

**FFY 2023
Supplemental Provisions
Title-III B Transportation Program**

DEFINITIONS:

- A. Transportation services: the transporting of persons 60 years of age or older to and from needed community facilities and resources.
- B. Transportation unit of service: the single entrance of a participant into a transportation vehicle, travel to a destination, and exit of the participant from the vehicle.
- C. Eligible participant: persons who are at least 60 years old residing in their own residence. A residence does not include long term care facilities such as nursing or assisted living facilities.

PROVIDER REQUIREMENTS:

- A. Administration and Organization
 - 1. The Provider shall have a governing body with full legal authority and fiduciary responsibility for the overall operation of the program. This governing body shall review, approve, and revise a current, written plan of operation. A list containing the names of the members of the governing body shall be provided to the Division of Long Term Services and Supports annually and updated as needed.
 - 2. The Provider shall establish a grievance procedure to enable participants and their families/caregivers to have their concerns addressed without fear of discrimination or retaliation.
 - 3. The Provider shall develop a policy and procedure in compliance with the South Dakota Codified Law 22-46 regarding reporting of abuse, neglect, or exploitation. The Provider shall ensure all staff and volunteers are trained on the policy annually and have a procedure in place to report conditions or circumstance to the appropriate officials.
 - 4. Provider shall maintain insurance, including collision, comprehensive, liability and medical payments coverages for all vehicles/drivers used to provide services hereunder.
 - 5. Provider shall file a closing report with the state within ninety (90) days of the end of the performance period.
 - 6. Provider shall provide a minimum of twenty-five percent (25%) cash match for the federal funding from the State.

7. Provider shall be cooperative with any state monitoring, audits or other grant or administrative tasks. Unless Provider is otherwise notified, the State shall conduct one on-site assessment biennially.

B. Provide transportation services to eligible participants

1. The Provider must keep daily trip records of eligible participants transported and report ridership statistics and mileage on a monthly basis;
2. The Provider must submit a monthly financial report to the state for reimbursement, and;
3. The Provider must provide an opportunity for confidential participant donation, and;
4. The Provider must post the full cost of the service and/or make it available to the participant along with the suggested donation for eligible riders.

C. Staffing, Training and Orientation

1. The Provider must provide drivers who meet the appropriate qualification requirements established by the Provider and the Provider's insurance company, and;
2. The Provider must provide drivers that are capable of assisting participants in boarding and disembarking, and;
3. The Provider must provide in-service training on defensive driving, First Aid & CPR, stress management; passenger assistance safety and cultural sensitivity, and;
4. The Provider must develop job descriptions for all personnel.

D. Policy and Procedures

1. The Provider must designate days and hours of operation, and;
2. The Provider must develop a written policy for closing during inclement weather and designated holidays, and;
3. The Provider must institute a policy for handling complaints, and;
4. The Provider must develop and publicize schedules or procedures for requesting services, and;
5. The Provider must coordinate schedules and routes with other transportation providers in the area.

E. Transportation Vehicles

1. Each vehicle must be equipped with the following safety equipment:
 - i. Fire extinguisher;
 - ii. Communication system;
 - iii. Emergency flares;
 - iv. Triangle Reflectors;
 - v. First aid kit;
 - vi. Flashlight;
 - vii. Web cutters;
 - viii. Adequate passenger safety belts for the seating capacity of the vehicle including the driver.

F. Record Keeping

1. The Provider must maintain the following administrative records:
 - i. Personnel records;
 - ii. Fiscal and statistical records;
 - iii. Contracts and grant agreements;
 - iv. Annual fire and health inspections, and others as applicable;
 - v. Incident reports;
 - vi. A record of policies and procedures;
 - vii. Proof of insurance that includes minimum collision, comprehensive, liability and medical payments coverage;
 - viii. Documentation of a minimum of twenty five percent (25%) cash match;
 - ix. Closing report(s) filed with the State within 90 days of the end of the performance period.;
 - x. If an audit is completed on a project that is not required to have an A-133 audit, provide a copy of the independent audit to the State within 120 days following the end of the project's fiscal year.