

PART III - COA/AAA SERVICES AND ACTIVITIES

TABLE OF CONTENTS

SITE TRANSPORTATION - PERSONS

SECTION 1:	OPERATIONAL SERVICE DEFINITION	67
SECTION 2:	PROGRAM/SERVICE STANDARDS AND MINIMUM REQUIREMENTS.....	69
SECTION 3:	PERFORMANCE STANDARDS	71
SECTION 4:	COORDINATION WITH OTHER SERVICES	73
SECTION 5:	REQUIRED RECORDKEEPING	75
SECTION 6:	SPECIAL REPORTING REQUIREMENTS	77
SECTION 7:	MONITORING AND PERFORMANCE EVALUATION.....	79

February 3, 2012

PART III - COA/AAA SERVICES AND ACTIVITIES

SITE TRANSPORTATION - PERSONS

SECTION 1: OPERATIONAL SERVICE DEFINITION

- 1.1 This a pre-arranged transportation service to take an individual or groups of persons from an origin (e.g., home or senior center) to a destination (e.g., home or senior center) on a regular schedule or as agreed upon by MARC and the contractor.
- 1.2 The unit of service is one (1) one-way passenger trip. Compensation for "no-shows" at either the trip origin or on the return trips should be included in the bid unit rate and regarded as a cost of doing business.

February 3, 2012

SECTION 2: PROGRAM/SERVICE STANDARDS AND MINIMUM REQUIREMENTS

- 2.1 Contractor shall provide transportation service to disabled persons aged 18 to 59 and persons over the age of sixty (60) who are identified by MARC for scheduled travel between their respective homes and congregate meal locations or other sites. Generally, contractor shall pick eligible people up and deliver them to specific locations between the hours of 9:00 a.m. and 10:30 a.m. each day, and contractor shall pick eligible persons up at specific locations and deliver them to their homes between the hours of 1:00 p.m. and 5:00 p.m. with the expectation that most trips will be completed by 3:00 p.m. Contractor will receive trip schedules from a designated person on the prior working day.
- 2.2 Vehicles and personnel are required to be provided in accordance with the MARC/COA Policies and Procedures Manual for Contractors and the Missouri Code of State Regulations (19-CSR 15-7.040 Transportation Service Standards), Department of Health and Senior Services, incorporated herein by reference as though they were fully rewritten.
- 2.3 Shared riding is permitted when practical. Group scheduling shall be approved by MARC prior to payment. Vehicles are required to be in safe operating condition with functioning air conditioning in the summer months and heating in the winter months for the comfort and well being of the clients served.
- 2.4 Each primary contractor during the effective dates of each contract, and any subcontractor approved by MARC, must submit to MARC a current copy of all fictitious names and a copy of each and every application made to the Missouri (or Kansas) Secretary of State for a Fictitious Name Registration. Primary contractors and all subcontractors must submit said copies to MARC at the same time their respective applications are submitted to the Missouri (or Kansas) Secretary of State. Municipalities administering transportation programs are exempted from this requirement.
- 2.5 Subcontracts:
 - 2.5(a) Each primary contractor may, after obtaining MARC's written approval, subcontract a portion of its MARC contract to other transportation operators, provided that the proposed subcontractors are not simultaneously serving as primary contractors in the same area and for the same services. To obtain MARC approval, the primary contractor and the proposed subcontractor must agree to all applicable requirements set forth in the primary contract. Municipalities administering transportation programs are exempted from this requirement.
 - 2.5(b) The primary contractor must submit to MARC a written copy of the proposed agreement to subcontract, a copy of the proposed subcontractor's most recent Annual Registration Report filed with the Missouri (or Kansas) Secretary of State, and evidence of any and all of the subcontractors' Fictitious Name Registration(s) currently on file with the Secretary of State.
 - 2.5(c) In the event that MARC approves a written subcontract agreement, each subcontractor is required to deliver MARC-funded services in vehicles that are either titled in the name of

the approved subcontractor, or leased in the name of the approved subcontractor. Municipalities administering transportation programs are exempted from this requirement.

