

ACCESS

ELIGIBILITY PROCESS



CalACT Spring Conference 2023

April 18, 2023

Presenter: Karen Gilbert

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Service Regions- LA County

- 1 - Eastern
- 2 - West/Central
- 3 - Southern
- 4 - Northern
- 5 - Santa Clarita
- 6 - Antelope Valley



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Eligibility

Contracted Services

- Three Eligibility Sites

Commerce- Main Site

Open M-F

Approx. 200/day assessments

Santa Clarita- Satellite

Open 2x/month

Approx. 14/day assessments

Palmdale-Satellite

Open M-F

Approx. 14/day assessments



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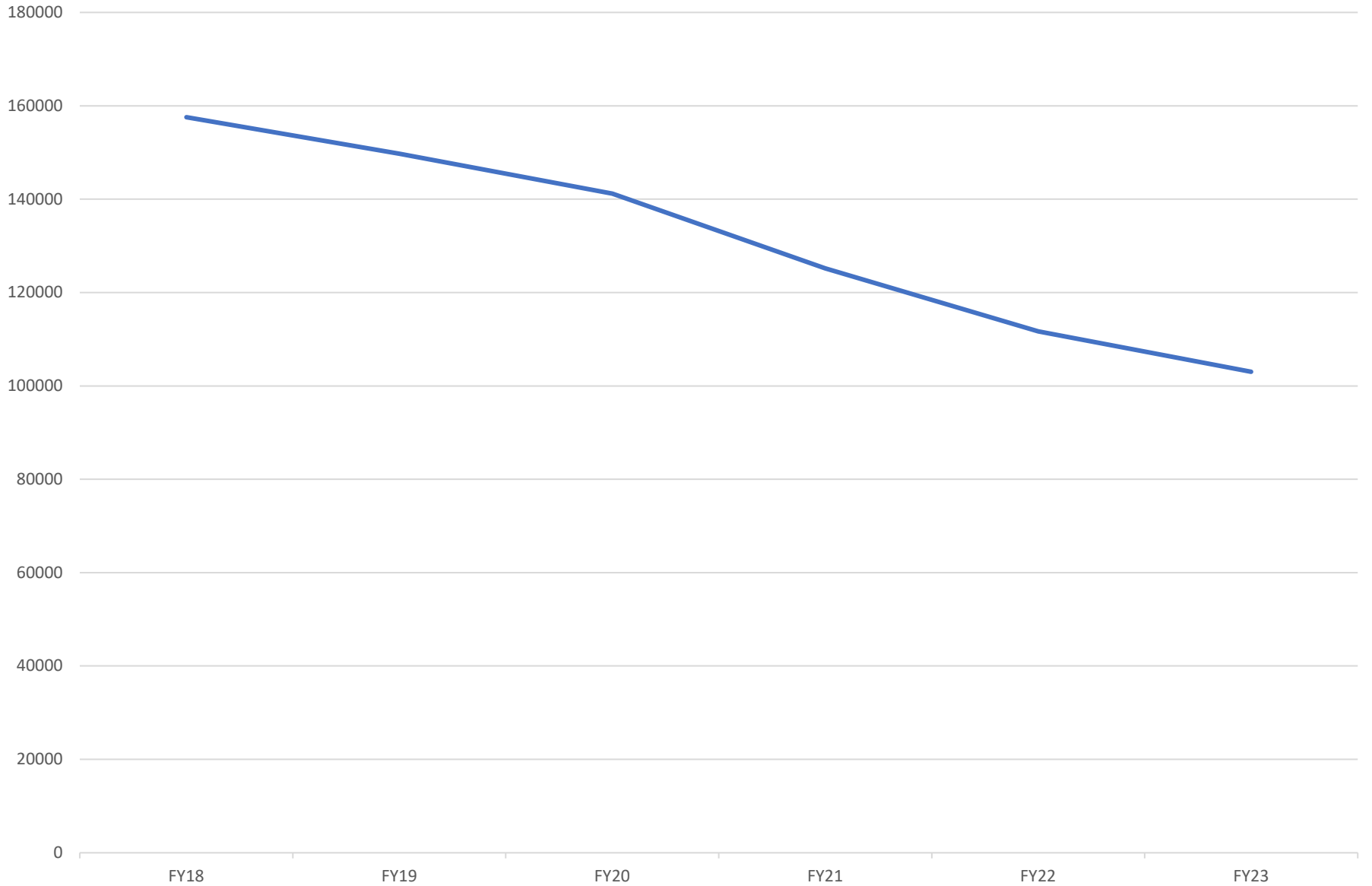
Eligibility

