

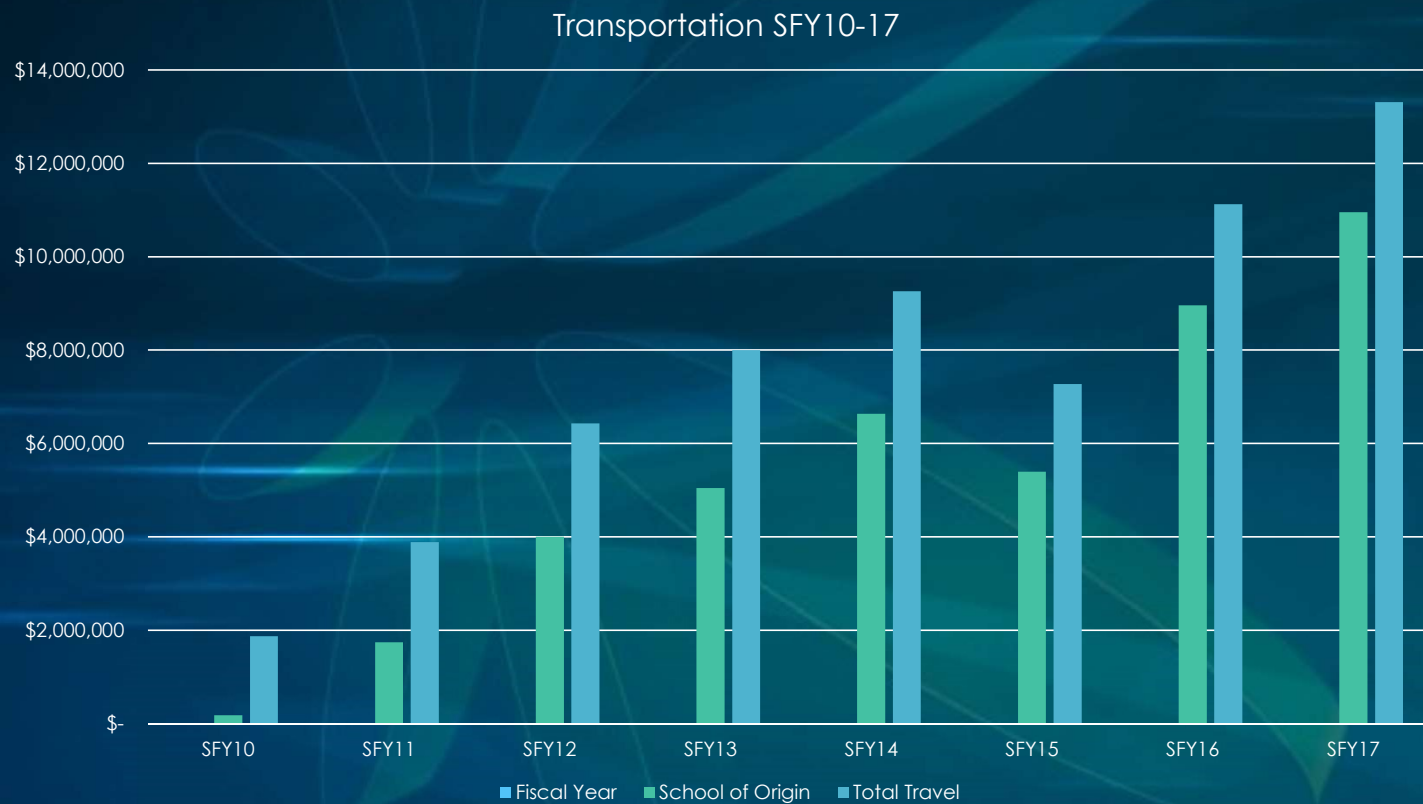
Transportation Provider meeting

CREDENTIALLED SERVICES
JULY 19, 2018

Agenda

- Introductions
- Opening Remarks – Cindy Butterfield, Deputy Commissioner
- LEAN – Transportation and Billing Project
- School of Origin Policy
- Provider Agreement Updates
- Questions and/or concerns

Transportation Spending



Why LEAN?

Why LEAN the Transportation Services Process Now?

