



# Mobility Management of Brown County

*“Creating Independence”*

## Voucher Program Policy & Procedures

October 1, 2018

Located at:  
Green Bay Metro  
901 University Ave.  
Green Bay, WI 54301

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## Introduction

Mobility Management of Brown County (MM) contributes to the long-range planning goals of the county and our extensive network of partners, to move older adults and individuals with disabilities where they need to go at a price they can afford.

The vision of the voucher program is that Mobility Management of Brown County (MM) will be responsible for producing the vouchers, selling the vouchers, administering the system. Green Bay Metro will provide oversight with assistance from Brown County Planning Commission and both are responsible for funding. Mobility Management of Brown County (MM) will develop a group of existing private and public transportation providers in Brown County who agree to participate in the voucher program.

Vouchers will be sold at half-price to older adults and individuals with disabilities. There will be a limit to the number of vouchers an individual can purchase each month.

Vouchers can also be purchased by agencies and clinics at full-price, to distribute to their clients who may need transportation after regular business hours, such as in the case of hospital discharge. These vouchers may be sold by the purchasing agency if they choose; however, the sale price may not exceed 50% of the voucher value. There is no limit to the numbers of vouchers agencies may purchase.

Half-price vouchers sold to older adults and individuals with disabilities require funding from alternate sources to provide a sustainable program, enabling this sector of the population to access affordable transportation. Those funds will be applied for and acquired through:

1. County, State and Federal grant dollars
2. Private contributions and local grants
3. Sale of full-price vouchers
4. Fundraising of other types

The Voucher Program was created to supplement, not replace, transportation options for older adults and individuals with disabilities. Riders should always use existing services when they are available. Vouchers should be used when those services cannot accommodate or on days or times in which they do not operate, such as late nights and weekends.

### **Program Components**

- Mobility Coordinator (MC) – Program Administrator; sales, monitoring of all program details, creation/distribution of vouchers and all MOUs/agreements with stakeholders, documentation and reporting, marketing, communications.
- Green Bay Metro (GBM) – General supervision; point of sales, all administrative work, financial accounts, provider reimbursements.
- Brown County Planning (BCP) – General supervision; 85.21 grant administration to support vouchers.
- Aging & Disability Resource Center (ADRC) – Outreach, service, referral, marketing.
- MM Focus Group – Direction and support of the voucher program with representatives from a variety of agencies, government and nonprofit agencies, marketing.
- Participating Transportation Providers (for-profit, non-profit, and government organizations who have signed agreement).
- Participating Agencies and Businesses who purchase vouchers (non-profit and government organizations and for-profit businesses who have completed and sign a Registration Form).
- Individual residents of Brown County who purchase vouchers (who have completed and signed the Individual Voucher Purchase Application).

## Program Administration Guidelines

### Mobility Management (MM) Responsibilities:

- Program development, monitoring of providers and all voucher sales, data collection, and reporting to oversight committees including but not limited to Green Bay Metro and Brown County Planning Commission.
- Green Bay Metro finance will provide accounting, payment collection and disbursement, administration of program details; including prompt monthly payment to all participating providers who submit proper documentation as required by guidelines.
- Ensure sales and uses of subsidized vouchers are reserved for targeted population and eligible individuals.
- Transportation providers are invited by MM to participate in the voucher program by agreeing to accept vouchers from passengers for partial or full payments for services rendered.
  - Participation approved by ability to serve targeted population and required to be licensed in the city of Green Bay.
- MM will notify providers of any irregularities or abuses of vouchers if they occur, and if funding support for vouchers nears depletion.
- MM provides marketing brochures, posters, and other materials, and is responsible for explaining and otherwise communicating program to stakeholders, customers and community.
- MM provides vouchers to partner agencies and businesses at full price.
- MM provides vouchers to individuals at 50% face value of the voucher.
- MM provides a list of participating providers who will accept vouchers.  
**It is the within the sole disrection of the individual using a voucher to determine which participating provider they wish to use, and in so doing, hold harmless Mobility Management of Brown County, The City of Green Bay, The County of Brown, and other subsidiaries associated with the voucher program.**

***The voucher program does not endorse one provider over another. The purpose of the voucher program is to assist the qualified individual in paying for transportation. The choice of provider is at the individual's sole discretion.***

### **Individual Responsibilities/Restrictions:**

Vouchers can be purchased by a Brown County resident meeting eligibility guidelines for a fee of 50% of the face value of the voucher purchased.

