

Georgia Department of Human Services
Office of Facilities and Support Services

Coordinated Transportation
Presentation to the Rural Development Council

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Vision, Mission and Core Values

Mission

Strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Vision

Stronger Families for a Stronger Georgia.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect.
- Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



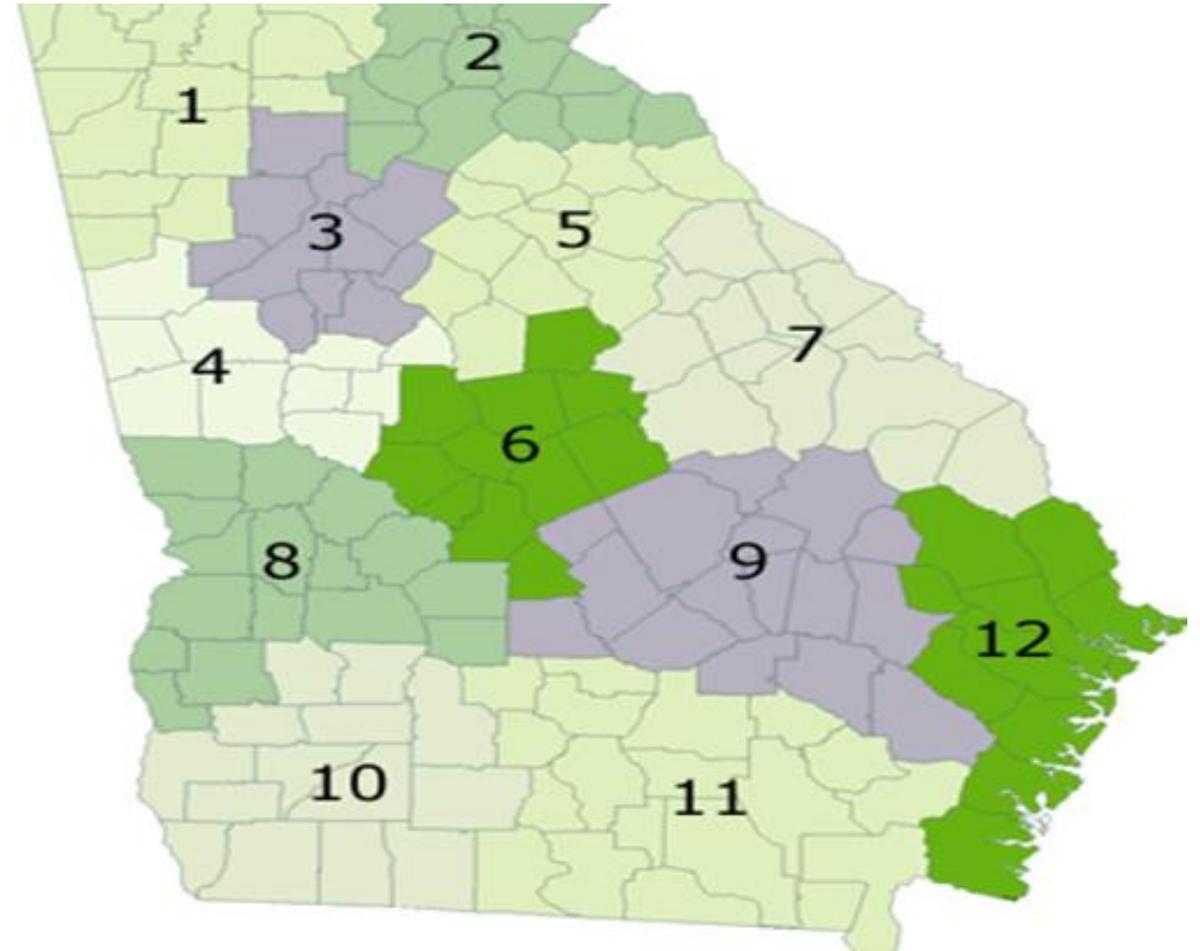
What is DHS Coordinated Transportation?

- The statewide Department of Human Services (DHS) Coordinated Transportation System provides access to human 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)
- Benefits include:
 - Provides increased efficiency in operations.
 - Eliminates duplication of programs, staff, services, and vehicles.

