



New Hampshire Division for Children, Youth and Families Policy Manual

1900 TRANSPORTATION SERVICES

Chapter: Services for Children, Youth, and Families

Section: Community-Based Services

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **21-19**

Effective Date: **April 2021**

References Of Note

Federal Authority:

Statutes: [RSA 126-A](#), [RSA 169-B](#), [RSA 169-C](#),
[RSA 169-D](#), and [RSA 170-G](#)

Administrative Rules: [He-C 6343](#)

Case Law:

This policy establishes the service array for certified Transportation Services.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Transportation Services are available for DCYF-involved children and their families as follows:
 - A. Children, ages birth to 21, who are separated from their family due to placement resulting from abuse or neglect, CHINS, or delinquency;
 - B. Children residing at home after approval from the District Office (DO) Supervisor. Considerations include the children's assessed need for Transportation Services including siblings visiting a sibling in placement;
 - C. Young adults participating in extended services including the HOPE Program; or
 - D. Approved adult family members and legal guardians based on the adult's assessed need for Transportation Services.
 1. Adults are not eligible for Secure or Educational Transportation Services.
- II. Transportation Services are authorized by the CPSW/JPPD based on:
 - A. Documentation in the child's case file of the assessed need for transportation services; and
 - B. A court order or a voluntary agreement between DCYF and the child's family which states the specific type of Transportation Service authorized.
- III. Field Administrator approval is required if Transportation Services are authorized in addition to any other authorized, DCYF paid service.

- IV. Unless otherwise instructed, the CPSW/JPPPO must email a completed Service Authorization Request (Form 1869) to Provider Relations once the service arrangements are finalized with the provider.
 - A. Services provided without a "Service Authorization" will not be paid.
 - B. No payment is allowed for bills received after one year from the date of service, pursuant to RSA 126-A:3 II.

- V. Any incidents reported to the CPSW/JPPPO during a Transportation Service must be addressed as applicable to the situation, including:
 - A. Reporting the incident to their Supervisor and the Bureau of Community, Family and Program Support's Community and Family Support Specialist; and
 - B. Completing any required written report and documentation pursuant to policy 1099 Critical Incident Reporting.

- VI. Providers of Transportation Services must be certified according to Administrative Rule He-C 6343 in one of the following categories and paid according to the codes in Policy 2700:
 - A. Accompanied Transportation;
 - B. Educational Transportation;
 - C. Private Vehicle Transportation;
 - D. Public Transportation; or
 - E. Secure Transportation.

Standard Operating Procedures		
SOP	Title	Applicable Disciplines
1900.1	Accompanied Transportation Services	Field Services
1900.2	Educational Transportation Services	Field Services
1900.3	Private Vehicle Transportation Services	Field Services
1900.4	Public Transportation Services	Field Services
1900.5	Secure Transportation Services	JJS

Applicable Forms	
Form	Title
1869	Service Authorization Request

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log

PD	Modification Made	Approved	Date