

Transportation and Assisted Transportation Standards

Transportation Standards.....2
Escort Services Standards.....18

TRANSPORTATION SERVICE STANDARDS

Transportation service provides older persons with transportation to a variety of locations including senior centers, service agencies, recreational activities, and to medical or other essential appointments.

SCOPE

STANDARD 1. The program provides individual and/or group transportation as proposed in its response to DFTA's RFP, for the purposes proposed in its response to DFTA's RFP.

Compliance 1.1. Trip Type. The program provides at least the types of trip (individual and/or group) proposed in its response to DFTA's RFP, in the proportion proposed.

Compliance 1.2. Trip Purpose. The program provides trips for each of the purposes identified in its response to DFTA's RFP or DFTA-approved updates -- for example, trips to medical appointments, stores, banks, senior centers, adult day services, paid or volunteer jobs, group recreational trips, cemeteries.

STANDARD 2. The program publicizes service availability in the community.

Compliance 2.1. *The following applies to any program that provides individual transportation or where transportation is the major or only service provided:*

- At least once a year the program provides the public with information about the service, its availability to all seniors in the community, the number to call, and the program's policy regarding advance notice (for example, through a community newspaper; postings in public places such as libraries, pharmacies, churches, etc.). *See also General Program Standards.*

STANDARD 3. The service is accessible to persons with disabilities.

Compliance 3.1. Any new vehicle purchased or leased by the program meets provisions of the Americans with Disabilities Act. *The program may choose a vehicle that does not meet ADA requirements only if it already owns or leases a working ADA-compliant vehicle.*

- Programs that do not own or lease an accessible vehicle have referral arrangements with an organization that can accommodate the needs of persons with disabilities.

- The program provides information about how to access the Access-A-Ride program when it cannot serve a person with disabilities..

Compliance 3.2. Drivers provide assistance to clients who require help getting on and off the vehicle if there is no one else available.

Compliance 3.3. Home attendants or other escorts are allowed to accompany persons in need of special assistance on the trip.

STANDARD 4. The program serves as many persons as possible.

Compliance 4.1. Every effort is made to accommodate as many persons with service need as possible – e.g. a rotation system for passengers being taken to a senior center, or on shopping trips, if the vehicle cannot accommodate everyone.

Compliance 4.2. If service is available from another transportation provider in the area, the program refers clients whose requests it cannot meet.

Compliance 4.3. Transportation may be provided on an exceptional basis to an individual who lives outside the community districts specified in the contract. Trips for persons who live outside the service area are authorized in writing (with reason for providing the trip explained) by the program director or transportation coordinator.

Compliance 4.4. Waiting list. The program maintains a waiting list when clients who need recurring transportation service cannot be served or appropriately referred.

STANDARD 5. The program promotes safety.

Compliance 5.1. Programs that own or lease their own vehicles. The program can demonstrate an effort to bring safety issues to driver and/or passenger awareness – e.g. posting of information (other than seat belt information); distribution of flyers or brochures; distribution to drivers of the DMV Driver’s Manual; showing of a film or videotape; discussion at a staff meeting, etc.

Opportunity 5.1. The program offers incentives for safe driving – e.g. formal recognition.

Compliance 5.2. Seat Belts.

- Vehicles are equipped with seat belts.
- Passengers are required to use seat belts (sign posted in vehicle).

Compliance 5.3. Accidents involving vehicles owned or leased by the program.

- When an accident occurs:
 - the driver completes an accident report.
 - any participants involved are debriefed.

- the driver is interviewed to identify cause of the accident and to identify steps that will be taken to prevent accidents in the future, including steps to improve or correct the driving of any driver at fault in an accident. Examples of acceptable program action include: driver assigned to a defensive driving course; transportation coordinator re-trains the driver; disciplinary action if necessary.

Compliance 5.4. Accidents involving car or taxi services, ambulette services, etc.

