

# Bulletin

July 27, 2007

Minnesota Department of Human Services □ P.O. Box 64941 □ St. Paul, MN 55164-0941

## OF INTEREST TO

- County Directors
- Medical Assistance Supervisors
- MinnesotaCare Director
- Tribal Chairs
- Tribal Health and Human Service Directors

## ACTION/DUE DATE

Please implement meal reimbursement policy 08/01/2007.

## EXPIRATION DATE

12/31/2008

## Update to Access Services Plans

### TOPIC

Access Services.

### PURPOSE

To request counties, interested tribes, and MinnesotaCare of revised policy, clarifications, and request to update Access Service Information.

### CONTACT

Questions concerning this bulletin and submission of Health Care Access Plans should be directed to:

Chris Reisdorf  
Purchasing and Service Delivery  
Department of Human Services  
PO Box 64984  
St. Paul, Minnesota 55164-0984  
651/431-2480

### SIGNED

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BRIAN J. OSBERG  
Assistant Commissioner  
Health Care

The department is seeking to accomplish three aims through the issuance of this Bulletin. First, the department seeks to standardized meal reimbursement policy which will mirror the state employee meal reimbursement policy. Second, the department seeks to clarify the client notification letter about mileage reimbursement. Third, the department requests updated Access Transportation point of contact information in each county or tribe.

#### Meal reimbursement policy

Effective 08/01/2007, please adopt the following policy for meals reimbursement:

##### *Breakfast*

Breakfast reimbursements may be claimed only if the recipient is away to a medical appointment from his/her home in a travel status overnight or departs from home to reach the medical appointment before 6:00 AM.

##### *Noon Meal*

Eligibility for noon meal reimbursement shall be based upon the recipient being at a medical appointment, over thirty-five (35) miles from his/her home, with the medical appointment extending over the normal meal period.

##### *Dinner*

Dinner reimbursement may be claimed only if the recipient is away from his/her home in a travel status overnight or is required to remain in a travel status until after 7:00 PM.

#### Clarification on Bulletin 06-21-16, "DHS Requests Biennial Health Car Access Plans for 2007-2008" Dated December 26, 2006

Please make and institute the following changes regarding the client notification letter.

- If you drive your car or have a friend, someone in your household or a relative that may drive ~~your car for~~ you, you will be paid at a rate of 20 cents a mile.

The distinction of who should receive 20 cents per mile reimbursement versus the IRS rate for reimbursement is based on the relationship of the person driving to the client regardless of whether that person uses their own car.

#### Request for Updated Information

In 2003, the Department of Human Services surveyed the counties for information regarding Access Transportation resources and policy. The department is currently looking at updating that

information. See the attached information. Please review entries for your particular county and email changes to [christine.reisdorf@state.mn.us](mailto:christine.reisdorf@state.mn.us) or mail to

Minnesota Department of Human Services  
PO Box 64984  
Saint Paul, MN 55164  
ATTN: Christine Reisdorf

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
<b>Aitkin</b>	Pam (218) 927-3744	15 Volunteer Drivers - Retired folks two day notice, if possible door-door w/assistance if needed  Will do regular scheduled appts.	AEOA Bus provides rides to major surrounding areas. Bus passes/ W/C access.No car seats but are available thru public health dept  Client is given phone # for St. Cloud Medi Van but they must set up	Taxi service has just recently become available. Working on voucher system
<b>Anoka</b>	Sally Cleveland (763) 783-4770	41 volunteers (not all active) would like week advance notice but not required door/door with minimal assistance They will not set up drivers for regularly scheduled appts., but usually can accommodate. They will provide transportation in 7 county area. Will not go to Rochester.	TRAVELER (public Trans.) Is van, mini-bus w/c access. Will just transport within county. Clients given bus card.  Metro Mobility (public trans)	Taxis are used quite a bit
<b>Becker</b>	Sam Pierson (218) 847-5628 x 322	# volunteers unknown, they will drive out of county. 24 hr. advance w/c access no child seat door/door with help if need wait through appts. Will set up reg. Scheduled appts.	Becker County Transit in charge of volunteer program	Taxi service is not reliable. He only seems to work evenings. They do give client # and will reimburse
<b>Beltrami</b>	Janet Johnson Roger Allen (218) 751-8765	(7) volunteer drivers..can transport w/c if chair will fold and patient can sit. Will provide minimal assistance door-door and wait at appt. Will do regularly scheduled appts. Clients actually bond with volunteer driver and will request that driver. Some drivers even go into appts. with client.  2-3 days notice  Volunteers will drive long distances	City Buses all have w/c access only local run cost \$1.00	No taxi

