

Dear Community Coach Applicant:

Thank you for your interest in Community Coach! The Senior Resource Association provides shared-ride, door-to-door transportation programs for individuals who are unable to use the GoLine fixed-route transportation service.

### **Instructions for completing the Eligibility Application**

Please fill out the application completely, sign all the pages requiring your signature, and return to us in person or in the mail at:

*Senior Resource Association/Indian River Transit  
Paratransit Eligibility Specialist  
4385 43<sup>rd</sup> Avenue  
Vero Beach, FL 32967*

Or you can send it by fax (772) 569-8469

Applications are processed in the order they are received. Once an application is submitted, an applicant's eligibility will be determined within 21 business days. During this time you may be required to have an in-person functional assessment at our contracted facility. There is no charge for this evaluation. You will receive a letter with instructions on how to complete this next step between 3 to 5 days of turning in your application. If you need transportation to or from the facility, please follow the directions on your letter. Applications will NOT be considered complete until the Senior Resource Association has received the results of your evaluation.

Upon receipt of your results, we will review your file to determine your eligibility and contact you by mail within 7 to 10 business days. Applicants do have the right to appeal the decisions made by the Eligibility Department. Please contact the transportation office for further appeal process information.

If you need additional information please contact one of our Customer Care Agents at: 772-569-0903

**Please note:** We will return incomplete applications to the sender

Thank you for choosing the Senior Resource Association for your transportation needs!