- The program obtains the police report on any accident. Where the driver was at-fault, the program obtains written assurance from the non-DFTA provider that actions have been taken to re-train or terminate the service of the driver. If more than one at-fault accident occurs during a year, the program terminates any arrangement with the provider. .

STANDARD 6. The program invites consumer input on service improvement and passenger satisfaction.

Compliance 6.1. Every client receives in writing the name of the person to contact and the contact phone number and address in case of complaint. *See also General Program Standards.*

Compliance 6.2. Group Transportation providers. The program has a demonstrable system for obtaining suggestions and recommendations from clients for service improvement (e.g. program makes a written request in writing for suggestions; senior center based program has a suggestion box, or item is on agenda for a meeting) and for determining passenger satisfaction.

Compliance 6.3. Providers of individual transportation service At least once a year, the program calls or sends out a written client satisfaction survey to each client for whom recurring individual service has been scheduled during the past six months, to survey their satisfaction and to determine whether their needs are being met.

Opportunity 6.3. *Each of the following is an opportunity:*

- Feedback is obtained from at least 50% of persons contacted for the satisfaction survey.
- The program can demonstrate that the results of the survey were shared with drivers providing the service and the program's sponsor

STANDARD 7. Passengers are offered the opportunity to make a voluntary contribution to transportation service.

Compliance 7.1. *Note: The following does not apply to clients of DFTA-funded social adult day service programs with whom the provider has an agreement.*

The program informs service users of the following in writing or by phone, and by a posted sign in owned or leased vehicles used for transportation:

- Suggested contribution amount (at least equivalent of Reduced Fare) for group trip; higher suggested contribution amount for specialized trips such as door-to-door service.
- Contributions are used for the program.
- Contributions are voluntary and confidential.
- Service may not be denied if a contribution is not received.
- Procedure for making a contribution.
- Note: Contributions should not be requested from home attendants who accompany service consumers on the trip. Contributions may be requested from family members.

Compliance 7.2. The method of collection (e.g. box with slit, mail-in, prepaid voucher, coupon or token) ensures the privacy of each individual with regard to the amount given.

LEVEL OF SERVICE

STANDARD 8. The program provides the number of budgeted units annually.

Compliance 8.1. The number of units of service provided by the program is within the variance from budgeted units allowed by DFTA.

Opportunity 8.1. The program provides more than 100% of its budgeted units.
Note: Transportation programs provided by senior centers may not meet this opportunity by providing group recreational trips for center members.

STANDARD 9. The correct unit definition is used in reporting the level of transportation service.

Compliance 9.1. Units are measured in one-way trips per individual.

Compliance 9.2. Transportation units are not counted for trips provided to:

- home attendants or other persons under the age of 60 who accompany service consumers.
- agencies that purchase transportation from the program.
- DFTA-funded social adult day service clients.
- Clients of programs that are reporting transportation units for the same client to DFTA (DFTA-to-DFTA).

STAFF APPROPRIATENESS AND CONTINUITY

STANDARD 10. Staffing is appropriate for the service.

Compliance 10.1. Staffing for the service corresponds to the staffing proposed by the program in its response to DFTA's RFP or DFTA-approved updates.

- Each position title is staffed with the number of persons proposed for the title.
- Supervision is staffed as described in the program's proposal or in subsequent updates.

STANDARD 11. Transportation service staff is appropriately qualified.

Compliance 11.1. Driver license requirements. Each driver has the appropriate license:

- Class D or Class E: small van (18,000 lbs or less/adult seating capacity up to 14 including driver).
- Commercial Drivers license C with a passenger endorsement: van (26,000 lbs or less/adult seating capacity of 15 or more).
- Commercial Drivers License B with a passenger endorsement: bus (26,001 lbs or more/adult seating capacity of 15 or more).