Contracted Services

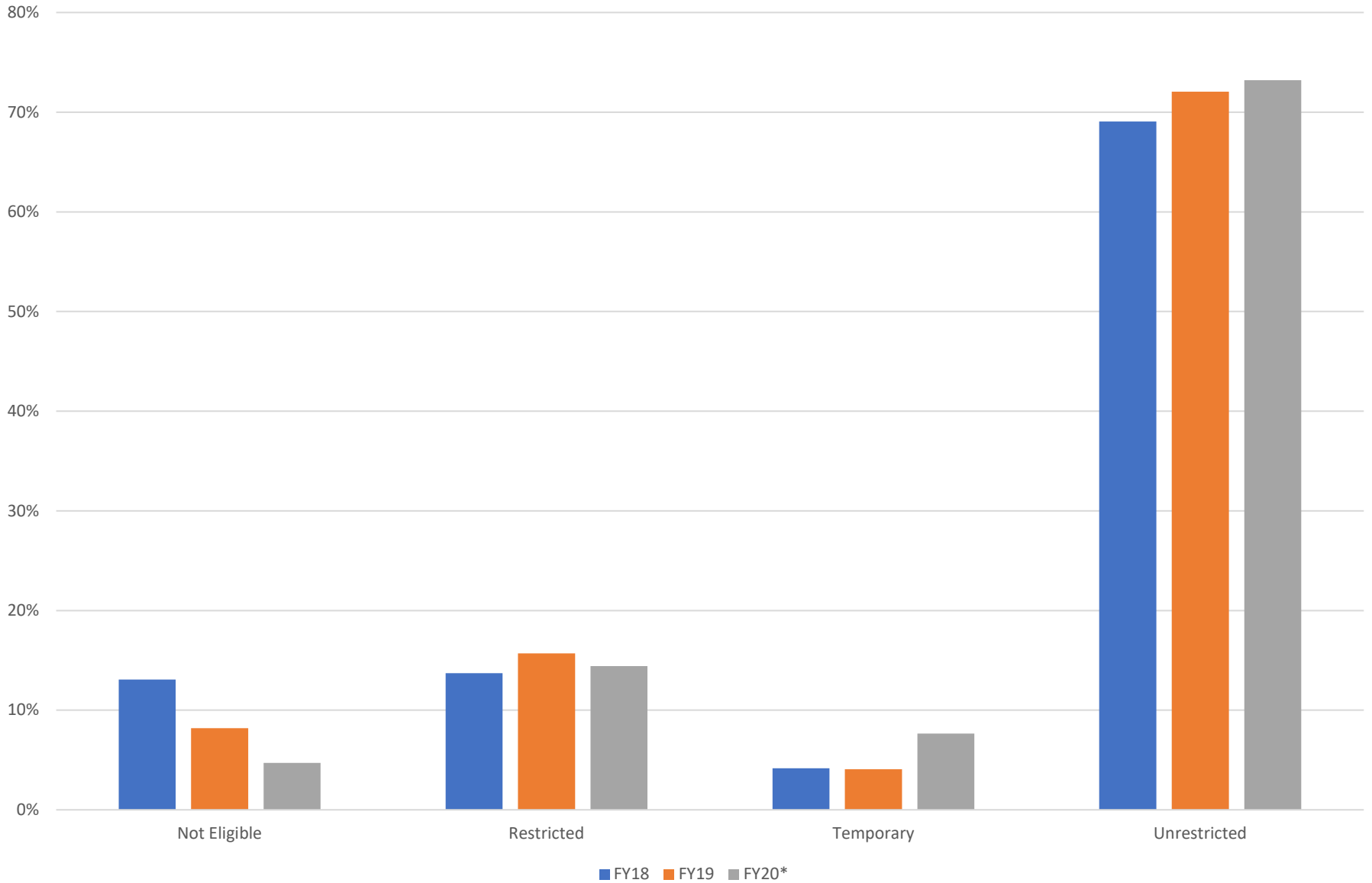
- Contract Volume: Year 2019 Statistics
 - In Person evaluations 33,705
 - Paper evaluations 21,072
 - Marking and Tethering 3,176
- Staffing:
 - Total Evaluators: 38
 - Total Eligibility Assistants: 11
 - Quality Assurance Team: 2
 - On Site Leadership Team: 6