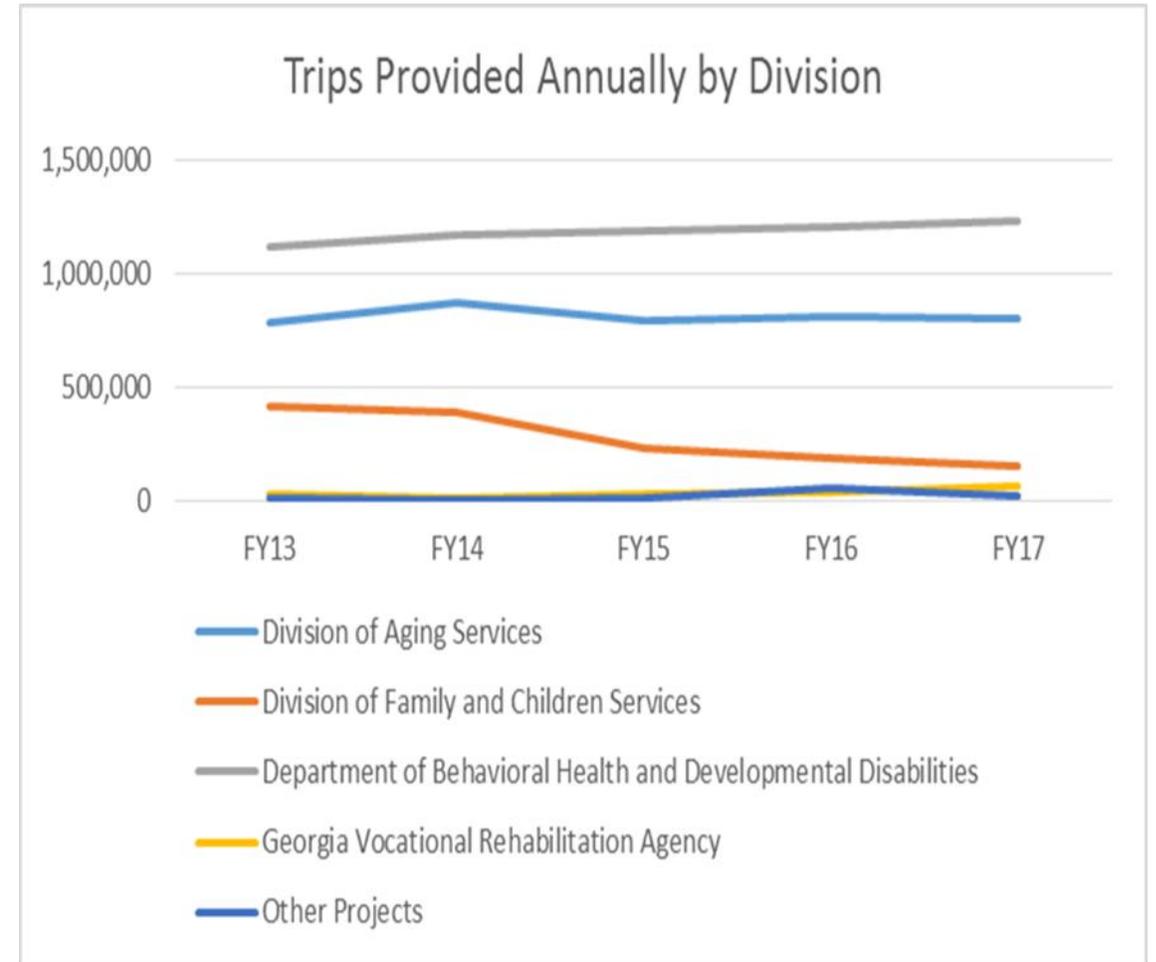