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		4 car seats available		
<b>Benton</b>	Sandy Lambertson (320) 968-5122	Volunteer Program is administered by TRI CAP....County fills out request for client and faxes directly to TRI CAP they don't seem to require any advance notice, but it is encouraged. Can set up reg. scheduled appts. They do have car seats no travel limit	TRI CAP also sets up with Care Cab - St. Cloud for w/c access clients.	
<b>Big Stone</b>	Char until August After - Patty Ruth (320) 839-2555 x 21	3 volunteer drivers...Contracted through Prairie Five Community Action Council. Dick Olson or Tammy at (320) 269-6578  They serve a 5 county region...Bigstone, Chippewa, Lac Qui Parle, Swift and Yellow Medicine. They are very short on drivers. 24 hr. notice is required. Sometimes same day trans can be arranged. Will travel great distance, door-door, wait at appts., if requested, will do regularly scheduled appts and provide assistance when needed. If w/c can be folded, volunteer will take client.	Buses are also provided but can only travel in certain areas, includes the 5 county area and parts of South Dakota, Twin Cities and Fargo. w/c access if person can transfer themselves. Car Seats in Program	No taxi  No other buses  Greyhound bus has also be discontinued  Transportation can be a problem.
<b>Blue Earth</b>	Trish Reedstrom (507) 389-8358	Volunteer drivers are affiliated with VINE, located in Mankato VINE has approx 65 drivers, 24 hr. advance notice is usually required, exceptions are made for emergencies. Additional assistance is provided and should be requested at the time of notice. Door-door service and will wait at appts, if requested. Clients can set up regularly scheduled appts. Volunteers will drive all over, great distances. No w/c access Some problems still for people living in the rural areas.	Public trans used as well as mobility bus. W/C access is available through AMV or other companies.	Taxi used primarily for Mankato area.
<b>Brown</b>	Bob Abbott (507) 359-5086 x 508	Use volunteer drivers, particularly for out of area	Heartland Express (Public Trans. w/c access. They have zone routes, request 24 hour advance notice door/door with minimal assistance. Will do regularly scheduled	Use taxi only as a last resort or in an emergency

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
			appts.	
<b>Carlton</b>	Jan Rabideaux (218) 878-2502	Contract with Human Development Center - they have 7 volunteer drivers 24 hr. notice, but will be flexible in an emergency door/door with minimal assistance will do regularly scheduled appts. Travel to Metro and will also make trips to Mayo, if required no w/c access but can take clients if there w/c folds and they can ride	<p>“Dial a Ride Bus” with w/c access. Just show medical card for ride to medical services.</p> <p>“Arrowhead Transit” bus with w/c access. Region wide service but just during bus route hours.</p> <p>Some foster homes provide trans. Over and above what is in their foster care rate</p>	No taxi
<b>Carver</b>	Darla Wolf (952) 361-1741	<p>70+ volunteer drivers 48 hrs. advance but will accept 24 hr. under certain conditions. Minimal assistance, based on need when request is made. Specific questions are asked. Regular appts can be set up. They have volunteers who will drive long distances</p> <p>clients contact volunteer drivers directly. Phone line is manned round the clock.</p> <p>car seats available</p>	CART Bus w/c access	No taxi
<b>Cass</b>	Brenda Erickson (218) 547-1340	<p>NO VOLUNTEER PROGRAM - MUST DEPEND ON FRIEND OR RELATIVE</p> <p>Indian Health Services has a program but only serves the Indian population</p>	NO PUBLIC TRANS	No taxi
<b>Chippewa</b>	Joan Riley (320) 269-6401 x 143	<p>2 volunteer drivers...Contracted through Prairie Five Community Action Council Dick Olson or Tammy at (320) 269-6578</p> <p>They serve a 5 county region...Bigstone, Chippewa, Lac Qui Parle, Swift and Yellow Medicine. They are very short on drivers. 24 hr. notice is required. Sometimes same day trans can be arranged. Will travel great distance, door-door, wait at appts., if requested, will do regularly scheduled appts and provide</p>	Buses are also provided but can only travel in certain areas, includes the 5 county area and parts of South Dakota, Twin Cities and Fargo. w/c access if person can transfer themselves. Car Seats in Program	<p>No taxi</p> <p>No other buses</p> <p>Greyhound bus has also be discontinued</p> <p>Transportation can be a problem.</p>

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		assistance when needed. If w/c can be folded, volunteer will take client.		
<b>Chisago</b>	Lori Krzyzaniak (651) 213-0319	10 volunteer drivers contracted through Heartland Express Isanti/Chisago Express - very short on drivers. 4 day advance notice is required. Client contacts He direct at (763) 689-8131 and arrangements will be made for volunteer driver. They only provide drivers for out of county medical and will travel great distances, door-door, wait at appts, if requested, will do reg. scheduled appts, and provide assistance when needed. If w/c can be folded, and put in to car, they will take client and provide minimal assist. Must have own car seats.	Heartland also provides general public trans for county. Client calls direct for ride but unlike volunteer program, only needs to call 12 hrs. before appt. In town, charge is \$1.00 each way, out of town, \$1.50.	No taxi service
<b>Clay</b>	Mary Luhman Olsen - (218) 299-7057	There are no volunteer drivers for medical appts.  Kathleen Cardinal (218) 299-7128 is the coordinator of a volunteer driver program but they will only accept referrals from social workers, primarily involving drivers for CD appointments and child protection.	Yes, they do use a bus.	Yes, they use taxi
<b>Clearwater</b>	Gordy Hagen (218) 694-6164	8-10 Volunteer drivers, but can only count on 3 to 4 drivers can be available with as little as 10 minutes notice but do request, if possible, 24 hour notice  Provide assistance, door - door....small town do not wait at appts. 5 minutes from Clinic  Drivers will drive great distances....Fargo, Rochester as much as 400 miles.  Will do regularly scheduled appts., but try and arrange with more than one client.  Car seats are available	Use Heartland Express for w/c clients	