Customers select the provider of their choice from providers listed on the back of the voucher.

- Complete Voucher Purchase Application. Eligibility is determined on the basis of age (60 or older), and/or a qualifying disability. If applicant is already approved for transportation services through Paratransit and/or Curative Connections, they are approved for voucher program; however, still must complete the application.
- Upon approval, individual may purchase up to \$200 face value of vouchers per month (\$100 purchase price). \*Exceptions to this rule may exist for rural Brown County participants.
- Vouchers may be ordered via email or regular mail or in person. If not ordering in person, payment in full must be made before vouchers will be mailed to the individual. Cash, checks, money orders and credit cards are accepted. NSF checks may incur fees and inability to access additional vouchers. Fees may apply to credit card purchases.
- Individuals must be at least a part-time (6+ months per year) resident of Brown County and a legal U.S. citizen. (Verification will be requested).
- Program guidelines must be followed. Vouchers are non-transferrable to another person. Vouchers must be used prior to expiration date, which is the last calendar day of the year in which it was purchased. Any abuse of the voucher program or intentional violation of the guidelines can result in termination in the use of vouchers. Vouchers are not redeemable for cash. Lost vouchers are not replaced or reimbursed. Unused, expired vouchers may not be returned.
- Notify provider that you are using a voucher upon scheduling the ride. Give the voucher to the driver when your trip is complete. If voucher exceeds the cost of the trip, no change will be given. If voucher is less than the cost of the trip, you are responsible for the difference.
- Travel must begin and end in Brown County.

**It is within the sole discretion of the individual using a voucher to determine which participating provider they wish to use, and in so doing, hold harmless Mobility Management of Brown County, The City of Green Bay, The County of Brown, and other subsidiaries associated with the voucher program. *The voucher program does not endorse one provider over another. The purpose of the voucher program is to assist the qualified individual in paying for transportation. The choice of provider is at the individual's sole discretion.***

### **Provider Responsibilities/Restrictions:**

- Providers must sign a Memorandum of Understanding (MOU), agreeing to accept the voucher as payment and follow the program guidelines for reimbursement.
- The transportation provider's drivers are not responsible for monitoring the customer's correct use of vouchers.
- Transportation providers will obtain trip documentation as is requested on the face of the voucher.
- Only providers that are licensed in the City of Green Bay and have the ability to serve older adults and individuals with disabilities are able to participate.
- Only providers that have signed the MOU can participate in the program and be reimbursed.
- Notify MM of suspected irregularities or abuses of voucher-based ride privileges.
- Promptly discontinue voucher-based transportation if and when notified by MM that such action is necessary.
- Assure that city licensing is up to date, vehicles are safe and well-maintained, and drivers will perform duties as expected.
- Follow program guidelines; abide by voucher expiration dates, submit vouchers for reimbursement in a timely manner. Failure to do so may result in delayed or non-payment.
- Provide 30-day notice of intention to discontinue participation in the voucher program. Notice must be in writing and acceptance of vouchers continues until vouchers that have already been sold and display the name of provider are no longer in use.
- Providers cannot use logos, marketing materials, etc., of the voucher program or any related subsidiaries providing financial support to the program.
- Vouchers are not for use by individuals or family members of provider service company owners.

