

DHS Coordinated Transportation System

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Presentation to: Board of Human Services

Date: October 17, 2012



Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

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

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.**

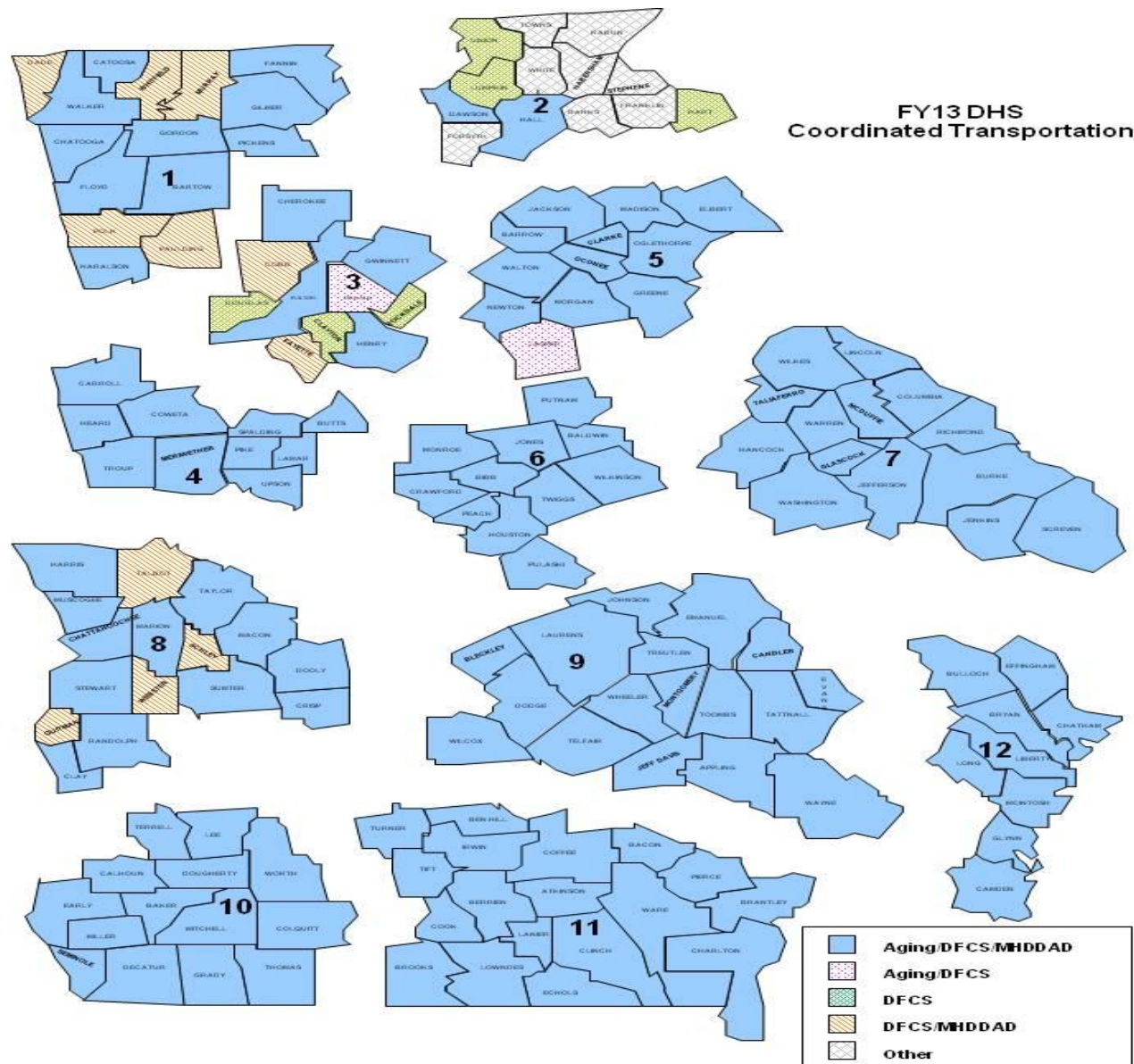
Why Coordinated Transportation?

