

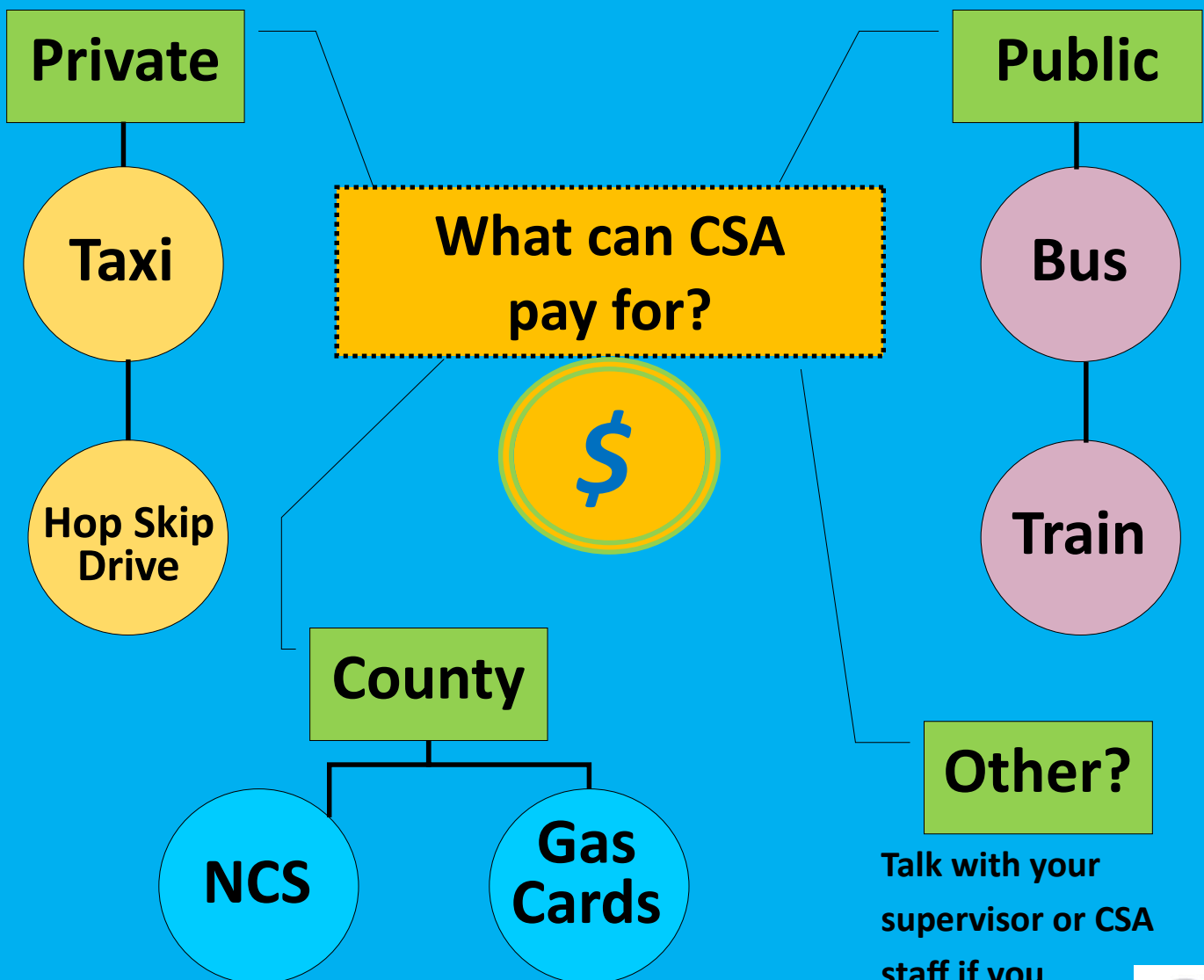
## Does your child/family need help getting to services?

### CSA can help with transportation!



#### Things to consider:

- Does the family have their own car?
- What's the most efficient, cost-effective transportation option?
- Are there natural supports that can help?