Compliance 11.2. Driver qualifications prior to employment. Each driver meets these qualifications prior to employment:

- Three years of driving experience (documented on application form).
- No convictions for driving while intoxicated during past two years.
- No more than one moving violation within past two years.
- Two references (checked).

Compliance 11.3. Ongoing driver qualifications. For each of its employed drivers, on an annual basis, the program obtains information about any convictions for driving while intoxicated and moving violations during the preceding year.

- The program has taken appropriate steps to discipline driver/terminate the employment of any driver with DWI convictions or moving violations.

Compliance 11.4. Coordinator/supervisor/dispatcher qualifications.

- Same as qualifications for drivers plus knowledge of roadways within service boundaries, and a thorough awareness of general vehicular operation.

STANDARD 12. Transportation service staff are appropriately trained and supervised.

Compliance 12.1. All new staff receive a formal orientation or training covering:

- the aging process, including how to work with older persons (e.g., effects of aging on mobility, sight and hearing, and cognition).
- safety (accident prevention).
- operation of lifts and tie-downs.
- what to do in inclement weather or natural disaster.
- what to do if vehicle gets stuck.
- reporting of vehicle defects.
- reporting of accidents or other hazards.
- emergency procedures.
- the program's complaint procedures.

Opportunity 12.1. All drivers employed longer than six months hold a current certification card denoting completion of a defensive driving course.

Compliance 12.2. Staff providing transportation receive regular supervision.

Opportunity 12.2. A supervisor accompanies each driver on a trip at least twice yearly and documents performance.

PROCEDURES AND METHODS

STANDARD 13. The service is effectively organized.

Compliance 13.1.

- The procedure for receiving reservations for individual trips (including timeframes) is clear and efficient;
- Vehicles are dispatched and car service ordered (if applicable) in a timely and effective manner;
- Passenger pick-up for group transportation is organized effectively.
- Passenger pick-up and delivery is timely;
- There is a procedure for ensuring that no passengers are “stranded” (not picked up for a return trip).

STANDARD 14. The program appropriately schedules and documents service provision.

Compliance 14.1. A formal service plan agreed to by the client is developed for each client who receives individual transportation service on a recurring basis.

- The service plan includes days of the week service will be provided, time service will be provided, destination(s). *(The service plan may be entered into PDS on the care plan or in case notes).*

Compliance 14.2. If the program has PDS, it creates the appropriate route sheets in PDS for documenting service provision and/or uses a bar code reader to scan in passengers on group trips (e.g. recreational trips).

- Drivers check off each trip actually provided and sign the Route Sheet.

Compliance 14.3. If the program has PDS, it confirms each one-way trip actually provided to each client in PDS (actual services) or scans client bar codes directly into PDS.

Compliance 14.4. If the program does not have PDS, it uses a Daily Route Sheet and/or Car Service Reservation Sheet to document individual transportation, and a Group Transportation Log to document group transportation.

- Logs indicate date, passenger names, whether the trip was one way or both ways, purpose of the trip, pick-up location and destination, and pick-up and return times.
- Logs include a place to record whether a contribution was received.

STANDARD 15. Emergencies are handled appropriately.

Compliance 15.1. Emergency plans (program uses its own drivers).

- Written emergency plans cover the responsibilities of each driver and other staff in case any of the following occurs during a trip:
 - Accident.
 - client illness.
 - bad weather or unusual traffic conditions that make continuing travel impossible.
 - vehicular breakdown.
 - “stranded” client or “no show” client.
- Plans address when to evacuate the vehicle; when (if ever) to move the vehicle in case of an accident; when to take an ill passenger straight to the hospital or other facility.

Opportunity 15.1. Drivers are equipped with cellular phone or beeper, or the program has two-way radio enabling the driver to be in contact with the dispatcher and/or transportation coordinator.

Compliance 15.2. First aid kits and fire extinguishers

- First aid kit on board each vehicle.
- An A:B:C fire extinguisher on board each vehicle.

