



Cobb Community Transit Mobility Voucher Program

A Transportation Program for
Disabled Cobb County Residents Age 18 – 59

Procedures Manual
JUNE 2012

Program Description

The Cobb Community Transit (CCT) Mobility Voucher Program” gives CCT paratransit eligible residents of Cobb County residing outside the CCT Paratransit service area, ages 18-59, the opportunity to arrange for private transportation services and to pay for these trips with transportation vouchers they purchase at a discounted rate.

Participants of the CCT Mobility Voucher Program will have an **annual** \$2,400.00 allotment of vouchers, which can be purchased in \$200 increments for a co-pay of 10% or \$20.00 per \$200.00 allotment. Once the participant has exhausted their \$2,400.00 allotment, they must wait until the next fiscal year before they can purchase additional vouchers. Participants can use these vouchers to pay for rides they arrange and schedule with a transportation provider that they choose from a list of prequalified local private transportation providers.

Participants are provided curb-to-curb and/or door-to-door transportation service for work trips, medical appointments, social activities, and other quality of life trips. Travel boundaries and after hour service is unrestricted but is based on the transportation provider’s operational hours.

An added provision of this program is the future development of a mobility support program that provides “Travel Training and Trip Planning so participants can learn how to stretch their voucher amounts by using a combination of private transportation services and CCT public transportation services.

The target date for implementation is July 2, 2012, and the program will operate until funds are expended. The program will target individuals who lost their paratransit service as a result of the CCT 2011 service cuts, and will be expanded to new paratransit individuals who qualify for paratransit service but live outside the CCT Paratransit service area.

Participants are required to sign a participation agreement to be eligible to purchase the vouchers. Participants who violate the rules of the voucher program will be excluded from participation. No refunds are issued for unused vouchers.

Program Goals

- Provide flexible, personalized transportation services without travel boundaries or time limitations.
- Decrease isolation and increase the INDEPENDENCE of the 18-59 year old disabled population in Cobb County.
- Develop more public and private transportation partnerships including partnerships with local taxi companies, medical transportation providers and other specialized transportation providers.
- Implement an efficient sustainable solution to meet the transportation needs of

disabled Cobb County residents.

Qualifications- Target Population

Clients must be Cobb County residents, between the ages of 18 – 59, eligible and certified for CCT Paratransit service, and reside outside the CCT paratransit service area.

Collaboration

Cobb County has several Mobility Management Programs in place and a coordination committee that meets bi-monthly to continue to foster collaborative arrangements and create opportunities to share, partner and expand transportation resources. Partnerships include private and public providers, non-profits and other governmental entities.

Staff Description and Responsibilities

The CCT Mobility Voucher Program is staffed by the CCT Mobility Management Program staff and the Cobb County Department of Transportation Planning and Finance staff.

The CCT Mobility Transportation Coordinator, along with the CCT Paratransit staff and the Community Outreach Coordinator will work to identify clients for the program and will work with them throughout their participation in the voucher program. Due to HIPAA regulations, the CCT Paratransit Manager will maintain all personal records of vouchers participants. The Mobility Transportation Coordinator will coordinate with other agencies and transportation providers as necessary to ensure that the program operates in an efficient and seamless manner.

Mobility Transportation Coordinator Responsibilities:

- Act as Voucher Specialist.
- Promote the program and recruit participants.
- Assist with scheduling and conducting orientations for participants to include travel training and trip planning components, as necessary, and act as liaison with the travel trainers.
- Recruit new transportation providers and support existing providers currently accepting the vouchers.
- Schedule appointments for voucher purchase and pickup by participants.
- Coordinate the processing of voucher reimbursements to the transportation providers.
- Generate necessary reports on participants and service provided.

- Assist in the preparation of quarterly reports and FTA documentation.
- Respond to client questions and assist in resolving client issues.
- Act as interdepartmental liaison for Cobb County departments involved with the Mobility Voucher Program and assist in resolving problems or issues that may involve revisions to the operating procedures.
- Track voucher usage, mileage and trips used or taken by program participants.
- Draft all related agenda items and contracts for the program.
- Assist with securing future funding and grant opportunities.

