

Georgia Department of Human Services
Office of Facilities and Support Services

Coordinated Transportation

Presentation to the 2020 GDOT Transit Subrecipient
Workshop

Cheryl M. Herrington

Transportation Services Section Manager,
Office of Facilities and Support Services



stronger families
FOR A STRONGER GEORGIA



What is DHS Coordinated Transportation?

- The statewide Department of Human Services (DHS) Coordinated Transportation System provides access to transportation services for eligible consumers served by:
 - DHS: Division of Aging Services (DAS) & Division of Family and Children Services (DFCS)
 - Georgia Vocational Rehabilitation Agency (GVRA)
 - Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD)
- Access is provided with Purchase of Service Contracts
 - Cost Benefits through increased quantity of trips
 - Eliminates duplication of programs, staff, services, and vehicles



Operations and Management

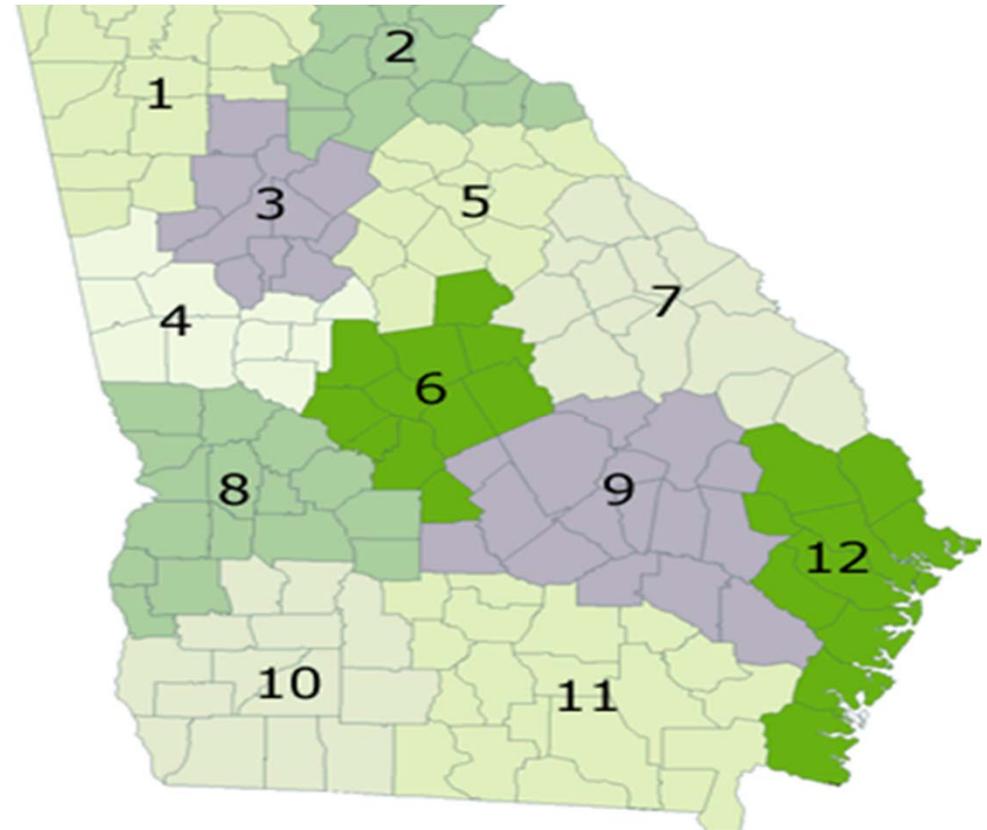
- Twelve Regional Transportation Offices
 - Provide contractor monitoring and compliance
- Three District Operations Managers
 - Oversee the Regional Transportation Offices
- Regional Transportation Coordinating Committee
 - Regional (AAA Director and other regional managers) and State Partners
 - Assists the Regional Offices with oversight and education

Goal: World Class Customer Service



DHS Transportation Regions

- Providers are a mix of governmental entities, for-profit entities, and private non-profit organizations.
- Contractors are reimbursed for services provided using a fee for service methodology in the form of one-way and hourly trip rates.
- All consumer groups are not served in every county, but some services are provided in each of the 159 counties.
- Regional Transportation Offices (RTOs) and Regional Transportation Coordinating Committees exist in each of the 12 DHS Transportation regions.