- Coordinated Transportation provides access to human services for:
 - Older citizens
 - Disabled individuals
 - TANF clients with limited transportation options
- Coordinated transportation provides these services for DHS, DBHDD, and GVRA clients and consumers thereby increasing efficiency, reducing costs, & eliminating duplication of programs, staff, services & vehicles

DHS Coordinated Transportation Overview

- How did it start?
 - The DHR Coordinated Transportation System began in fiscal year (FY) 1999 with the start-up of four regions
 - System was later expanded statewide
- Today?
 - As of FY 2013, transportation services are provided in all 12 DHS regions
 - Services provided vary from region to region
 - Each region makes local decisions on how to best meet the needs of the consumers in their particular area.

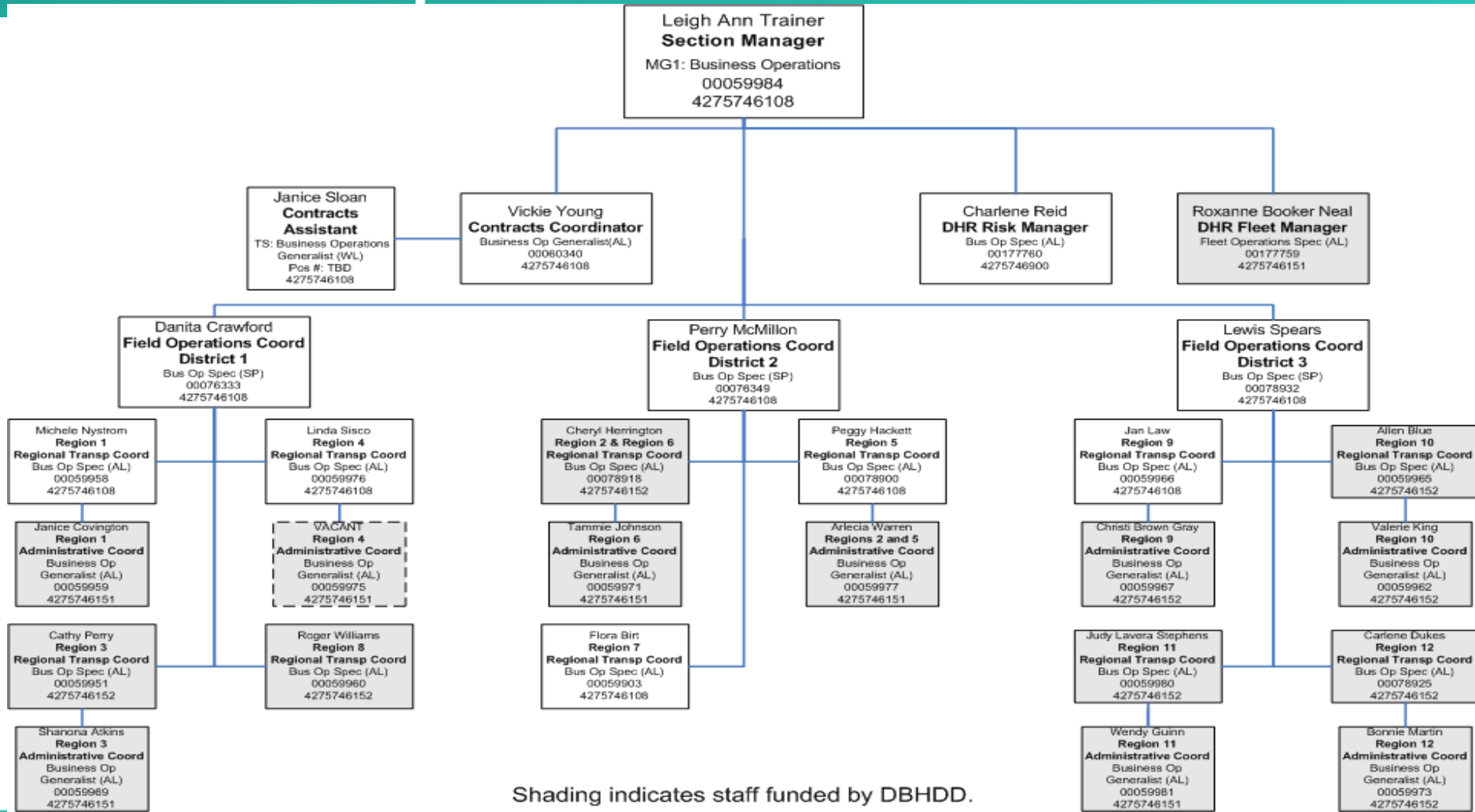