***The voucher program does not endorse one provider over another. The purpose of the voucher program is to assist the qualified individual in paying for transportation. The choice of provider is at the individual's sole discretion.***

### **Business/Agency Responsibilities/Restrictions:**

For-profit, non-profit, organizations and businesses may purchase transportation vouchers at Green Bay Metro through the MM program. Vouchers can be purchased at face value. The agency or business may sell their voucher at 50% of the value or choose to give away purchased vouchers to their customers for transportation services. It is the individual organization or business decision if the vouchers are sold at a subsidized rate or provided at no-charge to their customers. Vouchers cannot be sold for over 50% of the face value of the voucher.

#### **Guidelines to become a partner agency/business for voucher purchases:**

- Agencies and/or businesses must complete the Agency/Business Registration Form and review and initial the Agreement for Voucher Program prior to purchasing any vouchers.
- MM assigns a unique identifying code to each approved agency or business for tracking individual services and accounting information.
- Vouchers are for sale at full face value; however, it is at your discretion if you distribute vouchers for clients at no charge or at a charge of no more than 50% the face value of the voucher.
- Vouchers are valid until the last calendar day of the year in which they were purchased. Unused vouchers cannot be returned. There are no minimum or maximum limits to the number of vouchers that can be purchased at face-value by agencies and businesses.
- Intentional misuse or violations of program guidelines and use of vouchers are prohibited and may result in disqualification from the voucher program.
- Report any misuse of vouchers by clients to MM.
- Vouchers may be ordered via email or regular mail or in person. If not ordering in person, payment in full must be made before vouchers will be mailed to the individual. Cash, checks, money orders and credit cards are accepted. NSF checks may incur fees.
- If assisting a client to schedule a ride: Notify provider that the client is using a voucher upon scheduling the ride. Client will give the voucher to the driver when the trip is complete. If voucher exceeds the cost of the trip, no change will be given. If voucher is less than the cost of the trip, the client is responsible for the difference.

**It is up to the sole discretion of the individual using a voucher to determine which provider they wish to use, and in so doing, hold harmless Mobility Management of Brown County, The City of Green Bay, The County of Brown, and other subsidiaries associated with the voucher program.**

***The voucher program does not endorse one provider over another. The purpose of the voucher program is to assist the qualified individual in paying for transportation. The choice of provider is at the individual's sole discretion.***

## **Voucher Expiration**

All vouchers expire at midnight on December 31 of the year in which it was purchased. No extensions, returns or exchanges will be granted for any reason.

Any questions, comments or concerns, or to report abuse of vouchers, or to report issues with participating providers may be addressed to:

Green Bay Metro  
C/O Mobility Management Program of Brown County  
901 University Ave.  
Green Bay, WI 54302

920-448-3450

# Appendices

# Appendix A



Mobility Management  
of Brown County  
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## Individual Voucher Purchase Application

Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Female  Male Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Street Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_  
Email Address: \_\_\_\_\_

\*Ethnic Group:  White/Caucasian  Asian/Pacific Islander  Black/African American  
 American Indian/Alaskan Native  Hispanic Origin  
 Other \_\_\_\_\_

\*Annual Household Income: \$ \_\_\_\_\_ # of People in household: \_\_\_\_\_

Mobility Management of Brown County's primary funding source of the voucher program is 85.21 grant. Funds are limited to older adults and individuals who have a disability and who fit any of the following (please mark any and all that apply):

'An individual who, because of illness \_\_\_\_, injury \_\_\_\_, age \_\_\_\_, congenital malfunction \_\_\_\_, or other incapacity or temporary or permanent disability (including an individual who uses a wheelchair or has semi-ambulatory capability) \_\_\_\_, cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility.'

Wheelchair Required?  Yes  No

Will personal care attendant be riding with you?  Yes  No

Certification: I certify this application has been completed to the best of my knowledge with complete and accurate information. I understand any false statements or omissions of facts relevant to my eligibility for assistance will be considered fraud, and that I may be prosecuted under applicable U.S. Codes for this fraud. Furthermore, I understand that assistance is contingent upon availability of funds and vouchers expire the last day of the calendar year in which it was purchased.

