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COORDINATED TRANSPORTATION SYSTEM

The Georgia Department of Human Services (DHS) Coordinated Transportation System is administered by the Transportation Services Section within the Office of Facilities and Support Services (OFSS). The system is designed to provide services to human services clients, and therefore is a human service transportation system. The system provides services to eligible consumers as identified by the Division of Aging, Division of Family and Children's Services (DFCS) Temporary Assistance to Needy Families (TANF) program, the Department of Behavioral Health Developmental Disabilities (DBHDD) and Department of Vocational Rehabilitative Services.

The state is divided into 12 regions. Regional Transportation Office (RTO) staff member(s) are assigned to one of each of the state's regions. They are the focal point within each region, and are responsible for transportation provider monitoring and compliance. Three Field Operations Coordinators (FOCs) oversee the RTOs. Each FOC is responsible for one of three districts. Each district contains four of the twelve regions.

The coordinated system operates through purchase of service contracts within each region. Providers are a mix of governmental entities, for-profits, and private non-profits. In many regions a lead provider is the prime contractor. A prime contractor, such as a Regional Commission (RC), provides overall contract management in coordination with the RTO and subcontracts with additional entities to provide the transportation services.

Each region has a Regional Transportation Coordinating Committee. The purpose of the committee is to establish policies and procedures within each region. In addition, the committee is responsible for contractor oversight and approval of new contracts/contractors each year. The Committees are made up of regional division and human service provider representatives, as well members from the other Departments served. All committee members have a vested interest in the system and are either provided services by the system or play an active role in the system.

In SFY10 the system served 16,255 clients and provided 2,491,572 trips to the various client groups. Evaluations showed a 94% consumer satisfaction rating and a complaint ratio of .001%. The system relies on a complex system of reports and tools to track the various fund sources which support the system. Since initial system design relied on multiple funding sources, the accounting and tracking systems were developed to be able to track each trip by fund source. The process involves allocating resources to each region by fund source and developing tools to enable tracking funds through the entire system.

DHS has partnered with the Georgia Department of Transportation on several regional projects. These projects combine resources of both agencies to enable a coordinated system to be fielded in a region. The combined efforts of both agencies allow for expanded public systems that meet the public's needs and serve human service clients as well.