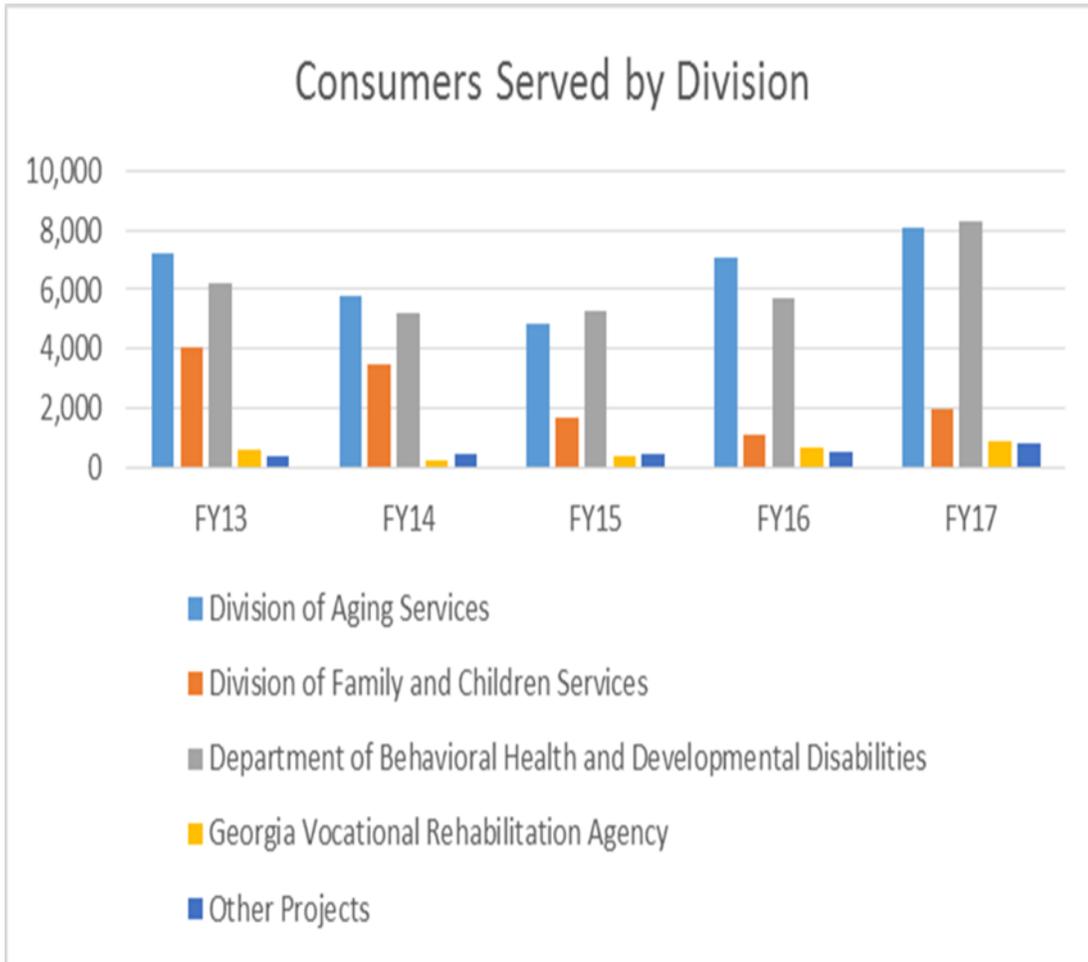