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
<b>Cook</b>	Arvis Thompson (218) 387-3000 x 100	The Senior Center will sometimes have a volunteer driver otherwise the only options are:  Those with regularly scheduled doctor appt's must drive themselves	A. Intermittent bus service out of Thunder Bay to Duluth which has a run Monday, Wednesday, Friday and Sunday. This is an overnight only and the cost is \$80 round trip. Client catches bus at depot, cab to and from depot.  B. Blue Bus - Arrowhead - trips made to Duluth 2 <sup>nd</sup> Tuesday and 4 <sup>th</sup> Thursday, if necessary. Down and back same day...Must schedule appts. to see doctor between the hours of 10:00 and 2:00. Service to all...door - door....w/c access	
<b>Cottenwood</b>	Kathy McWilliams (507) 831-1242	35 drivers - 2 days notice min. assistance, door-door ...drivers will driver all over including great distances. Kathy has several regularly scheduled appts. Car Seats are available Will sometimes take w/c if client can transfer. Referred to "Westcap" if no volunteer driver available.	No bus	No taxi
<b>Crow Wing</b>	Dale Parks (218) 824-1207	No Volunteer Drivers - Will sometimes be able to use "Interfaith Care Givers Group" or referrals to Cancer Society Group	"Dial a Ride Bus Service" w/c access	Taxi available last resort
<b>Dakota</b>	Deb Bercier (651) 450-2611	GAPP provides volunteer drivers. Areas served: Apple Valley, Burnsville, Lakeville, Farmington, Rosemount, Eagan, Randolph, So.Dakota County. Will take residents anywhere in Metro Area. Will serve all of Dakota Cty. If no other agency can provide a ride. Prefers more advance but can have drivers within 24 hrs. Senior citizens receive priority when need exceeds the programs capacity.	Neighbors, Inc. - Areas served West St. Paul, Inver G.H, Lilydale, Mendora, Men.Hgts., So. St. Paul. Client calls (651) 455-5000 or (651) 455-1508 8:30 a.m. - 4:30 p.m. Mon-Fri. 2days minimum notice, have car seats, will only take w/c clients who can transfer	Account with three taxi  Mpls. Yellow St. Paul Yellow Triad Transportation

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		<p>Will only take w/c clients who can transfer themselves. They do have car seats. Clients call (651) 437-7134 M-F 9-5:30</p>	<p>themselves. DARTS - seniors receive preference All non-seniors and no Metro Mobility certified are served on space available basis Service is available M-F 8-4pm. With some limited service after 4. Limited availability on Sat. &amp; Sun. w/c access...escorts are available to provide assistance. No car seats No child under 16 w/o proper adult supervision HASTINGS FAMILY SERVICE serving Apple Valley, Burnsville, Lakeville, Farmington, Rosemount, Eagan, Randolph, and So.Dak.Co....Will serve all of Dakota Co. if no other agency can provide a ride. Clients call (651) 437-7134, M-F 9-5:30p.m. Prefer advance notice but can have driver available with 24 hr.notice. They have car seats...will only take clients with w/c if they can transfer themselves. Can provide tokens for TRAC bus for local appts. when no other trans is available.</p>	
<b>Dodge</b>	<p>Jane Watson (SemCac) (coordinates volunteer driver program) (1-800-528-7622), SEMCAC also coordinates drivers for the counties of</p>	<p>15 drivers - 2 days notice min. assistance, door-door, wait at appts unless over 4 hrs. Up to individual drivers as to distance they will travel</p> <p>Car seats not available</p>	<p>County bus available w/c access</p> <p>travels select areas select times</p>	<p>Taxi - no</p>

