



Striving to Educate Arizona Communities Against Poverty

## SEACAP TRANSPORTATION PROGRAM

### SERVICE DELIVERY PLAN

#### A. QUALIFICATIONS AND EXPERIENCE

SouthEastern Arizona Community Action Program, Inc. (SEACAP), has been providing transportation and other services to the seniors and physically disabled, in the Graham/Greenlee County area, since 1979. CCS-SEAZ currently provides transportation through various Federal, and County funding sources in Graham County.

From the Transportation Office located in Safford, SEACAP provides multiple services to varied clients and rider groups: (19.1.1)

SEACAP provides services for seniors and disabled clients, who reside in Graham & Greenlee County 5 days a week. (19.2.2) Clients from Greenlee County come to Safford for grocery shopping, nutrition services and doctor appointments. (19.2.1) SEACAP will accommodate deviations, when scheduled in advance, and as long as they can be made in a safe and efficient manner that does not severely affect the schedule. (19.2.4 - 19.3.9#1)

In Safford, SEACAP operates *SEACAP Transportation*, with service open to the senior & disabled; it operates on a demand response routes that include Mt. Graham Regional Medical Center. Service operates Monday through Friday, 5 days a week between the hours of 8a.m. and 5p.m.

Under the Family Caregiver Support Program, the service is provided as a supplemental service. On a limited basis, to complement the care provided by the caregiver. (19.2.3)

Services may include the transport of groups to activities such as recreational, educational, or community events. (19.2.5)

SEACAP provides service to individuals and caregivers who meet the eligibility requirements described in Chapter 3100 and 3600 if the DAAS Policy and Procedure Manual, as may be amended. (19.2.6)

***SEACAP Transportation*** service covers the Graham & Greenlee area service, but requires a 24-hour advance notice. SEACAP offers expanded services to both seniors and disabled persons using the 5310 transit programs. This includes deviations necessary to deliver seniors and disabled riders to their destinations, as long as the deviations are scheduled in advance with the dispatcher and can be made in a safe and efficient manner that does not severely affect the schedule. Eligible riders are subsidized by 2 funding sources; SEAGO AAA funds for elderly riders and 5310 funds for elderly riders not covered by SEAGO funding and all qualified, disabled riders.

## **PERSONNEL**

Driver selection begins when positions become available; drivers are selected from the community they will be working in. Applicant screening is done to eliminate unacceptable candidates. Selected applicants are required to pass a pre-employment drug screen. Be at least 18 years of age. Have a valid Arizona Operators License and/or a CDL if vehicle to be used in the delivery of service accommodates 15 passengers or more. (19.4.2) Applicants, who have passed the drug screen, move on to an interview. At the interview, SEACAP Human Resource Personnel, and the Director of Transportation carefully review each applicant, discuss the job description and the individual requirements of the position.

All drivers must meet federal and state requirements for licensing and pass a Department of Transportation (DOT) physical. (19.3.9#2 & 19.4.5) SEACAP trains the individual in our training programs, which include Passenger Assistance Safety & Sensitivity training, and driver vehicle familiarization, CPR & First Aid training. (19.4.4 & 19.3.5 & 19.3.6) Final responsibility for hiring rests with the Manager of Transportation Services. Drivers that have been selected must complete all required SEACAP pre-employment paper work which includes; a 3 year driver's license check, in-service training, post-employer drug testing information, by evaluation in our peer training program, 24 hour on road training and back ground check via previous employers. (19.3.9#5) The vehicle driver's primary responsibility, with the Transportation Supervisor, consists of scheduling routes to assure safe, efficient vehicle operation, and maximum vehicle availability. The driver must work closely with the Transportation Program Supervisor in scheduling special events, shopping, coordinating medical appointments, and nutrition center activities.

Each day of service, the vehicle driver is required; to perform a vehicle pre-trip and post trip inspection, maintain the interior and exterior of the vehicle, and report to the transportation supervisor and/or dispatcher after each run. All vehicles will be accessible to the disabled and all drivers trained to proficiency, as appropriate to their duties. (19.3.9#3) Drivers will operate vehicles and equipment safely and properly assist and treat all clients in a respectful and courteous manner.

Drivers are required to attend quarterly meetings that highlight specific areas of concern for our passengers and organization. Specialized testing and training is required for each driver such as; Passenger Assistance Safety & Sensitivity training (PASS), TB testing, first aid and CPR training, drivers road courtesy. (19.3.6) All drivers must be able to obtain fingerprint clearance through the Arizona Department of Public Safety, all drivers & volunteers must wear I.D. card while on duty. (19.3.4 – 19.3.8#3)