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STANDARD OPERATING PROTOCOL	
Subject: Transportation Service Delivery	SOP Number: 2013-RSA-Trans - SOP-001
Responsible Program or Office: RSA – Client Services	Effective Date: February 19, 2013
	Number of Pages: 5
Cross References and Related Policies and Procedures: DCRSA Policy Section VI-28	

1. WMATA is in the process of phasing out the use of paper fare cards, and no longer uses tokens. Therefore, the only mechanism for providing transportation assistance to a consumer to attend appointments at RSA, or related services, is by issuing a check or adding funds to the consumer's Smart Trip card.
2. VR Counselors will encourage consumers to apply for the Metro Reduced Fare Program for People with Disabilities, if the benefit is not being utilized. The Metro Reduced Fare Program for People with Disabilities is a comparable benefit that will allow DDS/RSA to conserve case service funds while continuing to provide transportation services.
3. VR Counselors will inform and guide consumers about the reduced fare program application process, and provide a copy of the application so the consumer can obtain his or her physician's signature on the application. The application form is available as a PDF, but may also be transmitted in other appropriate modes of communication. Other modes of communication may include but are limited to: large print, languages other than English, Braille, etc. The consumer's health care provider (including physician,



physician's assistant, nurse practitioner, audiologist, optometrist, podiatrist, licensed clinical psychologist or certified school psychologist) is required to sign the program application in order to verify the consumer's disability and as a pre-requisite for program eligibility. Additional information about the reduced fare program can be found online at http://www.wmata.com/accessibility/metroaccess_eligibility.cfm.

4. Consumers will take the application to Metro's office, complete the interview and assessment process, and obtain a Metro Disability ID card. Metro's office -Transit Accessibility Center - is located at 600 5th Street, NW, Washington, DC 20001.
5. Consumers will provide their VR Counselor with a copy of their Metro Disability ID card. The copy of the ID card will validate the consumer's participation in the reduced fare program, and will be placed in their DDS/RSA electronic (i.e., System 7) and hard copy case file.
6. VR Counselors should work with consumers to determine if they have a Smart Trip card. Smart Trip cards ensure that consumers receive a reduced fare when riding Metro bus, and Metrorail.
7. All DDS/RSA consumers will be encouraged to register his or her Smart Trip card via the WMATA website in order to prevent loss of value if the card is lost or stolen. When a registered Smart Trip card is lost, the individual can get the existing value on the card transferred to a new Smart Trip card by WMATA.
8. As appropriate, VR Counselors or Rehabilitation Assistants will assist DDS/RSA consumers with the online registration process for the Smart trip card.
9. When completing the IPE, the VR counselor will calculate the dollar amount needed for the transportation service by (1) using the Metro Trip Planner; and (2) according to the consumer's class schedule, work schedule, or job seeking activity schedule. The Metro Trip Planner can be found online at www.wmata.com. VR counselors shall calculate expenses for the trip based on consumers using the Smart Trip card, and receiving the senior/disabled/Medicare discount. The agency will pay transportation based on the cost of public transportation rates, unless specific exceptions identified in numbers 13 or 18 below exist. Consumers who claim they are not eligible for the senior/disabled

/Medicare discount must show evidence that they have applied and been denied this benefit.

10. Payments will be made to consumers via check on a monthly basis. VR counselors should monitor to ensure that the consumer is participating in the activity for which transportation assistance is being provided. If a consumer prefers, and provides the counselor with the Smart Trip account number and password, the agency may add funds directly to the consumer's Smart Trip card. The counselor may pay for a Smart Trip card, including the cost of the card in any payment for transportation. Instructions for how to purchase a Smart Trip card can be provided to the consumer. Plans for transportation should be made sufficiently in advance of the initiation of services to allow the consumer time to apply for reduced fare, if needed, and purchase a Smart Trip card.
11. When a consumer is engaged in job search, the counselor and the consumer will develop a job search plan and identify proposed transportation needs to ensure that the consumer receives adequate support to travel for job search. Consumers engaged in job search activities will be required to show written proof that they are seeking employment, consistent with their plan, and provide this proof to their VR counselor no later than the 15th day of each month, in order to ensure that payment for transportation will not be delayed. DDS/RSA will provide consumers with a job search activity log that will enable the consumer to meet this responsibility. The log will include: dates, the employer's name/company name, contact person's name, address of business location, and phone number, job title applied, comments regarding outcome and follow-up on job application. This will ensure financial accountability of both consumers and counselors when DDS/RSA reports to federal and DC governments.
12. VR counselors will document the trip calculation in a case note. VR counselors will also keep a copy of the consumer's class/work schedule and job search log in the consumer's case file.
13. DDS/RSA will provide a gas stipend for the mileage between the consumer's residence and the destination for VR services site at the mileage reimbursement rate set by the federal government (the current rate is \$0.555 per mile) under the following circumstances: (1) when a consumer cannot access public transportation due to disabilities; (2) there is no public transportation services available, and therefore the

consumer has to drive his or her personal vehicle in order to get to and from school, work, training site, or vocational rehabilitation services related sites; or (3) the cost of traveling in a private vehicle is more cost effective than public transportation.

14. When a gas stipend is appropriate, VR counselors will calculate the distance in mileage by using MapQuest and multiply the numbers of trips needed per week in a month to come up with the total amount needed. The timelines listed on the IPE will be for a six-month period. However, the actual monetary check will be distributed monthly, so the VR counselor can verify the consumer's active participation in planned VR services. The VR counselor will be required to document the consumer's activity on a monthly basis, in a case note.

MILEAGE CALCULATION EXAMPLE: Home to school is 20 miles one way x \$.0.555 per mile = \$11.10 x 2 trips /day = \$22.20/day x 5 days/week = \$111 x 4 weeks/month = \$444 total a month

15. Consumers will be required to submit a monthly mileage log that lists dates, home address/departing location address and destination location address, and total miles travelled. DDS/RSA will provide consumers with a mileage log that will enable to consumer to meet this responsibility. The purpose of requiring this supporting documentation is to ensure financial accountability of both consumers and counselors when DDS/RSA reports to federal and DC Governments.
16. VR counselors will document the trip calculation on the comment section of planned service on the individual's IPE and document the justification in case note as to why the gas stipend is provided to consumers, and why it is necessary for the consumer to utilize personal vehicles instead of accessing public transportation service. Consumers class/work schedule and job search log will be placed in the consumer's electronic and hard copy case files.
17. If a consumer attends out-of-state college/university/training that is approved by his or her VR counselor due to specific disabilities and/or training type, transportation will not be provided to the consumer when he/she lives on campus.

18. If a consumer attends out-of-state college/university/training and lives off-campus, transportation will be provided when the consumer uses available public transportation to and from the consumer's residence and school/training site. The consumer will be encouraged to apply for public transportation discounts, which include but are not limited to: student discounts and discounts for individuals with disabilities. The discounted programs are a comparable benefit that will allow DDS/RSA to conserve case service funds while continuing to provide transportation services.