RESOLUTION AUTHORIZING THE FILING OF A GRANT APPLICATION TO THE DIRECTION HOME OF EASTERN OHIO, INC. FOR FUNDING FOR THE ASHTABULA COUNTY TRANSPORTATION SYSTEM (ACTS)

WHEREAS, Patrick Arcaro, Director of the Ashtabula County Job and Family Services, on behalf of the Ashtabula County Transportation System, has prepared an application to The Direction Home of Eastern Ohio, Inc. for funds in the amount of $36,937.00, with a local match of $6,518.00 for a total of **$43,455.00**; and

WHEREAS, the funds will be used to transport Ashtabula County residents age 60 and over on both the ACTS Demand Response and Deviated Fixed Route services. Residents will be transported to meal sites, grocery stores, senior centers, pharmacies, and social service agencies; and

WHEREAS, the application has been reviewed and it is found that such a grant would be desirable and is necessary; now

THEREFORE, BE IT RESOLVED, By the Board of Commissioners of Ashtabula County, Ohio that an application be made to the Direction Home of Eastern Ohio, Inc. in accordance with a copy of said application on file in this office.

ASHTABULA COUNTY COMMISSIONERS

CERTIFICATION PAGE

Resolution No. 2026-399 **September 24, 2026**

RESOLUTION AUTHORIZING THE FILING OF A GRANT APPLICATION TO THE DIRECTION HOME OF EASTERN OHIO, INC. FOR FUNDING FOR THE ASHTABULA COUNTY TRANSPORTATION SYSTEM (ACTS)

Upon the motion of Kathryn L. Whittington, seconded by J.P. Ducro IV.

VOTE:

Casey R. Kozlowski	**Aye**
Kathryn L. Whittington	**Aye**
J.P. Ducro IV	**Aye**

CERTIFICATE OF CLERK

IT IS HEREBY CERTIFIED that the foregoing is a true and correct transcript of a resolution acted upon and duly passed by the Board of County Commissioners of Ashtabula County, Ohio, on the date noted above.

Lisa Hawkins

Lisa Hawkins, Clerk of the Board
Board of County Commissioners
Ashtabula County, Ohio

Docusign Envelope ID: 5F1D7A1B-0ABE-868B-8132-9FAC44BE90CF

DIRECTION HOME OF EASTERN OHIO
RESOURCES ON AGING & DISABILITIES

Application for Traditional Social Service Funding
Fiscal Year 2027

Summary: *Complete only once regardless of number of services proposed.*

Organization: Ashtabula County Transportation System (ACTS)

Federal Tax ID #: 34-6000128 **Unique Identity ID#:** RM9CH33J2GL5
(SAMS.GOV number)

Address: 2924 Donahoe Drive

Ashtabula Ohio 44004

County: Ashtabula

Phone #: 440-994-2065 **Fax #:** 440-998-4253

Contact Person: Julie Carlo **Email:** Julie.Carlo@jfs.ohio.gov

CaseWorthy Contact Person: Julie Carlo **Email:** Julie.Carlo@jfs.ohio.gov

Previously Funded __X____ **New Applicant** _____ **Grant Revision** _____

Instructions for Application:
Complete summary, terms and conditions, portal requirements, and sections I-III only once.
Complete sections IV-IX for each separate service requested.

Proposal must be received before Noon, Tuesday, October 13, 2026
Deliver to: Sarah Ridel, Direction Home of Eastern Ohio, Inc.
1030 N. Meridian Road Youngstown, Ohio 44509
Fiscal Year Start date: January 1, 2027 to December 31, 2027.

