

TRANSPORTATION

a. The Contractor shall provide transportation to individuals receiving services from a Department-operated or funded service provider. This service will be prioritized for those individuals who are not served through existing community transportation services. Transportation shall be available for individuals who are without an independent means of transportation and do not require transport by ambulance. Transportation services can include transporting individuals to various appointments, school programs, shopping centers, and family events. Transportation services may also be provided to individuals who meet the following criteria: individuals presenting at an emergency room or Department-funded provider agency who require medically monitored detoxification, individuals discharged from a 23-hour bed who requires detoxification or residential placement, individuals to be discharged from detoxification services and who requires residential placement and any individual who may require transportation from on level of care to another. Transportation may be made available seven (7) days a week.

b. The services shall be provided at the following location, with the capacity and hours of operation described below:

Location	Capacity	Hours of Operation

c. The Contractor shall implement the programs and services described herein to result in the following outcomes on behalf of the individuals served. Such outcomes shall be measured in the manner described herein. Outcome results achieved pursuant to these terms and conditions will be monitored by the Department through data reported by the Contractor to the Department’s information systems, in observations through site visits and/or in any other required reports. The Department’s outcome indicators for the Contractor’s funded services are as follows:

PERFORMANCE OUTCOME MEASURES

TRANSPORTATION

OUTCOMES	MEASURES
Transportation will not be an impediment to individuals in accessing services.	<p>At least 90% of individuals requiring transportation will be at their destination within ten minutes of requested arrival time.</p> <p>At least 90% of individuals who have been medically cleared and require transportation from hospital emergency rooms to detoxification services will be transported within one (1) hour of the transportation request.</p> <p>At least 90% of individuals requiring transportation from detoxification services to the next level of care will be transported within four (4) hours of the transportation request.</p>