient being transported: wheelchair accessible, including a wheelchair lift; capacity to load a restraint stretcher/gurney and lock it into place; and sufficient space to allow ample physical separation between the driver and the patient(s). Because of the medical and behavioral characteristics of psychiatric patients, even routine trips can result in the need to deal with medical emergencies or severe behaviors, such as aggression towards other patients, escorts and the driver, attempts to exit moving vehicles, attempts to climb over seats while the vehicle is in motion, refusal to exit the vehicle at its destination, refusal to board the vehicle, etc. It is also common that the patient is not ready when scheduled transportation arrives, necessitating delays that are often unacceptable if public transportation is being used.

The wide variety of transportation services, the frequent, last minute changes resulting from patient behaviors and the need for fast emergency response times combine to create a very complex transportation program that requires the need for frequent communication between patient units, vehicles in transit and the central transportation center. Transportation vehicles are often equipped with either two-way radios or cell phones to facilitate this communication.

Direct Patient Transportation Services On-Campus Transportation- scheduled classes and recreational programs, the Admissions unit, clinic appointments, on-grounds court appearances, etc. In addition, because of their size several hospitals provide a continuous shuttle service that picks up patients and drops them off at specified stops around the campus.

Local Off-Campus Transportation- medical hospitals, clinics and doctor's offices, court hearings, bus stations, educational and recreational activities, shopping trips, etc. For safety reasons, off-campus recreational trips often require either a bus or several vans in order to limit the number of patients in a confined space.

Long Distance Off-Campus Transportation- (these trips often require that the vehicle leave before 6 AM and can require an overnight stay) taking discharged patients home, to a discharge placement or to their Mental Health Center of record, taking patients to other state hospitals during periods of over capacity, taking manifestly dangerous patients to North Texas State Hospital-Vernon Campus, etc.

Indirect Patient Transportation Services On-Campus Transportation- moving staff between patient care buildings to alleviate critical staffing shortages or to respond to an emergency, delivering medications (both emergency and routine) to units, picking up and delivering mail, delivering laundry to the units, delivering meals to the units, delivering unit and housekeeping supplies to the units, etc. These functions (esp. laundry and food service) generally require specialized vehicles.

Off-Campus Transportation- transporting laboratory specimens to the local hospital for stat lab work, taking documents and records to court hearings, taking staff to local medical hospitals to serve as "sitters" for our patients. A number of hospitals "partner" with other hospitals or state schools to provide laundry service, food service and/or warehouse services. These partnering agreements require the transportation of food, linens or supplies between the partnering facilities. In some cases both facilities are in the same city, in others they are in separate cities.

Contracted Transportation Services Several hospitals have contracts for specialized medical transport in case a patient requires low-level medical attention by emergency technicians during transport to a medical hospital, but does not require an EMS level of care. Because of the wide variability between hospitals, there is no "average" type or level of transportation need. The number of vehicles devoted to patient transportation varies from two to over fifty. The type of vehicles used range from sedans, station wagons, 7-person vans, 14-person vans, small buses, wheelchair vans, ambulances, vans equipped with lifts to specialty vehicles for carrying meals, medicine and laundry. Utilization of the vehicles ranges from 40-50 trips per month to over 1,000. Number of patients transported varies from less than 100 per month to over 1,500 per month. Routine off-campus trips can range from less than 10 miles one way to over 50 miles one way, and, in the case where a patient is being moved to another hospital, can be several hundred miles one way. Some hospitals run a continuous shuttle service throughout the campus, others provide mostly on-call transportation.

Transportation costs are not broken out separately as a billable service as this would significantly raise the cost of providing transportation to these consumers in these programs due to the effort required for rate setting and monitoring. All direct and indirect costs are included in the cost reports and the per diem rate charged.

Transportation to the population served means transporting individuals who utilize wheelchairs, gurneys and sometimes restraints. Transportation for individuals in wheelchairs and using a gurney requires that the vehicle be equipped to immobilize the wheelchair or gurney. Transportation also includes transporting individuals who have behavioral challenges that may pose a danger to either themselves or others and requires that the driver and the accompanying attendant understand how to appropriately manage aggressive behavior to prevent injury to either the individual or others.

