

# Trans-AID Eligibility Application For Persons with Cognitive Impairments

Trans-AID, a paratransit system operating in accordance with the Americans with Disabilities Act (ADA) of 1990, is designed to serve individuals whose disabling condition or functional limitation prevents them from using regular fixed route WSTA bus services.

## **Who Is Eligible?**

Under the ADA regulations, individuals who qualify for paratransit services (known as Trans-AID) qualify for at least one of the following three categories:

1. The individual is unable, as a result of mental, visual or physical impairment as defined in the ADA to get on, ride, or get off an accessible vehicle of the WSTA fixed route bus system;
2. The individual can use or learn to use an accessible public transportation, **BUT** such a vehicle is not available on the route when the person wants to travel;
3. The individual has a specific impairment-related condition (including limitations of vision, hearing or disorientation), which prevents travel to or from the Downtown Transportation Center or stop of the WSTA fixed route bus system.

If at least one of the above items that applies to you, identify that item by filling in the corresponding number(s) \_\_\_\_\_. (**Example - If you have a mental or physical impairment and cannot access WSTA fixed route system, you would fill in the #1).**

## **Eligibility: What You Should Know About This Program:**

- Individuals who can access regular fixed route bus services may not be eligible for Trans-AID service.
- Trans-AID service operates where the WSTA fixed route service operates, and during the same days and hours.
- If the applicant is determined to be eligible for this program, one of three designations may be made: Unconditional, Conditional, or Temporary. Unconditional eligibility indicates that the applicant can use Trans-AID services for all trips with the service area. Conditional eligibility indicates that some trips are eligible and some not, based on functional ability to use the WSTA bus system, given the specific environment and demands of each trip. Temporary eligibility indicates that your condition is not permanent and you have an expected duration of your disability.

## **How to Apply**

To apply for the ADA Paratransit services (Trans-AID), you must complete an ADA Paratransit Certification application, which can be obtained from the Winston-Salem Transit Authority (336.727.2000) or [www.wstransit.com](http://www.wstransit.com) and clicking Paratransit. You must complete both parts of the application in its entirety in order for your application to be considered. Please complete part A of this application. Then provide both parts A & B to a medical, certified or licensed professional who is familiar with your qualifying condition.

## **Application Process**

Once your application is completed, contact WSTA's ADA Department at 336.727.2000 to request a site assessment of your/the client's residence. Our Safety Department will come to the residence or point of origin to access the exterior to ensure our vans can provide transportation to the location safely. Once we have received the completed environmental evaluation from the Safety Department, a representative from WSTA's ADA Department will call to schedule an in-person interview and functional assessment to determine your eligibility.

On the date of your scheduled interview, please bring your completed application (both parts A & B). ***Do not mail, fax, or email your application.*** Your eligibility will be based on the following factors:

- Information provided by applicant in part A of the application
- Information provided in Part B by professionals (i.e., physician or therapist) familiar with your qualifying conditions
- In-person assessment of your abilities. All in-person interviews and assessments are held at the Clark Campbell Transportation Center
  - If requested, WSTA will provide transportation at no charge to and from the appointment for eligibility determinations.

Once WSTA staff has reviewed the completed application, and conducted the in-person interview and assessment, the ADA Compliance office has 21 calendar days to determine the eligibility for the transportation services. If WSTA has not made a determination of eligibility within 21 calendar days, you will be treated as eligible and may receive Trans-AID services until WSTA makes a determination.

If you are denied Trans-AID eligibility or are granted conditional or temporary eligibility, you will receive a letter regarding the decision and a copy of the Trans-AID Appeal Process. You have the right to appeal the eligibility determination.

WSTA will continue to accept re-certification applications for passengers eligible for ADA transportation. Re-certifications are for existing passenger's eligible for Trans-AID under the ADA program. In order to continue utilizing the Trans-AID service, you are required to renew your certification every three (3) years. However, if you have been diagnosed with a permanent disability (i.e., total loss of vision, multiple sclerosis, and autism), re-certifications will take place every five (5) years; no professional verification is needed from a professional.

This application is available in alternative formats. If you would like additional assistance, please call (336) 727-2000. The information in this application will be used only to determine your eligibility for Trans-AID services, and will be kept confidential.

