

Georgia Department of Human Services
Office of Facilities and Support Services

Coordinated Transportation

FTA 2019 State Programs Team Meeting

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stronger families

FOR A STRONGER GEORGIA



State Operations

The Georgia Department of Human Services (DHS) is a state agency that manages a human services coordinated transportation system.

- Designated authority in Georgia for federal 5310 funds
- Receives program funds from the various DHS divisions
- Receives program funds from the Department of Behavioral Health and Developmental Disabilities
- Receives program funds from the Georgia Vocational Rehabilitation Agency



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:

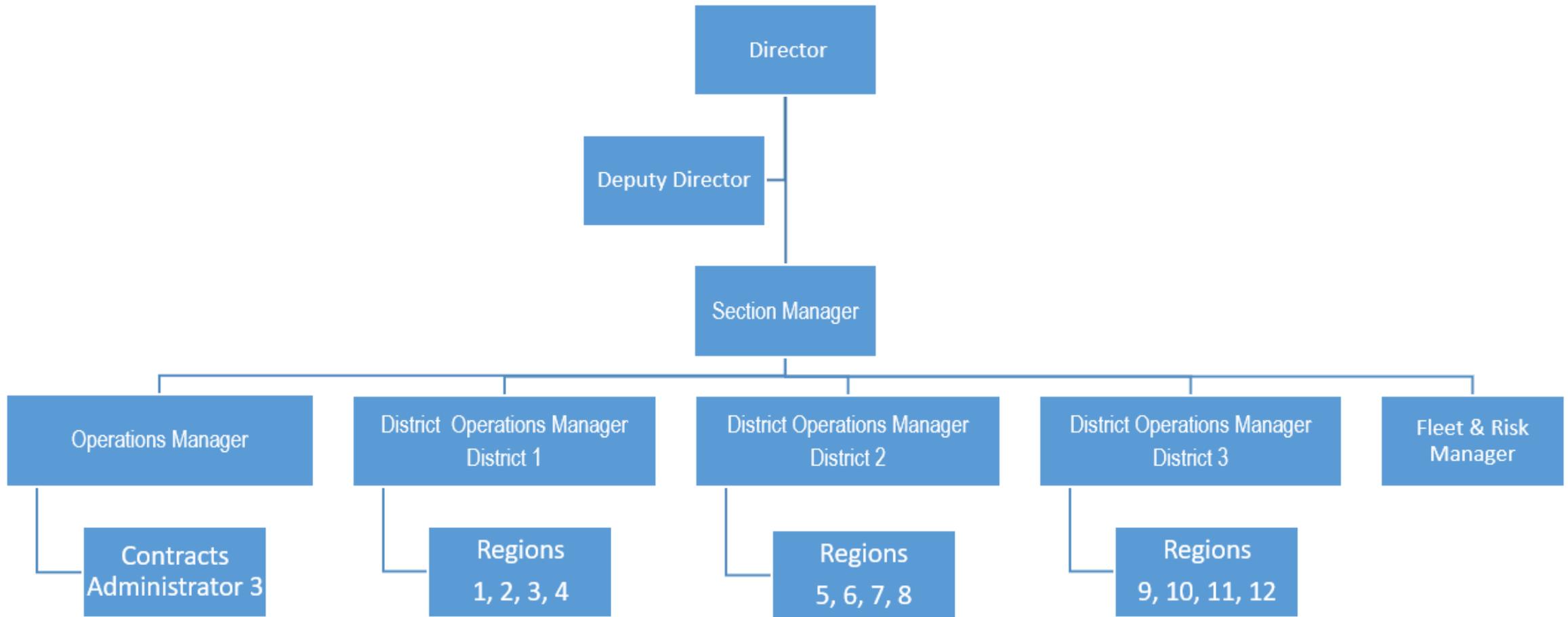
- DHS: Division of Aging Services (DAS) & Division of Family and Children Services (DFCS)
- Georgia Vocational Rehabilitation Agency (GVRA)
- Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD)

Access is provided with Purchase of Service Contracts

- Cost benefits through increased quantity of trips
- Eliminates duplication of programs, staff, services, and vehicles