**Texas Rehabilitation Commission (TRC)** *serves people with physical and/or mental disabilities who meet eligibility requirements for state and federal rehabilitation programs that are designed to help them participate in their communities by achieving employment of choice and living as independently as possible. TRC provides transportation services*

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*through four of its programs, including the Vocational Rehabilitation, Extended Rehabilitation, Independent Living Services, and Comprehensive Rehabilitation Services. Each of these programs and the transportation services they provide is described in more detail in this section.*

**Vocational Rehabilitation** The Vocational Rehabilitation (VR) program is the largest program administered by TRC. The VR program helps Texans who have physical or mental disabilities prepare for, find, or keep employment.

**Program Eligibility** To be eligible for the VRS program, a person must meet the following criteria:

- Have a physical or mental disability in which, for that individual, constitutes or results in a substantial impediment to employment.
- Is capable of achieving an employment outcome.
- Requires Vocational Rehabilitation Services to prepare for, enter, engage in, or retain gainful employment consistent with the applicant's strengths, resources, priorities, concerns, abilities, capabilities, and informed choice.

**Transportation Services** Transportation is not a separate service but is provided as necessary to support other services. The type of transportation services provided depends on the needs and preferences of the client and the availability of services.

**Transportation Procurement** The procurement of transportation services is very flexible. Counselors work with clients on an individual basis to determine their transportation needs. Because the procurement of transportation services is done on a case-by-case basis, there are no contracts with community providers. The counselor and client work together to determine the best transportation alternative that will meet client need.

The counselor purchases the transportation services directly or gives the client money to purchase the services. Expenditures for transportation come from case service funds. Transportation services are a direct service to the client on an individual basis in the form of a check, third-party payee check, a bus pass, tickets, or tokens. Due to the requirement that clients be allowed to choose a vendor, TRC does not contract with specific vendors.

**Tracking Transportation Services** TRC uses Rehabilitation Services System, an automated case management system, to develop service records and issue purchase orders for all client purchases, including transportation services. Counselors attach a service codes to each transportation service provided and issue purchase orders to obtain services for clients.

**Extended Rehabilitation Services** Extended Rehabilitation Services (ERS) is a state-funded program that helps Texans with significant disabilities who require extended ongoing support services achieve and maintain employment.

**Eligibility:** Services include, but are not limited to, the following:

- Capable of achieving an employment outcome.
- 16 years of age or older.
- Legal resident of Texas.
- Capable of earning at least 15% of minimum wage.

**Transportation Services** Transportation is not a separate service but is provided as necessary to support other services. The type of transportation services provided depends on the needs and preferences of the client and the availability of services.

**Transportation Procurement** The procurement of transportation services is very flexible. Counselors work with clients on an individual basis to determine their transportation needs. Because the procurement of transportation services is done on a case-by-case basis, there are no contracts with community providers. The counselor and client work together to determine the best transportation alternative that will meet client need.

The counselor purchases the transportation services directly or gives the client money to purchase the services. Expenditures for transportation come from case service funds. Transportation services are a direct service to the client on an individual basis in the form of a check, third-party payee check, a bus pass, tickets, or tokens. Due to the requirement that clients be allowed to choose a vendor, TRC does not contract with specific vendors.

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**Independent Living Services** This program promotes self-sufficiency among those with significant disabilities. The program provides people with disabilities with improved mobility, communication, personal adjustment and self-direction.

**Eligibility** Basic standards for eligibility for the Independent Living Services program are:

- A severe physical or mental disability that limits a person's ability to live independently in the family or community.
- Reasonable expectation that TRC/IL services will improve a person's ability to live independently.

### **Transportation Services**

Transportation is not a separate service but is provided as necessary to support other services. The type of transportation services provided depends on the needs and preferences of the client and the availability of services.

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**Transportation Procurement** The procurement of transportation services is very flexible. Counselors work with clients on an individual basis to determine their transportation needs. Because the procurement of transportation services is done on a case-by-case basis, there are no contracts with community providers. The counselor and client work together to determine the best transportation alternative that will meet client needs.

The counselor purchases the transportation services directly or gives the client money to purchase the services. Expenditures for transportation come from case service funds. Transportation services are a direct service to the client on an individual basis in the form of a check, third-party payee check, a bus pass, tickets, or tokens. Due to the requirement that clients be allowed to choose a vendor, TRC does not contract with specific vendors.

**Tracking Transportation Services** TRC uses Rehabilitation Services System, an automated case management system, to develop service records and issue purchase orders for all client purchases, including transportation services. Counselors attach a service codes to each transportation service provided and issue purchase orders to obtain services for clients.

**Comprehensive Rehabilitation Services** The Comprehensive Rehabilitation Services program helps persons with spinal cord or traumatic brain injuries reenter their communities and live as independently as possible.

