



State of South Carolina

Department of Social Services

Policies and Procedures: Child Welfare Services

Subject:	Foster Care Transportation Guidelines Policy
Authority:	N/A
Standards:	Guiding Principles and Standards (GPS) Practice Model
Application:	All Foster Care Staff
Purpose:	
To maximize the availability of transportation services to our foster care youth we have developed the following guidelines for securing non-emergency transportation for all foster care youth.	
Policy Statement:	
Keeping clients and DSS employees safe during all aspects related to transportation is a priority. Transportation-related tasks a DSS employee may need to perform include arranging for vehicles or other transportation types for themselves or clients. All foster care children, regardless of level of care, are eligible to be transported by our transportation providers. A physician order for ambulance or transport by ambulance shall be utilized in transporting medically fragile children or youth.	
Policy Administration:	
The Child Welfare Services Permanency Division is the owner of this policy. The Director of Child Welfare Services Permanency Division, or the director's designee, will review this policy annually and make any needed changes.	
Procedures:	
A. Therapeutic and Regular Transportation Guidelines	1. Transportation is limited to two transport occurrences per client per month. The transports are limited to visitations, court hearings, placement transports, or medical appointments not covered by Modivcare. All transportation requests must be reviewed and approved by the Transportation Manager or designee. 2. The case manager or designee shall transport clients to new placements. If this is not possible, the case manager is required to meet the client at the placement upon arrival. 3. Transportation can be requested for siblings and parents of the client only if the transport purpose pertains to the permanency goal.

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	4. If a transport requires the case manager to drive more than six hours roundtrip in the same day, then a transport provider can be requested to transport the approved youth. 5. Modivcare Transportation Services shall be considered first for medical, dental, vision, therapy, and well-being checkup appointments over 25 miles one way. 6. Modivcare is not offered for transports such as visitation, court hearings, or placement changes. 7. If Modivcare is not appropriate or cannot provide transport, then transportation support can be requested. This will count as one of the two monthly transports. 8. Modivcare trips require prior approval and must be approved at least three business days in advance. 9. Modivcare will also reimburse the foster parent or friend/family member for transporting the client, but this must be approved prior by Modivcare. 10. Transportation requests should be submitted to the Regional Transportation email address at least five business days prior to the transport. The transport request must be submitted by 4:00 pm on the day that the request is made to enable the scheduling team ample time to schedule the transport. 11. For children under the age of five years of age, the foster parent or case manager shall accompany the child in the car for the transport. When possible, our younger clients should have a familiar adult in the vehicle with them to reduce stress and allow the driver to safely travel to the appointment. 12. If a driver assistant is needed for the transport, the transportation provider shall provide the assistant to accompany the youth in the back seat. 13. All transports under 50 miles roundtrip must be approved by the Transportation Manager or designee. Note: ALL transports for clients in a group home or therapeutic foster care placement should be provided by the residential provider. The residential contract states the residential provider will transport the client up to 50 miles roundtrip. Also, the transportation agencies will not accept a transport for less than 25 miles. 14. Foster parents who work for our transportation providers cannot provide transport for their foster children as a paid service provided by the transportation provider.
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	15. Cancellations - The transportation provider will need a 24-hour notice in advance for all cancellations or DSS must pay for the transport. - If a transport must be cancelled, it is the responsibility of the case manager to notify the transportation provider, Regional Transportation email, and Regional Contract Administrator Assistant. If the trip is cancelled after 5:00 pm and before 8:00 am the day prior to the transport, the DSS case manager must contact the transportation provider via the on-call number and email to cancel the transport. The Regional Transportation email should also be notified. All efforts should be made to notify the transport provider prior to the driver leaving for the transport. - If the transporter is dispatched before the transport is cancelled, the case manager must immediately contact the Regional Contract Assistant and Regional Transportation email within their respective region.
B. Process for Therapeutic and Regular Foster Care Transportation	- The foster care case manager and foster care team leader decide a transport is needed for a client. - Regardless of the child's level of care or funding source, the foster care case manager emails a completed DSS Form 37708: Transportation Request Form to the Regional Transportation email and cc's the foster care team leader. - The Regional Transportation Team reviews for accuracy and eligibility and submits the referral to the transportation provider to see if they have a driver available to accept the transport. - If the transportation provider accepts the transport, the provider will send the details of the transport to the Regional Transportation Team. - The Regional Transportation Coordinator or designee emails trip details to the county staff and cc's the contract team for therapeutic children and cc's RFCTransportInvoices@dss.sc.gov for RFC children. - The contract team issues a Requisition for Services via email to the transportation provider, if applicable. - The transportation provider submits an invoice along with the Requisition for Services to the contract team for payment once the service takes place for therapeutic children. For RFC children, the transportation provider shall submit an invoice along with DSS Form 37708 to RFCTransportInvoices@dss.sc.gov. - The Transportation Team will review and process for payment.