## Trans-AID Eligibility Application Part A

Please complete the following information:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Birth date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Please list closest intersection to home: \_\_\_\_\_

Please provide directions to your home from the Transportation Center at 100 W 5<sup>th</sup> Street:

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Home telephone number: \_\_\_\_\_

Work/Other daytime telephone number: \_\_\_\_\_

If hearing impaired, TTY number: \_\_\_\_\_

If the applicant was assisted by someone else to complete this form, please list contact information below:

Name: _____	Daytime phone: _____
Address: _____	
Relationship to applicant: _____	
Signature: _____	

Applicant's emergency contact (if different from person assisting with application):

Name: \_\_\_\_\_ Daytime phone: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

Have you used the WSTA fixed route bus system? \_\_\_\_\_ No \_\_\_\_\_ Yes

If yes, which routes? \_\_\_\_\_

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Are you currently using fixed-route transportation? \_\_\_\_\_ No \_\_\_\_\_ Yes

What is the closest bus stop to your home? \_\_\_\_\_

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If you do not know, check N/A. \_\_\_\_\_

Can you get to the bus stop by yourself? \_\_\_\_\_ No \_\_\_\_\_ Yes

If no, what limits you from getting there? \_\_\_\_\_

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If you do not know, check N/A. \_\_\_\_\_

Language Ability (Please check all that apply) \_\_\_\_\_ English \_\_\_\_\_ Spanish  
\_\_\_\_\_ Other (specify) \_\_\_\_\_

Please describe the disability or health condition that prevents you from using fixed route buses. (Please list all disabilities and/ or health conditions that apply)

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Have you ever had a seizure?

Yes

No

If yes, what type? \_\_\_\_\_

Are you taking medication to control the seizure?

Yes

No

What is the expected duration of this individual's condition?

- Temporary: Approximate expected duration until \_\_\_\_/\_\_\_\_/\_\_\_\_
- Long-term: Potential for improvement or periods of remission
- Permanent: No expectation of functional improvement

Which of the following mobility aids do you use? (Please check all that apply)

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Cane                    | <input type="checkbox"/> Manual wheelchair    | <input type="checkbox"/> Service animal       |
| <input type="checkbox"/> White cane              | <input type="checkbox"/> Powered wheelchair   | <input type="checkbox"/> Picture board        |
| <input type="checkbox"/> Walker                  | <input type="checkbox"/> Powered scooter/cart | <input type="checkbox"/> Alphabet board       |
| <input type="checkbox"/> Crutches                | <input type="checkbox"/> Boarding chair       | <input type="checkbox"/> Portable oxygen      |
| <input type="checkbox"/> Prosthesis              | <input type="checkbox"/> Transfer board       | <input type="checkbox"/> <b>None of these</b> |
| <input type="checkbox"/> Other (describe): _____ |   |   |

Please check any of the following environmental or individual factors which are applicable to your situation:

1. Environment:

If I use the Regular (Fixed Route), I must have:

- a bench       a shelter       nothing additional

When crossing a street, I need:

- curb cuts     tactile curb warnings     audible signals  
 accessible median strip     no more than (#\_\_\_\_) lanes of traffic

I cannot make my way across ground which is:

- paved or sidewalk     grassy     gravel     hilly

My ability to access transportation is affected by weather which is:

- warm (above \_\_\_\_ degrees)     cold (below \_\_\_\_ degrees)  
 rainy     icy     windy

My ability to access transportation is dependent on the time of day. I cannot see in:

- full daylight     partial daylight     darkness /semi-darkness

My ability to access stairs is as follows. I can manage:

- only one or two steps     only with a handrail     no steps

2. Individual

How far can you walk **by yourself** or with the assistance of a mobility aid?

- I can get from the curb in front of the house/ apartment
- I can travel up to 3 blocks (1/4 mile)
- I can travel up to 6 blocks (1/2 mile)
- I can travel up to 9 blocks (3/4 mile)
- I can't travel outside my house/ apartment

Are you able to get to and from the bus stop **by yourself**?