Coordinated Transportation Regions



DHS Coordinated Transportation Overview

- Section Manager provides overall leadership
- 3 Field Operations Coordinators supervise regions
- Regional Transportation Office (RTO) located in each DHS region
 - 2 staff in each region:
 - Regional Coordinator
 - Administrative Coordinator
 - Staff design, coordinate, and monitor services
 - Oversee transportation providers/contractors
 - Provide fleet management for DHS and DBHDD vehicles

DHS Transportation Services Staff



DHS Coordinated Transportation System Overview

- Transportation Providers/Contractors
 - Open competition encouraged
 - Providers/Contractors can be:
 - Regional Commissions
 - County governments
 - Private Non-profits
 - Private For-profits
 - Other governmental or quasi-governmental entities

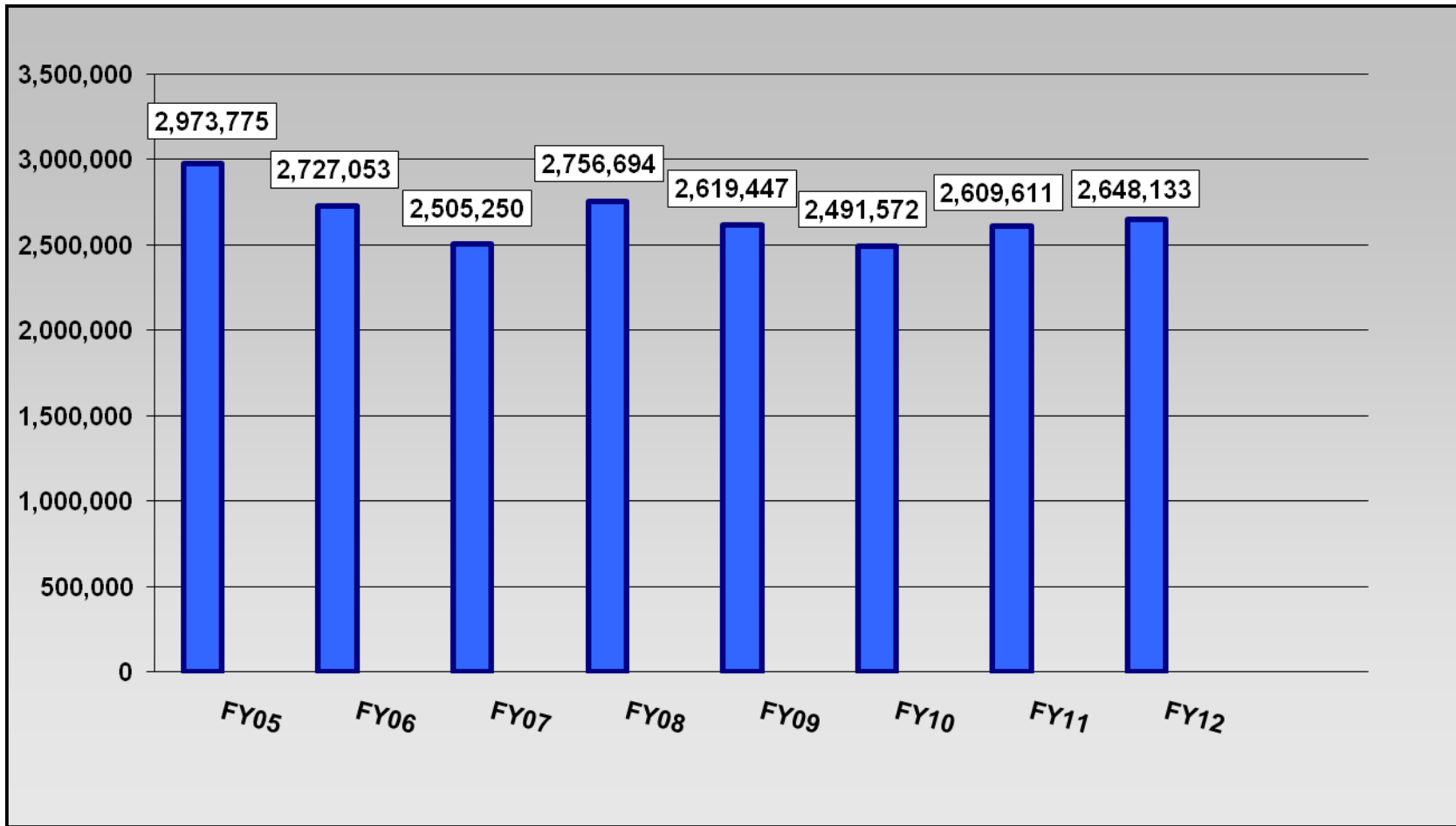
DHS Coordinated Transportation System Overview

