



**Transportation Services Standards and Performance Measures**

**Framing Statement:**

These standards are specific to the category of Transportation services. See cross-cutting standards for category wide standards and indicators. Where applicable, the population included is described only once in the indicators; the numerators and denominators follow the indicators.

Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Bench- marks	Notes
1. Accessible Sources	1.1 Percentage of RW transportation services clients who receive service within agency-designated waiting times.	Number clients who receive service within agency-designated waiting times within the measurement year.	Number of clients within the measurement year.		<ul style="list-style-type: none"> <li>▪ Agency policy on wait times</li> <li>▪ Review of consumer satisfaction surveys</li> <li>▪ Consumer panels</li> <li>▪ Staff interviews</li> <li>▪ Transportation logs</li> <li>▪ Client Track data</li> </ul>		
	1.2 Percentage of service sites within the EMA that have transportation services accessible.	Number of sites within the EMA that have transportation services accessible within the measurement year.	Number of sites within the EMA providing services to RW clients in the measurement year.		<ul style="list-style-type: none"> <li>▪ Client feedback</li> <li>▪ Client Track and CDPH quarterly reports</li> <li>▪ Annual review of transportation accessibility by CDPH or designated entity</li> </ul>		
	1.3 Percentage of transportation services that are available during the times that medical and/or supportive services are provided.	Number of transportation services that are available during the times that medical and/or supportive services are provided within	Number of transportation services that are provided within the measurement year.			<ul style="list-style-type: none"> <li>▪ Review of site service provision hours</li> <li>▪ Client feedback</li> <li>▪ Client Track and CDPH quarterly reports</li> </ul>	

AFC=AIDS Foundation of Chicago; = ADA=Americans with Disabilities Act



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		the measurement year.					
	1.4 Percentage of clients who received transportation services through RW as payer of last resort.	Number of clients who received transportation services through RW as payer of last resort within the measurement year.	Number of clients who received RW transportation services within the measurement year.		Client has applied for other available services/funding as documented in the intake forms, progress notes, databases, and/or 3rd Party Benefits Verification Software.		
	1.5 Percentage of agencies self-administering transportation funding with agency policies for eligibility, distribution, use, security of negotiable assets, liability and safety.	Number of agencies self-administering transportation funding with agency policies for eligibility, distribution, use, security of negotiable assets, liability and safety within the measurement year.	Number of agencies self-administering transportation funding.	Applicable only to agencies that administer their own transportation funding.	Review of agency transportation logs, data, or review of policies.		



Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Benchmarks	Notes
	1.6 Percentage of agencies with agency policy designed to minimize or prohibit the use of personal vehicles for RW transportation services.	Number of agencies with agency policy designed to minimize or prohibit use of personal vehicles for transportation services within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.		Review of agency policies, procedures, and staff training materials.		
	1.7 Percentage of RW transported services clients informed of agency policies designed to minimize or prohibit the use of personal vehicles for RW transportation services.	Number of agencies with agency policy designed to minimize or prohibit use of personal vehicles for transportation services within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.		Review of agency policies		
	1.8 Percentage of agencies with at least one ADA accessible transportation option available to clients at times when services are provided.	Number of agencies with at least one ADA accessible transportation option available to clients at times when services are provided within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.	Areas within the Chicago EMA where gas cards and taxis are the only available transportation services	Review of agency transportation logs, data, and policies.		



Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Bench- marks	Notes
	1.9 Percentage of agencies where services are utilized only for allowable purposes, including use of CTA/RTA/PACE vouchers.	Number of agencies where services are utilized only for allowable purposes, including use of CTA/RTA/PACE vouchers, within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.		Utilization of transportation must be: entered into Client Track or other database; documented in the service plan; and reviewed every six months.		
	1.10 Percentage of agencies that maintain supply of transportation resources sufficient to meet assessed client need (e.g. CTA cards).	Number of agencies that maintain supply of needed transportation resources within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.	Agencies not providing services that require physical supplies of vouchers, passes, etc.	<ul style="list-style-type: none"> <li>Consumer panel</li> <li>Coordinating Agency records (currently AFC)</li> <li>Agency inventory records</li> </ul>		
2. Secure Environment	2.1 Percentage of agencies that assure that contracted transportation service providers address issues of client safety, including but not limited to: <ul style="list-style-type: none"> <li>Condition of vehicles</li> <li>Qualifications of drivers</li> <li>Seat belts and safety equipment</li> <li>Emergency procedures</li> </ul>	Number of agencies that assure that contracted transportation service providers address issues of client safety within the measurement year.	Number of agencies providing RW funded transportation services that utilize contracted transportation service providers within the measurement year.	Agencies providing transportation services that do not use contracted service providers.	Review of contracts with transportation service providers		



Standard	Indicator	Numerator	Denominator	Exclusions	Evidence May Include	Bench- marks	Notes
	2.2 Percentage of agencies that document confidentiality in transportation services.	Number of agencies that document confidentiality in transportation services within the measurement year.	Number of agencies providing RW funded transportation services within the measurement year.		<ul style="list-style-type: none"> <li>▪ Monitoring of confidentiality complaint logs and follow-up.</li> <li>▪ Documentation of client education on confidentiality (e.g. patients trained to deflect or ignore inappropriate questions)</li> <li>▪ Training of case managers</li> </ul>		
3. Client Service Complaints	3.1 Percentage of RW transportation grievances handled in a timely way consistent with standard operating procedures and resolved within 180 days of initial complaint.	Number of RW transportation grievances that are resolved within 180 days of the initial complaint within the measurement year.	Number of RW transportation services grievances filed during the measurement year.		2.2 Review of grievance logs and resolutions		