

**ALAMO AREA COUNCIL OF GOVERNMENTS
BEXAR AREA AGENCY ON AGING**

CONTRACTOR AGREEMENT

City of San Antonio, Department of Human Services, hereinafter referred to as Contractor, in coordination with the Alamo Area Council of Governments (AACOG)/ Bexar Area Agency on Aging (BAAA), hereby agrees to provide transportation services in accordance with the specifications of the New Freedom grant and any licensure requirements and Texas Administrative Code Standards for: Coordinating Taxi Service for people age 60 years and older. The Contractor also agrees to comply with BAAA Direct Purchase of Services program guidelines and State Scope of Services.

The BAAA Direct Purchase of Services program is designed to promote the development of a comprehensive and coordinated service delivery system to meet the needs (within budgetary constraints) of the elderly (age 60 and older). The Contractor will enhance inter-agency communication and coordination to prevent duplication of service. The BAAA service region consists of Bexar County.

The Contractor agrees to provide any or all of the services described below to clients as authorized by the BAAA staff. The Contractor also agrees to accept reimbursement based upon the defined unit rate as agreed upon with the BAAA staff.

- A. Demand/Response Transportation-This service offers needed transportation to qualified senior adults aged 60 and over. This funding is derived from the Federal Transit Authority (FTA) New Freedom grant that specifies funding will be used by the Supportive Services for the Elderly Program (SSEP), Department of Human Services, City of San Antonio, for the purchase of taxi vouchers for health care and health care related appointments for elderly persons with disabilities that limit their transportation options.
- B. The unit of service is a one-way ride provided through the use of taxi vouchers. The destination must be within Bexar County.
- C. Transportation providers must be able to meet the following service requirements:
 - 1. Provide demand-responsive services to seniors aged 60 and over in the Bexar County area for health care and health care related appointments for elderly persons with disabilities that limit their transportation options.
 - 2. Complete intake information as provided by AACOG.
 - 3. Provide taxi vouchers to targeted individuals for the purpose of enhancing transportation options for health care and health care related appointments for elderly persons with disabilities that limit their transportation options.

4. Have the client sign for each unit of service.
5. Submit monthly reports identifying persons who received transportation in accordance with BAAA standards.

Project Description

The purpose of the Taxi Program is to provide transportation to seniors for whom transportation is not available through the existing transportation program operated by the Supportive Services for the Elderly Project, Department of Human Services, City of San Antonio. The funding will provide one-way trips and round trips for health care and health care related appointments for elderly persons with disabilities that limit their transportation options.

Through this grant, the Contractor has the option to expand the service hours for transportation, allowing program participants, through the use of vouchers, the flexibility of making an outbound or return trip outside the normal operating hours of the Supportive Services for the Elderly Project. Vouchers may be used in conjunction with other transportation services provided by SSEP.

The program is planned to work as follows:

Process

1. Seniors aged 60 and over will contact the Contractor. The agency representative will obtain all required information from the senior, including time and location of pickup, to complete the intake form and authorize the trip. Participant waiting time should be no longer than 20 minutes beyond the scheduled reservation.
2. The Taxi will pick up and transport the senior to an agreed upon destination within Bexar County. The senior will sign a receipt or form verifying that (s)he received the service as indicated. The senior's signature and driver's signature should be secured at the time of drop-off. Copies should be returned to the Contractor, who in turn will return them to AACOG with the invoice.
3. At the end of each month, the Contractor will send a report to the address below. No later than the fourth business day of the following month, the provider will send an invoice and either original signed receipts or copies of the signed vouchers to BAAA at the following address:

AACOG
Bexar AAA Aging Contract Manager
8700 Tesoro Drive, Suite 700
San Antonio, TX 78217

No Show Policy and Fee

If a senior fails to appear for a requested trip without prior notification to the Contractor that the service is no longer required, AACOG shall incur a no-show fee at the rate of one unit. An invoice containing a no-show fee will require the senior's name, time and location of pick-up in order to be reimbursed. Only one-way trips may be reimbursed for no-shows. Only two no-shows will be reimbursed per individual annually. The Contractor has the responsibility to report no-shows and to deny authorization to individuals who have been a no-show two times.

