

Program Outcome: 75% of clients will arrive at core services as a result of accessing transportation.

Indicator: The number of clients who arrived at core service appointments as a result of Transportation Services.

Service Unit(s): Successful Completed Transport to *Core Services* Via Bus Token/Pass/Taxi Voucher/Van Ride

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
I. Structure					
Provider agency has a comprehensive Policy & Procedures Manual that contains: <ul style="list-style-type: none"> • standardized protocols for transportation service delivery • transportation service limitations • eligibility requirements • transportation service agreements with transportation service operators and providers, including: <ul style="list-style-type: none"> – licensing – registration – insurance and safety requirements – necessary action to be taken in the event of an accident – use of safety belts – child care safety – cell phone usage – vehicle maintenance 	Agencies have a Policy & Procedures Manual addressing comprehensive list indicated	Agencies with comprehensive Policy & Procedures Manual	Number of Agencies providing transportation services	Policy & Procedures Manual	All agencies have a Policy and Procedures Manual that addresses comprehensive list indicated
Provider agency ensures that transportation staff is qualified and trained for the responsibilities of providing transportation and administering the transportation program	Job descriptions, resumes, and licenses document appropriate qualifications Drivers have valid Connecticut Driver's License Staff has a DMV record check at least annually	Number of qualified staff Number of drivers with valid CT license Number of staff with annual DMV record check	Number of staff Number of drivers Number of staff	Staff file Copy of valid driver license	100% of job descriptions, resumes & licenses document appropriate qualifications 100% of drivers valid CT Driver's License 100% of staff has a DMV record check annually
Vehicles used in transportation services are routinely serviced and maintained every 3,000 miles.	Vehicles used in transportation services have maintenance records and all repair information.	Number of vehicles with maintenance/repair records	Number of vehicles	Vehicle records & Inspection Checklist	100 % of vehicles have maintenance records and all repair information
Vehicles used in transportation services are insured as required by the State of CT.	Vehicles used in transport services carry current insurance policies.	Number of vehicles with current insurance policies	Number of vehicles	Current insurance policies on vehicles	100% of vehicles that carry current insurance policies.
II. Process					
Provider agency ensures that all transportation operators understand their responsibilities and agree to follow agency policies.	Signed letters of understanding by each operator	Number of staff with signed letter of understanding	Number of staff	Personnel file	100% of personnel files document signed letter of understanding by operator

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Clients that can not be accommodated are referred for other transportation options and Case Managers are notified	Clients not provided transportation are referred to other transportation options with documented contact notifying Case Managers.	Number of clients needing alternate transport Number of client Case Managers notified	Number of clients referred to other services Number of clients not receiving transportation	Transportation log	100% of clients not provided transportation are referred to other transportation options 100% of client Case Managers notified when not provided transportation
Handicap accessible transportation services are available as needed.	Handicap clients have available services Drivers demonstrate ability to use handicap equipment and assist disabled riders as needed.	Number of handicapped clients requesting service Number of drivers that properly use equipment	Number of clients using handicapped transport Number of drivers	Handicap certification Demonstration of drivers to use equipment	100% of clients needing handicap services have them available 100% of drivers use handicap equipment and assist disabled riders as needed.
III. Outcome					
Services provided include one-way & round-trip transportation to & from home, to Ryan White-funded services & to non-Ryan White-funded services that provide services in Ryan White categories (ex: drug treatment to a non-RW funded facility). Services also include transit tokens, passes and vouchers. Transportation services are triaged for medical care as first priority.	Transportation service to/from home, RW-funded services & non-RW-funded services in RW categories. Transportation requests are triaged for medical priority.	Number of clients showing appropriate use of transportation a) % trips for medical care b) % trips for other core services (Mental Health, Substance Abuse, Oral Health, Medical Case Mgt.) c) % trips for Support Services (Housing Assistance, EFA) d) % trips for pharmacy access	Number of clients using transport services Number of transportation trips	Transportation Log Database	95% of charts document transportation service to/from home, RW-funded services & non-RW-funded services in RW categories. 100% of transportation requests are assessed for medical priority.
“No Shows” are documented in a Transportation Log and case managers are notified.	Transportation Logs document no-shows and Case Manager notification	Number of no-show clients documented in Transport Log Number of no-show clients with documentation that case managers are notified	Number of clients Number of no-show clients	Transport Log	100% of Transportation Logs document no-shows 100% of Case Managers are notified for no-show clients
Transportation increases access & maintenance in medical care, mental health & substance abuse services	Maintenance in medical care &/or mental health & substance abuse services	Number of clients maintained in care	Number of clients	Transportation Log Surveys, Provider input	85% of client charts document maintenance in medical care &/or mental health/ substance abuse services

Medical Transportation

Medical transportation services include conveyance services provided, directly or through voucher, to a client so that he/she may access *core health care services*. Core health care services are defined as outpatient ambulatory health services, oral health care, mental health services, medical nutrition services, medical case management, and outpatient substance abuse services.