Talk with your supervisor or CSA staff if you have questions.





*The following guidelines were developed to assist case managers in selecting transportation services. Agencies may have additional expectations or requirements that exceed these guidelines. **Please note that these guidelines do not reflect the process for obtaining funding authorization.** CSA funded services must be authorized in advance.*

### CSA Funding

Case managers should consider the intensity/complexity of transportation needs when preparing a request for CSA funding – e.g., multiple trips over several months would merit a referral to CSA rather than a one time/short-term need. With proper authorization, CSA funding can be used to meet a child/family's transportation needs in a variety of ways. Case managers should consider other county options for transportation support as well.

### *NCS Dial a Ride program (Non-CSA)*

The Fairfax County Department of Neighborhood & Community Services (NCS) sponsors a discount taxicab program for low income residents of Fairfax County and the City of Fairfax. Residents qualify for discounted taxi fare if they are below 225% of federal poverty guidelines. Please see NCS Human Services Transportation on the county's website for other options.

[www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program](http://www.fairfaxcounty.gov/neighborhood-community-services/transportation/taxi-voucher-program)

### *Gas Cards (CSA)*

If a family has access to their own vehicle, gas cards may be provided for specific purposes related to children's behavioral and emotional healthcare needs. For example:

- Parents are having trouble getting to the Residential Treatment Center (RTC) because they do not have money for gas, they may be offered gas cards.
- Parent needs to take child to outpatient appointments, but doesn't have money for gas, gas cards may be offered.

The case manager may make request by email to [DFSCSA@fairfaxcounty.gov](mailto:DFSCSA@fairfaxcounty.gov), outlining how much is needed and why. Gas cards are available in 5, 10, and 20 dollar amounts. A UR note will be put in Harmony, and an email sent to DFS Finance. The case manager will need to come to Pennino to sign the card(s) out with a Finance Supervisor. It is expected that the case manager will ensure that the family follows through with the visit, mental health appointments, etc., or no further cards will be distributed. See CSA local policy manual for procedures and guidance.

### Transportation Provider Selection

Please note that in the Service Directory, transportation may be listed as a service for various residential or treatment foster care providers for use by children/youth receiving residential or treatment foster care services.

Below, you'll find information on the three most currently accessible stand-alone modes of acquiring transportation services for children and families. Safety of the rider should always be considered when selecting a transport option. It is not recommended that young children travel alone in taxis to appointments. Taxis are appropriate for adults/parents and parents with their child. HopSkipDrive and NCS may be used for younger children and vulnerable youth because of the screening and oversight of drivers.

While cost effectiveness should also be a consideration when making a transport option, the individual needs of the child and family should not be compromised in order to choose the cheapest transportation option. Costs should be compared across appropriate providers and the most cost-effective option selected that best meets the needs of the family.

- **HopSkipDrive (HSD) – New Contract for FY20**

HopSkipDrive (HSD) will transport unaccompanied children ages 6 to 18, providing warm handoffs to the child's destination. The rides are conducted by drivers who have at minimum 5 years of caregiving experience. HopSkipDrive rides can be scheduled online at [www.hopskipdrive.com](http://www.hopskipdrive.com) or via a smartphone app. Case managers will need to create an account and take an online training prior to scheduling rides.

- **Taxi Services**

To schedule taxi services: the Request Taxi Services form can be downloaded from the CSA FairfaxNet intranet or public website. UR staff will provide a unique four-digit code to each case manager (provided on the service authorization). Both the CSA account code and the case manager's unique four-digit code will be required to schedule taxi rides.

Old Dominion Transportation

- 703-650-0873-Special Accounts (CM can call to schedule rides; do not give this number to clients)
- 703-451-2255 Option 3-Will Call/ETAs (may give number to clients)

- **Neighborhood & Community Services**

NCS provides transportation services that may be used by any agency case manager. To request transportation services from NCS, you can complete the online form at:

<http://fairfaxnet.fairfaxcounty.gov/Dept/NCS/Lists/CYF%20Transportation%20Intake%20Form/NewForm.aspx?RootFolder>

If you're not able to access the online form, it is available in MS Word and can be downloaded at the CSA FairfaxNet or public websites.