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C. Emergency Placement Transportation Guidelines	1. To ensure the best utilization of transportation resources, longest distance transports must be prioritized, with a minimum of a 50-mile roundtrip. 2. All transports under 50 miles roundtrip must be approved by the Placement Services Director or designee. 3. Transports which can be completed during normal business hours will not be routinely approved for Emergency Placement Transportation (EPT). 4. Emergency Transportation approvals for transports occurring during normal business hours require the approval from the Transportation Manager or Placement Services Director. 5. EPT for children under the age of five requires approval from the Placement Services Director or designee. 6. Pre-arranged wait times are not approved for Emergency Placement Transportation.
D. Emergency Placement Transportation Process	1. An emergency placement is identified for a youth, and the county receives the Placement Notification email from the Placement Unit that outlines the details for the evening drop off and morning pick up. The Regional Placement Unit will copy the Midshift Placement Unit on notification emails for Emergency Placements. 2. The county will reply all via email to the Placement Unit that they would like to request Emergency Placement Transportation for evening drop off or morning pick up for the placement along with completing DSS Form 37706: Emergency Placement Transportation Request in its entirety. 3. The request is reviewed by the Transportation Manager or designee. 4. If the request is approved, the EPT Coordinator will contact the transportation provider(s) in the service area of the need to access for availability. 5. If the requested transportation can be provided, the EPT Coordinator will send the completed DSS Form 37706: Emergency Placement Transportation Request, signed by the Transportation Manager or their designee, to the transportation provider who will be completing the service via email, cc'ing the Placement Unit for the youth's region, Placement Services Division Leadership, and the Midshift Placement Unit. 6. The EPT Coordinator will reply to the county via email to provide the details of the secured transportation (i.e., transportation provider, estimated time of arrival, etc.).
E. FAQs	1. Who is eligible for transportation services?

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	All children in foster care 2. Who will schedule ISCEDC and/or Regular Foster Care transports? The Placement Services Team Regional Transportation Team 3. Who is the approver of ISCEDC and Regular Foster Care transports? The Statewide Transportation Manager or designee 4. Who will process payment for therapeutic (ISCEDC) transports? The Regional Placement Services Contract Team 5. Who will process payment for Regular Foster Care Transports? The Statewide Transportation Coordinator 6. Who can be approved for BID transports? All foster care children are eligible for Best Interest Determination (BID) transportation. BID transportation requests will be reviewed and scrutinized by the DSS Statewide Education and Non-Citizen Advocate to review the school districts responsibility. The DSS Statewide Education and Non-Citizen Advocate will need to be notified and involved in the BID transportation requests as this advocate will be coordinating with the school districts to determine if DSS will be fully funding, cost sharing, or providing no funding for these BID transports. The DSS Statewide Education and Non-Citizen Advocate is a member of the Child Welfare Services Health and Well-Being team. This individual's contact information is as follows: Shana Charles Office Phone: 803-898-3123 Email: Shana.Charles@dss.sc.gov
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Forms:	DSS Form 37706: Emergency Transportation Request DSS Form 37708: Transportation Request DSS Form 37707: Modivcare Brochure
Related Management Reports:	N/A

Appendix:
A. Transportation Providers On-Call Contact Information for cancellations only

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SC Youth Advocate Program (SCYAP)

