



# DHR Transportation Services Section Region XI

Serving the following counties: Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner & Ware

Region XI Transportation Office  
PO Box 1148  
127 Bryan Street  
Nahunta, GA 31553  
(912) 462-5133  
(912) 462-5136 Fax

## **Regional Staff:**

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(912) 462-5135  
(888) 301-9435 Fax

Wendy N. Guinn, Administrative Operations Coordinator II  
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(888) 238-0937

## **Contractor:**

Southeast Georgia RDC  
Missy Rowland, Transportation Coordinator  
1725 South Georgia Parkway, West  
Waycross, GA 31503  
(912) 285-6097  
(912) 285-6126 Fax

## **Transportation Providers:**

MIDS, Inc  
PO Box 2798  
Valdosta, GA 31604  
(229) 247-1800

(Serving: Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Irwin, Lowndes, Tift, Turner, & Ware)

Pierce Transit  
705 College Avenue  
Blackshear, GA 31516  
(912) 449-1825  
(Serving: Pierce County)

*fact sheet*

## **OVERVIEW**

It is the policy of the Georgia Department of Human Resources (DHR) to provide quality and cost effective transportation to eligible DHR consumers for those vital services designed to enhance health, independence and self-sufficiency. This effort will be provided statewide through Coordinated Transportation systems that deliver quality service.

DHR includes the Division of Aging Services (DAS), Division of Family and Children Services (DFCS), the Division of Mental Health, Developmental Disabilities, and Addictive Diseases (MHDDAD), and the Division of Public Health. Coordinated Transportation services are also provided to the Georgia Department of Labor's Vocational Rehabilitation Services Program (DOL/VRS) and GoodWORKS Program.

Ongoing success of DHR Coordinated Transportation depends on the education and support of all stakeholders. From the Commissioner, to Division leadership, to the human service providers (HSP's), support of DHR Coordinated Transportation is paramount to achieving the overall goal of operating an efficient transportation system. It is essential that all divisions coordinate with the Transportation Services Section (TSS), not only within each participating division, but also across divisional lines. It is also essential that consistent information is shared and participation exists throughout the network. State and local committees have been formed to help achieve this effort.

### **DHR Transportation Network Structure**

The Coordinated Transportation Program is administered through the DHR Office of Facilities and Support Services, Transportation Services Section (TSS). Responsibilities of the TSS include, but are not limited to: the development of policies that ensure quality services; technical assistance; establishment of a data system for program monitoring; an evaluation program for determining effectiveness; and development of statewide public relations plans. TSS uses the input of DHR Divisions and Offices in providing state level oversight.

Actual services are provided through contracted vendors in each region. Contractors may be a state entity, county, regional government entity or private for profit vendor. The TSS manages the transportation provider contracts and provides region and Department level leadership in this effort.

A Regional Transportation Coordinator (RTC) and an Administrative Operations Coordinator (AOC) are assigned to one or more DHR regions. Through its regional staff, the TSS extends its program management and oversight to the local level, and incorporates local input into the system design. The RTC, in concert with a Regional Transportation Coordinating Committee (RTCC), is responsible for transportation planning.

## **ELIGIBILITY DETERMINATION**

Consumers may qualify for transportation services under a variety of programs administered by the Department of Human Resources (DHR). Eligibility criteria vary between Divisions within DHR. Each local HSP, based on their Division's eligibility criteria, will determine the consumers eligible for transportation services. The RTO reserves the right to deny services to any DHR consumer due to excessive no shows, safety concerns, budgets constraints, or other situations as deemed appropriate.

The RTO, working in coordination with the pertinent DHR division, also reserves the right to require an attendant, provided by the client or client's caregiver to travel with any client whose actions, as documented by the transportation provider and reviewed by the RTO and division, require the driver's attention to be diverted from safely performing the route.

DHR seeks to provide the maximum amount of essential transportation services that can be accomplished with available funding. A priority listing of essential trips is established for each Division based on statewide input gathered through needs assessments. Priorities are updated annually based on annual needs assessments. Transportation funding is committed to transportation for access to the services listed as highest priorities first. As transportation funding increases or decreases, the priority lists are used to determine which essential trips will be performed.

### **Region XI Trip Facts:**

#### **FY 2007**

**Total Trips Provided: 121, 474**

**Trips Cost: \$ 1,238,044.60**

#### **FY 2008**

**Total Projected Trips: 134, 452**

**Projected Trips Cost: \$ 1,456,824.77**

Investing now in more and better transportation choices will have positive impacts on our health, environment, economy and quality of life. Coordinated transportation provides citizens with freedom to live their lives, pursue opportunities, make choices, and enjoy greater access and mobility.