



SERVICE GUIDELINES

TITLE III-B Transportation

December 2022

DEFINITION

TRANSPORTATION:

Transporting older persons to and from community facilities and resources for purposes of acquiring/receiving services, participating in activities or attending events in order to reduce isolation and promote successful independent living. Service may be provided through projects specially designed for older persons or through the utilization of public transportation systems or other modes of transportation.

Service activities may include:

- Assistance in making travel arrangements
- Provision of or arrangements for special modes of transportation when needed
- Coordination with similar and related transportation in the community
- Door-to-door or scheduled route service

ELIGIBILITY

Persons 60 years of age or older who have no other means of transportation to essential services such as medical and health care services, social services, meal programs, senior centers, and shopping.

UNIT OF SERVICE

Each one-way trip to or from community locations per client constitutes one unit of service. The service unit does not include any other activity.

IDOA REQUIREMENTS

- Drivers of transportation vans must:
 - Be 21 years of age or older
 - Have a valid and properly classified driver's license

- Have had a valid driver's license for three (3) years prior to the grant extension
 - Have demonstrated ability to exercise reasonable care in the safe operation of a motor vehicle on a driving test
 - Have not been convicted of reckless driving, and/or alcohol abuse or alcohol-related crime, within three (3) years of the date of the grant extension
 - Participate in regular safe driver trainings
- All organizations and individuals operating a motor vehicle in the State of Illinois used for the transportation of passengers are required to have in full force and effect, and on file with the Illinois Secretary of State, proof of financial responsibility.

The proof of financial responsibility may be demonstrated by any one of the following alternative methods:

- A bond;
- An insurance policy;
- A certificate of self-insurance issued by the State of Illinois;

The policy of insurance may cover one or more motor vehicles and for each such vehicle shall insure such owner against liability upon the owner to a minimum amount of \$250,000 for bodily injury to, or death of, each person, and \$50,000 for damage to property, provided that the maximum payment required of such company on all judgments recovered against an owner hereunder shall not exceed the sum of \$300,000 for each motor vehicle operated under the provisions of this service.

- Any vehicle of 12 or more passengers used in the transportation of senior citizens shall bear placards on both sides indicating it is being used for such purposes. The placards may be permanently or temporarily affixed to the vehicle. The size of the letters must be at least two (2) inches high, and the stroke of the brush must be at least one-half (1/2) inch wide. Any such vehicles used for such purposes shall be subject to the inspections provided for vehicles of the second division and its operation shall be governed according to the requirements of the Illinois Vehicle Code.
- According to the Administration of Grants Manual, Title 45, Part 74, Sub-part O, Section 74.137 (2) (b), any Federally-funded program or project may share the use of equipment (e.g., transportation vehicles sponsored by the Federal government) provided, such other use will not interfere with the work on the original project of program.

Therefore, a Title III transportation program may provide services to other programs (no age requirements) supported by the Federal government. However, the Title III provider must pro-rate the cost of this service according to program usage. This rate should be based on vehicle maintenance, operator, insurance, and all other appropriate costs for this service. All fees collected by the Title III program are considered program income. Therefore, these funds must be used for the Title III operations of the transportation provider.

- The sale of advertising space on Section 5310, Section 5311 and Title III-funded transportation vehicles is allowable under both the Intermodal Surface Transportation Efficiency Act (ISTEA) and the Older Americans Act and related regulations.
- All Title III transportation providers should abide by the Illinois Vehicle Code, as amended.
- AgeSmart Community Resources may enter into transportation agreements with organizations, which administer programs under the Rehabilitation Act of 1973 and Titles XIX and XX of the Social Security Act to meet the common need for transportation of service participants under the separate programs. Agreements entered into under this section are exempt from the restriction of AgeSmart Community Resources delegation of the authority to award or administer Older Americans Act funds.

SERVICE REQUIREMENTS

- All vehicles used to transport older persons shall, at a minimum, have the following safety equipment:
 - First Aid kit
 - Fire extinguisher
 - Flares and/or reflective triangles
 - Communication equipment (e.g., two-way radio or cellular telephone), either transportable or permanent.
- AgeSmart strongly recommends that all drivers successfully complete training in CPR, First Aid, and Disaster response.
- The grantee will inform older adults whom they are not able to transport of alternative transit options, if available.
- The grantee will seek to assure that all persons in the community are aware of the Transportation program through various outreach efforts and identify or inform vulnerable older persons in need of the service.