- Planning/Designing Services
 - Each area has a Regional Transportation Coordinating Committee (RTCC)
 - Regional managers from Aging Services, DFCS, DBHDD, & GVRA involved
 - Representatives from GDOT, other local agencies, advocates, & others w/vested interests
 - RTCC develops transportation plan for each region
 - Includes trip needs, consumer requirements, and budget availability & costs

DHS Coordinated Transportation System Overview

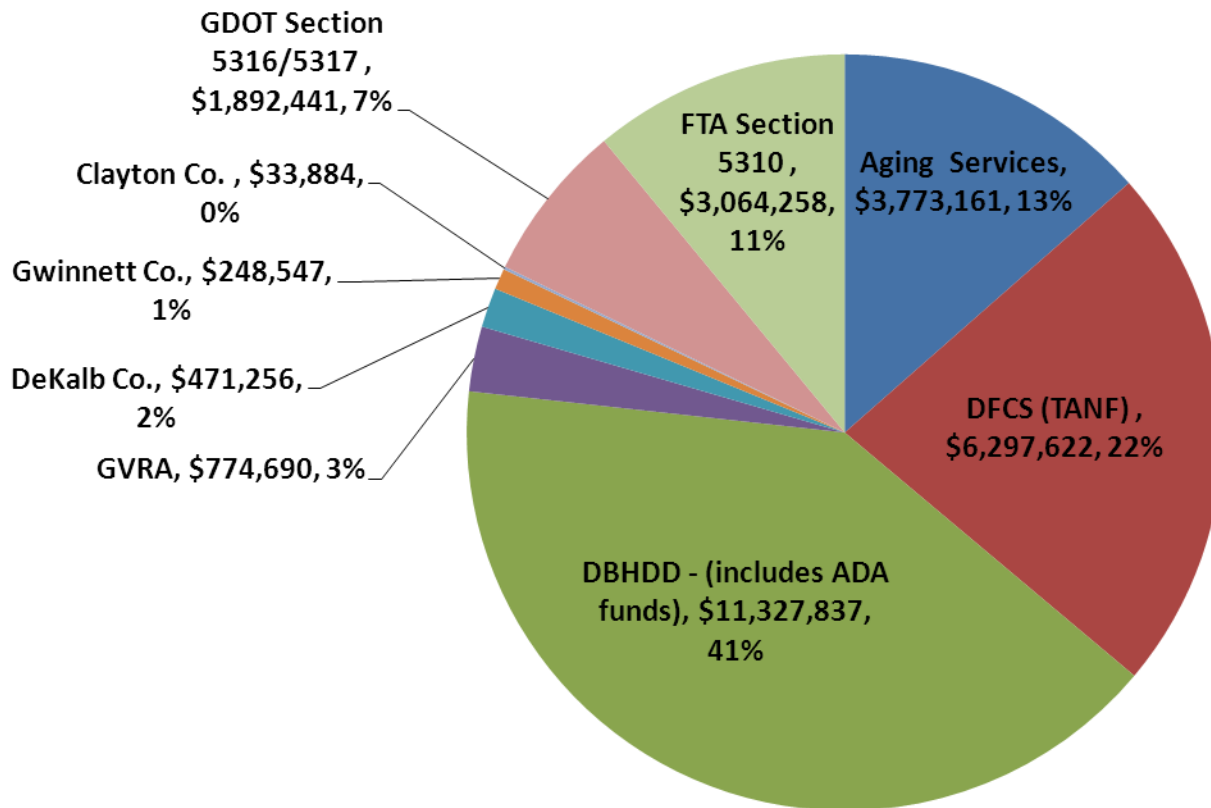
- Implementing Services
 - The RTCC approves transportation providers each year for their region
 - RTCC develops funding allocations, within budget constraints, for the needs of the region
 - RTCC & RTO manage resources within their areas
 - Local program managers order trips

