

# Lessons Learned from COVID-19 and Next Steps for ADA Eligibility Certification



CalACT Spring Conference 2023  
April 18, 2023  
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# CERTIFICATION PROCESS



- ADA Allows Agencies to Design their Own Certification Process
  - Collaboration with Local Community
- Orange County Transportation Authority (OCTA)
  - 100% In-Person
- Lesson Learned from Pandemic
  - Application Review
  - Telephone Assessment
  - Produced Same Results as In-Person



# CONTRACTING COST REVIEW



- Average INP Assessment: \$185
- Average Telephone Interview: \$80
- Average Application Review: \$50
- Auto-Renewal: \$40

## Example:

- 500 Apps per Month @ \$185 = \$92,500
- 500 Apps Per Month @ \$80 = \$40,000
- 500 Apps Per Month @ \$50 = \$25,000



# COMMUNITY SAVINGS



- Individuals Do Not Need to Travel for Assessment



- What is Reasonable?
  - New Individual Assessments
  - Base Line Already Established for Auto-Renewals
  - Auto-Renewals - Individual's Conditions Will Not Change Using

# COMMUNITY SAVINGS - STAFFING

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- Who is Performing Assessments?
  - Physical Therapist
  - Occupational Therapist
  - Orientation and Mobility Specialist
  - Travel Trainer
  - Nurse
- Costs for Each Specialist to Meet the Agencies Needs
- In-House or Contracted Team
  - Practical Knowledge vs Administrative Knowledge



# PEER REVIEWS

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- Survey Other Agencies
  - Best Practice, Costs, Staffing, and Enhancements for Eligibility Determination
  - One Size for Assessments Does Not Fit All
- 3-Tier Process
  - Economical for Eligibility Determination
  - User Friendly for Community

# CHALLENGES WITH 3-TIER PROCESS

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- Medical Verification
  - Average Costs is \$25
  - Time Consuming
  - Delays the 21-Day Certification Guideline
- Application Process
  - Honor System for Documentation
  - Inconsistencies
  - Health Care Providers

## 3-TIER PROCESS

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- Is Dedicated Certification Center Needed?
  - Mobile Unit
  - Transportation Hubs
  - Own/Lease Buildings
- User Friendly
- Less Expensive Certification Process



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## BEST PRACTICES

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- Consider Incorporating Marking and Tethering to Future Eligibility Assessment Contract
- Changes Dependent Upon Local Environment and Future Developments of the Certification Process

**THANK YOU!!**

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