- Yes
- No

If No, check reasons that apply:

- I cannot travel outside of my house or apartment
- I can only get to the curb in front of my house or apartment
- I can if someone is with me to assist me
- I cannot get to places where there are no curb cuts
- I cannot cross busy streets or intersections
- I cannot travel outside when it is too hot
- I cannot find my way at night due to a vision problem

I can wait at a bus stop

- No more than (# ) minutes
- at least one hour

The bus stop which I can access

- must be stops for which I have received formal travel training
- must be only in areas familiar to me

I travel:  alone  both alone and with a companion

- only with an attendant or companion (this does NOT affect eligibility)

If you travel with someone who assists you, does this person assist you in:

- Getting to or from bus stops
- Getting on or off the bus
- To help me where I am going
- Other (describe): \_\_\_\_\_

I can cross a street with  2-3 lanes  4-6 lanes  I cannot cross

List your 5-6 most frequent destinations and how you currently get there:

Destination	Frequency of travel	How you get there now:

List places you would like to go but cannot currently access:

Destination	Frequency desired	Barriers to your access

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I have received and read the Trans-AID Eligibility Application for persons with disabilities. I have read and understand who is eligible, how to apply for Trans-AID, and the process of qualifying for services after I turn in the completed application. I understand that it is my responsibility, or an appointed representative, to read the guidelines and requirements of the Trans-AID eligibility process.

I understand the purpose of the application is to determine if I am eligible for the Trans-AID service. I certify the information I gave in the application is true and correct, and the application will be returned to me if not completed in its entirety; which delays the process. I recognize that falsification or misrepresentation of facts or changes in my medical condition may result in changes to my certification status. I further realize that additional information from my healthcare professional related to the disability or medical condition is required; and may be used to help determine my eligibility.

I understand that Part A must be completed in order for the application to be considered eligible. It is further acknowledged that the determination of my eligibility is based on the completed application.

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Applicant Signature

Date

***(Applicants must be 18 years of age to sign independently. Otherwise, the signature of a parent or guardian is required)***

**Part B of this application must be filled out by a health care or human services professional who is familiar with the applicant's disabling condition and/or functional limitation.**

**Your signature on the application authorizes this professional to provide information to the Trans-AID regarding your eligibility for ADA services and any needed clarification of functional limitations due to your disabling condition.**

**In the space provided below, CLEARLY PRINT the name of the professional who will be verifying your application, and specify his/her position.**

Name of professional: \_\_\_\_\_

Professional affiliation (check the appropriate designation):

- |   |  |
|---|--|
| <input type="checkbox"/> Licensed physician                 | <input type="checkbox"/> Licensed physical therapist     |
| <input type="checkbox"/> Licensed occupational therapist    | <input type="checkbox"/> Licensed social worker          |
| <input type="checkbox"/> Nurse (LPN or RN)                  | <input type="checkbox"/> Certified psychologist          |
| <input type="checkbox"/> Certified rehabilitation counselor | <input type="checkbox"/> Speech pathologist              |
| <input type="checkbox"/> Vision specialist                  | <input type="checkbox"/> Orientation/Mobility specialist |
| <input type="checkbox"/> Audiologist/Hearing specialist     | <input type="checkbox"/> MR/DD qualified specialist      |



# Release of Information

Because I receive services from the following rehabilitation facility or health care professional or agency which is familiar with my disability, you have my permission to discuss or provide healthcare information to the ADA Coordinator of the Winston-Salem Transit Authority, should they need to contact you for the purpose of completing this certification procedure.

(Please use a separate form for each agency)

Name: \_\_\_\_\_

Address:

\_\_\_\_\_  
\_\_\_\_\_

Staff person familiar with the case: \_\_\_\_\_

I understand that this information will be held by WSTA in the strictest confidence and will not be shared with any other person or agency, unless it is needed for an Appeal Hearing with the Trans-Aid Appeal Committee.

Signature of Applicant: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_

## Trans-AID Eligibility Application – Part B Professional ADA Verification

You are being asked by the applicant named in Part A of this application to provide information regarding his/her ability to use the public transportation services of the Winston-Salem Transit Authority. WSTA provides ADA paratransit services through Trans-AID to ADA eligible persons with disabilities who cannot use regular services. The information you provide will allow us to evaluate the request and determine the individual's specific needs. Thank you for your cooperation in this matter.