ELIGIBLE RIDERS



ELIGIBILITY



Waiting Area



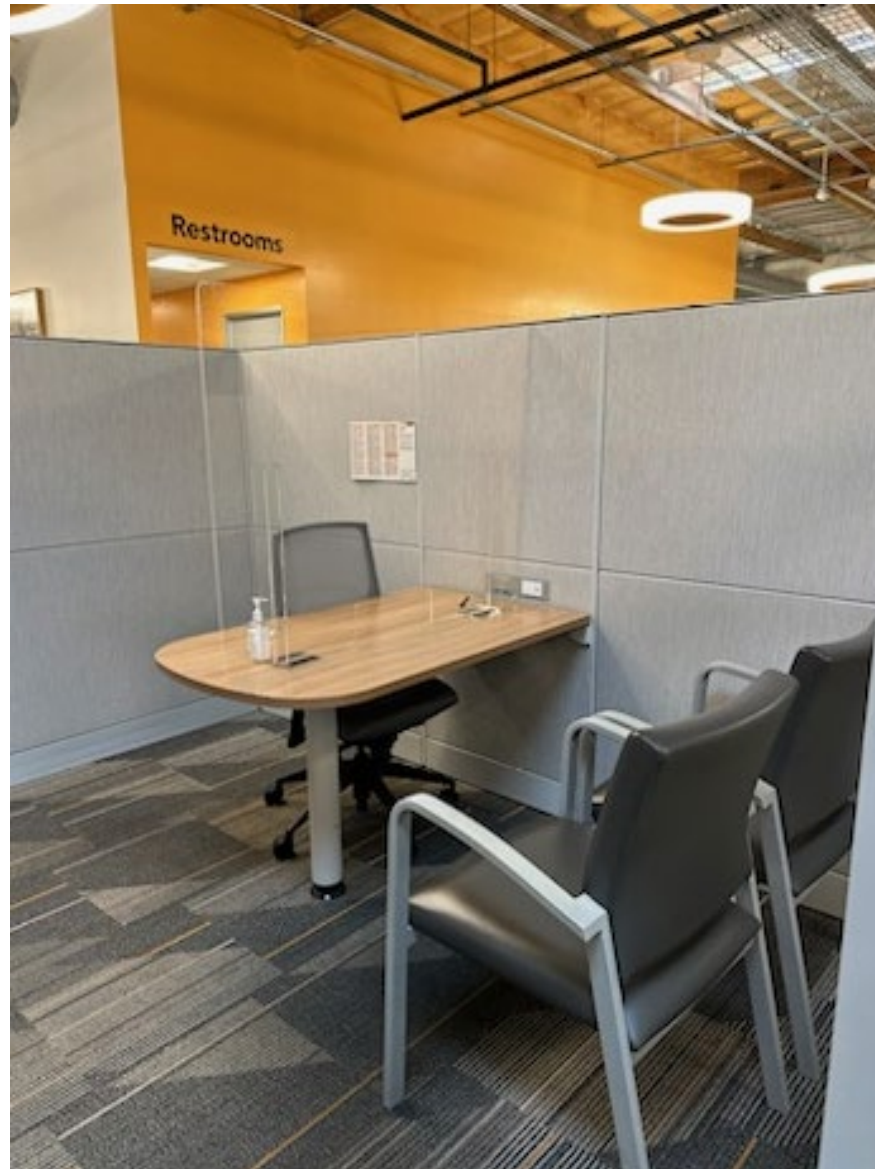
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Interview Rooms