CCT Operations Monitor Responsibilities:

- Assist with identifying potential participants.
- Verify eligibility of all participants.
- Identify locations in RouteMatch to assist with travel training and trip planning activities.

CCT Paratransit Manager

- Assist with identifying potential participants.
- Oversee CCT paratransit certification processes.
- Maintain paratransit client records and files in accordance with HIPPA regulations.

Community Outreach Coordinator Responsibilities:

- Schedule and conduct orientations for participants to include travel training and trip planning components.
- Create program materials as needed.
- Assist with recruiting participants.
- Create marketing materials for public relations and community outreach.
- Assist in responding to client questions and assist in resolving client issues.
- Act as backup to Mobility Transportation Coordinator for voucher purchase and pickup.
- Develop participant survey material as necessary (both the transportation providers and participants).

Cobb Department of Transportation Finance Staff

- Assist with Quarterly reports and FTA documentation.

- Process all transportation providers' reimbursements.
- Assist in monitor funding and check disbursement.

Cobb Department of Transportation Planning Staff

- Submit Quarterly reports and FTA documentation.
- Assist in monitoring funding and check disbursement.
- Assist with securing future funding and grant opportunities.

Program Provisions and Limitations

- Participants can purchase up to \$2,400.00 worth of vouchers each fiscal year for a 10% co pay per \$100 worth of vouchers.
- The fiscal year is from October 1st to September 30 of following year. (Fiscal Year 2013= October 1, 2012 – September 30, 2013).
- Participants of the CCT Mobility Voucher Program must be between the ages 18 and 59 years, be certified CCT paratransit eligible and live outside CCT Paratransit service area. (See Participant '**Recruitment, Eligibility and Requirements**' on [page 6](#))
- Participants must sign a Participation Agreement, (**Attachment A**), which will be kept on file by the CCT Mobility Transportation Coordinator.
- A list of prequalified transportation providers (**Attachment B**) will be provided to the participants.
- Participants can schedule and purchase transportation only from the list of prequalified transportation providers.
- Vouchers are sold only on the days indicated on the Pickup Schedule (**Attachment C**).
- A Voucher Pick up Schedule will be provided to the participants during program enrollment. A new schedule will be provided to the participants each fiscal year.
- Vouchers are sold in books of \$100.00. Vouchers are various denominations i.e. \$1, \$5, \$10. An individual can purchase only two voucher books (\$200.00) at any one time.
- The co-pay is \$10.00 for every \$100.00 worth of vouchers purchased.
- Participants must use/spend all of existing vouchers before additional vouchers can be purchased.
- If vouchers are lost, stolen or destroyed, the participant must report the missing vouchers to the CCT Mobility Transportation Coordinator. Lost, stolen or destroyed vouchers will be designated void, and if they are found, **must** be returned to the CCT Mobility Transportation Coordinator.

- Vouchers are non-replaceable. Vouchers are non-refundable and non-transferrable. Vouchers must be used by the person to whom they were originally sold to.
- Vouchers presented to transportation providers must be signed by the participant and signatures must match the signature on the signed participation agreement.
- Vouchers must be submitted for payment from the transportation provider within 30 (thirty) days of the trip(s).
- All trips will be reimbursed only after **all** of the appropriate paperwork has been submitted by the transportation provider and verified to be accurate by the CCT Mobility Transportation Coordinator.
- Voucher must be used before the end of the fiscal year in which they were issued to the participant. Unused vouchers will be deemed void at the close of the fiscal year in which they were issued and must be returned to the CCT Mobility Transportation Coordinator.
- The project will conclude when all grant funds and matching funds are expended. At the conclusion of the project, all unused vouchers will have no cash value and are not reimbursable.

Participant Recruitment, Eligibility and Requirements

The CCT Mobility Voucher Program will accept participants who are Cobb County residents, CCT Paratransit certified, ages 18 to 59, and reside outside the CCT paratransit service area. **(Attachment D CCT Paratransit Service Area Map)** The CCT Mobility Voucher program will target individuals who lost their paratransit service as a result of the CCT 2011 service cuts. Based on funding availability, the program will be expanded to new paratransit individuals who qualify for the program. CCT staff anticipates this program will accommodate a maximum of 200 clients.

