

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Administrative

POLICY NO: 04-009

SUBJECT: Transportation Coordination Fee

EFFECTIVE DATE: April 1988

Policy:

It is the policy of Cottonwood, Inc. to charge monthly fees for transportation coordination services provided to consumers residing within city limits unless their specific funding covers that service. The monthly fee covers only a portion of the actual cost that Cottonwood, Inc. incurs to provide inclusionary services such as grocery shopping, work, excursions and community activities. The base rate is a monthly fee regardless of usage and the amount has allowed for consumer vacation time, sick leave and holidays. Due to the fact that consumer incomes may vary, a fee variance may be considered if requested in writing to the Finance Manager.

Procedures:

1. By the 15th working day of each month, the Finance Department will bill a flat rate to each person who received comprehensive coordination transportation services for the previous month.
2. Each consumer will be responsible for returning payment by the end of the month.
3. If payment is not received by the due date or if partial payment is received, then any outstanding balance will be added to the current month's statement. If payment is not received for 2 consecutive months transportation coordination services may be discontinued until the balance is paid in full.
4. If a consumer is absent from the program for a period of time exceeding 30 days, then the Support Service Coordinator should notify the Finance Manager to allow for a deduction from the established rate.
5. If an individual has a change in his/her Cottonwood, Inc. work schedule due to the hiring or termination in a community job, the Employment Consultant will discuss this with the appropriate Support Service Coordinator and will inform the Finance Manager as well.
6. If the transportation coordination fee becomes a hardship, the Support Service Coordinator shall submit a written request for a fee variance. The Finance Manager shall make a determination and bill the individual appropriately. The grievance procedure (#05-015) may be implemented in the event the determination is felt to be unsatisfactory.
7. Former consumers with a history of non-payment who wish to re-access services may be asked to pay transportation coordination costs in advance, or may be referred to public transportation.