Trips Provided: FY2005 – FY2012

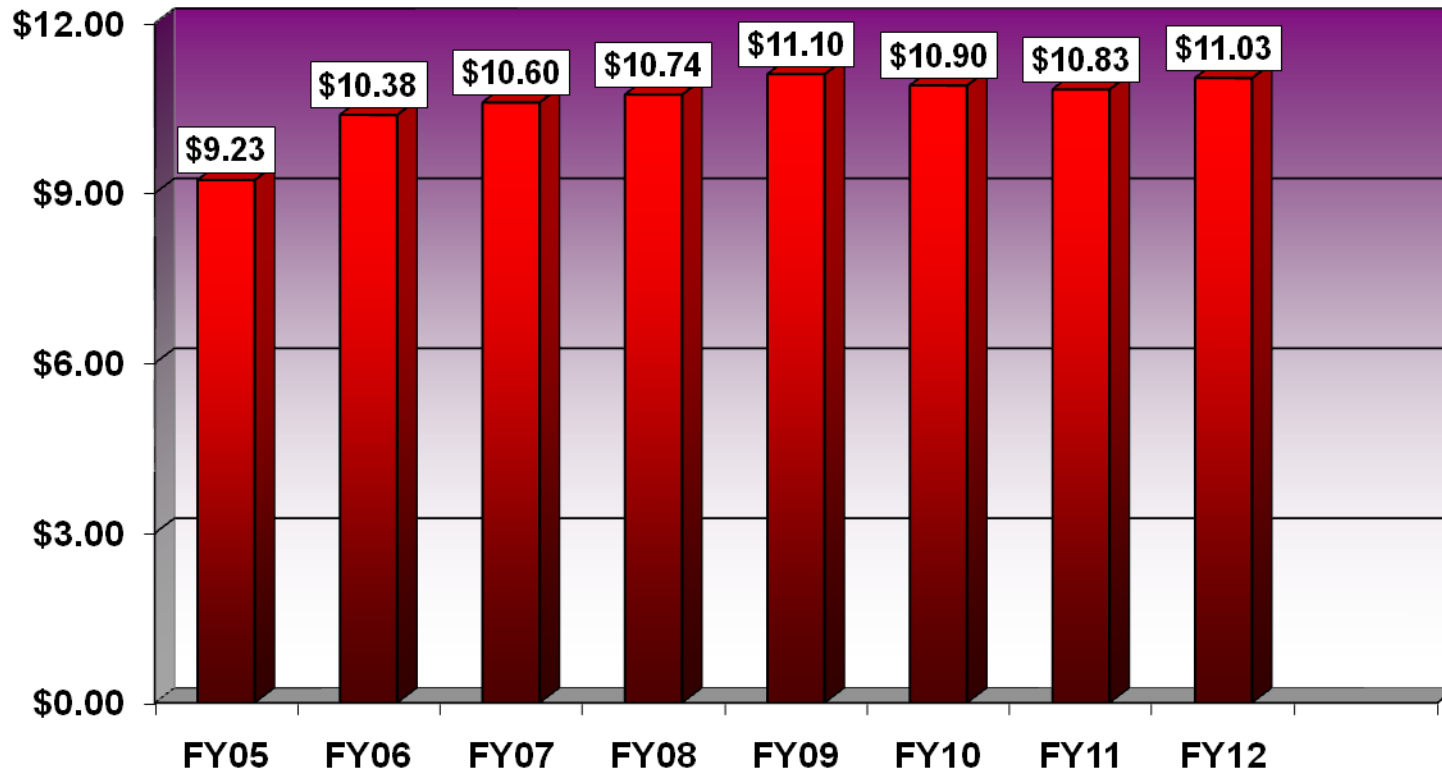


Funding

FY13 Coordinated Transportation Fund Sources TOTAL: \$27,883,696

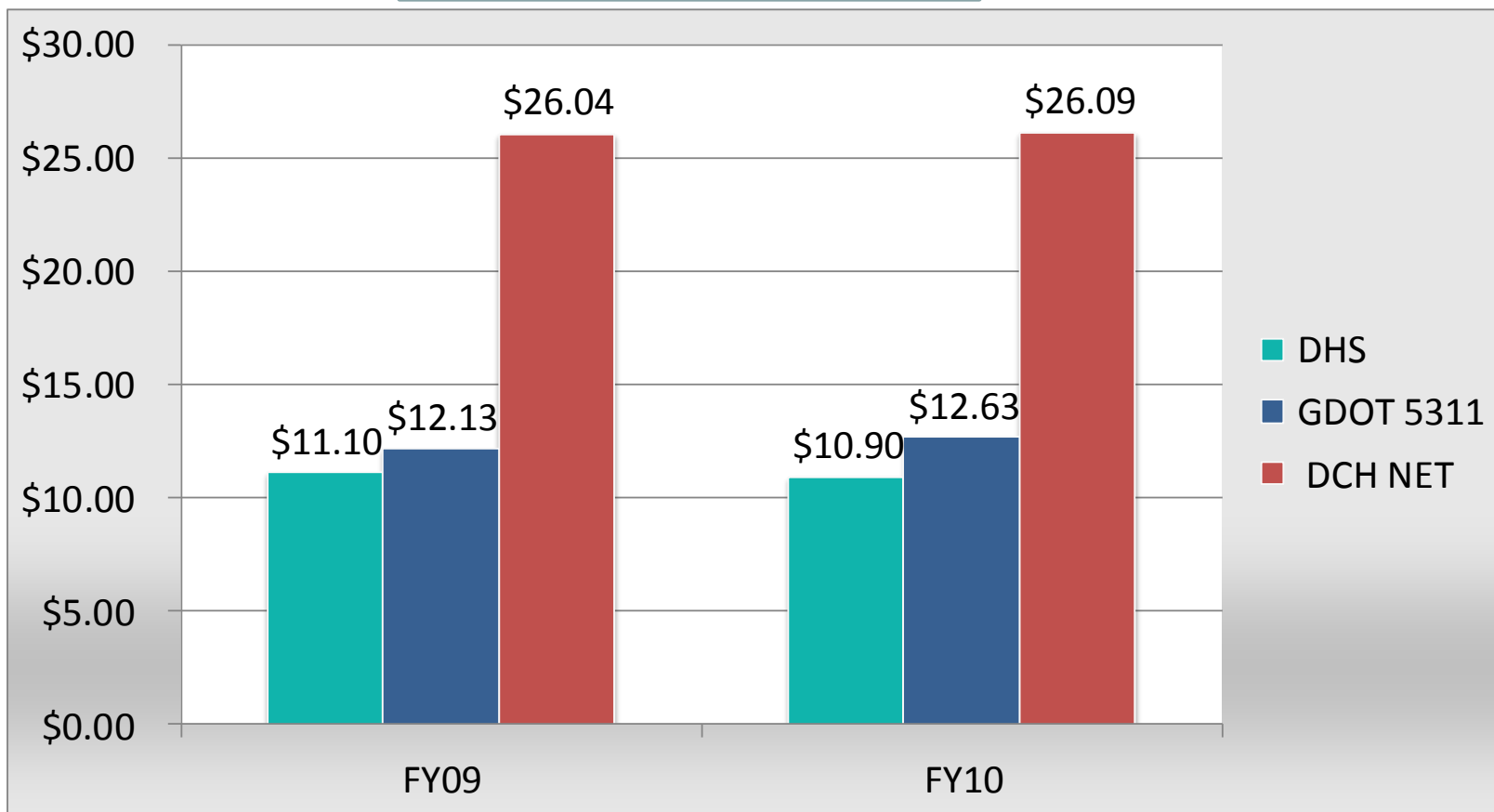


Average Cost per Trip: FY2005 – FY2012



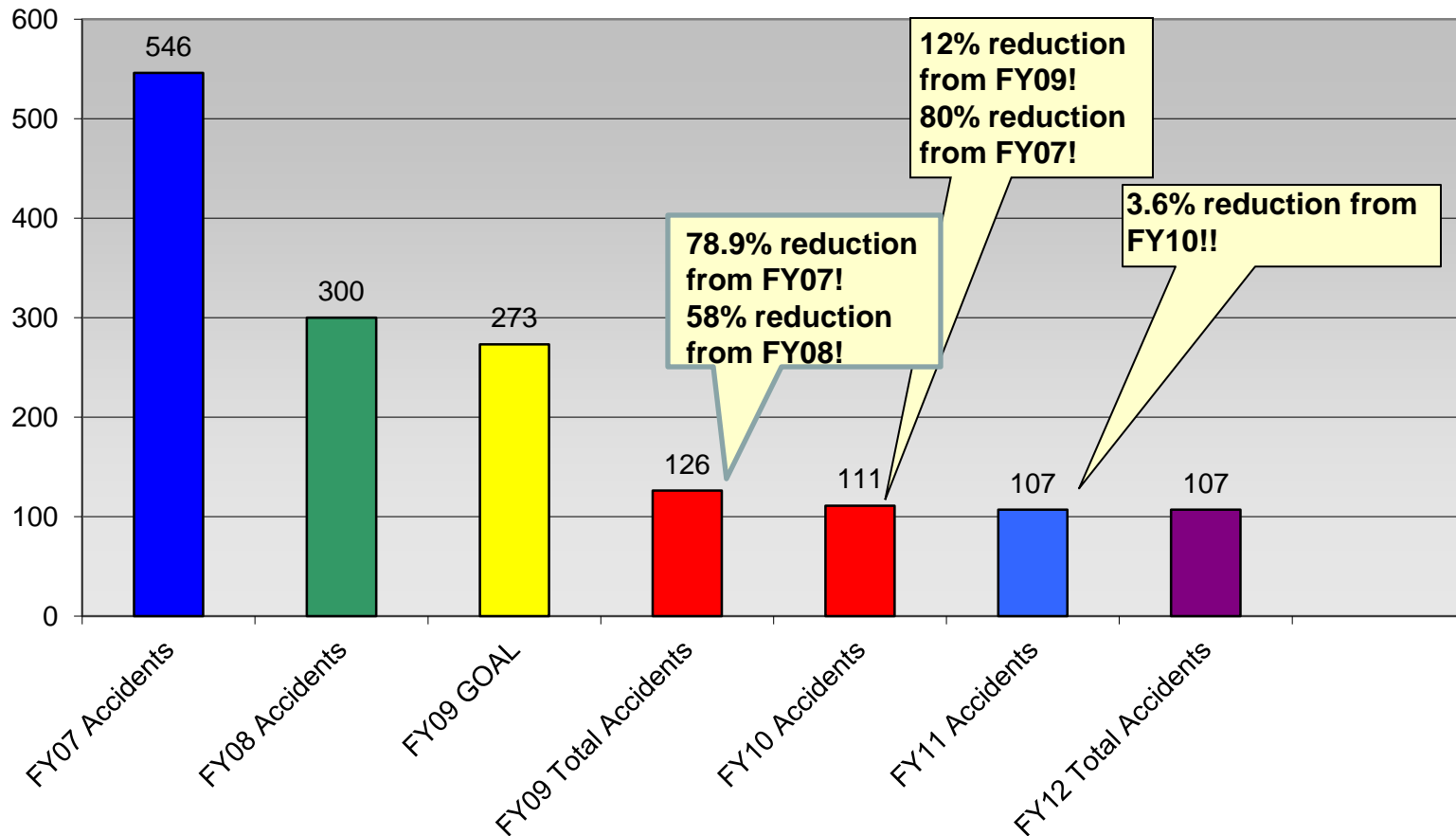
Cost Comparisons with other Agencies

Average Cost per Trip



Wildly Important Goal Results

DHS/DBHDD Accidents: FY07 - FY12



Coordination with Partner Agencies

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