Compliance 15.3. Emergency plans (car or taxi service).

- Providers of car or taxi service to the program (sub-contracted or informal agreement) are informed in writing:
 - They must report any accidents involving clients to the program.
 - They must notify the program immediately when any client is “no show” after a reservation has been made.

Compliance 15.4. Accident reporting.

- Fatal and other personal injury accidents, and accidents involving one thousand dollars or more in property damages, must be reported to the Department of Motor Vehicles (accident reporting form can be obtained from the DMV), and to DFTA.
- The program maintains an accident record (date, circumstances, vehicle, driver).

STANDARD 16. The program has procedures to minimize service disruption when vehicles or drivers are not available.

Compliance 16.1. When vehicles have been out of service due to repair or unavailability of a driver, the program can demonstrate that it took all feasible steps to minimize service disruption.

STANDARD 17. The program has appropriate registration and intake procedures.

Compliance 17.1. Group transportation service (only).

- If PDS has been made available to the program, the program registers clients who receive group transportation service on a regular basis. Note: registration for the service is not necessary if the client is already registered in PDS – e.g. as a senior center member – or if the client is a one-time or occasional user (treated as a senior guest). *See General Program Standards for registration requirements.*
- If the client is registered in PDS, information about whether or not the client uses assistive devices is added to the basic registration information.

Compliance 17.2. If PDS has not been made available to the program, the program completes a Participant Information Form on the client unless one already exists. *Note: One-time users may be treated as senior guests.*

Compliance 17.3. Individual transportation service.

- The program screens clients who request individual transportation to determine whether the client meets the criteria for appropriate provision of individual transportation (*see Standard 24*).
- If the client is accepted for service, an Intake record is created in PDS.
 - If PDS has not been made available to the program, the program completes a paper Intake Form. In addition, the program completes a Participant Information Form for submission to DFTA if the program has not previously served the client. Note: if the client has been referred by a case management agency, the Case Management Agency Referral Form substitutes for an Intake and a PIF if program is using paper records.
- The PDS record documents basic and intake information. *Note: if the basic elements are already in PDS – for example, if the program is already serving the client or if the client file has been transferred from a case management agency, they do not need to be entered again):*

Basic

Name

Date of Birth

Sex

Social Security Number

Address

Borough

Living Arrangements
Marital Status
Ethnicity
Primary Language
Veteran Status
Total Monthly Income
Vision, Hearing, and Mobility Impairments (e.g. use of a wheelchair)
Emergency contact
Intake
Date of Intake
Referral source
Presenting problem or need (reason why client is seeking assistance)
Requested service
Purpose of trips that will be provided
Additional information about presenting problem or need (e.g. whether the client will need assistance getting on and off the vehicle.
Information about whether the client uses assistive devices (entered on the Health tab in PDS)

STANDARD 18. Appropriate coordination occurs when a DFTA-funded transportation provider provides trips to clients of another DFTA-funded program.

Compliance 18.1. Regularly occurring group transportation (e.g. to and from the senior center). If both programs have PDS, the program where the client is registered (e.g. senior center) electronically transfers the client's file (basic registration information) to the transportation provider so that client-specific service provision can be documented.

- If both programs do not have PDS, the program where the client is registered (e.g. senior center) sends a list of passengers to the transportation provider to use for recording transportation units.

Compliance 18.2. Occasional or one-time transportation (e.g. special event).

- If both programs have PDS, the program where the client is registered electronically transfers the client's file (basic registration information) to the transportation provider so the trip can be documented.
- If both programs do not have PDS, the program where the client is registered creates a list of passengers for the trip and shares the list and emergency client information with the Transportation program.
- The Transportation Program does not provide service unless it receives needed information.

- The transportation provider and the DFTA-funded program for which service is provided have a verbal or written agreement concerning how any client emergencies will be handled.

