

**Aging, Disability Veteran Services Division – Guidelines for Agency
Rides (Revised on 8-4-09)**

Purpose: *The procedure of Agency Rides (Monthly Bus and Lift Passes and Tickets, and/or Taxi Rides) is to establish a consistent and uniform practice throughout the Aging, Disability & Veteran Services system in assessing need of, and authorizing Agency Rides for, clients of the Aging, Disability & Veteran Services Delivery System.*

What are agency rides? Multnomah County Aging, Disability & Veteran Services Division (ADVSD) contracts with transportation providers for:

- Monthly TriMet passes and tickets:
 - Bus pass / tickets for clients who are able to use fixed route buses, street cars and/or MAX services
 - ADA Lift passes / tickets
- Taxi service as immediate transportation for urgent and emergent needs

Other Definitions:

- ***A Client*** *is an individual who currently receives one or more services (including transportation) provided by the Aging and Disability Service Delivery System, including its contractors. Clients are people who are age 60 plus. Clients are also people ages 18-59 y.o. who qualify for Multnomah Project Independence or Medicaid. Please note clients must use available Medicaid transportation services before requesting an agency ride.*
- ***TriMet LIFT*** *is a curb to curb lift ride program provided by TriMet for individuals or groups of clients to access services available through the transportation program*
- ***Taxi Services*** *accommodate clients in urgent need of transportation.*
- ***Ride Connection*** *is a volunteer transportation service that provides door to door rides for clients and provides travel training programs to help clients gain competence in riding the public bus system.*

Urgent Transportation (Taxi Services) must not be used as preferred or routine transportation for any clients.

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Agency Ride priority guidelines

Setting priorities for service: Agency Rides may be approved using the following priorities:

1. Priorities for Agency Ride trip purposes:

- a. Agency Rides may be approved for the following transportation priorities:
 - Medical trips (doctors' offices, therapies, hospitals, tests, etc.)
 - Congregate nutrition trips
 - Sites that provide multiple supportive services (i.e. District Centers, ethnic outreach providers, etc.)
- b. Other resources will be actively sought, through community partners in the comprehensive Individual Transportation Plan to facilitate access to:
 - Religious/Spiritual
 - Shopping for necessities
 - Socialization
 - Education
 - Work

2. ADS Eligible Clients:

- *People age 60 and older
- *People with disabilities who qualify for Multnomah Project Independence or Medicaid.

Target Populations:

- *Minority Population
- *Limited English Speakers
- *Severe Disability
- *Low Income

How can clients access agency rides? Clients who need agency rides should contact their case managers in Aging, Disability & Veteran Services offices, the Transportation Coordinator or assigned staff in District Centers. District Centers will create Memos of Understanding with Loaves & Fishes which will establish the relationship between the two agencies and protocol for assisting clients to access agency rides.

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Procedural steps for registering clients for Agency Rides:

1. Complete a Universal Client Registration (UCR) form *provided by ADSD*, if the individual doesn't currently receive one or more services provided or funded by the Aging, Disability & Veteran Service System
2. Work with client(s) to develop a personal transportation plan based on their abilities and needs
3. Coordinate transportation resources and services that are most appropriate for the client(s)
4. Facilitate a ride schedule for clients as needed
5. Provide technical, cultural, and other supports to clients as well as to transportation providers to ensure that services are properly delivered.

Who can authorize Agency Rides? Only authorized staff of ADVSD or its contractors can authorize Agency Rides.