THURSTON - MASON COUNTY DEVELOPMENTAL DISABILITIES GUIDELINE:
Client Transportation and Travel Time Reimbursement

Each agency is encouraged to use these guidelines as they develop or review their company policies related to transportation and travel. The following Client Transportation and Travel Time Reimbursement guidelines have been developed to promote cost-effective delivery of employment services and encourage client participation in the efficient use of their available service hours.

1. Guideline for Client Transportation
Transportation of clients is not a component of employment services under the Thurston-Mason County Professional Service Agreement with agencies. Clients are expected to travel independently or arrange for transportation to and from appointments. Reliable transportation should be secured as part of the intake and job placement processes. Travel to and from the workplace is the responsibility of the client.

   Allowable Client Transportation
Transportation of clients may be provided and reimbursed when it makes sense to share transportation as part of providing job preparation and job development activities. Client transportation associated with these pre-employment activities is allowable after meeting at an agreed upon meeting place such as the agency’s offices.

2. Guideline for Travel Time Reimbursement
Travel time incurred in the delivery of an authorized employment service is reimbursable under the Thurston-Mason County Professional Services Agreement. To prioritize direct service work, agency staff is expected to plan their day to minimize travel time. When there are gaps between appointments, agency staff should be encouraged to have work with them that can be done. Down-time or waiting between appointments cannot be charged as service time.

   Reimbursable Travel Time
County funded services should be provided in the client’s community or their county of residence. If an agency does not have an office located in the client’s county of residence, reimbursable travel time will begin and end at a location that has been approved by the County.

Travel time from the office to an appointment must be documented and may be billed to the client service associated with the travel. In the case of consecutive appointments, travel time to the next appointment must also be documented and may be charged to the next client’s associated service category. Appointments should be scheduled to minimize the impact of travel cost on client service allocations. Agencies are encouraged to keep clients informed of travel costs and their impact on the availability of services.

3. Guideline Exceptions
If there is cause to deviate from the guidelines listed above or a need to request an exception, please work the County and the Case Resource Manager.

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