

## Family Services Initiative Transportation

### **Local Gas Assistance**

The recipient must have proof of current automobile insurance for the vehicle being utilized and a valid Florida driver's license in order to receive assistance with gas. Proof of insurance and valid Florida License must be uploaded into the Central Florida Health Data System (CFHDS) Incidental request Attached Documents Tab or documentation from agency staff on agency letterhead verifying the information is valid. To check if the license is valid go to:

<http://www.dmvflorida.org/driver-license-check.shtml>

Recipients must prepay inside the service station prior to pumping gas.

### **Bus Passes**

Bus passes are purchased in bulk by The Juvenile Welfare Board of Pinellas County (JWB). Agencies utilizing bus passes must request them from JWB and shall maintain an inventory at their agency. Bus passes must not be purchased with a p-card, generic or named. Any purchases made with a p-card will be reported to the agency supervisor for review and could result in possible suspension of p-card usage. All requests are required to be entered into CFHDS following the general rules for requesting goods/services.

Bus Passes can be provided to FSI participants for essential trips for basic needs in Pinellas County when no other resources are available. Essential trips for basic needs includes but is not limited to food, child care, education, medical and employment.

### **Method of payment in the incidental will be shown as follows:**

- For 31-Day bus passes: Enter "B" and the bus pass number that is provided on the bus pass.
  - Example: If the bus pass # is 123456, the method of payment field should be:  
B123456
- For 7-Day adult bus passes: Enter "A" and the bus pass number that is provided on the bus pass.
  - Example: If the bus pass # is 123456, the method of payment field should be:  
A123456
- For 7-Day youth bus passes: Enter "Y" and the bus pass number that is provided on the bus pass.
  - Example: If the bus pass # is 123456, the method of payment field should be:  
Y123456

Each agency with bus pass inventory must have an assigned staff member responsible for keeping track of the inventory. Inventory tracking must include the bus pass type, number, name of staff

receiving the bus pass, date bus pass was removed from inventory, and the CFHDS client ID of the family to whom the bus pass is given.

### **Taxi Service**

2-1-1 Tampa Bay Cares, Inc. (211TBC) Family Services Specialists (FSS) and Personal Enrichment through Mental Health Services (PEMHS) System Navigators (SN) may access taxi services through the JWB contracted vendor. FSS and SN's must weigh the costs between requesting taxi services and providing a bus pass before requesting taxi services, making sure that the most efficient and *cost-effective* mode of transportation is selected.

Prior to reserving the taxi service, the following guidelines should be reviewed:

- Whenever possible please plan proactively for reservations.
- If car seats (or booster seats) are needed, they must be requested at the time of the reservation.
- If the number of riders or car seats require a van for safe transportation, it must be requested at time of reservation. Vans should not be requested as a means to transport belongings.
- Response time is contracted to be within 1 hour for requests that require one car seat/booster seat or no car seats.
- Response time is contracted to be within 2 hours if the request includes more than one car seat//booster seat.
- Taxi vendor should only be asked to transport a reasonable amount of personal belongings that safely fit within the taxi. An adult must be present at all times when utilizing services, youth should never be transported without a parent/guardian or left unattended in the taxi.
- If a reservation is made and the recipient is not ready or at the pick-up address at the reserved time, the contracted vendor **will only wait 10 minutes**.

To request the taxi service, requesting staff must be on the approved taxi list maintained by JWB and shared with the vendor. Services can be requested via fax or phone. If requesting by fax, a call must be made by staff to verify the fax was received. During request for services, the FSS or SN shall request an estimate of charges and enter an incidental for approval into CFHDS within 24 business hours.

The FSS or SN must enter "Taxi" in the method of payment field. The starting address and destination address that the request was made for should be listed in the "Reason for request" field. See examples below.

Example One-way trip: Travel from 123 Happy Street, St. Pete to 456 Awesome Street, Largo.

- Recipient has been asked to leave residence by noon and needs emergency transportation to another address. Recipient will be traveling from 123 Happy Street, St. Pete to 456 Awesome Street, Largo

Example Roundtrip: Travel from 123 Happy Street, St. Pete to 456 Awesome Street, Largo and return to 123 Happy Street, St. Pete.

- Recipient's vehicle broke down. She needs to pick-up her child from daycare by 6:00 pm. She will not be able to pick-up her child on time by taking the bus. Recipient will be traveling from 123 Happy Street, St. Pete to 456 Awesome Street, Largo and returning to 123 Happy Street, St. Pete.

### **Travelers Aid**

Families in need of relocation assistance would be linked to Daystar. If Daystar is unable to assist with this need or can only assist with partial payment, the following information will be required/verified before any funding is provided.

1. Verification of permanent housing/shelter where the family plans to relocate to.
2. Specific travel plan to location.
3. If assisting with gas p-cards to relocate, eligibility verification must include valid driver's license, insurance and registration.
4. Calculation on mileage rate (if assisting with gas P-cards).
5. Please go to the AAA link below to calculate the mileage and fuel cost to ensure the correct \$ for gas is requested <http://fuelcostcalculator.aaa.com/>.
6. Explore families plan or need for food assistance while traveling.
7. All requests will be submitted to the Exceptions Committee.

7/21/17