PLEASE NOTE: WSTA fixed route transit services available within the city are currently accessible to persons with disabilities who need lift-equipped vehicles, vehicles which kneel to the curb, and/or announcement of bus stops. The individual applying for Trans-AID service **MUST BE UNABLE TO ACCESS THESE SERVICES** due to:

- ~ Conditions which prevent them from getting to or from a WSTA fixed bus stop, or transferring between vehicles **and/or**
- ~ Conditions which prevent them from being able to independently get on, ride, or get off a lift-equipped vehicle.

Individuals for whom performing these tasks is inconvenient or uncomfortable are **NOT ELIGIBLE** for services, and you are asked to verify this information.

Eligibility for Trans-AID is determined on a trip by trip basis. It is **extremely important** that you provide specific information about the individual's **functional** limitations, so these determinations can be made. For example, an individual who can easily and safely get to the bus stop nearest their home may not be able to get to a bus stop at their desired destination and thus would be eligible for transportation based on the destination.

Please follow these steps to verify this application:

1. Read Part A of the application in its entirety.
2. Fill out Part B of the application completely, using the criteria provided.
3. Return the completed application to the applicant within 7 days of receipt. The applicant is responsible for returning the application to WSTA.
4. Be aware that you may be contacted for further information if questions remain about the applicant's abilities.
5. If you have any questions, contact WSTA at (336) 727-2000. If you use a TTY, call 1-800-735-8262 and ask to be connected to (336) 727-2000

## Part B – Professional Verification, continued

Name of Client: \_\_\_\_\_

I have read Part A in its entirety: \_\_\_\_\_ Yes \_\_\_\_\_ No

I agree with the information provided in Part A: \_\_\_\_\_ Yes \_\_\_\_\_ No

1. In what capacity do you know the applicant?

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2. How long have you known or worked with the applicant?

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3. When did you last see or treat the applicant?

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4. Comments about the applicant's stated disability and level of cognitive ability.  
Multiple disabilities should be noted:

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5. Does the applicant have any specific behavioral problems?

\_\_ Yes      \_\_ No

If **YES**, please describe.

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6. Does the applicant travel alone at times? If so, where do they travel?

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**Part B – Professional Verification, continued**

7. What abilities does the applicant have to follow directions to make a trip?

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8. What abilities does the applicant have to understand time and follow a schedule to get places on time?

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9. What abilities does the applicant have to know when he/she is lost?

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10. What abilities does the applicant have to get help if he/she is lost?

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11. What abilities does the applicant have to recognize and avoid dangers in the community if he/she were to be traveling on their own?

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12. What ability does the applicant have to cross a street safely?

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13. Comments about the applicant's stated ability to travel alone:

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## Part B – Professional Verification, continued

Please discuss the skills related to functional abilities for the applicant to travel:

14. Orientation to person, place, and time

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15. Judgment and safety skills related to traveling alone

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16. Problem solving and insight skills

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17. Short and long-term memory

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18. Concentration (focus attention)

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19. Ability to seek and act on directions

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20. Ability to process information

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21. Ability to communicate needs

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22. Consistency

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23. Behavioral skills

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## Part B – Professional Verification, continued

What are related physical skills that may affect travel? For example: walking stability (gait, balance), physical stamina (endurance), or seizures.

24. Comments about the applicant's related physical skills:

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25. Comments about the applicant's typical activities and current travel destinations, previous travel training (if any), and potential to benefit from training:

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What is the expected duration of this individual's condition?

- Temporary: Approximate expected duration until \_\_\_\_/\_\_\_\_/\_\_\_\_
- Long-term: Potential for improvement or periods of remission
- Permanent: No expectation of functional improvement

Please choose the statement below which best represents your opinion regarding this individual's use of fixed route bus services:

- This individual should be able to access fixed route bus services successfully
- This individual can use fixed route bus services under certain situations as stated above
- This individual cannot use fixed route bus services due to one or multiple functional limitations

**Thank you for your assistance!!**

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone # \_\_\_\_\_

Organization / Practice: \_\_\_\_\_