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
	Fillmore, Houston, Steele and Winona	Will take w/c if client can transfer		
<b>Douglas</b>	Rainbow Rider (joint powers for Douglas, Stevens, Traverse and Pope Dial-a-Ride (1-800-450-7770 Les or Eamon are coordinators  County Contact Ruth Nagle (320) 762-2302	Client can call direct or work thru county. Door - Door ...drivers will drive great distances & will do regularly schedule appts.  County encourages buses 14-15 buses in the area with volunteer drivers Will take children w/c access and seat belts provided.  Cost is \$1.50		(3) taxi services not used often.
<b>Fairbault</b>	Kathy DeNeui (507) 526-3265 Fairbault (507) 238-4757 Maartin	Contract with Fairlakes for all volunteer drivers require 24 hr. notice but can be flexible at times. Volunteer provides minimal assistance, will do wheelchair, if client can transfer. Drive great distance, will do regularly scheduled appts. Car seats available		Taxi is sometimes used but only within town.
<b>Fillmore</b>	SEMCAC this agency is contracted to also coordinate the volunteer driver program for the counties of Dodge, Houston, Steele and Winona Marlys (507) 864-7741 or 1-800-944-3281	Fillmore has 43 volunteer drivers, would like 2 days notice but will try and arrange for last minute emergency driver. They provide minimal assistance and will drive great distances. Some of the drivers will do w/c, if client can transfer. They will not do regularly scheduled appts. No car seats available. Client calls the driver coordinator directly...does not need to call financial worker firs.	There are 5 buses available.	No Taxis
<b>Freeborn</b>	Gwen Stallkamp Access Plan Contact - (507) 377-5400  Doris Hagen Vol.Driver Coord. (507) 377-7433	Freeborn contracts with Senior Resources. Client contacts Fin. Worker and then calls Doris Hagen. 40 volunteers, request 24 hr. notice, volunteers only work day hrs. and no weekends. 2 levels of service. (1) "buddy drivers" establish relationship, will do min. assistance, will work with reg. scheduled appts.] (2) will not do any assist., just drive to appt. There are some who will drive distances No w/c even if client can transfer. Driver too elderly to lift w/c into car.	Every 6 months, client can buy 100 bus tokens, only operates within city. They are working on what is called a "Deviated Route." Will be in place after the 1 <sup>st</sup> of the year. Bus will drive other than route for clients but again only within city.	They have a "Taxi" voucher program. Slightly reduced rate. Certain number are given every 3 months. The cost is \$6.00 vs. \$6.50.

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		No car seats. They also contract with two people who volunteer and they use the county cars. Will do late evening or some weekends if emergency.		
<b>Goodhue</b>	Shelia Gadiant (651) 385-3200  Gail (651) 385-6100 coordinates vol. Driver program	Client calls direct to Gail. Gail will direct client to appropriate area. There are several volunteer coord. Working different areas...large county. 50 volunteer drivers, would like 48 hr.notice. Will drive distances, min. assist. Provided. No w/c even if client can transfer. Cannot do regularly scheduled appts. No car seats. "Faith in Action", volunteers from church. Just in Red Wing, requires 2 days notice. They also coordinate some rides with Cancer Society. VA has drivers also.	"RIDE" bus in Red Wing. Operates only within city.  Cannon Falls also has a bus.	Red Wing has one taxi.
<b>Grant</b>	Karen Nelson 218-685-4417 Joyce Pesch Access Plan Director	23 Volunteer Drivers 2 buses - (both w/c accessible) Contract with DOT Last year transported 13,000 people		
<b>Hennepin</b>	Char Dewey (612) 879-3718	Volunteers????? Financial workers are uninformed regarding access services. Char said Hennepin has not done a good job of maximizing their department  If client needs medical care out of metro or out-of-state, they have (4) advocates who make all the arrangements. Char is one	Clients are given phone #(612) 348-2391 it's a voice mail (accounting) if client does not have a phone, or does not speak English, they are out of luck. Having a meeting 4/10/02 to work on this problem. If client does make arrangements thru this #, he is reimbursed up front ( if needed) for his trans. bus, friend or cab	
<b>Houston</b>	SEMCAC this agency is contracted to also coordinate the volunteer driver program for the counties of Dodge, Fillmore, Steele and Winona Marlys (507) 864-7741	Houston has 24 volunteer drivers, would like 2 days notice but will try and arrange for last minute emergency driver. They provide minimal assistance and will drive great distances. Some of the drivers will do w/c, if client can transfer. They will not do regularly scheduled appts. No car seats available. Client calls the	There are 2 buses	No Taxis+

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
	or 1-800-944-3281	driver coordinator directly...does not need to call financial worker first.		
<b>Hubbard</b>	Jackie Greski (218)732-1451 - Contact at County  Linda Bair (218) 732-9328 Vol. Driver Coord.	Client contacts Linda direct. 6 volunteer drivers, require 24 hr. notice, they will drive distances but not to metro area. Will not do reg. sched. Appts. They rely on church volunteer drivers for those or family members. Will do w/c if client can transfer. They leave w/c behind and make arrangements on other end for w/c. No car seats.	There is a free van from local clinic to Fargo every day.	There is a taxi but very seldom used.
<b>Isanti</b>	Richard Williams (763) 689-1711	10 volunteer drivers contracted through Heartland Express Isanti/Chisago Express - very short on drivers. 4 day advance notice is required. Client contacts He direct at (763) 689-8131 and arrangements will be made for volunteer driver. They only provide drivers for out of county medical and will travel great distances, door-door, wait at appts, if requested, will do reg. scheduled appts, and provide assistance when needed. If w/c can be folded, and put in to car, they will take client and provide minimal assist. Must have own car seats.	Heartland also provides general public trans for county. Client calls direct for ride but unlike volunteer program, only needs to call 12 hrs. before appt. In town, charge is \$1.00 each way, out of town, \$1.50.	No taxi service
<b>Itasca</b>	Terri Friesen (218) 327-6183	25 Volunteer Drivers - they are contracted thru AEOA would like as much lead time as possible but can sometimes provide immediate trans. Clients call Jeanne at (218) 327-1454x2 no w/c access and volunteers will not transfer but will provide minimal arm assistance door-door and will wait at appts., if requested. Car seats are provided. Will drive anywhere but specific to certain volunteers. They do have a problem with too few drivers	Public Trans also thru AEOA \$1.10 per ride the number to call number is (218) 326-3505 w/c access	Taxi is available as last resort
<b>Jackson</b>	Janet Dys (507) 847-4000 - Contact at County  Bonnie Nielsen (507) 847-2632 Vol.	Jackson contracts with "Western Community Action." Client contacts Bonnie Direct. 20 volunteer drivers, require 24 hr. notice, work Monday - Friday 8:00 - 4:30. Will do reg. scheduled appts. Some drivers will do w/c if client can transfer. Car seats	There is a bus provides door-door service, w/c access but only operates within Jackson County. In town is \$2.00 fee each way up to 7 miles, after 7 miles	No Taxi

