

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM
3.29
(ID # 7584)

MEETING DATE:
Tuesday, July 31, 2018

FROM : OFFICE ON AGING:

SUBJECT: OFFICE ON AGING: 2-1-1 Community Connect Transportation Access Program
(TAP). [DISTRICTS: 1, 2, 3, 5]; [Total Cost: \$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Authorize the Office on Aging to participate in the 2-1-1 Community Connect Transportation Access Program (TAP) and authorize the Office on Aging Director to execute the TAP agency contract form.
2. Authorize the Office on Aging Director, or Deputy Director, to administer the contract and execute amendments, approved as to form by County Counsel, which extend the contract term for four (4) fiscal years through FY 22/23.

ACTION: Policy

Jewel Lee, Director of Office on Aging

7/13/2018

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington and Perez
Nays: None
Absent: Ashley
Date: July 31, 2018
xc: OoA, Auditor

Kecia Harper-Ihem
Clerk of the Board

By:
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment:	No
			For Fiscal Year:	18/19

C.E.O. RECOMMENDATION: Approve.

BACKGROUND:

Summary

In collaboration with 2-1-1 Community Connect, the Office on Aging (OoA) administers the Transportation Access Program (TAP) to provide information on available transportation options, referrals to accessible transportation services and free bus pass tickets to qualifying older adults.

The bus passes are provided to agencies, such as Office on Aging, to distribute to individuals requiring emergency transportation. Bus passes are provided at no cost to Office on Aging or to the receiving individual.

The term of this agreement is July 1, 2018 through June 30, 2019, renewable annually for four (4) additional one-year periods.

This agreement was reviewed and approved as to form by County Counsel.

Impact on Residents and Businesses

TAP provides an opportunity for older adults to access services throughout the community. Access to transportation increases the ability to care for one's self and for family, thereby decreasing chances of isolation due to lack of socialization, or hospitalization due to a lack of care. Access to transportation significantly improves our community's network of care.

Additional Fiscal Information

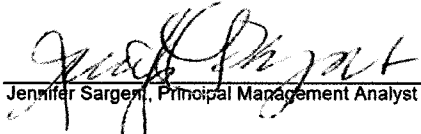
2-1-1 Community Connect Transportation Access Program (TAP) contract agreement is a \$0 cost agreement with no match requirement.

There is no impact to the County General Fund.

ATTACHMENT:

ATTACHMENT A. Transportation Access Program (TAP) Agency Contract Form between 2-1-1 Community Connect and County of Riverside

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA



Jennifer Sargent, Principal Management Analyst

7/24/2018



Gregory V. Priamos, Director County Counsel

7/19/2018



Transportation Access Program (TAP)

Main Office: 951.686.4402

Direct Line: 951.328.8281

Fax: 951.686.7417

Site Address: 2060 University Avenue, Suite 212

Riverside, CA 92507

Contact Information:

Agency #: 156
Assigned By TAP

PLEASE PRINT

Name of Agency: Riverside County Office on Aging, ADRC		
Program Name: HelpLink Call Center		
Site Address: 6296 River Crest Dr., Suite K		
City: Riverside	State: CA	Zip Code: 92507
Phone Number: (951) 867-3800	Fax Number: (951) 867-3810	
1 st Contact: Barbara Womack	Title: Office Assistant III	
Direct Line/Extension: (951) 867-3800	Email: bwomack@rivco.org	
2 nd Contact: Renée Dar-Khan, MPA	Title: Supervising Program Specialist	
Direct Line/Extension: (951) 867-3800	Email: rdarkhan@rivco.org	

Mailing Address (if different from above):		
City:	State:	Zip Code:


Signature Renee Dar-Khan

5/16/18
Date

For Office Use Only.			
Given:	Received:	Updated:	Staff Initials:



Transportation Access Program (TAP)

Transportation Access Program (TAP) has been created to help the critical need for accessible and flexible transportation options for the transit disadvantaged. TAP is a program designed to provide aid to individuals truly in need that can access existing transportation services. This program works by providing bus tickets, at no cost, to participating non-profits, government agencies and medical facilities for urgent and emergency use.

Agency Contract Form

Name of Agency: Riverside County Office on Aging, ADRC

Program Name: HelpLink Call Center

Site Address: 6296 River Crest Dr., Suite K

City: Riverside Zip Code: 92507

Phone Number: (951) 867 - 3800 Fax Number: (951) 867 - 3810

Contact Name: Renèe Dar-Khan, MPA

Contact Title: Supervising Program Specialist

Alternative Contact Name & Title: Barbara Womack, Office Assistant III

Mailing Address (if different from above): _____

City: _____ Zip Code: _____



Transportation Access Program (TAP)

A Program of Community Connect

Transportation Available Through This Program:

1. Fixed route bus tickets for youth, adults, seniors, veterans and disabled who are able to access public transportation, yet are unable to ride due to financial reasons and /or clientele situations.
2. Dial-A-Ride and Special Transit tickets for youth, adults, seniors, veterans and disabled individuals.

