



NH Department of Health & Human Services  
Division for Children, Youth & Families

## DCYF Standard Operating Procedure

### 1900.4 PUBLIC TRANSPORTATION SERVICES

Policy Directive: **21-19**

Effective Date: **April 2021**

Implements Policy: **1900**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the use of Public Transportation Services.

#### Procedure

*The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.*

- I. CPSW/JPPOs must only use individuals or businesses certified by the applicable provisions of He-C 6343 when seeking Public Transportation Service providers.
- II. As applicable to case specific circumstances, transportation services should be sought from other sources, such as relatives, friends, neighbors, Medicaid, and other agencies, before authorizing Public Transportation Services.
  - A. Public Transportation is intended as a temporary solution.
  - B. If Public Transportation is required on a continuing basis, transportation should be sought through other means, unless approved by the District Office Supervisor.
- III. The CPSW/JPPO documents efforts to obtain transportation at no cost to DCYF in the contact log.
- IV. Public Transportation may be used to meet identified transportation needs including, but not limited to:
  - A. Appointments and other community resources;
  - B. Medical care, behavioral health treatment, or similar health related services unless the client is eligible for reimbursement through Medicaid or other insurance;
  - C. Child care services;
  - D. Recreation services;
  - E. Transporting or visiting a child in out-of-state placement; or
  - F. Transporting to border state locations and airports to return a child who has runaway, escaped, or absconded based upon case specific circumstances.

- V. Reimbursement for limousine services, car rentals, educational transportation, or transportation for medical services covered by Medicaid or other medical insurance are not authorized under Public Transportation Services.

### 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 |
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