



HEB Transit Program – Application Process

HEB Transit Process

1. Social Service Agencies (Christian Connection, Mission Central, NEED East, St. John the Apostle Catholic Church, and 6Stones) use their existing screening processes to determine client eligibility to participate in a transportation program.
2. Clients who reside in the cities of Hurst – Euless – Bedford, and work in one of these communities, qualify for the HEB Transit program. **Note: If client does not qualify for the HEB Transit program, the JET program is another option to consider. Refer client to Catholic Charities Fort Worth Transportation Service (CCFWTS); or go to the JET Process on page 2 to review eligibility requirements for this program. CCFWTS will make the final determination of eligibility.**
3. Agency will provide the client with three documents: Welcome Letter, Written Notice of Beneficiary Rights, and the HEB/JET application. Note: these instructions and forms are available to download from the HEB Transit website.
4. Provide the client with an HEB Transit Pass and write the Pass Number at the top of the form. **This is the final step for the referring agency. Clients are responsible for step 5 and any follow-up with CCFWTS.**
 - a) HEB Transit Passes are issued on a quarterly basis, and should always expire on the last day of the quarter (Mar 31, Jun 30, Sep 30, and Dec 31). They are valid for one to three months depending on the date issued.
 - b) Client is required to contact the agency that issued his/her Pass before it expires. Continued use of an expired Pass will result in loss of service if client fails to renew it by the 15th day of the following month.
 - c) Agency will renew Passes based on their internal criteria.
 - d) The format of the Pass number is HEBYYMON-MON99999, where:
 - HEB = constant value
 - YY = is the last 2 digits of the current year
 - MON-MON = starting and ending months the pass is valid for (Note: Ending month should be the end of a quarter – MAR, JUN, SEP, DEC)
 - 99999 = the Pass Number for the client, using the block of numbers assigned to each agency
 - Catholic Charities Fort Worth 10001 – 11000
 - Christian Connection 11001 – 12000
 - Mission Central 12001 – 13000
 - NEED East 13001 – 14000
 - St. John the Apostle Catholic Church 14001 – 15000
 - 6Stones 15001 – 16000
 - Examples of valid formats are: HEB20JAN-MAR10001, HEB20FEB-MAR10002, and HEB20MAR-MAR10003
5. Client completes and submits the application to CCFWTS, per the instructions on the Welcome Letter. The application can be scanned (or photographed) and emailed to wheels@ccdofw.org, or mailed to the listed address. Clients can also submit their application by giving it to their CCFWTS driver, who will submit it to a supervisor.
6. Client information is added to CCFWTS records.
7. Client can begin scheduling rides immediately.

Questions can be directed to Matt Jacobs, Transportation Program Director @ mjacobs@ccdofw.org (817-413-3926), Ricardo DeLeon, Community Relations Coordinator @ rdeleon@ccdofw.org (817-413-3902), or Transportation Intake @ wheels@ccdofw.org (817-336-8714).