**XII Standard Operating Procedures for Support Services**

1. **Transportation:**

Over the course of the 2021-22 program year, CAI Adult Education staff will be developing a transportation support services program to ensure that participants are able to have full access to Adult Education in-person classes. The program will begin with providing gas vouchers to students until enough time is given to thoroughly investigate other transportation options including Uber, Lyft and available non-urbanized public transportation such as CARTS.

**Gas Vouchers**

1.The Adult Education Program Manager will be responsible for disbursement, oversight, management and tracking of gas cards.

2. Program Manager will distribute prepaid gas cards to the Adult Ed Coordinators based upon participants’ identified transportation needs.

3. Participants’ transportation needs will be identified using ITEC plan during Orientation/ Intake or at another time throughout the program year as the need arises.

4. Based upon participant identified transportation needs, area coordinators will request gas cards from Program Manager using the Gas Card Voucher Request form.

5. Participants receiving gas cards must sign documentation acknowledging the following:

1. The CAI Adult Education program will provide gas cards to them for the sole purpose of getting to and from Adult Education classes.
2. They are using these services because they are in need and have no other way to attend classes.
3. They are currently not receiving transportation services from another AEL program for the same purpose.
4. The CAI Adult Education Program does not provide the actual transportation nor is it legally responsible for any accidents or injuries related to the transportation.
5. The gas voucher amount they receive each week depends on the distance to and from the adult learning center where they are attending classes and the number of days each week they attend class.
6. Gas card vouchers will be given to them based upon their attendance in class. New gas card vouchers will be issued at the end of each week.
7. Abuse or misuse of these services, or violations of any of the rules or policies, may result in loss of transportation services.

6. Participants receiving gas cards must sign documentation agreeing to the following:

 They agree to:

1. Use these transportation services for travel to and from adult education classes, internship sites, GED testing centers, job interview locations, and other places that enable an individual to participate and succeed in the AEL program.
2. Use the gas card only for purchasing gas, and not redeem the gas cards for cash, trade the card for any goods or services, or use the card to purchase anything other than gas.
3. Inform their Adult Education Instructor or Coordinator if they are receiving transportation services from another agency.
4. Maintain at least an 90% monthly attendance rate while receiving transportation support services or have written documentation for any excused absences.

7. Requested gas vouchers will be stored in locked file cabinets at local CAI adult education learning centers. Only the Area Coordinator will have access to cabinet keys.

8. All Coordinators must keep a log of the distribution of the gas vouchers for their area that will be shared electronically with Program Manager to determine the expense rate of the vouchers.

9. Participants that are given gas card vouchers each week must sign a receipt indicating that they received the gas cards. Receipts will include the amount received and the date and will be placed in the participant’s file.

10. Program Manager will report gas card voucher expenses for the month by the 15th of the following month to Fiscal Officer who will enter the data into CDER.

11. The Program Manager will monitor the distribution and use of the gas vouchers monthly using the information entered into the shared tracking spreadsheet and will redistribute gas cards to ensure they are put to use on or before June 30th.

12. Program Manager will document the transportation services provided to a participant in the Participant Note Detail screen in TEAMS. Any new changes will be documented in TEAMS and participant file.

13. Parameters surrounding distribution of gas card vouchers include the following:

a. Gas cards will be distributed in $10 units.

b. The number of $10 gas cards will be based upon distance to and from class at a $.50/mile rate for a maximum amount of $30 per week.

c. Eligible participants will receive gas cards after class at the end of each week.

d. Only participants who have reached 12 hours of instruction will be eligible for gas card vouchers.

e. Participants must maintain a 90% attendance rate in order to continue to receive gas cards.

f. Participants may receive gas card vouchers for up to 8 weeks before coordinator must reassess participant’s transportation support needs.

g. Coordinators must sign a receipt indicating how many gas cards they received for their students.