



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: COORDINATED SPECIAL NEEDS POLICY 4.05
TRANSPORTATION SERVICES

Authority: [Chapter 47.06B RCW](#) *Coordinating Special Needs Transportation*

Reference: DSHS Administrative Policy 8.09 *Coordinated Special Needs Transportation Services*

BACKGROUND

[Chapter 47.06B RCW](#) was amended in 1999 to include:

“It is the intent of the legislature that ... public agencies sponsoring programs that require transportation services coordinate those transportation services. Through coordination of services, programs will achieve increased efficiencies and will be able to provide more rides to a greater number of persons with special needs.” ([RCW 47.06B.010](#))

DSHS Administrative Policy 8.09 was adopted on July 1, 2001 and requires all DSHS administrations to develop individual policies to ensure DSHS covered transportation services are coordinated for persons with special transportation needs.

PURPOSE

This policy describes the procedures the Division of Developmental Disabilities (DDD) will use to assure compliance with DSHS Administrative Policy 8.09, *Coordinated Special Needs Transportation Services*.

SCOPE

This policy applies to all DDD regions, offices, Residential Habilitations Centers (RHC), State Operated Living Alternatives (SOLA) and to transportation services provided to and for persons with special transportation needs as defined by [Chapter 47.06B RCW](#), whether those services are delivered by DDD staff or by a DDD contracted service provider.

DEFINITIONS

Agency Council on Coordinated Transportation (ACCT) means the formal decision making body that is charged with making regular reports to the legislature regarding compliance with [Chapter 47.06B RCW](#).

PACT (Program for Agency Coordinated Transportation) Forum means a forum for state agency representatives to discuss and resolve coordination and program policy issues that may impact transportation coordination for persons with special transportation needs. The PACT Forum serves as the formal work group for the ACCT.

Persons With Special Transportation Needs means persons who are unable to transport themselves or purchase transportation due to physical or mental disability, income status, or age.

Regular specialized transportation means using designated vehicles with special equipment to transport passengers when required or necessary to accommodate those with limited physical mobility. The service provider usually pays drivers, but on occasion, they may use volunteers as drivers.

Service Provider means an individual or an agency that:

- Contracts to provide the amount and kind of services requested by the department; and
- Provides services only to those individuals determined eligible by the department; or
- Provides services authorized by the department on a fee-for-service or per-unit basis.

Special Needs Coordinated Transportation means transportation for persons with special transportation needs (and their personal attendants), which is developed through a collaborative community process involving transportation providers, human service programs and agencies, consumers, social, educational, and health service providers, employer and business representatives, employees and employee representatives and other affected parties ([RCW 47.06B.012](#)).

Volunteer Transportation means volunteers using their own private cars who are reimbursed for expenses incurred while providing volunteer transportation. They may be used along with or as an alternative to regular specialized transportation.

POLICY

- A. DDD will work cooperatively with other divisions and administrations to coordinate transportation services so that all eligible DDD clients have access to covered services.
- B. DDD will promote and support transportation services that are safe, efficient, cost effective, and appropriate to the needs of all eligible DDD clients.

PROCEDURES

- A. Each region, office, RHC, and SOLA must make available information on special needs coordinated transportation to persons with special transportation needs when they access covered DDD programs.
- B. Lead responsibility is with the DDD Quality Programs and Services (QPS) Chief.
- C. The QPS Chief or his/her designee will:
1. Facilitate communication with all DDD organizational units regarding DSHS Administrative Policy 8.09, *Coordinated Special Needs Transportation Services*, and provide assistance to ensure compliance;
 2. Develop written procedures specifying how persons with special transportation needs are going to be provided with information on special needs coordinated transportation;
 3. Assign a representative to participate in the PACT Forum and related PACT/ACCT work groups; and
 4. Develop written protocols incorporating current client transportation grievance procedures.
- D. Regional offices, RHCs, and SOLAs will:
1. Follow QPS recommendations. If disputes occur, regional administrators or the QPS Chief will facilitate solutions or refer to the Division Director for a final decision.
 2. Evaluate, as appropriate, the potential effects on persons with special transportation needs when siting new facilities for programs that directly provide services for persons with special transportation needs.
 3. Consider, as appropriate, contractual incentives to help ensure transportation services are coordinated to the extent practical when contracting for services that will be available for persons with special transportation needs.
 4. Develop, as appropriate, tracking mechanisms to document and report all identified costs of providing transportation for persons with special transportation needs, according to parameters defined by the Office of Financial Management (OFM); and

5. Assess, as appropriate, the potential effects on persons with special transportation needs when making programmatic, policy, or service changes that may affect the ability of persons with special transportation needs to access DDD services. Transportation providers, service agencies, and stakeholders must be included in assessing these potential effects.

E. Reporting Requirements:

ADSA must submit written reports to the DSHS Deputy Secretary upon request. The QPS Chief is responsible for coordinating all input from DDD with the ADSA Coordinated Transportation Lead staff. All requested reports, at a minimum, must include the following content headings with applicable information:

1. Status of Compliance to Administrative Policy No. 8.09;
2. Identified Barriers to Policy No. 8.09;
3. Action Plan to Remove Barriers to Policy No. 8.09; and
4. Comments.

EXCEPTIONS

Any exceptions to this policy must have the prior written approval of the Division Director.

SUPERSESSSION

DDD Policy 4.05
Issued November 30, 2004

DDD Policy 4.05
Issued October 16, 2001

Approved: /s/ Linda Rolfe
Director, Division of Developmental Disabilities

Date: February 1, 2008