- 2.6 Minimum Requirements of Primary Contractor (municipalities administering transportation programs are exempted from this requirement): Each primary must use company employees covered by Worker's Compensation insurance to provide contracted service units reimbursed by MARC. The primary contractor must use vehicles that are titled in the name of the successful respondent or leased in the name of the primary contractor.
- 2.7 All primary contractors and any subcontractors approved by MARC will be required to furnish MARC with valid current Certificates of Insurance issued in their respective corporate names, and naming MARC as an additionally insured party prior to the first date on which services are to be performed. It is the responsibility of all primary contractors and all subcontractors to assure that MARC has a valid current Certificate of Insurance throughout the effective period of each contract year. All insurance requirements are specified in Part II, Section 8, of this manual.
- 2.8 Contractors and any subcontractors shall screen for criminal background history of all applicants for full-time, part-time, or temporary employment for a position that provides direct services to site transportation - meals clients. (Refer to the MARC/COA Policies and Procedures Manual, Part II, Section 2.7).
- 2.9 All references to the "primary contractor" in this section specifically refer to the successful respondent for services in each service area, whether that successful respondent be a sole provider or a joint venture.

SECTION 3: PERFORMANCE STANDARDS

- 3.1 Contractor(s) are required to pick up designated persons no later than 20 minutes after the agreed upon time for pickup. Contractor(s) are required to provide whatever assistance is necessary and/or requested to help the person from their home and into the destination, etc. Contractor shall not exceed legal capacity of vehicle.
- 3.2 The contractor(s) are required to obtain a completed “MARC Client Intake Form” from the appropriate Senior Center Administrator for each service recipient. The Contractor(s) are required to provide a written complaint procedure to each client.
- 3.3 The contractor(s) personnel are required to treat riders courteously and to avoid careless driving.
- 3.4 The state and federal regulations require that each recipient of services be provided an opportunity to make a voluntary contribution towards the cost of the services received. Site transportation-persons is not to be considered, for purposes of this requirement, as a separate service, but is an accessory to the activities, programming and the meal provided at the senior center. The contributions will be solicited and collected at the senior center.
- 3.5 Drivers are not allowed to sign for a client unless that client has been designated on the “MARC Client Intake Form” as being incapable of signing his/her own name. This information should be noted on the daily signature sheet so that substitute drivers may be aware of this circumstance.
- 3.6 Contractors are required to have daily signature sheets completed and signed by clients for every unit of service delivered. Drivers and MARC representatives, (i.e., center administrators) are to sign signature sheets on a daily basis. The transportation contractors will maintain copies of the “daily signature sheets”. The originals shall remain at the senior center.
- 3.7 Contractors are required to coordinate the management of service utilization with the Senior Center Administrator (SCA) to ensure the availability of service for the duration of the contract term. Please refer to 6.3(a) for more details. The MARC Aging Department’s administrative staff should be consulted to resolve any differences.
- 3.8 Contractors are required to certify that they maintain drug-free workplaces.
- 3.9 Contractors shall tell the client about agency procedures for service, contributions, confidentiality, and complaints.
- 3.10 Contractor’s drivers shall wear and/or exhibit identification recognizable from a minimum distance of three feet.

