

Comment: Transportation is an IADL. People should have access to the service if they cannot drive and need support with transportation.

Response: ODDS has added examples to the Community Transportation Worker's Guide to help clarify that community transportation is available if a person does not drive and needs transportation support, even if a person is more independent in the chosen method of transportation (e.g. a bus).

Comment: Regarding Local Match Transportation, what if the area does not have a mass transit district?

Response: Contact ODDS to discuss strategies for building capacity.

Comment: The worker's guide states that community transportation is not available for individuals under age 18 unless it is during daily relief care, or part of a positive behavior support plan. What about transportation for a transition age youth to/from work or an employment service setting?

Response: Transition age youth are generally between the ages of 18 and 21, so this would be permissible.

Comment: What is the CME role in establishing agency rates?

Response: The CME can get the correct per-ride rate from the ODDS Funding Allocation Coordinator. If an agency needs to establish a per-ride rate, the CME can refer the provider to ODDS.

Comment: Does it create a conflict of interest for a case manager to monitor services to ensure cost-effectiveness?

Response: Case managers have an obligation to discuss transportation options and support the person to identify cost-effective options that also meet the person's support needs, and also an obligation to monitor services to ensure they continue to be effective and meet the person's support needs. This in itself should not present a conflict of interest.

Comment: There is no grievance process for a local match provider to refuse services.

Response: A local match provider may deny services if the person does not need door to door transportation services; however, the contract for local match providers outlines that they must have a grievance process in place. Any grievances may be filed under the Local Match Provider's grievance policies. The person would still be eligible for other ODDS Community Transportation services options. Additional information was added to the worker's guide to clarify.

Comment: CMEs cannot guarantee the final roster for the month can be sent to ODDS by the last day of the month.

Response:

ODDS requires the roster by the end of the month. CMEs may send in the roster early (e.g. five days before).