Office of Facilities & Support Services Transportation Services Section



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

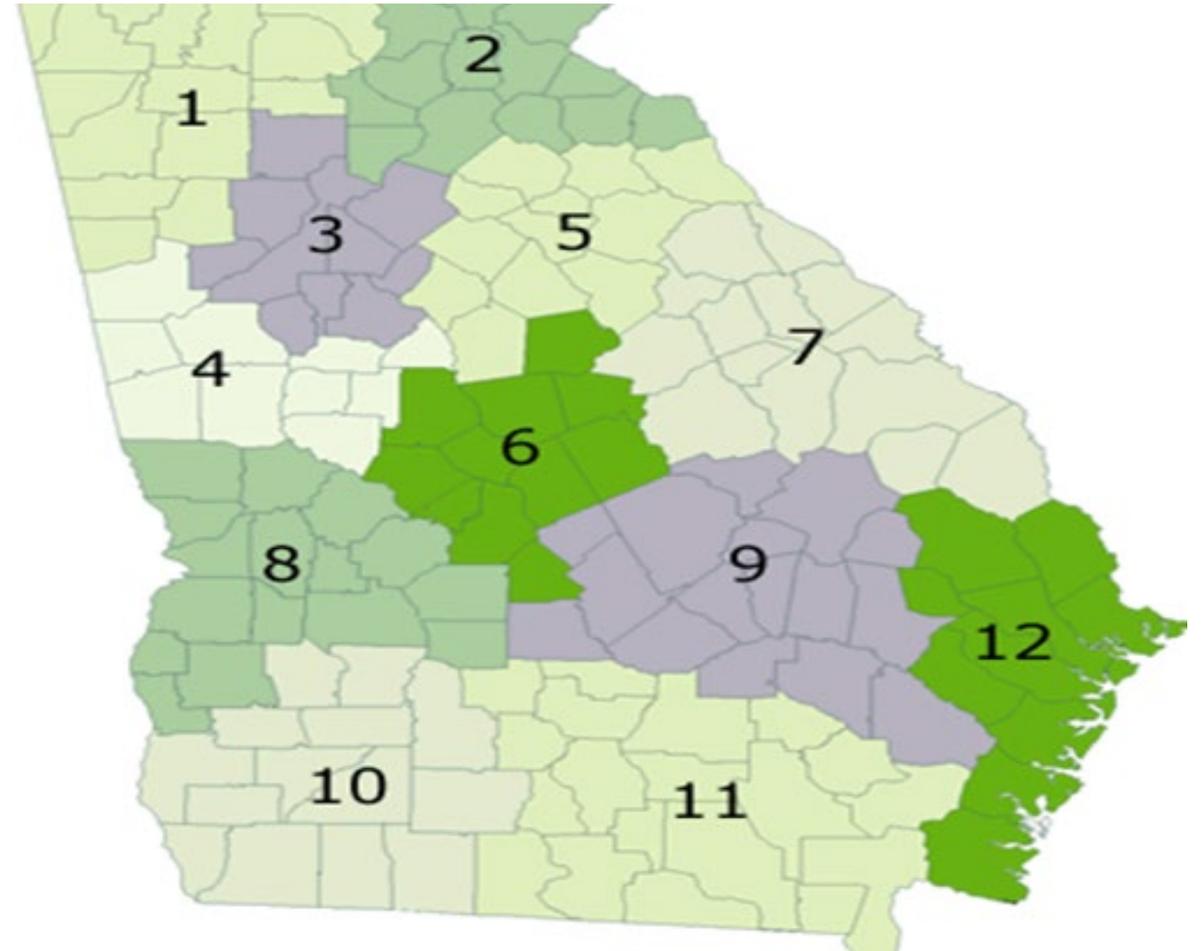
- Regional (Area Agency on Aging Director and other regional managers) and State Partners
- Assists the Regional Transportation Offices with oversight and education

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.