Eligibility

The Division of Aging and the Area Agencies on Aging determine eligibility for seniors to receive the transportation services.

-Age and Funds Availability are considerations.

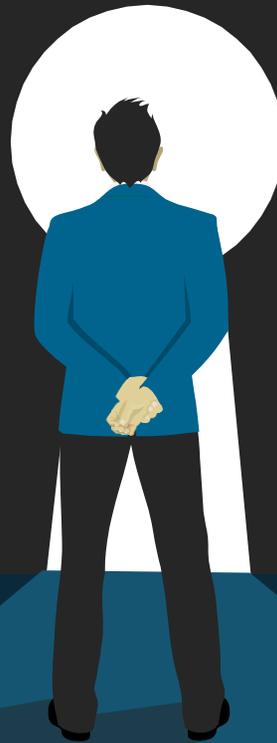
- The Office of Facilities and Support Services OFSS establishes contracts that meet the deliverables that have been provided by the DAS and Area Agency on Aging. The OFSS monitors the contractor's performance via:
 - Compliments and Complaints
 - General Communication
 - Human Service Provider Meetings
 - Quarterly Reviews/Quarterly Report Cards
 - Semi-Annual Surveys
 - Site Visits
 - Visiting the Various Sites



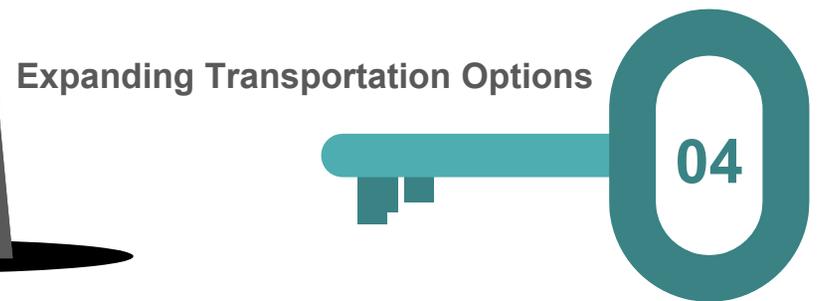
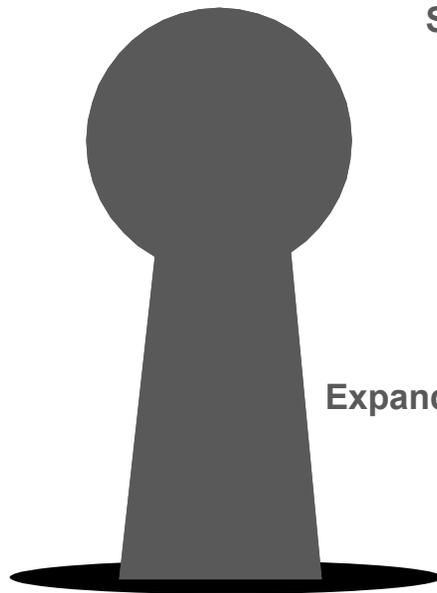
Person Centered Approach



4 Keys to Improving Quality of Life for Seniors

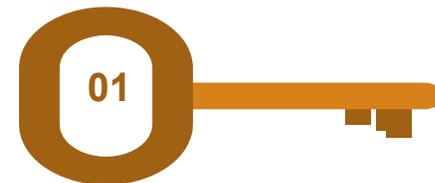


Keys to Success



Enhancing Quality of Life

- Adding trip types that better meet the transportation needs of our seniors
- Going beyond transportation to and from congregate meal programs
- Allocating funds for Quality of Life Trips
- Providing Health-Related Trips
- Partnering with senior centers, churches, non-profits, etc. to come up with creative ways to provide additional transportation options
- Being creative to provide cost-saving options