Telephone: 803-779-5500 or 803-220-0064

Contact Person: Erin Elliott

Email: eelliott@scyap.com; jstaub@scyap.com; bhanchey@scyap.com

After Hours Phone: 803-779-5500

New Foundations

Telephone: 864-231-1757

Contact Person: Dawn Mowen

Email: dmowen@newfoundationschildren.com

After Hours Phone: 864-350-5278

Transport Care Services

Telephone: 646-670-0231

Contact Person: Loretta Lewis

Email: loretta@transportcareservices.com

After Hours Phone: 646-670-0231

Wings of Eagles

Telephone: 843-615-6258

Contact Person: Dwayne Brayboy

Email: dwaynebrayboy@hotmail.com

After Hours Phone: 843-372-2862

B. Transportation Schedulers and Approvers Contact Information

Region and Counties	Regular, Therapeutic, and BID Schedulers	Approver
Upstate Abbeville, Anderson, Cherokee, Greenville, Greenwood, Laurens, Newberry, Oconee, Pickens, Spartanburg, Union	Upstate Transportation upstatetransportation@dss.sc.gov	Statewide Transportation Manager or designee*
Midlands Aiken, Bamberg, Barnwell, Chester, Edgefield, Fairfield, Lancaster, Lexington, Kershaw, McCormick, Richland, Saluda, York	Midlands Transportation MidlandsTransportation@dss.sc.gov	Statewide Transportation Manager or designee*
Low Country Allendale, Beaufort, Berkeley,	Low Country Transportation lowcountrytransportation@dss.sc.gov	Statewide Transportation Manager or designee*

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Charleston, Colleton, Calhoun, Dorchester, Hampton, Jasper, Orangeburg		
Pee Dee Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Lee, Marion, Marlboro, Sumter, Williamsburg	PeeDee Transportation peedeetransportation@dss.sc.gov	Statewide Transportation Manager or designee*

*For purposes of a Best Interest Determination (BID) approval, please contact your regional Education and Non-Citizen Advocate and cc Shana Charles, Statewide Education and Non-Citizen Advocate

C. Contact Persons for Transportation Invoices

Region and Counties	Contact Persons for Therapeutic (ISCEDC) and BID School Invoices	Contact Person for Regular Foster Care Invoices
Upstate Abbeville, Anderson, Cherokee, Greenville, Greenwood, Laurens, Newberry, Oconee, Pickens, Spartanburg, Union	Upstate Contract Team ContractTeamUpstate@dss.sc.gov	rfctransportinvoices@dss.sc.gov
Midlands Aiken, Bamberg, Barnwell, Edgefield, Lexington, Kershaw, McCormick, Saluda, Chester, Fairfield, Lancaster, Kershaw, Richland, York	Midlands Contract Team ContractTeamMidlands@dss.sc.gov	rfctransportinvoices@dss.sc.gov
Low Country Allendale, Beaufort, Berkeley, Charleston, Colleton, Calhoun, Dorchester, Hampton, Jasper, Orangeburg	Low County Contract Team ContractTeamLowCountry@dss.sc.gov	rfctransportinvoices@dss.sc.gov

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Pee Dee Chesterfield, Clarendon, Darlington, Dillon, Florence, Georgetown, Horry, Lee, Marion, Marlboro, Sumter, Williamsburg	Pee Dee Contract Team ContractTeamPeeDee@dss.sc.gov	rfctransportinvoices@dss.sc.gov
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Glossary:

Best Interest Determination (BID) Transports: transports approved by the DSS Statewide Education and Non-Citizen Advocate to maintain educational stability

Emergency Placement: any placement that is not long-term and is not identified as respite, commonly referred to as “night to night” placement

Emergency Placement Transports: transports to and/or from an Emergency Placement

Emergency Placement Transportation (EPT) Coordinator: a member of the Placement Services Transportation team who coordinates transports for children going to or leaving an emergency placement

Modivcare: the Medicaid funded transportation program provided to all Medicaid recipients for medical transports, commonly referred to as the “Medicaid van.”

Regular Foster Care (RFC) Transports: transports requested or provided to regular foster care, Difficulty of Care Board Rate (DCBR), or special needs children or youth

Statewide Transportation Coordinator: a member of the Placement Services Transportation team who coordinates and assigns trips to Regional Schedulers

Statewide Transportation Manager: a member of the Placement Services Transportation team who manages the transportation program

Therapeutic Transports: transports requested or provided to ISCEDC eligible children or youth