

Resident Services – Transportation Assistance

Policy

In order to promote successful completion of our program, Interfaith House will provide transportation assistance to residents for appointments and other staff approved business. Residents will not be transported by the Transportation Coordinator to go to currency exchanges or to go shopping. Transportation assistance can be provided by vehicle or Chicago Transit Authority fare cards as appropriate and available. Transportation services by Interfaith House vehicle are generally available from 8:15am to 4:00pm on business days for appointments. Residents that have multiple appointments or appointments that fall outside of the boundaries require a Special Transportation Request. Any staff person transporting a resident is responsible for obeying all traffic regulations and will be responsible for any traffic tickets not related to vehicle maintenance.

General Transportation Procedure:

1. Residents that have appointments are responsible for signing the appointment sheet by 10:00pm the night before. Residents are responsible for seeing their case manager if their transportation need requires a special request.
2. Night time RCA's will create a draft transportation list for the next day.
3. The Transportation Coordinator will review the transportation list and make changes as appropriate to optimize transportation resources.
4. The Transportation Coordinator will do a transit card call at 7:30am on weekday mornings. Residents are required to show written proof of appointment to receive transit cards. Exceptions may be made at the Transportation Coordinator's discretion.
5. The first transportation departure is scheduled for 8:15am. The Transportation Coordinator will page residents on the transportation list starting at 8:00am. Subsequent transportation departures will be made as the schedule dictates.
6. Residents will be given the Interfaith House phone number so they can call when they are ready for pick-up. Residents will be informed that they will be picked up in the same location they were dropped off.
7. Residents that miss the transportation call will only be taken to their appointment as transportation resources are available. Residents will be directed to see their case manager to follow-up with rescheduling missed appointments.
8. RCA staff will keep a list at Central Desk of those that have called for a pick-up. The Transportation Coordinator will have a cellular phone by which s/he may be contacted for information regarding pick-ups and last minute special requests.
9. When the Transportation Coordinator is called for a pick-up, s/he will go to the place the resident was dropped off and look for the resident. If the resident fails to come out, the Transportation Coordinator will use his his/her best judgment on finding a safe spot near the pick-up location to wait. The Transportation Coordinator will only wait up to ten minutes.
10. As funding is available, Interfaith House will have a part-time Transportation Coordinator whose main responsibility will be to transport residents to substance abuse treatment/appointments. The part-time Transportation Coordinator may be used to transport residents to other appointments as available.
11. Whenever possible, the Transportation Coordinator that dropped off the resident should pick up that resident. Other pick-up arrangements may be made as appropriate so long as communication is occurring between the Transportation Coordinators and Resident Life Manager. At the end of his/her shift, the Transportation Coordinator will contact the

Program Staff on duty to notify him/her about residents still out at appointments that may need pick-up.

12. Staff should contact the Resident Life Manager for unexpected, same-day transportation requests. If the Resident Life Manager is unavailable, staff may contact any other Program Manager or the Program Director for Assistance. If the Transportation Coordinator has a concern about being able to meet a Program Managers' request, s/he may contact the Program Director. The Transportation Coordinator should add any approved same-day requests to the van list at Central Desk.
13. Program Staff will have access to fare cards for last minute resident appointments.
14. The Resident Life Manager is responsible for monitoring the transit card supply and distribution.

Special Transportation Assistance Procedure:

1. Residents that have an appointment requiring a special transportation request (see above) are responsible for notifying their case manager. If their case manager is unavailable they should see another program staff.
2. Staff should complete the Special Transportation Request form and submit it at least two business days in advance. The original should be submitted to the Resident Life Manager and a copy to the Transportation Coordinator.
3. If a Special Transportation Request cannot be submitted at least two business days in advance, staff may still complete and submit the request. Staff should also contact the Resident Life Manager about the request.
4. The Resident Life Manager will review the request. If resources are available, the Resident Life Manager will list the special request on a calendar located at Central Desk. If resources aren't available, the Resident Life Manager will inform the staff submitting the request.

Executive Director

Date