### Eligibility

To be eligible for CRS services, the individual must have a traumatic brain and/or spinal cord injury that results in a substantial impediment to functioning independently. There must also be a reasonable expectation that the individual's ability to function within the family and/or community will improve with the provision of services. The applicant must be:

- A U.S. citizen at least 16 years of age.
- Able to participate actively in a program of services.
- Functioning at a level characterized by Level IV on the Rancho Los Amigos Levels of Cognitive Functioning or equivalent if the disability is traumatic brain injury.

**Transportation Services:** Transportation is not a separate service but is provided as necessary to support other services. The type of transportation services provided depends on the needs and preferences of the client and the availability of services.

**Transportation Procurement:** The procurement of transportation services is very flexible. Counselors work with clients on an individual basis to determine their transportation needs. Because the procurement of transportation services is done on a case-by-case basis, there are no contracts with community providers.

## TEXAS DEPARTMENT OF TRANSPORTATION (TxDOT)

**Metropolitan Transportation Authorities (MTAs)** Provide public transportation to Texas' seven largest urbanized areas. Currently, there are seven urban operators providing transportation in areas with populations greater than 200,000 persons. The urbanized areas of Austin, Corpus Christi, Dallas, Fort Worth, Houston, and San Antonio are all served by MTAs with dedicated taxing authority. The voters in those areas approved the formation of the agencies and approved levying taxes ranging from ¼% to 1%.

The Cities of El Paso and Laredo both operate a City Transit Department as authorized by the Texas Transportation Code. This legislation allows city voters to create a city transit department financed by either a ¼% or ½% sales tax. Subsequent legislation (House Bill 9 of the 72nd Legislature) more specifically defined MTAs as those agencies created by a municipality of at least 200,000 population. Since El Paso's transit system falls under this provision, it is referred to as an MTA. Though Laredo's transit system receives a dedicated sales tax revenue similar to the MTAs above, it serves a population of less than 200,000 and thus is referred to as a municipal transit system or an urbanized transit system.

The majority of Texans live in the large urbanized areas served by the seven MTAs. Providing mobility in these metropolitan areas is critical to alleviate congestion, reduce pollution, and provide access to jobs, schools and human services. Quality of life travel for social purposes, recreational and shopping are other important functions of public transportation.

**Funding:** MTAs rely on federal and local sources for their annual funding. Unlike small urban and rural agencies, they are not eligible for state funds. The legislature believes the large amount of money raised through local sales taxes makes additional state support unnecessary.

**Urbanized Transit Systems - Section 5307 Program** The goal of the Small Urban Public Transportation (Section 5307 Governor's Apportionment) Grant Program is to enhance the mobility of people in urbanized areas. Currently, there are 32 urban operators providing transportation in areas with populations between 50,000 to 200,000 people. (McAllen and Arlington, both over 200,000 population, are also included because they are eligible for state funds).

**Funding:** Urban transit systems in Texas receive funding from a variety of sources, including the Federal Transit Administration (FTA) Section 5307 and 5309 grants, state grants, fare box, and local revenues such as advertising, contracts, and city general revenue funds.

Federal and state funds are available to urbanized areas for capital, planning, and operating assistance purposes. Capital funds are available for a wide range of capital assistance activities and maintenance items, including buses and bus facilities, fixed guide-way system projects, technology introductions, and innovative techniques and methods. Planning funds are available for the planning, engineering design, evaluation of public transportation projects, and other technical studies. Allowable operating expenses are limited to direct labor, materials, and overhead expenses incurred by the transit operator.

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**Rural/Non-Urbanized Transit Systems - Section 5311 Program** The goals of the Rural Public Transportation (Section 5311) Grant Program are to enhance the access of people in non-urbanized areas to health care, shopping, education, employment, public services, and recreation. Currently, there are 40 operators providing transportation in rural areas and cities with populations less than 50,000 throughout the State of Texas. The Texas rural transportation program is the largest in the nation.

**Funding:** Program funds may be used for capital, operating, and administrative assistance to state agencies, local public bodies, nonprofit organizations (including Indian tribes and groups) and operators of public transportation services. Private for profit operators of public transportation services may participate in the program through contracts with eligible recipients. An entity must be a rural transit district to receive rural transportation funds. A rural transit district is defined as a political subdivision of one or more counties of the state that provides and coordinates rural public transportation within its boundaries.

**Elderly & Disabled Transportation- Section 5310 Program** The goal of the Elderly and Disabled (E&D) Public Transportation (Section 5310) Grant Program is to improve accessibility and mobility for the elderly and persons with disabilities. The Federal Transit Administration (FTA) makes capital grants to the state of Texas to help provide mass transportation service that is planned, designed, and carried out to meet the special needs of elderly individuals and individuals with disabilities throughout the state.

Funds are available to private non-profit organizations and other public for-profit entities that certify to the governor that there are no existing non-profit corporations or associations in their area that already provide transportation service.

Local stakeholder forums or committees plan and design the service for their local community and existing rural and/or urban transit service providers operate the service as designed by the committees. The Section 5310 funds are awarded directly to the rural and/or transit operator and those operators may use the funds for eligible capital expenses including acquiring transportation service from other transportation providers in the local area.

**Funding:** Eligible capital expenses include but are not limited to buses, vans, or other paratransit vehicles, radios and communication equipment, vehicle shelters, and wheelchair lifts and restraints. Other options, with the concurrence of TxDOT-PTN, are lease of equipment, the acquisition of transportation services under a contract lease, and preventive maintenance service or parts associated with preventive maintenance service.

Based on funding availability, federal funds may be used to defray up to 80 percent of the cost of eligible capital expenditures. The local share of eligible capital expenditures is 20 percent. All of the local share must be provided from sources other than federal funds, except where specific legislative language of a federal program permits its funds to be used to match other federal funds. Funds are allocated to the 25 TxDOT districts on a formula basis. The elderly and disabled population of each district is calculated by using the latest census figures for counties available from the State Data Center.

**Intercity Bus Program Overview:** All urban areas in Texas have intercity bus service (ICB), and many points are served in more remote areas. According to a recent study, there are approximately 424 stops in Texas. "Intercity service" is regularly scheduled bus service for the general public operating with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity for transporting baggage carried by passengers, and which makes meaningful connections with other scheduled intercity bus service to more distant points. Greyhound Lines, Inc. and Trailways Transportation System are commonly known motorcoach companies providing intercity bus service.

Funding for intercity bus service comes from a 15% set aside of the rural (5311) program. The ICB program is designed to strengthen the connection between non-urbanized areas and the larger regional or national system of intercity bus service; to support services to meet the intercity travel needs of residents in non-urbanized areas; and to support the infrastructure of the intercity bus network through planning and marketing assistance and capital investment in facilities and vehicles.

**Medical Transportation Program:** The Medical Transportation Program (MTP) is administered from the Public Transportation Division through ten regional offices. The MTP program is responsible for coordinating and arranging non-emergency travel and travel-related services (e.g., meals and/or lodging). To access services, clients or their advocates call the MTP statewide toll-free number to request and arrange non-emergent travel to a reasonably close health-care provider.

### Eligibility

- Medicaid recipients
- Children with Special Health Care Needs (CSCHN) recipients
- Individuals eligible for the Transportation for Indigent Cancer Patient (TICP) Program [indigent cancer patients who reside in Cameron, Hidalgo, Jim Hogg, Starr, Webb, Willacy, or Zapata counties].
- Age—no age limit for transportation services. Advance funds for travel, meals, and lodging available to clients under the age of 21 and CSHCN clients 21 and older diagnosed with cystic fibrosis. Income—must be Medicaid or CSHCN recipient. Financial eligibility for TICP is at or below 100% of the federal poverty level.
- Qualifying Conditions—no other means of transportation to allowable medical or dental care services. Travel-related services (e.g., meals and/or lodging) available if overnight stay is medically necessary.

### Transportation Services

MTP arranges for Non-emergency transportation to and from health-care services. Mileage reimbursement is provided for individual volunteer contractors at the rate set by the legislature for state employees. Advance travel funds are available for clients younger than 21 and for CHSCN clients 21 and older diagnosed with cystic fibrosis.

### Transportation Procurement

Mass Transit: Regions purchase bus tokens/tickets and passes for fixed and para-transit mass transit services directly from the local Mass Transit Authority. Contracted services: Procured through competitive process. Intercity commercial bus services: Purchased at the regional level. Clients are provided a ticket form or special pass. Airline tickets: Purchased through TDH's contracted travel

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agent. Mileage reimbursement: Individual Contractors are reimbursed or given advance funds at the rate set by the legislature for state employees. Meals and hotel: Meals are \$30 per day and hotel stay procured through department's travel agent.

### **Tracking Transportation Services**

The MTP program uses the Transportation's Electronic Journal for Authorized Services (TEJAS) automation system to track services and expenditures.