If, during the course of the recruitment process, appropriate candidates are referred to CCT staff, their names will be added to the list of potential clients. Recruitment will continue until 200 individuals have been identified for the program. Once 200 individuals have been enrolled in the program, new clients will be placed on a waiting list.

Program Enrollment Process

Upon certification as a CCT Paratransit participant, the CCT Paratransit Manager will identify individuals who reside outside the service area by using RouteMatch paratransit scheduling software. The names of Individuals residing outside the CCT paratransit service area will be forwarded to the CCT Mobility Transportation Coordinator.

The CCT Mobility Transportation Coordinator will mail detailed information regarding the CCT Mobility Voucher Program to qualifying individuals.

Once the individual is enrolled in the program, the Mobility Transportation Coordinator will create a participant file, which will be maintained for as long as the individual is a

participant. The file will contain the following:

- Original signed Voucher Participation Agreement.
- Copies of all vouchers issued.
- A spreadsheet that will be maintained ongoing as vouchers are purchased used/spent and processed for reimbursement.
- Other pertinent notes about the participant.

Transportation Voucher Distribution

Vouchers are distributed only on the dates and times indicated on the 'Voucher Pickup Schedule' A co-pay of \$10.00 per \$100.00 voucher book is due at the time of the purchase of the vouchers. Cash or check only! No credit or debit cards are accepted.

Travel Training and Trip Planning

(To be determined when Travel Training Contractor in place)

Reporting Requirements

Before a participant can begin using the vouchers they must sign the Participation Agreement. All agreements are to be completed and signed before any vouchers can be purchased. The CCT Mobility Transportation Coordinator will maintain a file of the original documents at the CCT offices.

If, after six weeks, the participant has not used any vouchers and has not provided a reasonable explanation, they can be suspended from the program. If this occurs, the first person on the waiting list will be invited to participate.

Persons found to be using the program in a fraudulent way will be terminated from the program, and will be notified via a termination letter. Their vouchers will be deemed invalid and are not reimbursable.

Reimbursement Procedure

Participants using vouchers are instructed to submit the completed white copy to the transportation provider as payment for services rendered. The participant will keep the yellow copy for their records and forward the pink copy to the Mobility Transportation Coordinator/Voucher Specialist for tracking and reimbursement purposes.

Transportation providers are instructed to submit their original white copy to the Mobility Transportation Coordinator as soon as possible for reimbursement, with the understanding that reimbursement cannot occur until both the pink and white copies are received.

Both the transportation provider and the participants are informed that they must submit

their vouchers to the CCT Mobility Transportation Coordinator within 30 days of their trip. If one copy is received by the office but the corresponding pink or white voucher form has not been received, the Transportation Mobility Coordinator will initiate a phone call to the participant and or the transportation provider to reiterate that reimbursement cannot be initiated until both forms have been submitted.

Vouchers submitted more than 6 weeks (42 days) after the trip occurred will not be reimbursed.

Once both the white and pink copies have been received by the CCT Mobility Transportation Coordinator, the vouchers will be processed for reimbursement. The process is as follows:

- Information is logged into the participant's file (Spreadsheet).
- The name of the transportation provider is confirmed.
- Signatures are confirmed.
- The white copy of the voucher is sent to DOT Finance Department along with a request for voucher reimbursement.
- Cobb DOT Finance Department will issue and forward a check for reimbursement to the transportation provider.

The transportation provider shall receive only one reimbursement per calendar month.

Confidentiality

All participant records will be kept confidential and only be accessible to CCT staff. Information about transportation providers will only be shared with participants if the transportation provider requests to be added to the list of transportation providers. Staff will not make recommendations about individual transportation providers.

Evaluation

Participants will be contacted by staff periodically and asked to participate in a survey to assess their level of satisfaction with the 'CCT Mobility Voucher' Program.

Notes:

- The CCT Mobility Voucher Program will utilize the same transportation providers as the Cobb Freedom Voucher Program.
- These procedures are subject to revisions and amendments as necessary. Participants and Transportation Providers will be notified and provided updates as required.