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
	Coord.	are available.	\$3.00 each way and if any additional stops, \$2.00 more.	
<b>Kanabec</b>	Contact Person at County Connie Stranburg (320) 679-6330	12 volunteer drivers, not always that many active. Client calls Connie direct and she will make the arrangements. 24 hour notice, but if available will do last minute. Volunteers drive any where in the state. Will do regularly scheduled appts i.e. chemo, dialysis and even radiation which is every day. Will do w/c only if client can transfer and w/c is available at facility at the appt.	They have a senior bus which operates within the county \$1.50 RD trip in town, \$2.50 within other areas of the county. Also goes to St. Cloud and Cambridge once a month.	No Taxi
<b>Kandiyohi</b>	Contact - Kandiyohi Area Transit (320) 214-7433	30 volunteer drivers. Client call county direct and they fax list of people needing rides to Kan. Area Transit. 24 notice is required but prefer a week. Will travel great distances. Will do reg. scheduled appts., but will not provide any assistance. Can bring along a family member or friend to assist at no extra charge. Will do w/c if client can transfer and if w/c is provided on other end. No car seats available.	There is a bus but only provides transport. Within the city of Willmar. Operates 3 times a week. Does have w/c access. If arrangements are made ahead of time there is \$1.00 fee and if no arrangements are made the fee is \$1.50	
<b>Kittson</b>	Contact - Joyce Glad Volunteer driver coordinator at (218) 843-2689	14 volunteer drivers. Client calls Joyce direct and she makes all arrangements. 3 day notice is preferred but will try to make arrangements with less notice. Will travel great distances. Will not do regularly scheduled appts. Will do w/c if client can transfer and will also transport w/c. Volunteers will provide assistance and also stay at clinic until appt. is complete.	No bus	No taxi
<b>Koochiching</b>	Ann Coulombe (218) 283-8405	Same contract as Itasca. 9 Volunteer Drivers - they are contracted thru AEOA would like as much lead time as possible but can sometimes provide immediate trans. Clients call Jeanne at (218) 327-1454x2 no w/c access and volunteers will not transfer but will provide minimal arm assistance door-door and will wait at appts., if requested. Car seats are provided. Will drive anywhere but specific to	Public Trans also thru AEOA \$1.10 per ride the number to call number is (218) 326-3505 w/c access	Taxi is available as last resort

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		certain volunteers. They do have a problem with too few drivers		
Lac Qui Parie	Joel Churness (320) 598-7594	<p>9 volunteer drivers...Contracted through Prairie Five Community Action Council Dick Olson or Tammy at (320) 269-6578</p> <p>They serve a 5 county region...Bigstone, Chippewa, Lac Qui Parle, Swift and Yellow Medicine. They are very short on drivers. 24 hr. notice is required. Sometimes same day trans can be arranged. Will travel great distance, door-door, wait at appts., if requested, will do regularly scheduled appts and provide assistance when needed. If w/c can be folded, volunteer will take client.</p>	Buses are also provided but can only travel in certain areas, includes the 5 county area and parts of South Dakota, Twin Cities and Fargo. w/c access if person can transfer themselves. Car Seats in Program	<p>No taxi</p> <p>No other buses</p> <p>Greyhound bus has also be discontinued</p> <p>Transportation can be a problem.</p>
Lake	County Contact is Bonnie Swan (218) 834-8407 Contact volunteer driver coordinator at Arrowhead Transit (218) 834-2280.	10 volunteer drivers. Client can call Arrowhead directly if they have already been approved. If not Social Worker must talk with them first. 3 day notice is requested. Will travel great distances. They do many regularly scheduled appts. Will do w/c if client can transfer and will also transport w/c. Volunteers will provide assistance.	Arrowhead Transit	No
Lake of Woods	Contact at county and volunteer driver coordinator Sandy Haman (218) 634-2642	5 - 6 drivers, not specific on advance notice. Client calls Sandy direct and she makes arrangements. Volunteers will drive great distances. Will do regular sched. Appts. Will do w/c if client can transfer and will also transport w/c.	They have an in-town bus "Far North", operates only within town, \$1.00 donation. They are working on another bus which will travel to the Williams area which is 35 miles away once a week for pick up.	No taxi
Le Sueur	County Contact and also volunteer driver coordinator is Linda Fischinick (507) 357-2251	14 volunteer drivers, not always that many active. Client calls Linda direct and she will make arrangements. 24 hour notice, but if available will do last minute. Volunteers only like to drive within a 60 mile radius, but she does have a couple who might venture into the metro area. Will not do regularly scheduled appts. Will do	There is a Heartland Express bus that operates within LeSueur County Monday - Friday @ \$22.50/month. County reimburses client direct not Heartland.	Cabs are available and are M.A. providers. They bill the state direct.