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Terms and Conditions

It is understood and agreed upon by the undersigned authorized individual that: Funds granted as a result of this request are to be expended for the purposes set forth and in accordance with all applicable laws, regulations, polices, and procedures of this State and the Administration on Aging of the U.S. Department of Health and Human services. Any proposed changes in the proposal as approved will be submitted in writing by the applicant and upon notification of approval by Direction Home of Eastern Ohio shall be deemed incorporated into and become a part of this agreement. This request for proposal is being issued on the basis of the presumed availability of funds from the State and/or Federal Governments. Direction Home of Eastern Ohio, Inc., will not be liable should funds be eliminated or reduced. Completion of a proposal does not imply that DHEO will fund a proposal. Proposals are subject to review by representatives of the Board and Staff of DHEO. At its sole discretion, DHEO may negotiate the unit price, or any other factors, including, but not limited to, the total funds, the composition of those funds, and the amount and type of match, prior to determining to enter a contract based on a proposal. The sub grantee hereby agrees that it will comply with all Ohio Department of Aging Service Standards. Failure to comply may result in termination of contract. Applicants should read and understand the conditions of contracting in the instruction booklet. Applicants will be required to comply with all applicable service specifications and conditions of contracting should a contract be awarded. Failure to comply may result in termination of contract. By signing below service providers acknowledge they understand, agree and they comply with the following applicable laws and rules:

1. American's with Disabilities Act of 1990
2. Occupational Safety and Health Act of 1970
3. Equal Employment Opportunity Act
4. Clean Air Act, as amended, 42USC AA 7401 et seq.
5. Byrd Anti-Lobbying Amendment 31 USC 1352.
6. Provider certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any state or federal department or agency.
7. Declaration Regarding Material Assistance/ Non-Assistance to a Terrorist Organization (ORC 2909.33)
8. Ohio Revised Code, OAC and ODM rules- All laws and regulations pertaining to the services provided.

DocuSigned by:

Casey Kozlowski

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Casey Kozlowski	
Print Name	Authorized Signature
County Commissioner	9/24/2026
Print Title	Date

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Section I. Portal Requirements: *Complete only once regardless of number of services proposed.*

Portal requirements are specific requirements of the applicant organization submitting a request for proposal. All portal requirements must be met before the proposal will be considered. **Failure to provide the following will result in DHEO not considering the proposal. Applicants should expect competition for every service specification.**

Timeliness- The application for funding will be considered late if it arrives after the deadline specified. The deadline for the submission of the Application for Funding is **Tuesday, October 13, 2026 by Noon.** The location for delivery 1030 N. Meridian Road Youngstown, Ohio 44509.

Financial Statements- Audited Financial Statements- if applicable, the non-profit organizations or the for-profit entity's most recent audit (minimum 2025 or later) must be submitted. If applicable, the most recent State audit for governmental entities must be submitted. **Other Financial Statements-** for non-profit organizations or for-profit entities that do not have an audited financial statement, the applicant should submit the most recently compiled or reviewed financial statements prepared by an independent accountant. If independently prepared financial statements are not available, then a copy of internally prepared financial statements should be proved.

Tax Returns- The applicant must submit the most recent filed federal tax return. Tax returns submitted must be current to the last filing deadline for the last filed return plus an extension.

W-9 Request for Taxpayer Identification Number and Certification- must be submitted, even if already provided to DHEO.

Certificate of Good Standing- A 2026 copy of a certificate of good standing from the Ohio Secretary of State is required. The website to request this document is www.sos.state.oh.us.

Payroll Taxes- A copy of Form 941 filed June, 2026 is required. A statement or other agreement regarding any back taxes owed to either the federal or state governments is required if it pertains to payment agreement with the taxing agency and must be current or must be under dispute between the taxing authority and the organization.

Insurance- Evidence of a current liability policy of $1,000,000 is required.

Worker's Compensation- A copy of a current workers compensation certificate.

Other- The organization must certify, in letter format, addressed to Direction Home of Eastern Ohio, Inc. that it is not banned or otherwise sanctioned by the federal or state governments or any agency thereof. DHEO, based on its accounting firm's sole analysis of the information provided can determine that there is a reasonable expectation that the applicant can financially fulfill the terms of the contract for one year, i.e. the applicant is financially stable.

