

# TheHandi-Van Eligibility Information

TheHandi-Van is the City and County of Honolulu's complementary Americans with Disabilities Act (ADA) paratransit service for people with disabilities who are unable to independently use TheBus.

This informational brochure will help guide you through the process of applying for TheHandi-Van eligibility.

## How do I apply for TheHandi-Van?

Individuals must schedule an appointment and appear in-person to complete an assessment process. During a confidential interview, you will meet with a Mobility Coordinator who will identify your specific transit use skills, abilities and/or limitations. The Mobility Coordinator will assist you in navigating through the process and can provide information about additional transportation options and services.

During your interview, you will learn about other programs that can increase your transportation independence. The assessment process is not a medical determination of whether or not you have a disability, but rather a determination about what your transportation options can include.

***Disability alone does not determine eligibility; the decision is based upon your ability to use the City's bus system, TheBus. The assessment ensures that a person applying for service has a verified disability and evaluates the transit-related tasks that the person can perform.***

## TheHandi-Van Eligibility Center

**First Insurance Center  
1100 Ward Avenue, Suite 835  
Honolulu, HI 96814**

**808-538-0033  
Monday - Friday  
8:00 AM - 5:00 PM**

Visit TheHandi-Van website at <http://handi-van.honolulu.gov>

## Helpful Information to bring to your interview

- Your contact phone numbers (home, cell, work)
- Your complete street and mailing addresses
- Emergency contact names, relationships, phones (home, cell, work)
- Health care provider names, complete addresses, phone and fax numbers, and contact names
- Mobility devices that you use, including power and manual wheelchairs, scooters, walkers, canes, etc.
- If your vision is impaired, a Visual Acuity or Field of Vision Statement from your vision care provider
- If you have a psychiatric condition, a diagnosis and statement from your mental health care provider

## Optional Information

- Supplemental information from your healthcare or disability service provider regarding your ability to use fixed route bus service
- Location of the bus stop closest to your home

**Questions?**  
**Call TheHandi-Van Eligibility Center**  
**538-0033**

**What can I expect?**

Your eligibility interview may include your own assessment of your ability to use TheBus, a verification of your disability, and an assessment of your physical and cognitive ability to ride a fixed route bus. Your balance, strength, coordination, range of motion, or general orientation may be assessed.

You may bring someone with you to the interview, which may take one to two hours. Part of the assessment may be conducted outdoors, so please dress appropriately. Information from a healthcare provider will also be considered. You may bring this information to the interview or we will contact your health care provider on your behalf.

You will be notified by mail of the eligibility determination within 21 calendar days of completion of the assessment process. You may appeal the determination if you disagree with it. If you are renewing your eligibility and the determination takes longer than 21 days, you will be able to use TheHandi-Van until a determination has been made.

**TheBus**

Using fixed route service increases the mobility options of individuals with disabilities. Buses are wheelchair accessible and are equipped with lifts or low floors. Other accommodations such as stop announcements make using the fixed route bus service possible for many people.

**Call for More Information**

TheHandi-Van is an origin-to-destination, shared ride, accessible public transit service for people who are determined to be eligible under the Americans with Disabilities Act (ADA) guidelines.

To schedule your interview or to get more information about TheHandi-Van eligibility process, call 808-538-0033. Our Mobility Coordinators will be happy to help you.