

**East TN Human Resource Agency  
Job Access Reverse Commute  
Application Form**

\_\_\_\_\_ Approval Date

\_\_\_\_\_ County

Applicant's Name \_\_\_\_\_ Date of Birth \_\_\_\_\_  
*first middle initial last*

Address \_\_\_\_\_ Gender: Male  Female

\_\_\_\_\_ *city state zip code*

Social Security # \_\_\_\_\_ Phone \_\_\_\_\_ Alternate Phone \_\_\_\_\_

Emergency contact and phone number \_\_\_\_\_

**ELIGIBILITY REQUIREMENTS**

Annual Income \_\_\_\_\_ (PLEASE BE SURE TO ATTACH PROOF OF INCOME) \_\_\_\_\_ # In Household

**EMPLOYMENT INFORMATION**

Employer's name \_\_\_\_\_

Employer's address \_\_\_\_\_

Name and phone number of contact person at employer \_\_\_\_\_

Does client need child care transportation? Yes  No

If yes, please complete information located on back of this sheet.

**Work Schedule**

Monday	to	Tuesday	to	Wednesday	to
Thursday	to	Friday	to	Comments:	

Date transportation is to begin: \_\_\_\_\_ Is schedule subject to change? Yes  No

Mail to: ETHRA Transportation, 9111 Cross Park Dr., Attention; Teresa Hickman, JARC Manager,  
Ste D-100, Knoxville TN 37923, or fax to 865-244-1711, Attention; Teresa Hickman, JARC Manager  
Email: [thickman@ethra.org](mailto:thickman@ethra.org) Attention; Teresa Hickman, JARC Manager

**Name and DOB of children to be transported:**

Name \_\_\_\_\_ DOB \_\_\_\_\_ SS# \_\_\_\_\_

Name \_\_\_\_\_ DOB \_\_\_\_\_ SS# \_\_\_\_\_

Name \_\_\_\_\_ DOB \_\_\_\_\_ SS# \_\_\_\_\_

Name \_\_\_\_\_ DOB \_\_\_\_\_ SS# \_\_\_\_\_

**Day Care Provider Information**

Name \_\_\_\_\_ Phone \_\_\_\_\_ Address \_\_\_\_\_

\_\_\_\_\_  
(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip)

I certify that the information submitted on this application is true and correct to the best of my knowledge.

\_\_\_\_\_  
**Applicant Signature**

\_\_\_\_\_  
**Date**

**\*\*APPLICANTS MUST NOTIFY PROGRAM MANAGER OF ANY RELEVANT CHANGES\*\***

Inquiries & Comments should be directed to the JARC Program Manager  
Teresa Hickman  
9111 Crosspark Dr  
Knoxville, TN 37923  
865-691-2551 Ext. 4280  
865-244-1711 (fax)  
thickman@ethra.org

## ETHRA'S JOB ACCESS REVERSE COMMUTE PROGRAM GUIDELINES

The Job Access Reverse Commute Program will operate 2016/2017 as follows:

The application process will involve completing a Job Access Application form either in county offices, via e-mail or courier mail, or facsimile. All applications require client signatures. Included in the certification process, participants must provide income documentation certifying that income does not exceed the Health and Human Services Poverty Guidelines, or provide a referral from a county office of the Tennessee Department of Human Services. Clients are responsible for informing the Job Access Program Manager of date and time for pick-ups/drop-offs. Any changes in income or employment status must be reported to the Job Access Program Manager.

Participants may participate in the Job Access Program at no cost, for the first nine (9) months. After nine (9) months Job Access participants must pay an amount equal to general public transportation fares, and continue transportation based on ETHRA availability.

To insure that others may access the Job Access Program and receive transportation and self-sufficiency assistance, participation is limited to twelve (12) months.

The Job Access Reverse Commute Program is designed to assist qualifying low-income individuals with transportation to and from their place of employment.

Job Training facilities<sup>1</sup> will be included as part of the program's eligible trips.

Job Search<sup>2</sup> will include application process, interviews and all necessary follow-up.

The program assists with transportation to and from childcare for all eligible dependants. The reverse commute portion of the program works to assist individuals residing in urban areas needing transportation to employment in non-urban areas.

Any client found violating terms and conditions of the program will be restricted from riding with the job access program for said period of time dependant on severity of violation.

Violations include but are not limited to the following:

- Clients scheduling non-job related activities under false pretences
- Clients failure to report any changes in income

Participants should read and understand the ETHRA No Show Policy and follow its guidelines.

In the event a driver is late, client must notify ETHRA if they arrange alternate means of transportation.

If you have any questions or concerns, please contact Teresa Hickman, Job Access Program Manager at 865-691-2551 ext. 4280. Thank you for taking time to review the JARC Program Guidelines.

---

<sup>1</sup> Job training includes obtaining a GED (when required for employment), attending work related technical course(s) at a local community college or otherwise, instruction led employment or training related to future employment.

<sup>2</sup> Job Search includes application process, interview and all necessary follow-up.

ETHRA Transportation  
No Show Policy

I . Scope: Non-Emergency Medical Transportation

I I . Purpose: To establish guidelines for clients who habitually do not show up for scheduled transportation.

III: Policy:

ETHRA will ensure that clients who habitually abuse transportation services by not cancelling their transportation and not showing up for scheduled services will be put in a probationary status until they adhere to the guidelines for transportation services.

IV. Procedure: When a client is a “no show” or cancels at the door two times within thirty (30) days, they will be issued a letter warning that one more “no show” or at the door cancellation will put them in a probationary status for transportation services. The letter will outline the following:

- ❖ The No Show Policy
- ❖ The dates the client has no showed within the previous 30 day period.
- ❖ Information for scheduling and canceling transportation services along with the telephone numbers for scheduling and canceling transportation services.
- ❖ The restrictions that will be imposed on the client if they continue to disregard the No Show Policy.

In the event that the client disregards the warning and has an additional “no show” or cancels at the door; the client will be placed in a probationary status for the next thirty (30) days.

The probationary status will require a client to confirm any scheduled transportation services 24 hours prior to scheduled transport. Clients who fail to call the call center to confirm their appointments will have their transportation cancelled.

If a client in probationary status abides by the No Show Policy and does not “no show” or cancel at the door, that client would be removed from probation after the appropriate probationary allotted time referenced above.

Restricted clients would not be eligible for the use of standing orders for transportation and would be required to call and re-schedule (or have scheduled) such standing orders.

## Definitions Page

### **Definitions**

**No Show:** When a client who has scheduled transportation, is not at the requested pick-up location at the scheduled time, is not ready for pick-up within the time period allotted by ETHRA, or otherwise does not come to the door when transportation arrives for pick-up.

**Cancel at the Door:** When a client who has scheduled transportation informs the driver at the time of pick-up that they will not be utilizing the transportation. Normally this would be in person when the vehicle is at the pick-up location, but may also occur by phone after the vehicle is en route to the pick-up location.