Direction Home of Eastern Ohio, Inc. at its sole discretion, may waive or allow an applicant to remedy one or more of these issues provided there is either, 1) no competition for the particular dollars, 2) all applicants failed to meet one or more requirements or 3) evidence supports the applicants effort to meet a requirement in a timely manner but another party, outside its control, failed to respond within the deadline.

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Section II. Provider Introduction: *Complete only once regardless of number of services proposed.*

A.) Give a Brief History of your organization. Please include your mission statement, strategic plan, how long your agency has been in business, and include all other services you provide regardless of funding.

Ashtabula County Transportation System (ACTS) has been providing safe, reliable, and affordable transportation to all Ashtabula County residents since 1988. ACTS operates two types of public transit services: a deviated fixed service route within Ashtabula City and surrounding townships and Demand Response service covering all of Ashtabula County. The hours of operation for the service route are Monday – Saturday, 7:00am to 5:00pm and the Demand Response service operates Monday – Friday, 7:00am to 5:00pm. Fares range from $.75 to $2.00.

ACTS mission and goals are to provide a County-Wide Para Transit Public Transportation service; that is reliable, accessible, affordable, and safe for the general public, the elderly, low income and persons with disabilities.

ACTS also provides transportation to local medical offices, grocery stores, senior centers or government agencies, employment related needs and social activities to the general public regardless of funding.

B.) Do you plan to use a subcontractor for any services you are applying for? If so, authorization from DHEO must be obtained before subcontracting any duties. Provide a copy of proposed subcontract agreement.

Yes, Sunset Transportation runs the operation of ACTS. Contract is attached.

C.) Attach a copy or list of Board Members, Advisory Council Members or those individuals with an ownership of at least 5% and a recent table of organization.

The members of the Board of Ashtabula County Commissioners are:

Casey R. Kozlowski, President
Kathryn L. Whittington, Vice-President
J. P. Ducro, IV

We no longer have a Transportation Advisory Committee.

D.) In accordance with ODA Administrative Code 173-3-07, it is required that program income and cost share be collected from clients and that their identity be protected. Please describe the procedure in which you collect program income and cost share income from clients.

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ACTS will accept donations from consumers age 60 and older for transportation. Plain envelopes are available on each vehicle for consumers to use. They do not have to provide any personal information. The donations are counted at the ACTS Operation Center and deposited. The amounts and identity of any consumer is kept confidential.

E.) Attach your organization's conflict-of-interest policy and procedure. Describe how your organization takes reasonable steps to refuse, suspend, or remove Title III program responsibilities from any individual who has a conflict of interest, or whose immediate family member has a conflict of interest related to service delivery, when the conflict cannot be adequately removed or remedied.

We make sure that we follow the conflict of interest policy and procedures. All employees are made aware of the rules and the manager at ACTS supervises daily to take all reasonable steps to ensure the rules are followed by the entire staff at ACTS. Policy is attached.

F.) Becoming a provider requires collecting and reporting data to Direction Home of Eastern Ohio. Do you have separate identifiable staff and system abilities that have the capacity to work in AGE mandated systems such as CaseWorthy?

Julie Carlo handles everything pertaining to the Direction Home funding. She is knowledgeable of the program. ACTS keeps great records and information on their clients and have different databases that we use to gather reporting data. JFS also has a staff member who answers the phones for clients over the age of 60 and answers any questions they might have.

Section III: Budget- See Excel Spreadsheet to complete

Complete Sections IV-IX for each Service requested.

Service Category: **Title III B,D** Bid Spec _**#7**_____

County: **Ashtabula**

Section IV: Budget- See Excel Spreadsheet to complete

Section V. Service Goals/Targeting: *Complete for each service requested.*

A.) Complete chart to indicate planned service goals.

