

WHAT IS THE ELDERHELP TRANSPORTATION PROGRAM?



The ElderHelp Transportation Program assists frail seniors and/or disabled adults by providing funding for their transportation needs special cases. The program is funded by the Older American's Act, various grants and private donations. In all cases referrals to EHP must be made by a social service agency or by contacting the VCAA Information and Assistance (I&A) staff.

WHO IS ELIGIBLE TO RECEIVE EHP TRANSPORTATION SERVICES?


- ☆ Ventura County residents age 60+ living at home in the community (e.g. mobile homes, apartments, houses, etc.). Individuals residing in assisted living facilities, nursing homes, retirement communities, etc. are ineligible.
- ☆ A limited number of bus tickets and Medi-Rides are also available for disabled adults under age 60. ➔ **These individuals must either provide a copy of their ADA Card or the referring agency must certify that the client meets ADA criteria prior to receiving bus tickets or scheduling a Medi-Ride.** ←
- ☆ Frail seniors and/or disabled adults that require help with activities of daily living such as bathing, shopping, housework, managing medications, etc. Employed individuals are ineligible.
- ☆ EHP transportation services are targeted to low income seniors and/or disabled adults without support from family or friends. Individuals already receiving similar services from other agencies are ineligible.
- ☆ Referrals for seniors age 85+, living alone or with another frail senior, recently discharged from the hospital, and/or referred by Adult Protective Services (APS) receive priority.

WHAT EHP TRANSPORTATION SERVICES ARE AVAILABLE?

Bus Tickets (Fixed Route and Dial-A-Ride): *This service provides free bus tickets for any transportation need such as medical appointments, shopping, errands, visiting family, etc.*

- Fixed Route is a bus that travels along the same route at regular times each day and has regular bus stops along that route. Fixed Route is for individuals who can walk or roll to a bus stop and board/exit a bus with or without a mobility device. 
- Dial-A-Ride is a wheelchair accessible van or bus that provides transportation to a specific location. Dial-A-Ride will pick up/drop off an individual in front of their home (i.e. curb to curb). Advance reservations are required. 
- EHP bus tickets are targeted towards low-income seniors and/or disabled adults for whom paying the cost of tickets is a financial burden.
- Tickets will be assigned and given directly to the senior and/or disabled adult for tracking purposes (i.e. not handed out to social service agencies for bulk distribution).
- Please contact the Ventura County Transportation Commission (VCTC) at 1-800-438-1112 or www.goventura.org for info regarding bus service and/or for personalized trip planning.

Medi-Ride Transportation: *This service provides free rides to medical appointments only for individuals unable to take the bus.*

- Referrals must document why the individual is unable to use public transportation due to their disability (for example someone requiring door-through-door gurney transport). 
- Transportation can be provided outside city limits (for example, a client in Ventura needing to get to Kaiser in Woodland Hills).
- A minimum of 5 business days notice is required to process Medi-Ride Transportation requests.
- Caps on the number of rides provided may be instituted at any time.



HOW DOES EHP TRANSPORTATION WORK?

1. The social service agency will make the referral and e-mail it to: Elder.Help@ventura.org or fax it to: (805) 477-7312. E-mailed referrals are preferred.
2. The EHP Committee will determine if the senior and/or disabled adult qualifies and forward the referral on to the appropriate vendor providing the EHP transportation service.
3. VCAAA Staff will notify the referring agency that the referral has been *approved* and which vendor will provide the transportation service. Bus tickets have expiration dates and Medi-Rides are authorized for a specific date (i.e. after the medical appointment has been verified by the referring agency). Additional transportation services may be authorized on a case-by-case basis depending on the circumstance and available funding. If the referral has been *denied*, staff will notify the referring agency that the request has been denied and why.
4. It is the responsibility of the referring social service agency to notify the senior and/or disabled adult that the request has been accepted or denied. VCAAA is a pass-through agency for the EHP; clients should not be contacting VCAAA directly for status updates.
5. Due to the volume of referrals and limited resources, caps on the number of bus tickets and/or Medi-Rides allocated may be instituted at any time. The intent of EHP transportation is to help as many qualifying frail seniors and/or disabled adults as possible by offering some limited transportation assistance while the client and the referring agency look for other transportation options.