Access to Transportation Partnership

DAS/OFSS ➡ Area Agencies on Aging ➡ Senior Centers ➡ Seniors

Quality of Life	Health-Related
Shopping	Dialysis
Grocery Store	Doctor's Appointment
Field Trips	Pharmacy
Library	Dentist
Bank	Chiropractor
Bill Paying	Clinic
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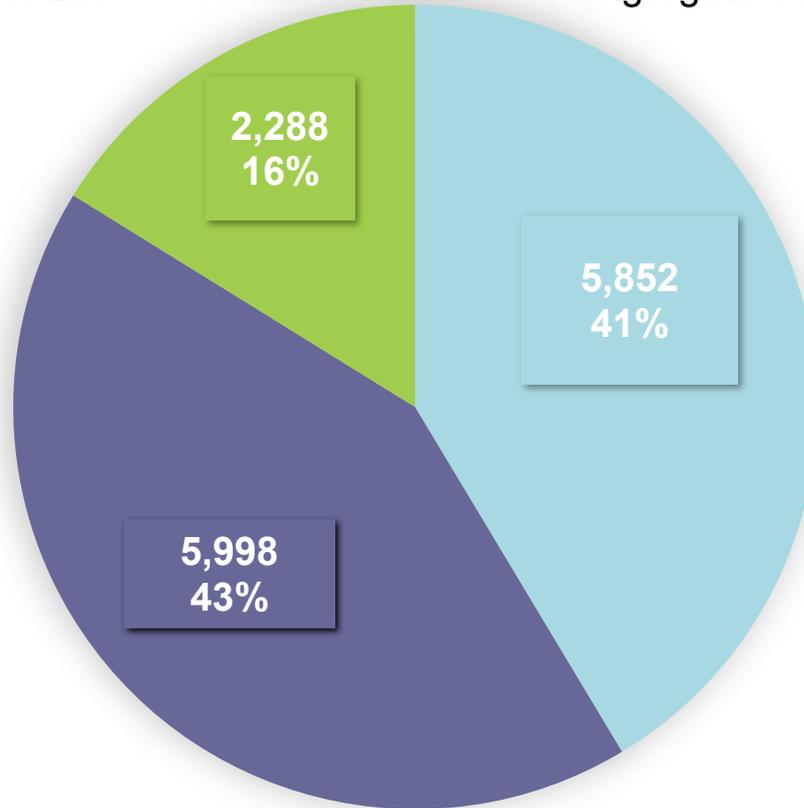
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DHS Coordinated Transportation