February 3, 2012

SECTION 4: COORDINATION WITH OTHER SERVICES

- 4.1 The Senior Center Administrator (SCA) will be responsible for authorizing clients for rides to and from the center. The SCA will manage the daily units based on the annualized levels contained in the contract between MARC and the transportation provider.
- 4.2 Participants shall sign daily a signature sheet documenting transportation from their homes to the center and again from the center to their homes. The driver and the appropriate MARC representative (the SCA) are also required to sign the daily signature sheets documenting the arrival and departure of clients who have been authorized to receive this service.
- 4.3 The SCA and the driver should, on a daily basis, confirm with each other the number of trips that have been provided daily. At the end of the month, the SCA will confirm with the contractor the total number of trips provided during the month. This number will, in turn, be submitted to the MARC office by the contractor for reimbursement.
- 4.4 Contractors are required to make direct contact with service recipients. Drivers are required to report all instances of suspected elder abuse and neglect to the State administered Elderly Abuse Hotline, and when information is requested by the service recipient, to direct recipients to the I & A (Information and Assistance) network to assist the elderly and disabled to access additional services.
- 4.5 Transportation contractors should be cognizant of alternative transportation services available to the client population, and readily convey related information to the client.
- 4.6 The contractor(s) should record specific characteristics (relatives phone numbers, debilitating conditions) regarding the clients' health and safety on the backs of the client intake forms and/or copies for ready use in the event of emergency.

February 3, 2012

SECTION 5: REQUIRED RECORDKEEPING

Contractors are required to maintain administrative records regarding personnel, vehicles, insurance, training, audits, disaster assistance, joint ventures, civil rights, and drug-free workplace requirements, as well as all documentation concerning all reports that are submitted to MARC. This includes copies of Client Intake Forms as well as copies of Client Signature Sheets.

February 3, 2012

SECTION 6: SPECIAL REPORTING REQUIREMENTS

- 6.1 The following is a list of reports that must be maintained and submitted to MARC periodically, followed by special instructions, where applicable. General instructions for the completion and submission of each report can be found in Part II of this manual.
- 6.1(a) Copies of Daily Signature Sheets (maintained only)
 - 6.1(b) Invoice
 - 6.1(c) Quarterly Cost Report
 - 6.1(d) Quarterly Service Narrative Report
- 6.2 **THE CLIENT INTAKE FORM:**
- 6.2(a) The Senior Center Administrator (SCA) is responsible for initiating the intake form for each client authorized to ride. A copy of this intake form is then made available to the transportation provider for its files. The original form is submitted to MARC within five working of the following month by the SCA.
 - 6.2(b) It is the responsibility of the SCA to initiate the intake form process, fill them out, and have them signed. But, it is the responsibility of the transportation provider to work with the SCA to make sure that for every client who is receiving transportation to and/or from the senior center there is a completed client intake form. It is also the responsibility of the transportation provider to report to the SCA any corrections to the client intake forms of which they may be aware, such as the address of the client or the correct spelling of the client's name.
 - 6.2(c) If a client receives Site Transportation-Persons and Congregate Meals, and both are accessed on the same day, the client need only complete a single Client Intake Form at the direction of the SCA.
- 6.3 Senior Center Administrators are responsible for authorizing persons and trips.
- 6.3(a) The SCA will be responsible for documenting trips provided and to whom. The SCA and the driver should, on a daily basis, communicate with each other the number of units provided. At the end of the month, the SCA will communicate to the contractor the total number of units provided during the month. This number will, in turn, be submitted to the MARC office by the contractor on the "Unit Cost Invoice" for reimbursement.
 - 6.3(b) A "Client Summary Report" will be submitted to the MARC office by the SCA monthly identifying all persons receiving services each month, how many units each day and the total number of units provided for the month. The SCA shall also submit the "MARC Client Intake Card". Original signature sheets must be kept at the senior center. Copies of the signature sheets shall be kept at the office of the transportation provider.

February 3, 2012

SECTION 7: MONITORING AND PERFORMANCE EVALUATION

All contractors will be monitored a minimum of once per program year. Staff will physically visit the contractor's facility in addition to performing the on-going monitoring of contractor compliance with record/bookkeeping requirements. The contractor may be required to meet with MARC staff at the MARC office to review the required records maintained at the contractor's facility in support of the contractor invoices submitted to MARC for payment. Monitoring results will be presented to the MARC committees for their evaluation.