

## 1 CONTACT INFORMATION

Contact the following to:

- answer your questions about the Travel Voucher Program,
- help you find and connect with a transportation provider, and
- help you obtain and use the travel voucher checks.

**Primary Contact: Maria Navarrete**, Program Specialist, CTC-DETCOG

(409) 384-5704 x 5324 | mnavarrete@detcog.org

**Holly Anderson**, Travel Voucher Support, DETCOG

(409) 384-5704 x 5258 | handerson@detcog.org

**Donna Sprouse**, Travel Voucher Support, DETCOG

(409) 384-7614 X 5255 | donna.sprouse@detcog.org

**DETCOG**

210 Premier Dr. Jasper, TX 75951

## 2 TRANSPORTATION PROVIDERS

To book travel using the travel voucher checks, you may contact any of the transit providers listed below.

All providers request 48 hour notification.

### • East Texas Support Services

Terry Hicks (409) 384-9006  
Accessibility options: wheelchair, lift

### • Watts Transportation

Mr. Watts (936) 332-0720  
Rates to facilities outside of the counties for medical reasons and trips to Houston and/or Galveston are being negotiated.

### • Jasper and Newton County Nutrition and Senior Services

Elaine Shellenberger (409) 892-4455

### • Veterans of Tyler County

Kay Timme (409) 283-3751

### • Nutrition and Services for Seniors

- A one-way rate is being negotiated that will include 10 miles from the cities of Kirbyville (Jasper Co), Buna (Jasper Co), Evadale (Jasper Co), Warren (Tyler Co), and Deweyville (Newton Co) to Beaumont.
- Riders from these areas who need to go to medical facilities in Houston and/or Galveston will incur an additional cost, probably based on mileage exceeding the one-way rate.

### • Volunteer Ride Providers\* (see middle panel)

## \* Volunteer Ride Providers

Another transportation option is to use a volunteer ride provider, who can be reimbursed for mileage.



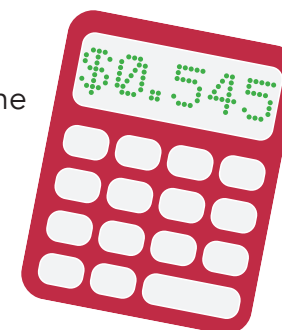
## To qualify, volunteer ride providers must

- Contact the DETCOG – CTC (see previous panel)
- Submit the following documents to the DETCOG – CTC:



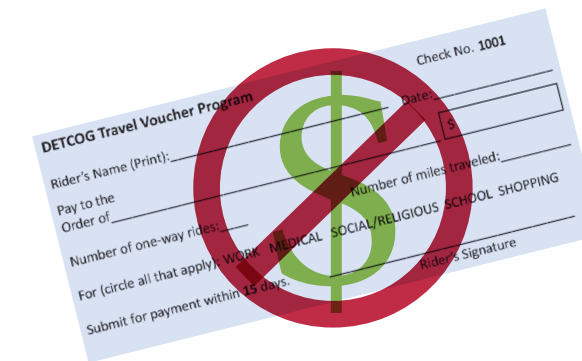
- **Once approved by the DETCOG – CTC** to participate in the travel voucher program, you can contact the volunteer ride provider directly to set up transportation services.

- Volunteer ride providers will be reimbursed for the miles driven at the Texas state reimbursement rate (currently \$0.545/mile). For this reason, the **mileage traveled for the use of the voucher must be reported on the voucher.**



