



B. J. Walker, Commissioner

Department of Human Resources • Division of Family and Children Services • Steven E. Love, Acting Director  
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## **MEMORANDUM**

**TO:** County Directors of Family and Children Services  
DFCS Deputy Director  
OCP Regional Managers  
OFI Regional Managers  
DFCS Section Managers and Unit Chiefs

**FROM:** Steven E. Love, Acting Director  
Division of Family and Children Services

**SUBJECT:** Transportation Assessment and Training

**DATE:** February 21, 2005

The DHR Office of Facilities and Support Transportation Services Section is in the process of identifying training needs for employees and service providers who transport the department's clients as a primary or occasional job function. Each of the Regional Transportation Offices will send surveys directly to the counties and to relevant human service providers. Attached for your information only at this point is a copy of the survey instrument. Please look for these surveys to come in the mail in the near future. I strongly encourage you to assure that relevant staff complete and return the surveys within the timeframes outlined in the correspondence that will come from the Regional Transportation Offices. The Transportation Services Section will use the survey information to develop a plan to meet the training needs of the department.

### **Additional Information**

Driver Improvement Programs and Passenger Service and Safety Certification courses will be offered to pertinent employees in an effort to ensure the safety of our clients. These courses will be taught by the staff of the TSS based on information received from the needs assessment. Initially, the main focus will be to offer the Driver Improvement Program to employees whose primary function is to transport clients.

The American Automobile Association (AAA) Driver Improvement Program presents the techniques, skills and information necessary to navigate in today's traffic environment. Driver Improvement training is a six-hour, video-based, in-classroom course covering the most important components of driving. The course is regulated and monitored by AAA's national office.

The Community Transportation Association of America sponsors Passenger Service and Safety Certification (PASS) training. This course places emphasis on driver sensitivity and the safe transport of consumers with specific medical needs, the elderly and disabled, individuals with vision or hearing impairments, mental illness, and individuals with developmental disabilities. In addition, the course provides information on driver compliance with the Americans with Disabilities Act. The objective of the course is to provide training, familiarity and proficiency with consumer assistance, sensitivity and evaluation techniques.

Thank you for your usual and ongoing cooperation.

SEL:w

**[Attachment](#)**