Coordination with Partner Agencies

- DHS provides transportation for:
 - DHS: Division of Aging Services & DFCS
 - Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD)
 - Georgia Vocational Rehabilitation Agency (GVRA)
- Provides increased efficiency in operations
- Eliminates duplication of programs, staff, services & vehicles
- Increases safety

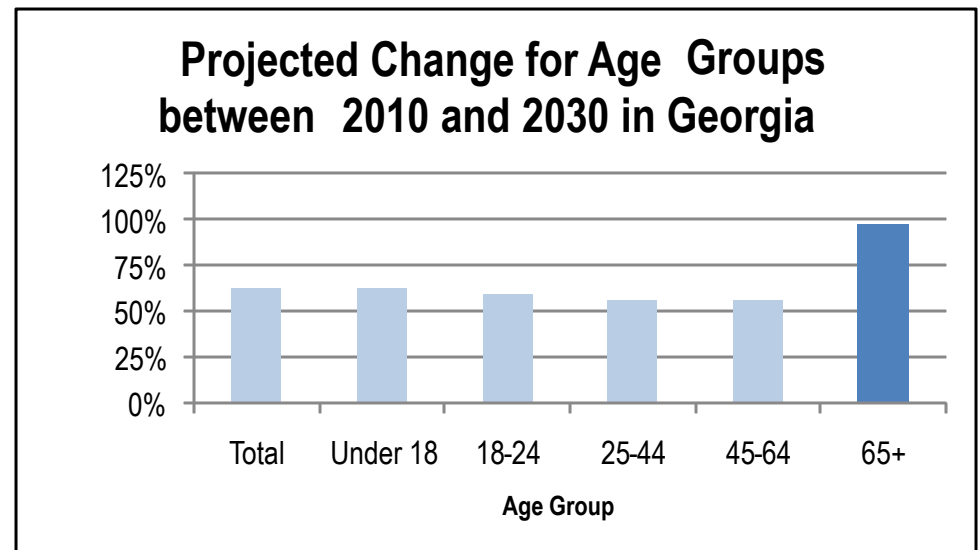
Coordination with Partner Agencies

- Rural and Human Service Transportation (RHST) Committee
 - Created by General Assembly in 2011 (HB277)
 - Administered by the Georgia Regional Transportation Authority (GRTA)
 - Mandates cooperation in improving RHST in Georgia
 - Mission is to identify methods to increase current coordination among RHST agencies & make recommendations to OPB & Gen. Assembly
 - Georgia’s “Big 3” Agencies involved:
 - *Department of Human Services* - Coordinated Transportation System
 - *Georgia Department of Transportation* – 5311 Rural Transit Systems
 - *Department of Community Health* - Medicaid Non-Emergency Transportation (NET) System

RHST: Why Coordination? – Increasing Demand



- Growing Demand for RHST
 - Aging population, economics, people with disabilities, human service needs



- New populations eligible for service: estimate 500,000 new Medicaid by 2019

DHS Coordinated Transportation System

QUESTIONS?



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