- Service shall be offered across city, township and county boundaries. Crossing state boundaries for the provision of medical services is not prohibited.
- Demonstrated knowledge of transportation options available to persons 60 and older with support of the transit district serving the county(ies) that the grantee serves.
- Collaborative efforts that offer comprehensive transportation services resulting in increased fiscal viability of the grantee.

The Grantee is expected to fulfill the projected numbers for units and persons served.

- The Grantee is expected to prioritize service for medical appointments as most important.
- The Grantee is expected to collaborate with other transportation entities when unable to serve a client.
- Grantees will use the AgeSmart logo on facilities, webpages, newsletters and brochures. All logo and branding standards are available to Grantees. Along with branding the following statement must be used by Grantees:

Funding for (Grantee) is received from the United States Administration for Community Living, the Illinois Department on Aging and AgeSmart Community Resources. (Grantee) does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have the right to file a complaint with AgeSmart Community Resources by calling 618-222-2561.

- The Grantee shall conduct pre-employment criminal background checks for all employees of AgeSmart-funded programs. The Grantee shall also conduct criminal background checks on volunteers participating in AgeSmart-funded programs with access to confidential client information, including, but not limited to, addresses, social security numbers, financial info, etc.

SERVICE PRIORITIES

- The grantee will ensure that at least 70% of the transportation units are provided to essential trips, i.e., nutrition, medical, shopping, and business.

An essential trip is transportation to locations that directly affect one's ability to remain independent such as, but not limited to:

- Senior Centers
 - Physician's office, Pharmacy
 - Grocery stores
 - Post office, Bank, Public aid office
 - Food Pantry, Laundromat, Nursing Home
- Priority will be given to older adults with greatest economic and social need, and/or at risk for institutional placement, with particular attention to those who are low-income, low-income minority, with limited English proficiency, and/or residing in rural areas.
 - It is highly recommended that recreational trips NOT be charged to the grant.

NAPIS REPORTING

- All participants will be entered into NAPIS.
- Grantees must keep detailed, legible and accurate daily logs of the service.
- Daily logs should contain signatures or initials from each participant receiving services, either upon pick up or drop off of the participant.
- Grantees must complete client demographics information in Client Registration that is required by the State.
- Age, Gender, Ethnicity, Race, Number in Household, and Low-Income data must be completed. Grantees may use their best professional judgment and enter the best possible data.
- Number in Household (Living Alone Status):
 - Enter the number of person(s) in household. Living Alone status is a one-person household where the householder lives by himself/herself in an owned or rented place of residence in a non-institutional setting, including assisted living units and group homes.
- Poverty (Low Income):
 - A person whose income is at or below the Federal poverty guidelines is considered to be in poverty or low income.
- Grantees will complete **monthly data audit** to ensure that client demographic information is accurate and complete.

MONITORING

Grantees will be monitored by AgeSmart Community Resources for compliance in record keeping, service delivery, donation collection and other necessary areas. Announced and unannounced site visits will be conducted.

REIMBURSEMENT

The Grantee may receive 1/12th of the grant amount up front and then be reimbursed monthly for units served during the previous month. **Should reporting be late, reimbursement may be withheld.**

Funding for AgeSmart Community Resources is received from the United States Administration for Community Living and the Illinois Department on Aging. AgeSmart does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with appropriate State and Federal Statutes. If you feel you have been discriminated against, you have a right to file a complaint with AgeSmart by calling 618-222-2561.

Fiscal Guidelines for all Title-III Programs

Program Income

Program Income is defined as contributions made by recipients of service and interest on such contributions.

- A. Program income includes, but is not limited to:
 - 1. Contributions of recipients of service and interest on such contributions.
 - 2. Income from service fees obtained through the use of a sliding fee scale or suggested fee schedule.
 - 3. Proceeds from the sale of personal or real property with an acquisition cost of less than \$5,000.
 - 4. Usage or rental fees.
 - 5. Sale of assets purchased with grant funds with an acquisition cost of less than \$5,000.
 - 6. Royalties on patents and copyrights.