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		w/c if client can transfer.		
<b>Lincoln</b>				
<b>McLeod</b>	County Contact Donna Krauth (320) 864-3144 Volunteer Driver Program is coordinated through Trail Blazer Transit (320) 587-4757	Approximately 8 drivers, client can call direct. They require 24 hr. notice, will do w/c if client can transfer, will do regularly scheduled appts.	Trail Blazer Transit	Taxi - yes in Hutchinson and will use sometimes for emergency weekend appts.
<b>Mahnomen</b>	Tammy Foss (218) 935-2568	Volunteer drivers are contracted through Heartland Express at (218) 935-2560. There are 4 drivers, should have 24 hr. notice but will try and do same day. Will drive into the Twin Cities. Door-door, provide assistance and will do reg. scheduled appts. Car seats are available at the Social Services area	They have 2 buses daily with w/c access  Special Trans is referred to Medi Van	No Taxi
<b>Marshall</b>	Contact and volunteer driver coordinator at the County Mary Jo Larson (218) 745-5124	25-30 drivers. Client calls Mary Jo direct and she makes arrangements. They request 2-3 days notice. Will drive great distances. Will do regular scheduled appts. Will do w/c if client can transfer and if w/c is available at appt.	They have Tri-Valley Heartland Bus which operates from town to town but client must arrange appt. according to bus schedule.	No taxi
<b>Meeker</b>	County Contact Jan Schlack (320) 693-5300  Volunteer Driver Program is coordinated through Meeker County Council for Aging (320) 693-7794	10 volunteer drivers. Client calls MCC direct for ride. They request 24 hr. notice. Volunteers will drive great distance. Will do regular scheduled appts. Will do w/c only if client can transfer.	They have one bus which operates within the county \$1.25 per ride. One bus to Hutchinson daily.	No taxi
<b>Mille Lacs</b>	County Contact Barb Mathison (320) 9838208  Volunteer Driver Programs is coordinated by Heartland Express (Helen) (320) 983-2494	Approx. 17 drivers, client can call Heartland direct and they will verify medical infor. With county and make arrangements for driver. They require 24 hr. notice, will do w/c if client can transfer and if w/c is waiting at appt., will do regularly scheduled appts. Drivers will drive distances.  Inter Faith Care Givers out of	Buses available in Princeton, Milaca, Onamia, and Isle. They only operate within the city. Tokens are available, fee is paid by county.	Taxi-no

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		Princeton are also providing rides.		
<b>Morrison</b>	County Contact Gail Fletcher (320) 632-0231  Volunteer Driver Program is coordinated by Becky (320) 632-0262	Approximately 8 drivers, client must call worker for P.A. and then Becky is called. They require 48 hr. notice, will do w/c if client can transfer and if w/c is waiting at appt., will do regularly scheduled appts. Some drivers will drive to metro.	Bus, yes called MORR TRANS. Clients purchase tokens from the county. Operates out of St. Cloud	Taxi, no.
<b>Mower</b>	County Contact Ruth Schmidt (507) 437-9700  Volunteer Driver Program is coordinated through Mower County Transit Plan (507) 433-2379	18-20 Volunteer drivers. Client calls MCT plan direct for ride. They request 24 hr. notice. Volunteers will drive great distances. Will do regular scheduled appts. Will do w/c only if client can transfer.	Buses are through Mower County Transit	No taxi
<b>Nicollet</b>				
<b>Nobles</b>				
<b>Norman</b>				
<b>Olmsted</b>	Rita Wiesman (507) 285-8548	Rita is in charge of Volunteer Program 15 - 20 volunteers..24 hour or more notice, if possible. Financial worker submits request to Rita approx 3 days before ride is needed. Very minimal assistance. Cannot do w/c Volunteers are issued car seats which they have with them, also booster chair. Can do regularly scheduled appts. and will drive long distances	R & S Transport (special Trans) used for all w/c	Contract with Rochester Cab Service
<b>Otter Tail</b>				
<b>Pennington</b>	Deborah Waterworth (218) 681-2880	Volunteer program virtually non-existent. They have just a couple of drivers..usually pretty flexible and might drive a distance away. Usually clients depend on family and friends	For a tough case, use MediVan or Medical Transport	no taxi
<b>Pine</b>	Volunteer Driver Coordinator	Client calls Bev direct. 8 volunteer drivers with a few more sporadic. 3-4	No bus service	No taxi