DHS Regions & Service Provision

- Coordinated Transportation operates via purchase of service contracts within each DHS region.
- 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 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) are staffed in each of the 12 DHS regions. Transportation services are designed, coordinated, and monitored through the RTO staff assigned to each DHS region.



Trips Provided by Consumer Group

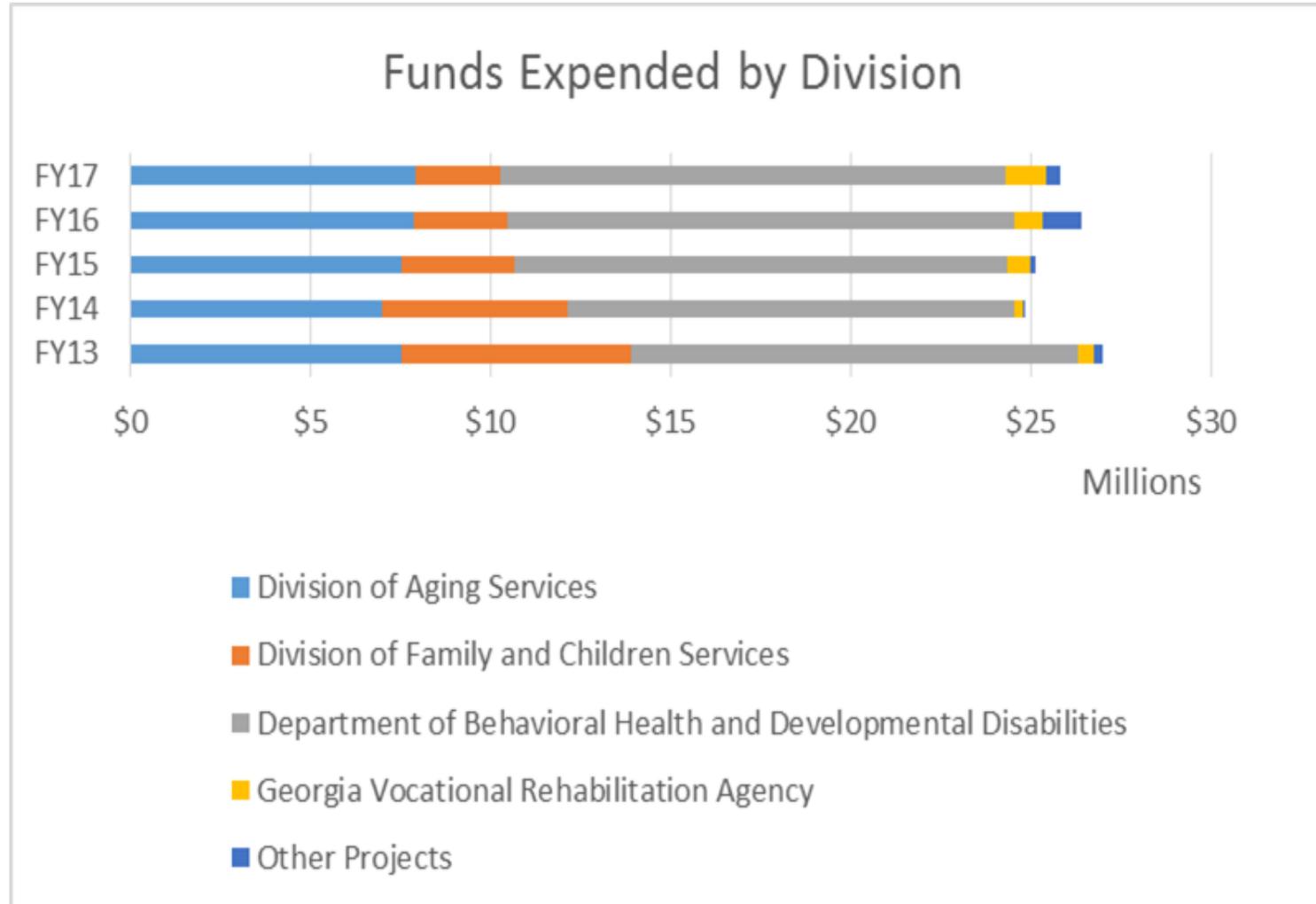


Funding

- The system is funded by DHS and partners who purchase services from the system. The elimination of any of the below fund sources would adversely impact access to services.
- Fund Sources:
 - Social Service Block Grant (SSBG)
 - Title IIIB
 - Temporary Assistance for Needy Families (TANF)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Minimal state funds
 - Other sources as identified by funding partners
 - Federal Transit Administration 5310 grant for the Enhanced Mobility of Seniors & Individuals with Disabilities (DHS is Georgia's Designated Recipient)



Historical Funding



Coordination with Other State Agencies

- Georgia Department of Transportation Rural Public Transit System (5311)
 - In two regions of the state, the same contractor is used for both the DHS Coordinated Transportation System and the GDOT 5311 Rural Public Transit System.
 - Increases efficiency:
 - DHS purchases services from 5311 operators.
 - GDOT provides capital equipment and maintenance support.
 - The cost savings enable DHS to provide transportation to more consumers.
 - Service duplication is decreased.



Barriers to Service

- Funding is the top barrier to transportation services. Eligible consumers are served based on priorities determined by the funding entity. Due to modifications made to grants at the federal level that combined programs, federal funds have declined.
- There is a lack of available transportation providers in some areas of Georgia.
- In rural areas, consumers often live considerable distances from services. Transportation providers travel long distances between trip origination and destination. To ensure consumers are not travelling on the vehicles too long, providers may not fill vehicles to capacity.



Potential Solutions to Barriers

- Funding issues:
 - Implement volunteer driver programs in areas where the need exceeds available funds.
- Lack of providers:
 - Implement voucher programs that reimburse non-family members to transport a consumer to services.
- Vehicles not filled to capacity:
 - Use of a variety of vehicle types to meet the needs of the area.



Questions?

For additional information, please contact:

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