

## DEPARTMENT OF SOCIAL SERVICES

## CHILDREN'S DIVISION

P. O. BOX 88

JEFFERSON CITY, MISSOURI

August 31, 2011

<b>What's Inside: Transportation Services Contract and guidance on utilization</b>
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## M E M O R A N D U M

TO: REGIONAL EXECUTIVE STAFF, CIRCUIT MANAGERS, AND  
CHILDREN'S DIVISION STAFF

FROM: CANDACE A. SHIVELY, DIRECTOR

SUBJECT: TRANSPORTATION SERVICES

## DISCUSSION:

The purpose of this memo is to introduce the new transportation services contracts and provide guidance to all Children's Division staff on the use of the contracts. The [Transportation Contract](#) and [Transportation Services Contract List](#) are attached to this memo.

The transportation contracts provide an alternative means of addressing transportation needs when all efforts to arrange more desirable transportation have been exhausted. Some of the reasons for accessing transportation services may include transportation to school, parental visits and medical visits.

Transportation contractors only provide non-emergency transportation services for Children's Division (CD) clients needing short term trips that can be completed in one day and must be related to a child/family service plan. CD should make every effort to arrange these services with the contractor via written notification at least twenty-four (24) hours prior to the need for service.

**Transportation Contract Utilization**

When considering transportation services or making arrangements for a CD client to be transported, staff must consider the following conditions:

- **Is the service for which the client is being transported a Medicaid eligible service?** If so, staff must contact the Managed Care provider for that client. If the client is covered by MC+ Managed Care, see the number on the back of the member card. If the client is covered by MC+ fee for service, call 1-866-269-5927 to arrange transportation.

- **Have all other more desirable means of transportation been explored and exhausted?** Staff must attempt to arrange transportation through other staff, volunteers, resource providers and other resources before considering the use of a contracted transportation service provider.
- **Are the clients in Residential Treatment? The residential facilities are required to** provide transportation to children placed in their facility under terms of their residential treatment contracts.
- Contracted transportation service providers are only required to provide a curb to curb service. If door to door service is needed, then staff should utilize one of the other preferred transportation arrangements and not consider contracted transportation services as an option.
- Only children age sixteen and older determined to be capable may travel alone with a contracted transportation provider. If there is any question about the ability of a child age sixteen or older to safely reach the destination by traveling alone, a parent or guardian, CD staff, or adult companion approved by CD should accompany him/her.
- All children under the age of sixteen must be accompanied by a parent, guardian, CD staff or adult companion approved by the CD. An exception may be made for children ages thirteen (13) to fifteen (15) deemed capable of traveling alone, but only after CD has received written authorization from the child's parent or legal guardian. All other children must be accompanied by a parent, guardian, CD staff or adult companion approved by CD.

**In the event no other transportation arrangements can be employed, staff must make arrangements with the transportation contractor(s) for the transportation of the client. It is only at this point that transportation contracts may be utilized.**

Contracted transportation providers are not required to provide the following: car seats or any specialized passenger restraint equipment, adult companions, aides, or door to door service. If these items or services are needed it is the responsibility of CD staff to address those needs prior to arranging for contracted transportation services. If CD does not provide these items or services for the contracted provider, the provider shall refuse to provide the service per the contract.

On occasion, it is conceivable that staff has explored the use of all more desirable or preferred means of transportation and the use of a contracted transportation provider and arrangements for transportation can still not be achieved. Then, and only then, is it acceptable to pursue the use of a non-contracted transportation provider. In these instances, the worker must document all efforts made to utilize more desirable or preferred transportation, document all efforts and explanations why a contracted provider could not be utilized and receive prior approval from the Regional Director, his/her designee or the Circuit Manager before arranging for the use of a non-contracted transportation provider.

**Documentation that transportation services cannot be provided by a contracted provider and subsequent approval to utilize a non-contracted provider must be**

submitted with the non-contracted provider's invoice before payment will be made.

<b>NECESSARY ACTION</b>	
<ol style="list-style-type: none"> <li>1. Review this memorandum with all Children's Division staff.</li> <li>2. Review revised Child Welfare Manual chapters as indicated below.</li> <li>3. All questions should be cleared through normal supervisory channels and directed to:</li> </ol>	
<b>PDS CONTACT</b> <a href="mailto:John.D.Steinmeyer@dss.mo.gov">John.D.Steinmeyer@dss.mo.gov</a> 573-751-8930	<b>PROGRAM MANAGER</b> <a href="mailto:Dena.D.Driver@dss.mo.gov">Dena.D.Driver@dss.mo.gov</a> 573-751-3171
<b>CHILD WELFARE MANUAL REVISIONS</b>	
<a href="#">Section 8, Chapter 7, Subsection 1</a>	
<b>FORMS AND INSTRUCTIONS</b>	
N/A	
<b>REFERENCE DOCUMENTS AND RESOURCES</b>	
N/A	
<b>RELATED STATUTE</b>	
N/A	
<b>ADMINISTRATIVE RULE</b>	
N/A	
<b>COUNCIL ON ACCREDITATION (COA) STANDARDS</b>	
<a href="#">PA-HR 3.03</a> , <a href="#">PA-ASE 6.03</a> , <a href="#">PA-FC 17.06</a>	
<b>CHILD AND FAMILY SERVICES REVIEW (CFSR)</b>	
N/A	
<b>PROTECTIVE FACTORS</b>	
Parental Resilience N/A	
Social Connections N/A	
Knowledge of Parenting and Child Development N/A	
Concrete Support in Times of Need N/A	
Social and Emotional Competence of Children N/A	
<b>FACES REQUIREMENTS</b>	
N/A	