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
	Bev Olson (320) 245-3050	working days notice but will drive statewide and will also provide a ride on weekends. Will do regularly scheduled appts. Will do w/c if client can transfer. They are very busy and drivers are utilized quickly. They have car seats.		
Pipestone	Diane Holmberg (507) 825-6720	Volunteer driver program is contracted through County Transit. Advance notice not required, but helpful. Financial worker faxes information to CT and they make the arrangements for volunteer driver. Sometimes if short on drivers, clients will share one driver. They will travel great distances, door-door, wait at appts., will do regularly scheduled appts and provide assistance when needed. Car seats are available for use.	County Transit bus has w/c access. Will travel as far as 25 miles away.	No taxi service
Polk	Kathy Kelly (218) 281-0623	Client contacts financial worker direct and she makes arrangements. They have a (20) person volunteer driver program. Would like one week notice but in some cases can do same day service. Will drive great distances and will do w/c if client can transfer themselves.  Regularly scheduled appts. can be set up.  Car seats are available thru agency.	Tri-Valley Bus is used for in-town and again arranged through financial worker. She faxes information or e-mail directly to Tri-Valley. They pick up client at their door. W/C access. Tri-Valley bills Polk County, no up front cost to client. Bus to Grand Forks once a week if it can be coordinated.	No
Pope	Rainbow Rider (joint powers for Douglas, Stevens, Traverse and Pope Dial-a-Ride (1-800-450-7770 Les or Eamon are coordinators  County Contact Arlis Fettig (320) 634-5751	Client can call direct or work thru county. Door - Door ...drivers will drive great distances & will do regularly schedule appts.  County encourages buses 14-15 buses in the area with volunteer drivers Will take children w/c access and seat belts provided.		

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
<b>Ramsey</b>	Cheryl Lundgren (651) 266-4631	No volunteer drivers. If a client provides a volunteer driver, the driver will be reimbursed.  P. A. is required for any service outside the 7 cty. Area	Bus passes are provided, client has to pay up front, bring verification of medial appt and then will be reimbursed. A few bus passes are given to regularly scheduled appts.  Metro Mobility is used for disabled	Tend to stay away from cabs, however if enough notice is provided, they will do vouchers for cab services.  Nursing Home, Hospitals, ie. Regions, Hennepin, etc have these cab vouchers in their E.R. Rooms
<b>Red Lake</b>		10 volunteer drivers. Client must contact office direct and clerical support makes arrangements for a driver. They would like 24 hr. notice but will do their best to fill any request. Door-Door assist. Will wait at appts. Will do regularly scheduled appts.  Some drivers will drive up to 200 miles. W/c only if client can transfer. Must use Spec. Trans otherwise. Car Seat available.	There is a bus but it is limited to a certain schedule..once or twice a week and to a designated area.	
<b>Redwood</b>				
<b>Renville</b>				
<b>Rice</b>				
<b>Rock</b>				
<b>Roseau</b>				
<b>St. Louis</b>	Shelly Saukko (218) 742-9525	30 drivers but they aren't all active. They require 3 working days notice but if available will drive with less notice. Will do w/c if client can transfer. Almost impossible to schedule a regular appt. They will drive any distance.	Dial-a-ride is available in Hibbing & Virginia but only within city limits and there are very specific pick up and drop off times.	2 taxis for Virginia and Hibbing but not reliable.

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		Client must contact financial worker or social worker and she will make the arrangements with Sandy Perko the (Volunteer Driver Coordinator)	AEOA transportation is available from Virginia to Duluth on Fridays w/specific drop off and pick up times.	
<b>Scott</b>	Nancy Dickinson (652) 496-8276	<p>Scott County Transit Buses &amp; Vans (952) 496-8341 \$1.50 .....to Burnsville \$1.00 Local</p> <p>Shakopee Also...Dial-a-Ride (952) 445-9040 \$1.00 local</p> <p>Also contracted with health plans</p> <p>3 day advance notice door-door w/c access, car seats can do regularly scheduled appts.</p>		
<b>Sherburne</b>				
<b>Sibley</b>				
<b>Stearns</b>	Contact at County Janet Rigstad (320) 656-6125	<p>TRI CAB administers the volunteer driver program. Linda Elfstrand (320) 654-9831 ext. 117</p> <p>22 - 25 drivers, no last minute would like 2 - 7 days notice, moving away from w/c transfers unless family member accompanies. Will do regular scheduled appts and will drive great distances. Limited number of car seats available</p>	City of Sauk Center does offer a bus within city limits only \$1.25 one way.	
<b>Steele</b>	SEMCAC this agency is contracted to also coordinate the volunteer driver program for the counties of Dodge, Fillmore, Houston and Winona Marlys (507) 864-7741 or 1-800-944-3281	Steele has 5 volunteer drivers (very difficult to get drivers), would like 2 days notice but will try and arrange for last minute emergency driver. They provide minimal assistance and will drive great distances. Some of the drivers will do w/c, if client can transfer. They will not do regularly scheduled appts. No car seats available. Client calls the driver coordinator directly...does not need to call financial worker first.	There are two buses available	No Taxis