Requirements for Participation in TAP:

1. Participating agencies must be non-profit, government or medical agency. Non-profit agencies will be required to show proof of non-profit status; such as 501c 3 letters.
2. Completion of Agency Participation Forms, which is to be signed by the agency's Chief Executive Officer, Executive Director or equivalent.
3. The agency's contact person(s) must attend a TAP Orientation on the proper use of all forms that are to be turned in each month. Maintenance training will be scheduled as needed.
4. The agency will not participate in ANY other bus ticket program. Participating in other programs creates a conflict of interest and prevents other needy agencies from receiving the full support of the TAP program.

POLICIES AND PROCEDURES FOR ACCESSING BUS TICKETS:

Please read and initial each of the following policies and procedures.

RDK We are a non-profit, a government agency or medical facility. A copy of your 501c3 letter is required for non-profit agencies.

RDK An agency number will be assigned to my agency and an initial allotment of 60 RTA/DAR/Sp. Trans tickets will be distributed to my agency after completion of the Agency Participation Form and the one-time TAP orientation. To obtain additional tickets my agency must fax, email, mail or hand deliver the signed summary, tally and time study forms accounting for the tickets each month.

RDK TAP will not be able to guarantee a set number of tickets per month and reserves the right to set a maximum ticket order amount based on available funding.



RDK A timely and accurate completion of my agency's monthly tally, summary and time study forms are mandatory. All forms must be either faxed, emailed, mailed, or hand delivered **NO LATER** than the fifth day of each month.

RDK Providing false or fraudulent information on any forms will be considered a violation of the TAP program. If my agency is suspected of providing false documentation the following will occur:

- 1st offense will receive a warning of TAP policy violation and must attend an immediate re-training with the TAP Coordinator.
- 2nd offense will be placed on a 90 day probation and must attend an immediate re-training with the TAP Coordinator.
- 3rd offense will result in termination from the program.

RDK TAP tickets are for **urgent** and **emergency** use only. Distribution of tickets to a repeat client is discouraged and limited to once a month. If more than 10 tickets are given out to a single client in a month, my agency will provide in writing, on agency letterhead, an explanation. We also understand that this exception is only allowed once per year.

RDK The maximum limit of tickets that can be ordered in a month is 100 tickets. Exceptions may be made for large agencies by the TAP coordinator. This information will then be put on file with explanation of exemption.

RDK My agency understands the importance of filling out all paperwork, tally forms and order (summary) forms **completely** and **accurately**. Each line on the tally sheet must contain one client only (either by name or by an ID number which my agency assigns), clients' zip code, date given, need category, type of ticket(s) issued, quantity given, and the purpose code.

RDK My agency will be held financially responsible for all missing and/or unaccounted tickets and will be invoiced the current ticket value for each missing and/or unaccounted ticket. Failure to pay for missing/unaccounted tickets will result in termination of the account.

RDK My agency may be placed on a 3 month probationary period at anytime my agency is not in compliance with the contract and may be asked to re-attend TAP training. If after being re-trained, the issues continue - my account will be closed.

RDK My agency understands after 3 months of inactivity my account will be terminated and my agency will have to reapply if interested in continuing to participate.



RDK If a new contact person is chosen for my agency we will notify the TAP Coordinator and schedule a TAP training session for that person. This will ensure that all persons will know the proper training. No tickets will be issued to an agency until the new contact person is trained.

The Transportation Access Referral Listing is a listing of all agencies willing to distribute tickets to persons other than their clients that are in need of temporary transportation assistance. This listing is available through the Community Connect Information and Referral Line at **1-800-464-1123 or 2-1-1.**

Is your agency willing to be part of our Transportation Assistance Referral Listing?

YES NO

I Renee Dar-Khan certify that I have read and understand the TAP Participation Program information and my agency agrees to follow all of the policies and procedures stated in the previous pages.

Signature - Executive Director (or equivalent)

Jewel Lee, Director

Title

07/13/18

Date

Signature - Contact Person

Renee Dar-Khan, SPS

Title

5/16/18

Date

FORM APPROVED COUNTY COUNSEL
BY: DANIELLE D. MALAND
DATE: 7/18/18

TAP (Transportation Access Program)

Main Office: 951.686.4402

Direct Line: 951.328.8281

Fax: 951.686.7417

Site Address: 2060 University Avenue, Suite 212

Riverside, CA 92507



R2018-03-15

Transportation Access Program (TAP)

Main Office: 951.686.4402

Direct Line: 951.328.8281

Fax: 951.686.7417

Site Address: 2060 University Avenue, Suite 212
Riverside, CA 92507

The following contacts are strictly for pick up only. TAP will not release any bus tickets to anyone other than our TAP Contact(s) and the contact(s) listed below. TAP will not release any information to the contact(s) listed below regarding TAP (ex: forms, corrections, tickets ready, etc.) unless they are the agency's main contact person


Authorized Personnel to Pick Up Tickets:

Agency #: 156

Assigned By TAP

PLEASE PRINT

Name of Agency: Riverside County Office on Aging, ADRC	
1 st Contact: Barbara Womack	Title: Office Assistant III
2 nd Contact: Edith Almanza	Title: Services Assistant
3 rd Contact:	Title:


Signature of TAP Contact Authorizing

5/16/18
Date

For Office Use Only.			
Given:	Received:	Updated:	Staff Initials: