Title III-B: Access Services – Transportation Service Definitions

Applicable Rules and Regulations

This service is governed by:

- Older Americans Act (OAA) Title III-B, Section 321 (Access Services)
- Federal Transit Administration (FTA) Guidelines
- Federal Department of Transportation (DOT) Regulations
- Indiana Department of Transportation (INDOT) Regulations
- Americans with Disabilities Act (ADA) Compliance Requirements
- CoAction Policies and Procedures

Service Description

Transportation Services provide older adults and people with disabilities, particularly those residing in rural and underserved areas, access to necessary services that help them remain independent, prevent isolation, and support quality of life.

Transportation services include one-way trips that assist eligible individuals in reaching locations essential for health, nutrition, socialization, and maintaining daily living.

Eligibility Criteria:

- Individuals aged 60 and older
- Individuals accompanying or caring for an older adult where the transportation directly supports the older adult's care and well-being
- Individuals with disabilities who are receiving transportation through related CoAction programs (e.g., CHOICE, SSBG)

Allowable Activities

One-way trips to access the following:

1. Medical appointments and healthcare services
2. Nutrition-related activities (e.g., senior dining sites, grocery shopping, food pantry access)
3. Essential shopping and errands (e.g., pharmacy, banking)
4. Socialization, community engagement, or support services that contribute to the individual's health and independence

Prioritization:

When demand exceeds capacity, providers must prioritize trips in the following order:

1. Medical
2. Nutrition
3. Shopping
4. Socialization

Non-Allowable Activities

- Transportation provided for medical services reimbursable by Medicaid or another entitlement program
- Non-essential recreational trips unrelated to health, nutrition, or maintaining independence
- Transportation for commercial gain or profit
- Transportation of ineligible individuals or non-service-related trips

Provider Requirements

Vehicle Standards:

- Daily pre-trip safety checks including brakes, fuel, emergency equipment, and seatbelts
- Maintenance and inspections at least every 6 months or per manufacturer guidelines
- Vehicles must be ADA-compliant, including accommodation for wheelchair users and people with sensory or cognitive impairments

Driver Qualifications:

- Drivers must hold a valid driver's license, with a Class C CDL with passenger endorsement if operating vehicles that require it
- Drivers must complete training in:
- Passenger assistance and safety (PASS) training
- First aid and basic emergency response
- Sensitivity training for older adults and individuals with disabilities

Insurance Coverage:

- Ambulatory transportation: Minimum $1.5 million coverage
- Wheelchair-accessible transportation: Minimum $1.5 million coverage
- General vehicle liability: Minimum $1 million coverage
- CoAction must be listed as an additional insured on all policies

Emergency Preparedness and Incident Reporting

Transportation providers must have:

- A basic emergency protocol for vehicle breakdowns, accidents, or rider health emergencies
- A complaint and incident reporting process to document and address safety concerns, service issues, or customer feedback

Service Authorization

- Title III-B Transportation (General): No prior authorization required for contracted providers.
- CHOICE / SSBG Transportation: Must follow CoAction Case Manager authorization and Vendor Authorization process.

Data Collection and Reporting

All providers must submit monthly reports using INSITE/NAPIS and CoAction's designated reporting system. Required data includes:

For Assisted Transportation (Requires Summary Client Profile):

- Age, Gender
- Rural Status
- Poverty Status
- Household Status
- Race and Ethnicity

For Non-Assisted Transportation (General Transportation):

- Number of unduplicated people served monthly
- Estimated individuals age 85+
- Race and ethnicity distribution
- Rural status
- Poverty status

Documentation Requirements

- Client intake and trip logs maintained at the provider's location
- Vehicle inspection logs available for review
- Compliance with all federal, state, and local reporting requirements

Unit of Service

1 one-way trip = 1 unit

Funding Source

Funding sources may include Title III, CHOICE and SSBG depending on provider's qualifications and contractual requirements.

Coordination and Collaboration

Transportation providers are expected to coordinate with:

- Medicaid transportation brokers and NEMT providers
- Veterans' transportation services (where applicable)
- Public transit systems and other community transportation providers

Purpose and Alignment with the Older Americans Act

This service is part of CoAction's mission to reduce barriers to care, promote health equity, and support independent living for older adults and individuals with disabilities. It aligns with the OAA's focus on access, inclusion, and service delivery in the least restrictive environment.