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
<b>Stevens</b>	Rainbow Rider (joint powers for Douglas, Stevens, Traverse and Pope Dial-a-Ride (1-800-450-7770 Les or Eamon are coordinators  Contact at county - Linda D. Carroll (320) 589-7400	Client can call direct or work thru county. Door - Door ...drivers will drive great distances & will do regularly schedule appts.  County encourages buses 14-15 buses in the area with volunteer drivers Will take children w/c access and seat belts provided.		
<b>Swift</b>	Mary Erickson (320) 843-6303	9 volunteer drivers...Contracted through Prairie Five Community Action Council Dick Olson or Tammy at (320) 269-6578  They serve a 5 county region...Bigstone, Chippewa, Lac Qui Parle, Swift and Yellow Medicine. They are very short on drivers. 24 hr. notice is required. Sometimes same day trans can be arranged. Will travel great distance, door-door, wait at appts., if requested, will do regularly scheduled appts and provide assistance when needed. If w/c can be folded, volunteer will take client.	Buses are also provided but can only travel in certain areas, includes the 5 county area and parts of South Dakota, Twin Cities and Fargo. w/c access if person can transfer themselves. Car Seats in Program	No taxi  No other buses  Greyhound bus has also be discontinued  Transportation can be a problem.
<b>Todd</b>				
<b>Traverse</b>	Rainbow Rider (joint powers for Douglas, Stevens, Traverse and Pope Dial-a-Ride (1-800-450-7770 Les or Eamon are coordinators  Contact at county - Christeen Borsheim (320) 563-8255	Client can call direct or work thru county. Door - Door ...drivers will drive great distances & will do regularly schedule appts.  County encourages buses 14-15 buses in the area with volunteer drivers Will take children w/c access and seat belts provided.		
<b>Wabasha</b>				
<b>Wadena</b>				
<b>Waseca</b>	Contact Marsha at Waseca	16 Volunteer Drivers but that number fluctuates during winter months.	There is a bus which operates Monday, Wed.	Taxi is available

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
	(507) 835-0560 Vounteer Driver Coordinator Sandy @ Senior Citizens Program (507) 835-4551	Client calls Marsha direct and she makes all arrangements with Sandy at the SCProgram. 24 hr. notice is required. Will travel distances i.e., Twin Cities, Rochester. Will do reg. scheduled appts. Do have a van with w/c access.	& Friday to local clinics within town and on Tuesday & Thurs. will do appts. to other counties. A donation is requested for the ride.	but very costly.
Washington				
Watsonwan				
Wilkin	Linda Dietz Volunteer Driver Coord (218) 643-7122	18 volunteer drivers. Client calls Linda Dietz direct. 3-5 days notice preferred but will sometimes do last minute, if it can be arranged. Will travel great distances. Will do regularly scheduled appts and provide assistance when needed. Will do w/c if client can transfer and if w/c is provided on other end. No car seats available	No buses	Have contract with Twin Town Taxi. Taxi will provide local area transportation. Client purchases discount ticket for \$1.00 and county matches with \$2.50
Winona	SEMCAC this agency is contracted to also coordinate the volunteer driver program for the counties of Dodge, Fillmore, Houston and Steele Marlys (507) 864-7741 or 1-800-944-3281	Winona has 26 volunteer drivers (very difficult to get drivers), would like 2 days notice but will try and arrange for last minute emergency driver. They provide minimal assistance and will drive great distances. Some of the drivers will do w/c, if client can transfer. They will not do regularly scheduled appts. No car seats available. Client calls the driver coordinator directly...does not need to call financial worker firs.	There are 5 buses available	No Taxis
Wright	Kathy DeMars (coordinates volunteer driver program) (763) 682-7489	50 drivers but only 20 active - 3-4 days notice Threshold to threshold with min. assistance. Up to individual drivers as to distance they will travel  Car seats not available  Only young driver will take w/c if client can transfer. All others are referred to Special Trans.	4 different bus options but provide very limited service in that they service only within city limits	Subcontract with Medica and they will sometimes send a taxi
Yellow Medicine	Gretchen Eliason (320) 564-2211	13 volunteer drivers...Contracted through Prairie Five Community Action Council Dick Olson or Tammy at (320) 269-6578	Buses are also provided but can only travel in certain areas, includes the 5 county area and	No taxi  No other buses

County	Contact Person	Volunteer Program	Bus Option	Taxi Option
		They serve a 5 county region...Bigstone, Chippewa, Lac Qui Parle, Swift and Yellow Medicine. They are very short on drivers. 24 hr. notice is required. Sometimes same day trans can be arranged. Will travel great distance, door-door, wait at appts., if requested, will do regularly scheduled appts and provide assistance when needed. If w/c can be folded, volunteer will take client.	parts of South Dakota, Twin Cities and Fargo. w/c access if person can transfer themselves. Car Seats in Program	Greyhound bus has also be discontinued  Transportation can be a problem.

**Special Needs**

This information is available in other forms to people with disabilities by contacting us at 651-431-2478 (voice), toll free at 1-800-657-3756 or through the Minnesota Relay Service at 1-800-627-3529 (TDD), 7-1-1 or 1-877-627-3848 (speech to speech relay service).