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Planned Annual Units of Service

Service Category (ex. Supportive Services)	Unit of Service (ex. Hours)	Number of Units	DHEO Cost per Unit (Reimbursement Rate)
Transportation	One-Way Trips	4122	$8.96

Planned Total Clients

Unduplicated Clients	Low Income	Minority	Low income Minority	Age 75+	Disabled Handicapped	Rural	Female	Living Alone
27	13	0	0	15	8	14	25	16

B.) How did you calculate the number of units of service?

The number of units of service was calculated by taking the funding amount of $36,937.00 and dividing it by $8.96 per unit.

C.) How did you determine the number of unduplicated clients?

The number of unduplicated clients was determined by using the current individuals on my January through August roster and the current clients from last year and going into the WellSky database and determining the priority categories they qualified for. The number of clients does vary month to month and when someone is no longer eligible for the services (deceased, moved), we will add a new client to the roster.

D:) How does the agency target individuals who are identified as having the highest social and economic needs? How do you plan to target those who are considered low-income minority and those who live in rural areas specifically?

ACTS distributes information at various public facilities throughout Ashtabula City and surrounding areas including low-moderate income housing facilities, libraries, and post offices. ACTS has contacts at local churches to inform Ashtabula County residents of the services available.

E.) How will you ensure consumers' continuation of services for the full 12 months of funding?

If ACTS is operating at full capacity and we receive all requested Federal and State Operating funds, ACTS will ensure consumers continued services for the full 12 months. This may require additional local match funds for the full 12 months. I will also closely monitor the number of units ACTS provides each month.

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F.) Briefly describe how you determine placing a consumer on your wait list? How do you organize your waitlist to ensure that priority populations are being served?

The ACTS Operation Center will usually receive a phone call inquiring about the program. They refer the individual to Julie Carlo at Ashtabula County JFS. Julie will explain the program to them and tell them there is currently a waiting list, and do they want an application sent to them. The list is prioritized by the date we receive the application back for processing.

Section VI. Quality of Service: *Complete for each service requested.*

A.) How do you evaluate your program's effectiveness?

I evaluate ACTS program effectiveness by the number of clients we are serving. My goal is to serve as many clients as possible each month and to monitor ridership and inform new clients who are unaware of the service.

B.) How do you measure consumer satisfaction? If you conduct a satisfaction survey, please attach a copy.

One way ACTS consumer satisfaction is measured is by the number of complaints the Program Manager receives each month. These complaints are also part of a monthly report that is provided to the JFS Executive Director. The number of complaints for 2026 are very minimal compared to the number of trips provided.

The most recent customer satisfaction survey was conducted in July 2024 .I do plan to distribute another survey in 2027 so I will have information to compare. We had excellent scores and received 62 surveys with only one bad score turned in due to an air-conditioning issue.

C.) How have you used this information for program improvement?

ACTS has used this information to improve on-time services, customer service at the Operation Center and availability/scheduling of trips. The office staff (scheduler and dispatcher) and the driver's receive mandatory safety and customer service training regularly.

D.) Give an example of a situation where you've had an unhappy consumer. How did you remedy the complaint and what was the outcome? Attach a copy of your grievance procedure.

The complaints I receive are very minimal compared to the total trips ACTS provides. If I do receive a complaint from an unhappy consumer, I speak to all parties involved, including the provider, the consumer, and other riders if necessary to determine if the complaint is substantiated. I also request an explanation and a resolution from the provider to help prevent the problem from occurring. This process usually results in a positive outcome.

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E.) How do you adapt your services to meet the individual's person-centered care?

The operating hours for ACTS are M-F, 7:00 am to 5:00 pm for the Demand Response service and M-Sat, 7:00 am to 5:00 pm for the Service Route. There are two medical centers and a large grocery store on the Service Route. ACTS also offers transportation to the local Senior Center. I believe this offers all individuals a variety of choices to make medical appointments, go grocery shopping and plan social activities. The consumer knows best what their needs are, and having access to ACTS transportation for these services can help them remain independent and live in their own homes.