\_\_\_\_\_  
Applicant Date

\_\_\_\_\_  
Parent/Guardian if under age 18

\*Answer is not required; however, highly encouraged. Information is maintained confidential and may be needed in the future when funding is requested to continue this voucher program.

**GUIDELINES & AGREEMENT FOR VOUCHER PROGRAM**

Please initial by each of the following verifying you have reviewed:

\_\_\_\_\_ Must be eligible: 60 years old or older and/or have a qualifying disability, a legal citizen and at least a part-time resident of Brown County.

\_\_\_\_\_ I/We have read and understand the Voucher Program Policies and Procedures manual provided to me at the time of this application.

\_\_\_\_\_ Vouchers are not redeemable for cash, may not be transferred to another person, and lost vouchers are not replaced or reimbursed. Unused and/or expired vouchers may not be returned. Vouchers expire on the last day of the calendar year in which it was purchased.

\_\_\_\_\_ Vouchers ordered via email or phone must be paid in full before they will be mailed to you. Cash, credit card and checks are acceptable. NSF checks will incur a fee and inability to purchase future vouchers.

\_\_\_\_\_ I understand that it is within my sole discretion in using a voucher to determine which participating provider I wish to use, and in so doing, hold harmless Mobility Management of Brown County, The City of Green Bay, The County of Brown, and other subsidiaries associated with the voucher program.

\_\_\_\_\_ I understand that the voucher program does not endorse one provider over another; that the purpose of the voucher program is to assist me in paying for transportation and the choice of provider is at my sole discretion.

Signature of Authorized Person: \_\_\_\_\_

Printed name: \_\_\_\_\_

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

**Return to:  
Green Bay Metro  
C/O Mobility Management Program  
901 University Ave, Green Bay, WI 54302  
(920) 448-3450**

## Appendix B



Mobility Management  
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### Transportation Provider Voucher Agreement

#### I. Parties:

This document constitutes an agreement between:

Mobility Management of Brown County and Green Bay Metro

901 University Ave, Green Bay, WI 54302

920-448-3450

And Transportation Provider:

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

Address: \_\_\_\_\_ City/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

#### II. Purpose:

The purpose of this agreement is to set out the terms and conditions agreed to by the above-named transportation provider and the Mobility Management Program of Brown County (MM) and Green Bay Metro, Half-Price Voucher Travel Voucher Program. Under these conditions and through the process described herein, the above-named transportation provider will honor vouchers presented by Mobility Management Program of Brown County (MM) program participants to purchase transportation services.

#### III. Background:

In 2018, funding was received to begin a voucher pilot project. In addition to funds received for the pilot project, MM will seek local match funds to support the program moving forward. MM's goal is to have vouchers available to all eligible residents of Brown County as defined by age and/or disability. Riders may use multiple vouchers for a single ride. Vouchers will be sold at half price for individuals and at full price to agencies, organizations, or businesses. All vouchers will expire at the end of the calendar year in which it was purchased.

#### IV. Responsibilities of the Parties:

##### A. MM agrees to perform the following:

1. To make payment to providers following guidelines listed in the Rates and Payments section.
2. To notify the provider of any irregularities or abuses of vouchers if they occur.
3. To promptly notify the provider if funding support for riders nears depletion.
4. Will have Appendix A and B completed prior to individuals, businesses, agencies, or organizations purchasing vouchers.
5. MM will only honor vouchers presented by providers who have signed this agreement. The provider will be reimbursed at 100% the face value of the voucher.

##### B. Provider agrees to perform the following:

1. To accept vouchers in payment from registered participants, agencies, organization, and businesses.
2. To notify MM of suspected irregularities or abuses of voucher-based ride privileges.
3. To promptly discontinue voucher-based transportation if and when notified by MM that such action is needed.