Opportunity 18.2. *Each of the following is an opportunity.*

- The transportation provider can demonstrate that it has offered to make its vehicle available for transportation service to other service providers in the community.
- The transportation provider can demonstrate a planning and coordination process with other service programs in the community to ensure that each receives transportation service in an equitable manner.

STANDARD 19. The program handles complaints appropriately.

Compliance 19.1. Client complaints are investigated and resolved.

Compliance 19.2. A client complaint record is maintained.

STANDARD 20. The program appropriately safeguards and accounts for contributions collected for the service.

Compliance 20.1. Safeguards

- Contributions are counted by two persons, at least one of whom is a staff person.
- Contributions are kept in a safe location and deposited at least weekly.

Compliance 20.2. Accountability

- A dated record of contributions received, signed by two persons, is maintained.

STANDARD 21. The program monitors costs charged by providers of car/taxi/ambulette service to the program.

Compliance 21.1. The program has an acceptable method of reconciling invoices received from taxi/car/ambulette services against the program's record of authorizations for such services.

PHYSICAL EQUIPMENT

STANDARD 22. Vehicles are in safe operating condition.

Compliance 22.1. Vehicle safety requirements.

- Vehicles are inspected regularly by the transportation coordinator or other qualified supervisor to ensure safety (maintenance and safety checks), comfort, and accessibility.
- Vehicles are inspected by a state certified vehicle inspection station annually.
- Vehicles are registered annually.
- Repairs are timely.
- Wheel chair lifts and other equipment on the vehicle are in working condition.
- The program deals only with transportation service providers (for example, car service, taxi, or ambulette providers) that can ensure vehicle inspection each year, appropriate registration of vehicles, and appropriately licensed and trained drivers.

STANDARD 23. Vehicles are maintained in good condition.

Compliance 23.1. Vehicle condition.

- Vehicles are protected against theft and vandalism.
- Litter is removed from vehicles on a daily basis.
- Interiors of vehicles are clean.
- Exteriors of vehicles are washed on a regular basis.

ADHERENCE TO TARGET POPULATIONS AND TARGET AREAS

STANDARD 24. Transportation service is provided to an appropriate population.

Compliance 24.1. Persons who receive the service are 60 years of age or older.

Compliance 24.2. Appropriateness for individual transportation. Older persons provided with individual transportation are appropriate for the service because their destination is beyond their walking (or driving) ability and they have no alternative means of transportation for one or more of the following reasons:

- A permanent or temporary physical, mental, or sensory limitation prevents utilization of public transportation.
- Terminals for public transportation are situated beyond the individual's ambulatory ability.
- Trip by public transportation requires numerous transfers beyond their ability.

Compliance 24.3. Medical trips for Medicaid clients.

- Medicaid clients are not provided with medical trips.

Exception: *A Medicaid client may be transported for a medical trip only if the client cannot obtain a prior approval number through the Medicaid system.*

STANDARD 25. The program serves all of its contract service area.

Compliance 25.1. Unless otherwise specified in its response to DFTA'S RFP, the program provides trips to and from all parts of the Community Districts it is contracted to serve.

RECORDKEEPING AND REPORTING

STANDARD 26. There is on-site documentation to support the number of units and the amount of income reported to DFTA.

Compliance 26.1. An accurate count of documented one-way trips is reported to DFTA.

Compliance 26.2. Reported units (one-way trips) match documentation maintained at the site on actual one-way trips provided.

PDS users – Transportation records

- Monthly Summary Report by Service.
- Monthly Summary Report by Date.
- Daily/weekly Route Sheets for each vehicle with trips checked off by driver, Activity Sheets (as appropriate)

Transportation Logs – Paper

- The Daily Route Sheet, and/or Car Service Reservation Sheet is completed each day service is delivered for each vehicle in use.
- All sections of the Daily Route Sheet and Car Service Reservation Sheet and Contribution Record are filled in, including trip purpose.
- The driver of the vehicle signs the daily record.
- The Transportation coordinator (or supervisor) and one other staff person count the contributions received, and both sign the record.
- Daily totals of one-way trips made by each vehicle, and contributions received, are transferred to a Transportation Monthly Record of Volume.
- The Group Transportation Log is used to document one-way trips for special events when the place of origin and the destination are the same for all passengers.

