

Transportation Disadvantage Program Eligibility Procedures

Policy: All passengers desiring to take advantage of the Transportation Disadvantaged Trust Fund program to subsidize their transportation must complete the “Transportation Disadvantaged Program Eligibility Application” and present at least one supporting documentation to confirm eligibility.

This policy supports the Florida Commission for the Transportation Disadvantaged (CTD) policy to provide transportation funding for customers with no other transportation funding and have a physical or mental disability, over the age of 60 or are economically challenged. It also recognizes the CTD’s intent to prohibit self-declarations of eligibility.

The following five procedures details the actions to be taken with each application including:

1. Accessibility of Transportation Disadvantage Program Applications
2. Verifying Transportation Disadvantage Program Applications
3. Entering Transportation Disadvantage Program Applications
4. Retaining Transportation Disadvantage Program Applications
5. Recertifying Transportation Disadvantage Program Clients

Procedure 1 – Accessibility of Transportation Disadvantage Program Applications

Passengers may obtain an application by the following means:

- Download a copy from the Ride Solution website at www.theridesolution.com
- Call Ride Solution at (386) 325-9999 to request one to be mailed
- Pick up a copy and obtain assistance in completing form from a partnering agency including, but not limited to:
 - Azalea Health
 - CDS Family & Behavioral Health Services
 - Community Action Agency
 - Crestwood Nursing Home
 - Healthy Start
 - Palatka Health Care
 - Putnam County Health Department
 - SHINE (Florida Department of Elder Affairs)

All completed applications must be delivered to the Ride Solution at 220 N 11th Street or emailed to Shirley@TheRideSolution.org with proof of eligibility or certification from partnering agency.

Procedure 2 – Verifying Transportation Disadvantage Program Applications

All completed applications shall be delivered to the Ride Solution Eligibility Clerk. The clerk will complete the bottom portion of each application noting the date the application was received and the date processed. The clerk must verify that at least one of the following criteria was met and at least one form of verification accompanied the document. A partnering agency may sign the document to certify that the applicant meets one or more of the eligibility criteria.

Verification criteria and methods include:



- **Over the age of 60** – validate date of birth by either:
 - Driver’s License
 - Birth Certificate
 - Government issued identification
- **Disabled** – Any physical or mental disability as outlined in the Americans with Disabilities Act of 1990 or **has a child who is disabled or high risk** which may be verified by either:
 - Disabled Veteran’s Letter
 - Doctor’s note
 - Other means
- **Low Income** – Annual Income of less than 150% Federal Poverty Level Guidelines (Table 1) which may be verified by either:
 - DCF Benefit Letter
 - SSI Statement
 - Income Tax Return
 - Unemployment Compensation
 - Medicaid Card
 - Proof of Income
 - Housing Benefit

Table 1: 150% Federal Poverty Level

Household Size	Max Annual Income	Household Size	Max Annual Income
1	17,820	5	42,660
2	24,030	6	48,870
3	30,240	7	55,095
4	36,450	8	61,335

Procedure 3 – Entering Transportation Disadvantage Program Applications

All approved client applications should be entered into Trapeze via Client Registration  by:

- Step 1. Click on the Add New  button
- Step 2. Enter relevant client information in the General and Detail tabs
- Step 3. Click on the Certification tab
- Step 4. Enter date that the client’s application was approved in the “Eligible From” field
- Step 5. Enter date three years after approval date in the “Eligible To” filed. Note that all clients must be recertified in three years.
- Step 6. Enter application received date in the “Application Recv” field and reviewed in the “Application Review” field.
- Step 7. Change the “Certification:” field to “Approved” and enter Date.
- Step 8. Go to the Funding Source tab and click the Add button
- Step 9. Select the NS Funding Source, enter same dates as steps 4 and 5 and click the save button.
- Step 10. Go to the NAPIS tab and enter NAPIS Eligibility and other applicable information. Note: these fields populate AOR report data.
- Step 11. Click the save  button

This screenshot shows the Certification tab in the Trapeze software. It includes fields for 'Eligible from' (07-18-2017), 'Suspended from', 'Medicare from', 'Student Eligible from', 'Lost Card', 'Medicare II', and 'Medicaid II'. There are also fields for 'Application Recv' (07-18-2017), 'Application Review' (07-18-2017), and 'Mail date'. The 'Certification' dropdown is set to 'Approved'. There are sections for 'Certify Date', 'Annual Request', 'Review Completed', and 'Review Date', each with a corresponding comment field. An 'Additional Comment' field contains the text 'ADDED FROM TD FORM 07/18/17 SH'.

This screenshot shows the Funding Source tab. It displays a table with the following data:

This Client's Funding Source(s)	Id	Funding Source	EligFromDate	EligToDate	Default	Sequence
444139 Train Lic	52	NS	11-14-2016	11-14-2017	Y	1

This screenshot shows the NAPIS tab for client 454080 BOSLEY DORTHY. It includes fields for 'NAPIS Id', 'NAPIS Certify Date', 'NAPIS Eligibility' (set to 'Age'), 'Ethnicity', 'Emergency Contact', 'Emergency Phone' (386-...), 'Emergency Contact Ref' (\$SPOUSE), 'SLA', '# in household' (0), 'Annual Income' (0), and 'Low Income' (Yes).

Procedure 4 – Retaining Transportation Disadvantage Program Applications

All TD client applications, including approved and denied must be retained for seven years following the last date in which the client traveled under the TD program. All applications will be stored in a secure file drawer organized by last name.

Procedure 5 – Recertifying Transportation Disadvantage Program Clients

All TD clients must be recertified once every 3 years. Recertification reminders will be sent to clients through 3 methods.

1. Letter notifications – A Trapeze report will be generated monthly to produce a list of clients of clients with eligibility expiring in the next 60 days. These clients will be sent a letter along with a recertification application.
2. At trip booking - Trapeze will automatically present a pop up window to inform reservationists of pending recertification dates as clients nearing the 3rd anniversary of their eligibility, attempt to book trips.
3. Automated telephone calls – the Trapeze interactive voice response system will automatically call clients to remind them of their pending recertification as they approach their 3rd anniversary of eligibility, if their file has not yet been updated with a new eligibility date.

Clients who do not complete their recertification by the end of the third year, will be made inactive and will no longer be eligible for TD sponsored trips.