**TEXAS WORKFORCE COMMISSION (TWC)** is charged with overseeing and providing workforce development services to employers and job seekers of Texas. For employers, TWC offers recruiting, retention, training and retraining, and outplacement services as well as valuable information on labor law and labor market statistics. For job seekers, TWC offers career development information, job search resources, training programs, and, as appropriate, unemployment benefits. While targeted populations receive intensive assistance to overcome barriers to employment all Texans can benefit from the services offered by TWC and our network of workforce partners. The Texas Workforce Commission is part of a local/state network dedicated to developing the workforce of Texas. The network is comprised of the statewide efforts of the Commission coupled with planning and service provision on a regional level by 28 local workforce boards. This network gives customers access to local workforce solutions and statewide services in a single location — Texas Workforce Centers.

**Temporary Assistance for Needy Families/CHOICES** Choices is the employment and training program serving applicants, recipients, and former recipients of Temporary Assistance for Needy Families (TANF) cash assistance. Local Workforce Development Boards (Boards) administer the Choices program, developing service strategies that enable individuals to find and retain employment and upgrade skills in order to move up the economic ladder. Choices is operated under a Work First service model. From the point of application for cash assistance (at the Texas Department of Human Services), throughout delivery of benefits and employment services (through the Boards and their contractors), a consistent message is delivered and enforced: Government assistance is intended to be temporary; Texans are responsible for the support of themselves and their families; Work is the goal. Both state and federal welfare reform legislation emphasize personal responsibility, time-limited cash assistance benefits, and the goal of work instead of welfare. To support these philosophies the Texas Workforce Commission (TWC) and the Boards have developed a service delivery model with primary emphasis on the goal of employment at the earliest opportunity for applicants and recipients of cash assistance.

**Eligibility:** Choices provides services to two populations: Single-parent families and Two-parent families. Active participation by TANF recipients in the Choices program is required. Failure to participate in Choices, without good cause, will result in immediate sanction/penalty and suspension all support services, for all mandatory recipients. Under newly adopted Choices rules, persons eligible for TANF-funded transportation services in Choices are: TANF applicants; TANF recipients; Former TANF recipients who are at risk of returning to cash assistance. A person is considered at risk of returning to temporary cash assistance if he or she is a food stamp recipient, or receives Commission-funded child care; and youth of applicants, recipients or former recipients.

**Transportation Services:** Support services are available to assist individuals with becoming employed or participating in Choices. Support services include: child care, transportation, and work-related expenses are available, as needed, to assist recipients in going to work. Local Workforce Boards ensure that transportation assistance shall: (1) be provided if needed to enable a Choices individual to work, attend, and participate in required Choices services, or access necessary support services if alternative transportation resources are not available; and (2) use the most economical means of transportation that meets the Choices individual's needs.

**Procurement:** Reimbursement in whole or part to TANF-eligible individuals for work-related transportation expenses (i.e., mileage, gas, public transit fare, and vehicle repairs/insurance), or a basic cash allowance for transportation needs. A contract for shuttles, buses, car pools, or other transportation services. The purchase of rider slots, passes, or vouchers on a public or private transit system

**WELFARE TO WORK [WtW]** Targets the hardest-to-serve, most disadvantaged TANF recipients. Potential WtW participants are those who have experience long-term welfare dependency and have barriers to employment such as substance abuse, poor work history, and low education levels. Non-custodial parents of children who receive TANF, and persons who have lost TANF due to State/Federal time limits are also targeted as potential participants for WtW funded services.

**Eligibility:** WtW funds are targeted at three general populations: Current hard-to-serve TANF recipients; Persons whose TANF time limited benefits have expired due to durational limits; Non-custodial parents whose children are receiving TANF

**Transportation Services:** Transportation assistance must be provided to enable a participant to attend and participate in any WtW-allowable activity. This includes transportation to and from any work activity, training and education classes, and child care and substance abuse treatment facilities. It also includes a one-time expenditure for vehicle repairs, insurance payments, driver's license fees, vehicle registration costs, and vehicle inspection costs. However, WtW funds must not be used to purchase or lease a vehicle for a participant.

**Procurement:** WtW-funded transportation services do not fall under the definition of TANF cash assistance. Therefore, these services may be provided through any mechanism developed by Boards, including reimbursement to a participant, voucher, payment to a third-party provider, etc.

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### Reference:

Health & Human Services Commission's Office of Community Transportation Services: [Transportation Biennial Report, September 1, 2002](#); and supplemental information provided to Office of Community Transportation Services on September 15, 2003.

Texas Department of Transportation and Texas Workforce Commission websites