Compliance 26.3. An accurate count of contributions collected is reported to DFTA.

- Daily, weekly or monthly records document the monthly amount reported to DFTA.

Compliance 26.4. Weekly mileage, fuel use, and fuel costs.

- The weekly DFTA mileage, fuel log and maintenance check record is kept up-to-date.
- Separate receipts signed by an authorized individual and bearing license plate number, date of purchase, number of gallons purchased, cost of fuel, name of purchaser (agency name), name of seller (city, county), and invoice number are kept on file.

Compliance 26.5. Equipment maintenance checks, inspections, and repairs.

- Maintenance checks are documented on the weekly mileage, fuel log and maintenance check record.
- A record of repairs is kept for each vehicle.
- The annual inspection record and registration for each vehicle is maintained on the vehicle.
- The program documents the date, reason, and length of time that vehicles are out of service.

Compliance 26.6. Car/taxi/ambulette service agreements.

- Agreements (if written)
- Billing records

Compliance 26.7. Staff qualifications and training.

- Each driver's personnel file contains:
 - Copies of current license
 - Completed Job Application Form
 - Annual New York State Motor Vehicle print-out
 - Documentation of new driver orientation, training, and any ongoing training (may be an event generated in PDS Employee file), with name of participant, date of orientation, date of training, content of training, name of person providing the training.

Compliance 26.8. Client information.

- An Intake in PDS or on paper, or a Referral Form.
- A record of actual one-way trips provided to each client.

Compliance 26.9. Complaint and accident files.

- Complaint file
- Accident file

ESCORT SERVICE STANDARDS

Escort Service provides the older person with personal accompaniment to destinations in the community, including medical or other appointments. Persons accompanied by escorts have mobility, vision, or cognitive impairments, or cannot negotiate leaving the house for other reasons.

Escort Service Unit: each one-way trip.

SCOPE

STANDARD 1. The program uses the service to provide escorts to older persons who require personal accompaniment to reach a destination and/or to leave their homes.

Compliance 1.1. Service activities include the following:

- helping the older person dress in outerwear such as coat, sweater or hat for the trip;
- helping the older person lock and unlock his/her residence;
- helping the older person get to and from community programs and services, medical or other appointments, or other destinations in the community;
- remaining with the older person, and accompanying her/him home.

STANDARD 2. Escorts monitor clients' safety and well-being.

Compliance 2.1.

- Escorts report their observations of their clients' unmet needs, health problems, or problem situations to their supervisor.
- Problems reported by workers are documented in writing.
- Supervisors follow-up as necessary on all reported problems (e.g. to refer to case management; to arrange for additional services; to arrange family intervention; etc.).
- Client emergencies and other urgent situations are reported immediately.

STANDARD 3. The program publicizes service availability.

Compliance 3.1. Community-wide advertising is done for the service at least once annually (may be done as part of general program publicity).

Compliance 3.2. Where the program is a senior center, or sponsored by an organization that also sponsors senior centers, the program can demonstrate that

although it *may* serve center members, it also serves persons who do not attend the center for meals and activities.

STANDARD 4. The program surveys client satisfaction with the service.

Compliance 4.1. At least annually, the program calls or sends out a written client satisfaction survey to each client who has received the service during the past six months to survey their satisfaction and to determine whether their needs are being met.

Opportunity 4.1. Each of the following is an opportunity:

- Feedback is obtained from at least 50% of persons who received the service during the year.
- The program can demonstrate that the results of the survey were shared with escorts providing the service and the program's sponsor.

STANDARD 5. The program requests contributions toward service provision.