TRIP TYPE – SFY20

■ Quality of Life ■ Health-Related ■ Congregate/Other

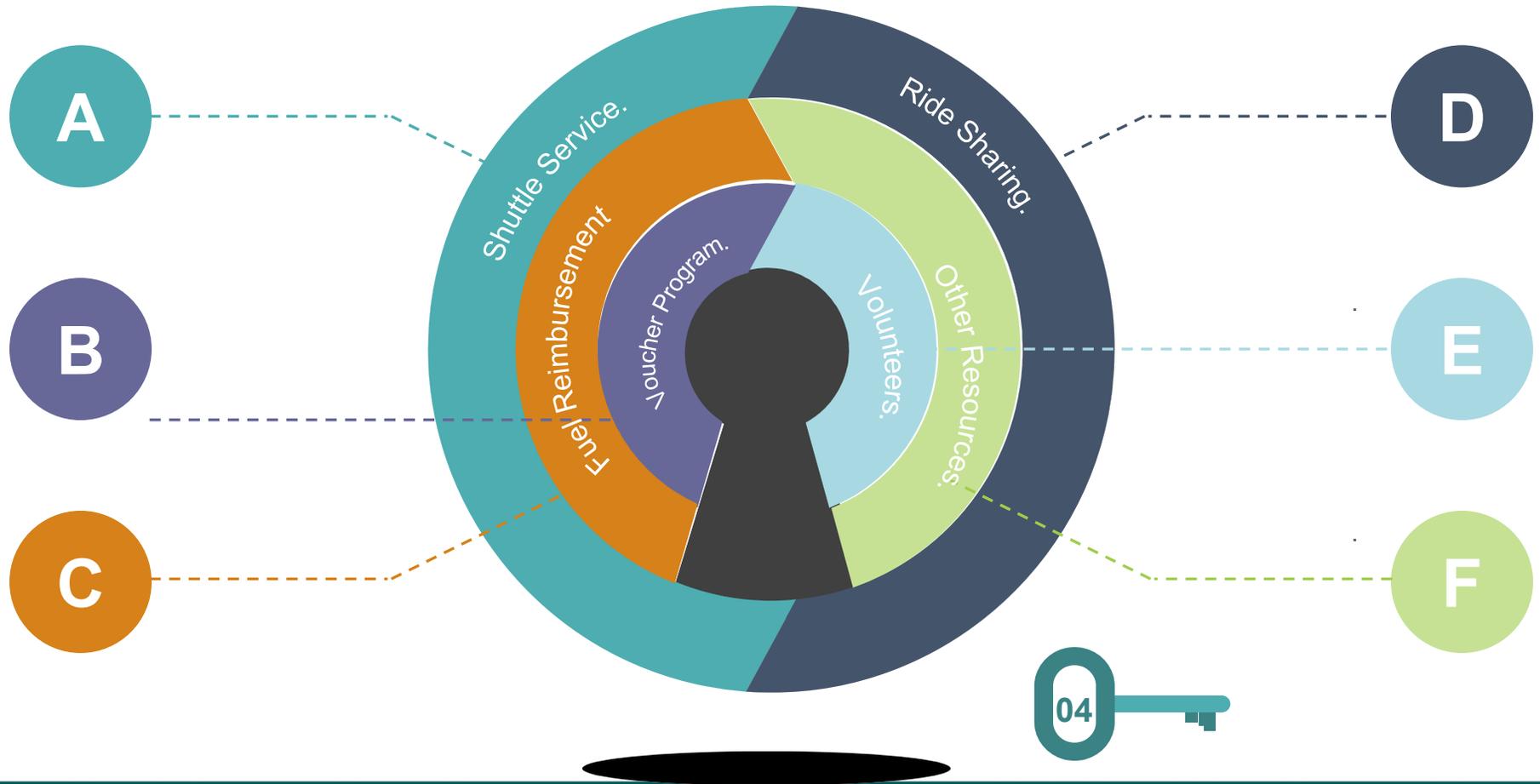


Flexibility in Service Delivery

- Partnering with Meals on Wheels to delivery groceries
- Allowing Seniors to help define Quality of Life trip types
- Establishing a process to handle on-demand requests for transportation services to medical appointments



Expanding Options



Current Example of Expanding Options

- A “Senior Shuttle” project began operating on September 19, 2018 in Tifton, providing transportation services two days per week for seniors. These are Quality of Life trips.
- Additional senior shuttle services are in the initial stages Appling, Dougherty, Lee, Toombs, and Vidalia Counties. The Appling and Toombs shuttles will operate two days per week, The Dougherty and Lee shuttles will operate for four days per week.

Seniors are involved in determining the shuttle “stops”. Current plans include stops at the bank, pharmacy, post office, library, utility company, and Walmart.



For additional information, please contact:

Cheryl M. Herrington
Transportation Services Manager

678.221.7812

Cheryl.Herrington@dhs.ga.gov





Non-Emergency Medical Transportation (NEMT) Best Practices During COVID-19



Department of Community Health

Presented by:
James T. Peoples, Director of Provider Services

Best Practices

- Promoting Telehealth for non-essential appointments.
- Encouraged use of Member Portal for scheduling transport, minimizing the number of agents handling calls.
- Transportation providers scheduling 1 or 2 clients per trip, whenever possible.
- Brokers & Transportation Providers maintain regular housekeeping practices according to OSHA and CDC guidelines.
- Recommending Members wear PPE for transport.



Best Practices Continued

- Frequent and thorough hand washing is required. If soap and running water are not immediately available, alcohol-based hand rubs containing at least 60% alcohol is recommended.
- Transportation Providers retrofitting fleet vehicles with dividers for additional safety measures.
- Continuous facility outreach through media outlets.
- Brokers partnering with EMS companies for transporting COVID positive members.



DCH Contacts

If you have questions, suggestions, or complaints about the NEMT program, please give us a call or contact us at:

Tonya Malcolm, Compliance Monitor II

Office: 404-656-4646

Email: tmalcolm@dch.ga.gov

Stacie Ramsue, Compliance Monitor III

Office: 404-651-6911

Email: sramsue@dch.ga.gov (e-mail).

Kimberly McKnight, NEMT Manager

Office: 404-657-7244

Email: Kimberly.McKnight@dch.ga.gov