4. Will inform MM of vehicle inventory to include capacity, handicap accessibility, and operating hours of each vehicle.
5. Will maintain current City of Green Bay licensure to operate and follow the expectations of being licensed, including adequate insurance, passing inspections and background checks.
6. Shall be in compliance with all applicable laws and regulations.
7. Will assure that drivers possess a valid driver's license as required by local, state and/or federal law and shall not perform their driving duties while under the influence of alcohol, narcotics, illegal drugs or drugs that impair the ability to drive safely.
8. Will assure that drivers haven't been convicted of a crime of sexual or violent nature or any crime that could potentially jeopardize the safety or well-being of riders.
9. Will guarantee the use of well-maintained, clean and safe vehicles.
10. Will assure that all drivers will perform their duties safely, courteously, and are sensitive to passenger needs.
11. Will not accept vouchers from immediate family or use a voucher themselves to purchase service from family owned business.

**C. Riders are informed that they:**

1. Will select and contact transportation providers listed on the back of the voucher directly to make travel arrangements.
2. Understand that MM does not guarantee that any providers listed on the voucher will provide a certain level of quality of service or availability.
3. A personal care attendant may travel with an eligible individual.

**V. Rates and Payments:**

1. MM will sell vouchers at 50% face value to individuals and at full price to agencies, organizations, or businesses.
2. MM agrees to reimburse the provider once an invoice and the original completed vouchers are received. MM will reimburse the provider within three weeks of receipt of the invoice.
3. MM agrees to reimburse the provider 100% of the face value of the voucher.

**VI. Period of Contract/Agreement and Modification/Termination:**

This agreement will become effective when signed by both parties. This agreement may be amended at any time by mutual consent of the parties. Either party shall have the right to terminate this agreement immediately upon written notice served upon the other party by certified or registered mail at the addresses listed at the beginning of this agreement. This agreement is subject to the availability of funds.

Mobility Management Program of Brown County Representative:

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

Provider Representative: \_\_\_\_\_ Date: \_\_\_\_\_  
Signature

**Return to:**  
**Green Bay Metro, C/O Mobility Management Program of Brown County**  
**901 University Ave, Green Bay, WI 54302**  
**(920) 448-3450**

## Appendix C



Mobility Management  
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### **BUSINESS/AGENCY REGISTRATION AND AGREEMENT**

Agency/Business Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ Zip: \_\_\_\_\_

Mailing Address (if different than above) \_\_\_\_\_ Zip: \_\_\_\_\_

Agency/Business Phone Number: \_\_\_\_\_

Agency/Business Category – circle one:

Non-profit      For-profit business      Hospital      Human Service Organization  
Municipality      Church Other: \_\_\_\_\_

Agency/Business Website: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

Alt Contact Name: \_\_\_\_\_ Phone number: \_\_\_\_\_

Email Address: \_\_\_\_\_ Fax: \_\_\_\_\_

Alt Email Address: \_\_\_\_\_ Fax: \_\_\_\_\_

Agency/Business Agreement:

Agency/Business agrees to adhere to, and has reviewed the Guidelines as outlined on the back side of this form: (check one) Yes \_\_\_\_\_ No \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Print name: \_\_\_\_\_

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

**BUSINESS/AGENCY GUIDELINES & AGREEMENT FOR VOUCHER PROGRAM**

Please initial by each of the following verifying you have reviewed:

\_\_\_\_\_ Must be a non-profit organization, for-profit business, human services organization, government organization, hospital or church located in Brown County.

\_\_\_\_\_ Must agree to designate a contact and an alternate contact person for Mobility Management of Brown County communications.

\_\_\_\_\_ All vouchers have an expiration date of the last day of the calendar year in which the voucher was purchased from Mobility Management of Brown County.

\_\_\_\_\_ I/We understand that vouchers may be distributed to clients at our own discretion. Vouchers may be distributed at no charge or we may choose to charge clients no more than 50% of the voucher's face value.

Signature of Authorized Person: \_\_\_\_\_

Printed name: \_\_\_\_\_

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

**Return to:  
Green Bay Metro  
C/O Mobility Management Program  
901 University Ave, Green Bay, WI 54302  
(920) 448-3450**