Compliance 5.1. The program informs each client of the opportunity to contribute to the cost of the service and the amount of suggested contribution.

Compliance 5.2. The program has a standard time and procedure for requesting and collecting contributions.

STANDARD 6. The program covers travel costs incurred by escorts during the course of providing service.

Compliance 6.1. Programs provide escort workers with carfare when needed during the course of providing the service. This does not include travel costs to and from work.

LEVEL OF SERVICE

STANDARD 7. The program provides the number of budgeted units during the year.

Compliance 7.1. The number of units provided by the program is within the variance allowed by DFTA.

Opportunity 7.1. The program provides more than 100% of the number of units specified in its budget.

STANDARD 8. The program uses the correct unit definition for reporting levels of service.

Compliance 8.1. Each one-way trip to escort a client is a unit of escort service.

Compliance 8.2. Activities reported as escort service are not also reported as another service— e.g. intergenerational service, housekeeping service, shopping assistance, case assistance, transportation.

STAFF APPROPRIATENESS AND CONTINUITY

STANDARD 9. Staffing is appropriate to the service.

Compliance 9.1. Staffing of the service (numbers of full-time staff, part-time staff, and volunteers, as well as number of persons in each position title) corresponds to the staffing proposed in the program's response to DFTA's RFP or DFTA-approved updates.

Compliance 9.2. Volunteers.

- If volunteers are used to provide the service:
 - Volunteers are consistently available.
 - Records of interviews with each volunteer to establish interest and reliability are on file.
 - Schedule of each volunteer is on file.
 - All volunteers have a designated supervisor who meets with them individually or in a group for regularly scheduled supervision.

Opportunity 9.2 The majority (or all) of escort workers are volunteers (not paid for by DFTA funds).

Compliance 9.3. Oversight responsibility.

- The person with oversight responsibility for the service has at minimum a BSW degree, or a Bachelors degree and one year experience in social services provision, or an AA degree and two years social service experience, or four years of direct social service experience.

STANDARD 10. Escorts are appropriately qualified.

Compliance 10.1. Before hire (or acceptance of volunteer services), the service coordinator (or person with oversight responsibility) interviews the applicant (whether staff or volunteer) and determines suitability for the job.

STANDARD 11. Escorts are appropriately trained and supervised.

Compliance 11.1. All new escort workers (staff and volunteers) receive a documented orientation/training on:

- roles and responsibilities.
- client needs and concerns.
- situations that should be referred to staff (e.g. deterioration in physical and/or emotional status or expressed need for a different or more intensive service.
- what to do in urgent situations/emergencies.

- accompaniment of clients with vision or hearing impairments or mobility problems (if applicable).
- program's policies and procedures, including program's policies regarding use of client's money (e.g. for shopping, errands, etc.).

Opportunity 11.1. *Each of the following is an opportunity:*

- At least one escort worker has attended a formal training (documented with date, trainer's name, attendance) during the year on topics relevant to the service – e.g. aging issues, characteristics of chronically ill, handicapped, and isolated older persons, how to build a relationship, how to help without creating dependency, how to write up observations, etc.
- The program has provided a documented training for escort workers during the year on topics relevant to the service.

Compliance 11.2. Escorts meet with their supervisor either alone or in a group at least monthly.

PROCEDURES AND METHODS

STANDARD 12. The Program follows appropriate screening and intake procedures.

Compliance 12.1. Service requests are screened prior to service provision to determine whether the client needs the service and is appropriate for the service.

Compliance 12.2. An Intake is completed face-to-face on each client accepted for service.