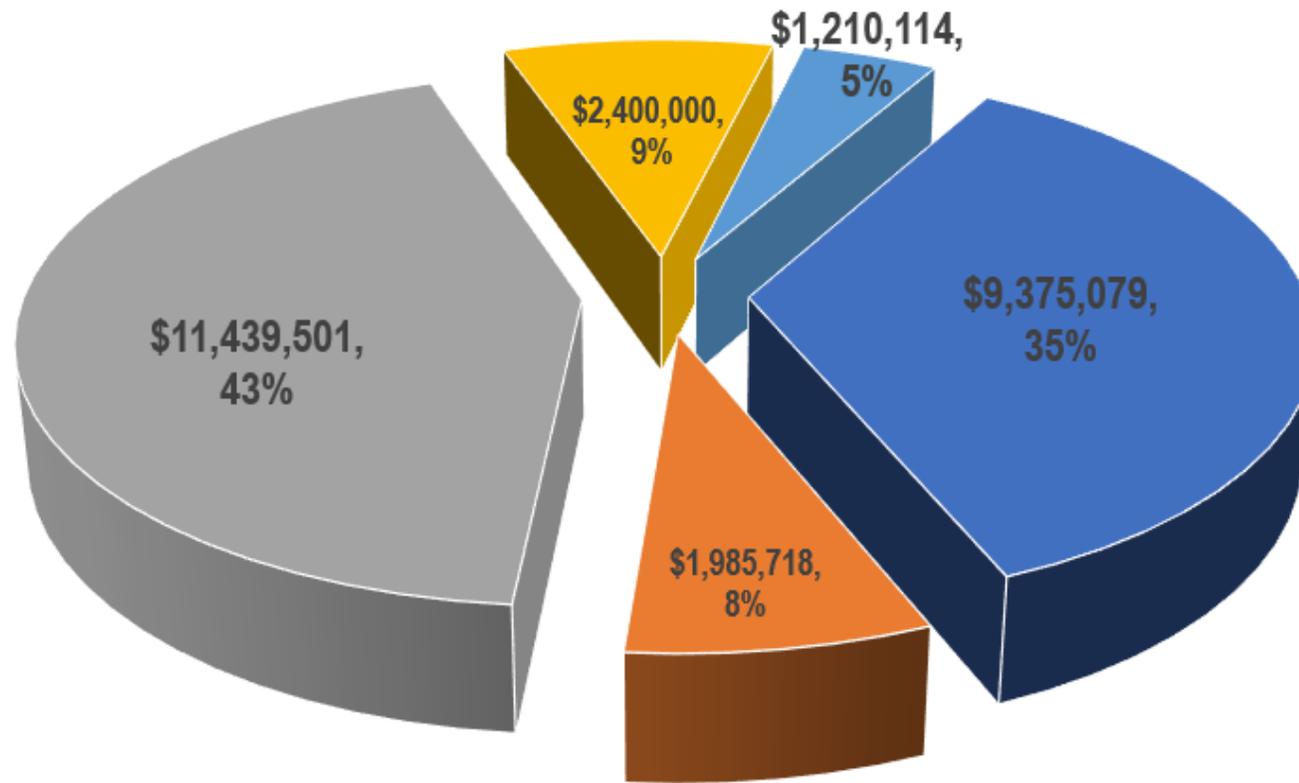
Monitoring

The Office of Facilities and Support Services (OFSS) establishes contracts that meet the eligibility requirements that have been provided by the funding partners and other mandatory deliverables. The OFSS monitors the contractor's performance via:

- Compliments and Complaints
- General Communication
- Human Service Provider Meetings
- Quarterly Reviews/Quarterly Report Cards
- Customer Satisfaction Surveys
- Site Visits
- Visiting the Various Human Service Providers



Funding – SFY2019



■ FTA 5310 ■ AGING ■ DBHDD ■ DFCS ■ GVRA



Usage of Funds

DHS Coordinated Transportation services are provided to:

- Program sites
- Transportation to fulfill service plans, work and training requirements
- Quality of Life Trips for the elderly and disabled
- Health-Related Trips for the elderly and disabled
- Vouchers
- Transit Passes



Questions?

For additional information, please contact:

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