- B. The following specific revenues shall **not** be included as program income:
 - 1. Interest income on State funds whether earned on advances or the "float." This does not include interest on contributions made by recipients of service under a project which is considered program income.
 - 2. Rebates, discounts, and recoveries.
 - 3. Income earned by individuals or a group of project participants, when such income accrues directly to the participants.
 - 4. Revenues raised by a grantee or contractor which is a government under its governing powers, such as taxes, special assessments, etc.
 - 5. Tuition and related fees received by an institution of higher education for a regularly offered course taught by an employee performing under a grant or contract.
 - 6. Proceeds from the sale of personal or real property with an acquisition cost of more than \$5,000.
 - 7. Sale of assets purchased with grant funds where the acquisition cost was more than \$5,000.
 - 8. Contributions made by representatives of service recipients, relatives, non-related individuals or entities, on behalf of service recipients are not program income, but are considered to be local cash.
 - 9. Organized fund-raising activities carried out by Title III grantee agencies.

Allowable Uses of Program Income

A. Additional Costs Alternative.

Under this alternative, the income is used for costs which are in addition to the allowable costs of the project or program, but which nevertheless further the objectives of the Federal statute under which the grant was made.

Examples of purposes for which the income may be used are:

1. Expanding the program.
2. Continuing the program after the grant ends.
3. Supporting other programs that further the broad objectives of the statute.
4. Obtaining equipment or other assets needed for the program or for other activities that further the statute's objectives.

Award recipients under an Area Plan must receive prior approval by AgeSmart Community Resources for costs borne with program income under this alternative.

B. Additional Requirements

1. All program income earned under Title III must stay with the service provider who earns it.
2. All program income earned under Title III, Part B, Part C-1, Part C-2 and Part E must be used only for services allowable under the part from which it was earned except as provided in (6) below.
3. All program income must be expended prior to requesting federal funds from the Department on Aging and must be expended within the fiscal year in which it was earned.
4. All program income received in the form of "cash" must be expended as it is earned to minimize cash draw down.
5. Program income earned as a result of services provided with Title III, Part B or Part E assistance may be used for any service which that contractor is authorized to provide with Title III-B or Title III-E funds.
6. Program income earned as a result of services provided with Title III C-1 or III C-2 must be used:
 - a. To increase the number of meals served by the project involved;
 - b. To facilitate access to such meals; or
 - c. To provide other supportive services directly related to nutrition services.
7. Prior approval requests to expend program income in excess of the amount approved on the Notification of Grant Award must be submitted on the Program Income Addendum to the Department on Aging by no later than prior to September 30 of the current fiscal year (refer to section 900 of this manual for detailed reporting requirements).

C. Special Requirements for Providers Receiving Section 5311 Funds from the U.S. Department of Transportation

All transportation providers receiving support from Section 5311 and Title III-B and/or Title III-E must report rider donations as program income. Program income collected should be reported under Section 5311 and Title III-B and/or Title III-E only to the extent and in direct proportion to each funding source's financial participation. Thus, the same rider donations shall not be reported in the same amount as program income under both funding sources.

Accountability for Program Income

- A. Program income must be deposited into an appropriate bank account or converted to money orders on a regular basis.
- B. Cash participant contributions should be counted by two (2) persons, placed in a safe, secure place until deposited, deposited intact, and deposit receipts compared with count sheets. Such standards require the accurate recording of amounts collected at the project and site levels and subsequent use of these funds.
- C. Grantees must account for program income on an on-going basis and must report such income to AgeSmart Community Resources through the established financial reporting system.
- D. Accounting records and reports submitted by a recipient to AgeSmart Community Resources should provide a clear audit trail on all program income and its uses. Account records and reports should accurately reflect the receipt of such funds **separately** from the receipt of Federal funds, grantee funds, and the use of such resources.
- E. Although interest income earned on General Revenue and/or local funds by non-profit organizations is not considered program income, project grantees should maintain adequate accounting records on any interest income earned. The Department must approve AgeSmart Community Resources proposed use of General Revenue Funding interest income as an activity which will further the purpose of the project and the Act.
- F. Rebates, discounts, and recoveries on leases should be treated as applicable credits and credited to the Federal grant accounts.

Voluntary Contributions

Each service provider must:

1. Provide each older person with an opportunity to voluntarily contribute to the cost of the service;
2. Protect the privacy of each older person with respect to his or her contribution;
3. Establish appropriate procedures to safeguard and account for all contributions; and
4. Use all contributions to expand the services of the provider under this part and supplement (not supplant) funds received under the Older Americans Act.

The service providers that receive funds under this part **shall not means test** for any service for which contributions are accepted or **shall not deny any older person service because the older person will not or cannot contribute** to the cost of service. Contributions made by older persons are considered program income.