- When the client has an emergency need for an escort, the intake may be completed after the first time service is provided.
- **PDS.** The program uses PDS to collect basic and intake information on the client (if PDS has been made available to the program).
- **Paper.** If PDS is not available to the program, an Intake Form, and a Participant Information Form (PIF is submitted to DFTA) are completed. *If an Intake and PIF have been completed for another service, no new forms are necessary. An internal referral form may substitute for an Intake, if the client is already receiving service from another unit or component of the program. A case management agency Referral may substitute for an Intake.*
- **Information collection.** The following information is collected (*If basic information is already in the Provide Data System (client is currently receiving services) only items on the Intake Information screen are completed. Intake is not necessary if the client has been referred electronically by a case management agency.*

Basic

Name

Address

Zip Code

Date of Birth

Social Security #

Sex

Income

Marital status

Living Arrangements

Primary Language

Veteran Status

Ethnicity

Vision, Hearing and Mobility Impairments

Emergency contact

Intake Information

Date of Intake

Referral source
Presenting Problem or need (reason why client is seeking assistance)
Informal support adequacy/inadequacy
Intake Next Steps
Other services client receives

STANDARD 13. The program formally re-evaluates the client's need for service at least annually.

Compliance 13.1. A re-evaluation of service need is conducted with each client who receives ongoing service at least annually.

- Re-evaluation occurs earlier than one year, if the need was determined to be temporary at intake.
- Continued need is documented, or the service is terminated if need no longer exists.

STANDARD 14. The program appropriately schedules and documents service provision.

Compliance 14.1. A formal service plan agreed to by the client is developed for each client who receives services on a recurring basis.

- The service plan includes days of the week service will be provided, time service will be provided, destination(s). *(The service plan is entered into PDS on the care plan or in case notes).*

Compliance 14.2. If the program has PDS, it creates route sheets in PDS for documenting service provision.

Compliance 14.3. If the program does not have PDS, it uses worker or client logs that document:

- The name of each client provided with service.
- The date and time service was provided.
- Whether the trip was one way or both ways.
- The name of the worker.

Compliance 14.4. The worker's weekly or monthly record of service provision is signed by each client to whom service has been provided.

Compliance 14.5. If the program has PDS, it confirms planned units entered on the route sheet in actual services (PDS).

STANDARD 15. The program maintains a prioritized waiting list if service is not available.

Compliance 15.1. A prioritized waiting list is maintained when service is not available, based on the following criteria:

- Urgency of need.
- Inability to make other arrangements.
- Unavailability of informal supports or other means to meet the need.

ADHERENCE TO TARGET POPULATIONS AND TARGET AREAS

STANDARD 16. The service is provided to an appropriate population.

Compliance 16.1. The program only serves persons who meet the following criteria as documented on the Intake:

- 60 years of age or older.
- unable to travel independently to and from destinations in the community due to mobility problems, cognitive problems, sight or hearing problems, or other types of frailty.
- Unavailability of informal supports to meet their escort needs.

RECORD KEEPING AND REPORTING

STANDARD 17. The program correctly reports documented units of service to DFTA.

Compliance 17.1. An accurate count of documented one-way escort trips is reported to DFTA.

Compliance 17.2. Reported units match one-way escort trips documented at the site.

- If PDS is available to the program, PDS-generated monthly unit reports based on confirmed route sheets match units reported to DFTA.
- If PDS is not available to the program, the total of one-way escort trips entered on paper logs match units reported.

STANDARD 18. The program maintains other required records.

Compliance 18.1. Client files.

- A completed intake record.
- the date of service start.
- the client's service plan (if service is recurrent for the client).
- any reported incidents or observations.
- documentation of any contacts between program staff and the client outside of scheduled service provision (e.g. satisfaction surveys).
- the date of service re-evaluation(s) and documentation of continued need.
- the date of service termination, with the reason for termination.
- Amount of actual service provided to the client (if program utilizes PDS).

Compliance 18.2. Service Records

- Worker logs (paper) or PDS route sheets documenting:
 - Name of escort worker.
 - Each client's name.
 - Date and time service provided.
 - Client signatures.

Compliance 18.3. Other

- Employees (or volunteers) records.
- Satisfaction surveys.