Case managers can contact Monica Traylor at NCS for help in developing transportation estimates ([monica.traylor@fairfaxcounty.gov](mailto:monica.traylor@fairfaxcounty.gov) or 703.324.9565)

- When making a referral to NCS, case manager needs to indicate the number of people traveling so that the appropriate vehicle is selected for the trip.
- **NCS Transportation bills by the hour** so when requesting services, the amount of time a trip will take should be taken into consideration, keeping in mind the area traffic patterns.
  - **Note:** NCS Transportation services bill for the entirety of the trip, including wherever the vehicle is starting from and the return to the Pennino Building in Fairfax, not just the distance that is traveled to get a child/family to their destination. Example, child/family is in Alexandria and going to location in Springfield. The NCS charge would be from Fairfax to Alexandria to Springfield and back to Fairfax.

## Authorizations

**Please note that NCS bills by the hour while taxis and HopSkipDrive bill by the miles.** Case managers should keep this information in mind when requesting CSA authorization for transportation services. As

with any other requested service, the need for the service must be documented on the child's Meeting Action Plan (MAP). However, the information on the MAP does not need to specify which provider will be used to fulfill the transportation need.

The break down by number of hours needed or number of miles (plus any other applicable fee, e.g. HopSkipDrive "Trip Initiation Fee") will need to be included on the Case Manager report when the service authorization is being requested. If necessary, the request can and should be amended. CSA policy will allow requests to overestimate the cost/miles by 10% as this may help to cover any unexpected delays encountered during a trip. An Excel worksheet has been developed to help case managers determine estimated costs between the three transportation options detailed above. Please use the Excel workshop to determine the amount to request and attach a copy to the Case Manager report. (Excel worksheet is available on CSA's FairfaxNet page)

It's important to remember that any difference in cost between the transportation authorization and the actual cost of the trip will be billed to the Case Manager's agency. Case Managers should take the necessary steps to ensure that this does not happen. If there is a need to charge an agency for any discrepancies between a request and actual costs, the Case Manager's supervisor will be notified.

### Billing

Finance staff receive invoices from the taxis, NCS and HSD which are then distributed to agency case managers and/or their program managers. These invoices must be reviewed and approved or rejected within 5 business days. Program managers or designees are expected to communicate any discrepancy in billing to the provider as quickly as possible. Once an invoice has been determined to be correct, it should be scanned and sent to Finance for payment.

### Managing Challenges with Transportation Services

- The case manager must discuss with the client/caregiver the importance of being available for the transportation pick-up.
- The client should be advised in advance of the expectations of when a parent needs to be part of the transportation and the driver is notified in advance of all person(s) to be transported.
- If the client cancels the transportation or no-shows, the client must be notified that if more than one cancellation without proper notification occurs, transportation will no longer be provided.



	<b>HopSkipDrive</b>	<b>Taxi Services</b>	<b>NCS Transportation</b>
<b>Making a reservation</b>	Online or via app <a href="http://www.hopskipdrive.com">www.hopskipdrive.com</a>	MS Word form found on CSA website	Online or MS Word form – link/form found on CSA website
<b>Charges</b>	Trip initiation fee & per mile fee	Per mile fee	<b>Per hour fee</b> NCS Transportation services bill for the entirety of the trip, including wherever the vehicle is starting from and the return to Pennino Building in Fairfax
<b>Cancellations /No shows</b>	100% of calculated trip if cancelled less than 2 hours before scheduled drive	\$10 fee for no shows	If driver has already started the trip, time traveled will be charged
<b>Children traveling alone</b>	Aged 6 and up	Yes, but only use for older teenagers	Yes
<b>Traveling out of area</b>	Yes	Yes if the pickup is in Fairfax County	Yes
<b>Real Time Tracking of Trip</b>	Yes, by case managers & HopSkipDrive staff	No	Yes, by NCS staff