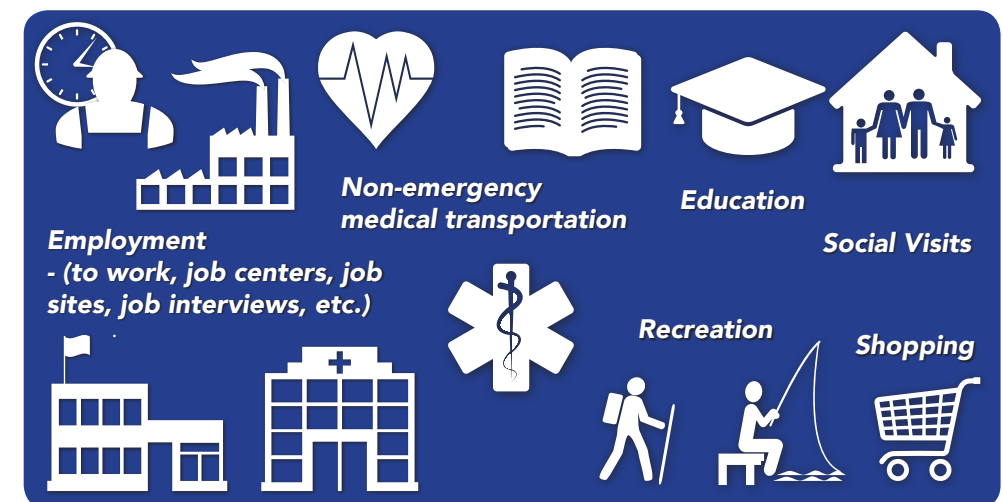
## 3 TRAVEL VOUCHER CHECKS

The travel voucher checks are used in place of cash to pay for transportation. Riders may pay for the ride with their own funds at the agreed upon rates. However, neither the rider or ride provider will be reimbursed by DETCOG.



- The travel voucher checks hold no real cash value and can only be used to pay participating transportation providers, who will then be reimbursed by DETCOG.

## Travel voucher checks can be used for



- If you have a question about how travel voucher checks can be used, please contact the DETCOG – CTC. We can show you 1) how to fill out your travel voucher check, 2) determine the cost or rates of the transportation provider, or 3) submit the travel voucher checks to the transportation provider.

## How to use the travel voucher checks

Travel voucher checks function like traditional check book checks, but can only be used to pay for transportation with participating transportation providers volunteer transportation providers approved by DETCOG.

## The following information is needed on the travel voucher check

**DETCOG Travel Voucher Program**

Check No. 1001

Rider's Name (Print): \_\_\_\_\_ Date: \_\_\_\_\_

Pay to the Order of \_\_\_\_\_ \$ \_\_\_\_\_

Number of one-way rides: \_\_\_\_\_ Number of miles traveled: \_\_\_\_\_

For (circle all that apply): WORK MEDICAL SOCIAL/RELIGIOUS SCHOOL SHOPPING

Submit for payment within 15 days. \_\_\_\_\_

Rider's Signature \_\_\_\_\_

Callouts: Transportation Provider, Date of Travel, Cost of the trip\*, Purpose of the trip, Rider's signature, Distance of the trip\*\*

\* For transportation providers only.

\*\* For volunteer transportation providers only, number of miles.

• Once filled out, give the travel voucher check as payment to the transportation provider. The transportation provider will submit the travel voucher check to DETCOG for reimbursement.

• If you have a question about how travel voucher checks can be used, please contact the DETCOG – CTC.



## How to track trips, cost and available funds

After using a travel voucher check, keep track of your dollars spent using the check book balance table. This will allow you to track the number of dollars spent and determine the remaining amount that is available for future trips.

Check #	Date	Purpose (circle all that apply)	Transportation Provider	Miles	Cost of Trip	Balance
1001	2-15-18	Work Medical Social/Religious School Shopping	Watts	35		
1002	3-01-18	Work Medical Social/Religious School Shopping	East Texas Support			
1003	4-5-18	Work Medical Social/Religious School Shopping	W			

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## Money saving suggestions

- Use local provider first if possible.
- You can save money by doing more than one errand on the same trip. For example, is there a grocery store close to your doctor's office where you shop after your medical appointment? If you wish to group trips, please make sure the transit provider or volunteer driver is aware of your stops when you book the trip or at pick-up.
- You may also call ahead to the provider to ask if you can coordinate your ride with a group or with someone else who has already scheduled a ride to a nearby location. This is another way to save money, and allow you to make more trips with your voucher balance.



# TRAVEL VOUCHER PROGRAM

## Rider Information

The travel voucher check program is designed to increase access to transportation for the elderly, veterans, and those who lack mobility due to physical, mental or financial challenges.

Clients can use travel voucher checks for non-emergency medical trips, employment, education, social visits, recreation, shopping, and other purposes.



This guide provides information on:

- 1 Travel voucher program contacts and support staff
- 2 Transportation providers that give rides through this program
- 3 How to use the travel voucher checks and keep a balance of available funds