AACOG/BAAA Scope of Services

Purpose: The purpose of the Taxi Program is to provide transportation to seniors for whom transportation is not available through the existing transportation program operated by the Supportive Services for the Elderly Project of the Department of Human Services of the City of San Antonio under Title IIIB of the Older Americans Act.

Task 1: The Contractor will identify seniors eligible for the services. Bexar Area Agency on Aging and other transportation subcontractors of BAAA also may assist in identifying eligible seniors.

Task 2: The Contractor will complete intake of the eligible senior, authorize the service, schedule the reservation, and document receipt of each unit of service by the eligible senior.

Task 3: BAAA will reconcile all invoices within thirty (30) days of receipt.

Task 4: BAAA will compile information on the delivery of services and submit results to the Federal Transportation Administration in compliance with grant requirements.

Maximum funding available between October 1, 2013 and September 30, 2014: \$135,000

Maximum unit rate is \$34.40 for actual units provided

TERMS OF AGREEMENT

- I. The CONTRACTOR agrees to:
 - a. Provide services in accordance with current or revised policies and standards and in accordance with any State/Federal licensure requirements.
 - b. Submit a monthly report and submit request for payment with appropriate documentation as required by BAAA on or before the fourth working day of each month.
 - c. Notify BAAA immediately if, for any reason, the Contractor becomes unable to provide the services described herein.
 - d. Provide regular and ongoing feedback on participants in relation to the services provided.
 - e. Assure the confidentiality of records and other information relating to the client in accordance with applicable Federal and State laws, rules and regulations. This provision shall not be construed as limiting BAAA the right of access to documentation for the purposes of accountability monitoring.
 - f. Keep financial and supporting documents, statistical records and any other records pertinent to the services for which request for payment submitted to the BAAA for a minimum of five years after termination of agreement.
 - g. Make available at reasonable times and periods those client records, books and supporting documents pertaining to services provided for the purposes of inspection, monitoring, auditing or evaluations by BAAA staff, AACOG contract monitors, the Comptroller General of the United States and the Federal Transit Administration, through any authorized representative.
 - h. Accept reimbursement based upon the unit rate as defined and agreed upon by the BAAA staff for each individual service.
 - i. Acknowledge that this agreement does not guarantee the total level of reimbursement other than for individual units authorized.
 - j. Provide services as an independent provider, not an agent of BAAA or AACOG. Thus, the Contractor indemnifies, saves and holds harmless the Alamo Area Council of Governments/Bexar Area Agency on Aging against expense or liability of any kind arising out of service delivery performed by the Contractor. The Contractor will immediately notify BAAA if the Contractor becomes involved in or is threatened with litigation related to BAAA clients.
 - k. Not solicit nor accept gifts or favors of monetary value by or on behalf of clients as a gift, reward or payment. Any contributions to defray the cost of service delivery given by or on behalf of a client whose services are supported by these funds are to be turned over to BAAA.

- II. Through the Direct Purchase of Service program, the Alamo Area Council of Governments agrees to:
- a. Review client intake/assessment forms and request for service authorization, and determine client eligibility based on targeting criteria and program guidelines. Service authorization is based on client need and availability of funds.
 - b. Notify the Contractor in writing of a client's eligibility and authorization to receive, suspend, change or end service(s).
 - c. Provide regular and ongoing feedback on participants in relation to the service provided.
 - d. Provide timely technical assistance to the Contractor as requested and as available.
 - e. Conduct on-site visits to ensure quality services are being provided and to assure accountability.
 - f. Reimburse the Contractor at the agreed unit rate not for actual units provided. The actual number of units provided cannot exceed the total monetary reimbursement of \$135,000 during FY 2014.
 - g. Reimburse the Contractor within 30 days of receipt of proper request form, contingent upon the BAAA receipt of funds authorized for this purpose from the Federal Transportation Administration.
 - h. Reserve the right to cancel the contract with any Contractor by giving (10) day's written notice to the Contractor.

For the faithful performance of the terms in this agreement, the parties affix their signature and bind themselves.

Authorized Contractor Signature

Dean Danos, Executive Director
Alamo Area Council of Governments

Typed or Printed Name

Effective Date of Agreement

Typed or Printed Agency Name