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Inside Interview Room



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Eligibility Site



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Eligibility Site



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Eligibility Site



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Appeals

Contracted Services for Appeals

- Year 2019 Appeals (Pre-Pandemic): 1,381
- Appeals from Jan 2020 – Present: 674
- Transportation is provided

- Appeals Specialists Areas
 - Podiatry
 - Psychiatry
 - Certified O&Ms
 - Physical & Occupational Therapy
 - Neurology
 - Cardiopulmonary
 - Geriatric
 - Oncology

Eligibility Process

- 100% In-person evaluations for new applicants
- All eligibility categories granted
- Eligibility Term: 3 years
- American Sign Language Video Conferences
- Transportation provided
- Customers- more comfortable using technology

Electronic applications via secure email

More first-time applicants applying online



Renewing Eligibility

- In person evaluation required
 - If significant changes are reported in the application.
- In person evaluation not required
 - If there are No Changes reported in the application



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Marking and Tethering

Marking & Tethering is the process of safely placing marks or tethers on a wheelchair or scooter to show the driver exactly where the safest place to secure the mobility device is located.

- Offered during In Person evaluation
- Marking and Tethering is offered at all eligibility sites
- Service free of charge also available for non-Access customers

Marking and Tethering

- Benefits

Quick and safe loading into vehicle

Free and optional service

Approx. 15 min assessment

Does not damage mobility device

Refusal of service does not impact eligibility

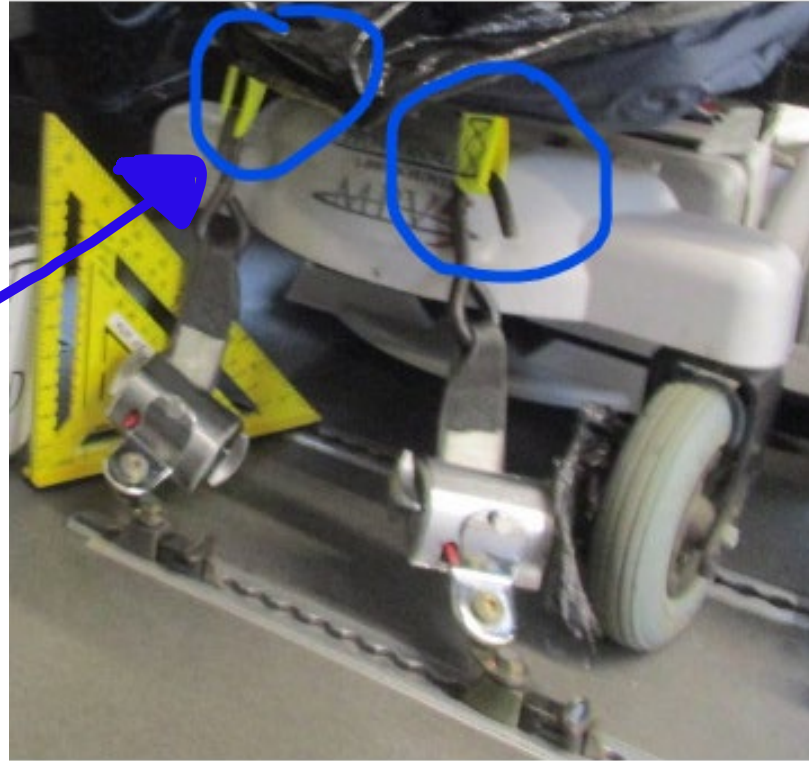
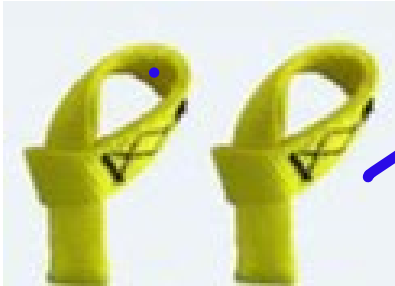
Transportation to evaluation center is provided

Improves on-time performance

Marking



Tethering



*** Thank You ***

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