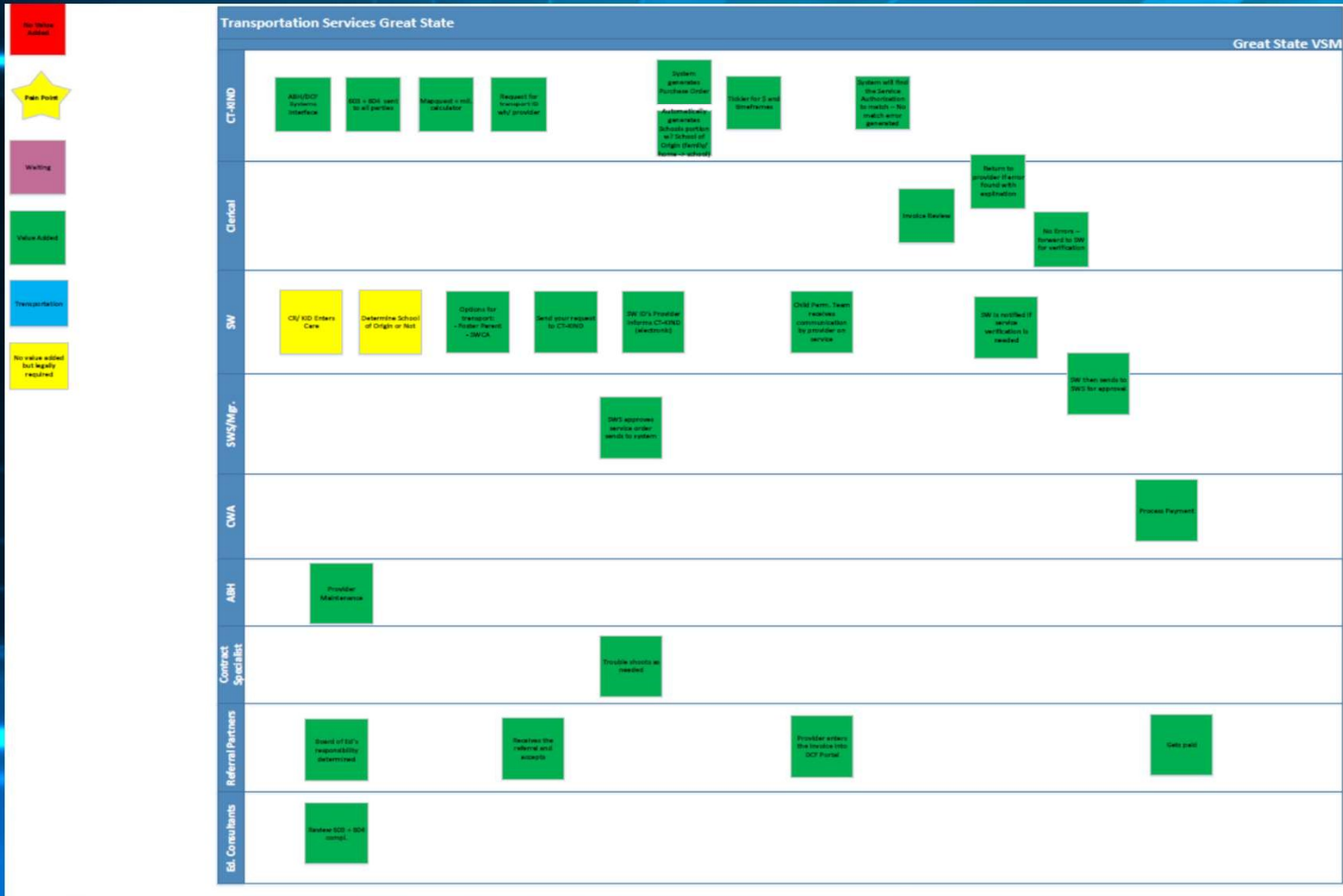
1. Increase in Spending on Transportation
2. Improve Invoice Processing, Tracking and Reporting
3. Improve Communication and Service Delivery
4. Increased Fiscal Responsibility
5. To Engage the Users to Build a Successful System
6. In Preparation for CT-KIND



CURRENT STATE MAPPING



GREAT STATE MAPPING



Stream Mapping

Types of Process Steps	Current Number of Process Steps	Future Number of Process Steps	Percent Reduction
No Value Added - Red	62	0	100%
No Value Added but Necessary - Yellow	2	2	0%
Value Added - Green	16	26	(+) 62%
Transport - Blue	0	0	0%
Waiting - Purple	4	0	100%
Total number of process steps	83	28	74%

(+) Increase in value added to families and DCF staff



WAFFLING

Definition of WAFFLING (verb, adjective):

Process of submitting a WAF; or, term to use when the WAF fails to clarify the request and/or authorization and the chaotic aftermath.



**KEEP
CALM
AND
STOP
WAFFLING**



Opportunities for Improvement

Pilot Project Starting Mid-August for School Transportation Only:

- WAF's and invoicing will be simplified
- WAF's to be completed on a Quarterly bases: 7/1, 10/1, 1/1 and 4/1
- WAF's will include number of school days of transportation for that quarter with a daily rate inclusive of AM trip x2 plus mileage, PM round trip x2 plus mileage

Monthly Invoice will include number of days of transportation x rate = Total

Opportunities for Improvement

Next Steps:

- Standardize Invoice will be updated
- SW/SWS/CWA staff will receive training
- All SW Staff will receive tickler that new WAF is due
- Continued discussion on streamlining Invoicing process

School of Origin: DCF Policy 45-12

DCF shall minimize changes in the educational placement of children in its case and custody, whenever it is in their best interests, ensure that they remain in the school they were attending before any initial

When determining whether or not remaining in the school of origin is in the **child's best interests**, the Social Worker shall consider the following factors:

1. travel distance between the new out-of-home placement and the school of origin
2. the age of the child
3. the mental health of the child
4. the medical health of the child
5. the school climate
6. the child's school performance
7. the child's connections in the school
8. the proximity to a natural school transition point
9. the child's wishes
10. the positions of the child's attorney, guardian *ad litem*, parent(s) and surrogate parent, if applicable
11. any safety considerations
12. the likelihood of reunification
13. other factors unique to the child's case

School of Origin - Next Steps

- DCF in process of reviewing 834 kids being transported to school of origin. Will be completed by 8/15/18
- DCF in process of updating Policies and Procedures regarding School of Origin.
- Request for Information to be published by 8/1/18.

Provider Agreement Updates

- **Badges** – Effective July 1, 2018, all drivers must have a badge on their person. Children and youth have been instructed not to get into the vehicle unless a badge is visible.
- **Aides in the vehicle** – Must be at the request of the Social Worker
Must have a pre-approved WAF
\$30/per hour
Aides must have background checks completed prior to riding in the vehicle.
- **Wait time** – Flat rate of \$50/per hour regardless of the number of children in the vehicle



Questions?