Section VII. Program Specific Questions: Complete only which service this bid specification represents. Complete one section per bid request. Feel free to delete the service questions that do not pertain to you as you answer the question.

A. For Transportation providers:
   a. Explain how your organization meets the rule outlined in 173-3-06.6.

ACTS meets all the rules that are outlined. Inspections on the vehicles are performed daily before they leave the yard to ensure the clients' safety. The driver can assist the passengers on and off of the bus/lift.

   b. How many vehicles are in your fleet? ***15 vehicles***
   c. Does your agency provide curb to curb, door to door service? ***Yes. Monday through Friday 7:00am-5:00pm.***

Section VIII. Service Capacity: ***Complete for each service requested.***

A.) Complete Chart below to indicate past service delivery. Please indicate the service delivered for which the units are being reported.

*Use unduplicated client count (client is counted only once for the year no matter how many units of service they receive for the year).

Year	Total Units	Total Clients	Minority Clients %	Age 75+ Clients %	Low Income Clients %	Rural Clients %
2026	4,578 **estimating the last 4 months.	27	0%	56%	48%	7%
2025	4,182	33	3%	55%	45%	9%
2024	4,182	39	3%	51%	41%	13%

B.) If the number of people or units of service reported on the previous chart has declined from prior years, what has caused the decline and what provisions are being made to

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address the decline?

We have had a decline in total clients from last year because a few of the clients moved or stopped using public transportation. Although we always use all of the funding provided in the number of units. I have noticed over the past few months that a few clients who haven't been using transportation over the past 6 months have started using it again.

C.) Describe the geographic service boundaries for your proposed service. Are there areas you cannot serve in the counties you are proposing to serve?

Most of our service area is in Ashtabula city because they utilize the service route but the door-to-door demand response will go anywhere in Ashtabula County including South County. We don't have a lot of requests from south county, but we are able to provide service there if needed.

D.) How will you ensure visibility in all of the required service area?

Acts distributes the passenger guides to all the Senior Centers, libraries, and post offices, in most of the service areas. Also, the congregate meal sites are helpful in letting people know about ACTS.

Our ACTS service route buses run continuously throughout Ashtabula City M-SAT 7:00am to 5:00pm and the buses are clearly marked with both phone numbers for ACTS.
Also, the ACTS demand response buses will be seen throughout Ashtabula County during normal operating hours and the buses are clearly marked with both phone numbers if people want to call and get information about what transportation services are available to them. They can be informed about DHEO transportation at that time.

Section IX. Innovation: *Complete for each service requested.*

A.) What are some of the creative ways you engage the consumers you service?

ACTS also provides transportation to special events like the Ashtabula County Fair, the Senior Levy Conference, RAM and events at the Senior Centers. The customers are very happy to have the opportunity to attend theses events. We encourage feedback from the consumers. These happy, satisfied ACTS riders will tell their friends!

B.) What steps do you take to keep staff engaged and involved with your agency?

An employee in the Transit Unit at JFS is responsible for handling all DHEO transportation inquiries. This same person also handles all other transportation requests for the age 60 and over groups. She has excellent rapport with this age group, especially the elderly and disabled. She is available to inform the public of the services through DHEO if they are not eligible for any other category of transportation. This employee enjoys helping this group of consumers and she takes pride in her work.

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C.) What innovative tools are you utilizing to make your agency work more efficiently?

I periodically cross check the ACTS daily roster to find general passengers who are age 60 and over and not using DHEO funds. We contact them to see if they are interested in the services. If they are, we send out an application. They are usually very grateful they do not have to pay a fare any longer. We also encourage word of mouth from other satisfied customers.

D.) Give an example of your organization working with another community agency or entity. What outcomes did it produce?

ACTS works with all the local Senior Centers and Congregate meal sites to coordinate transportation when possible. When applicable, a JFS staff member will give a presentation at the Senior Centers or the Congregate Meal Sites to inform the public of the services available to them. An outcome of this is the increased ridership we have seen in the past years.