



## Charting a Course to 2040

SOUTH CAROLINA

MULTIMODAL TRANSPORTATION PLAN

### SCOPE OF WORK

## State Human Services Infrastructure Review

Prepared for:



Prepared by:



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# SCDOT – State Human Services Infrastructure Review

## BACKGROUND

### PROJECT PURPOSE AND OBJECTIVES

CDM Smith is pleased to present this Scope of Work for the South Carolina Department of Transportation. Our team is currently working on the Multimodal Transportation Plan (MTP), which has provided an opportunity to review transit agency and human service agency coordination. As a part of this review, the SCDOT has requested CDM Smith build from the momentum of the MTP, and review the existing SC Human Services Transportation infrastructure, with specific attention on the state's Non-Emergency Medical Transportation (NEMT) infrastructure.

CDM Smith understands the two basic models of health care reform that are in existence today, but have fundamentally different approaches. One model empowers consumers to choose from among competitive, organized health plans based on measurable results important to the consumer. The second does not offer such freedom of choice to the consumer and instead relies on a centralized planning model in which government determines the type and scope of available, which is what, is in place today in South Carolina.



From recent conversations with SCDOT staff, we understand they have had recent discussions with the Department of Health and Human Services, the Interagency Transportation Coordination Council, and with other state agencies, who are interested in reviewing the existing statewide structure for coordinated transportation services. The following agencies may likely be involved during this project to ensure we have their input on the existing infrastructure and how they would like to see it in the future.

- Lieutenant Governor's Office on Aging
- South Carolina Budget and Control Board
- South Carolina Commission for Minority Affairs
- South Carolina Commission for the Blind
- South Carolina Councils of Governments
- South Carolina Department of Commerce
- South Carolina Department of Disabilities and Special Needs

- South Carolina Department of Health and Human Services
- South Carolina Department of Mental Health
- South Carolina Department of Social Services
- South Carolina Department of Employment and Workforce
- South Carolina House Education and Public Works Committee
- South Carolina Office of Regulatory Staff
- South Carolina Office of Veterans Affairs
- South Carolina Senate Transportation Committee
- South Carolina Vocational Rehabilitation Department
- Transportation Association of South Carolina

Building from public outreach and interagency interaction held over the past year, CDM Smith proposes to conduct this scope of work in two phases.

## 1. Phase 1

### 1. Review of Existing South Carolina Infrastructure

The first phase will focus on compiling a detailed overview of the current South Carolina Human Services NEMT infrastructure. This will include data regarding costs, scheduling, trips, customer service, patient satisfaction, accountability, etc. We will coordinate with SCDOT and other state agencies to review existing data for the infrastructure. For data not available, the CDM Smith team will contact the appropriate state-level staff or NEMT staff to collect data to develop a summary of the existing services.

### 2. Peer Review of Infrastructure in Other States

CDM Smith will review existing data collected by SCDOT from peer states and compile that data with other sources to complete a peer review of other statewide systems. The goal of the cross-state analysis will be to compare South Carolina infrastructure plan to other leading peer states. We suggest looking at four states which would be determined by SCDOT and CDM Smith team coordination. Examples may include Georgia, Kentucky, Florida, Virginia, Missouri, Wisconsin, etc. for comparison to South Carolina. A Technical Memorandum will be prepared at this point with the information from Task 1 and Task 2.

### 3. Phase 1 Outreach

Phase 1 will include extensive coordination among CDM Smith team, DHHS, SCDOT, and all the state agencies involved with NEMT and human services transportation. We anticipate three site visits at a minimum from our team for this phase to meet with stakeholders and ensure data collection and project understanding is clear. These meetings will be conducted in a precise and scheduled manner to ensure time and cost efficiency of our team, such as agency meetings held on the same day and jointly where appropriate.



- Introduction of project and data request
- Follow-up at agencies for data and verification
- Review & presentation of peer states

## 2. Phase 2

### 1. Develop Infrastructure Alternatives for South Carolina Moving Forward

Based on the existing South Carolina data and information from the peer-state review, CDM Smith will develop three different future alternatives for South Carolina. These may include remaining with the current brokerage system, modifying the existing brokerage, or moving to a competition-based, coordinated infrastructure with consumer choice. Our team will summarize the advantages and disadvantages of each alternative.



### 2. Recommendations

CDM Smith will develop a preferred alternative for the statewide South Carolina infrastructure, based upon feedback from stakeholders, DHHS, other state agencies, and SCDOT. The recommendation will provide policy guidance and input to the future design of the NEMT-focused coordinated system. We will also provide a high-level implementation plan for any changes presented to the program. A draft and final report will be prepared for the project at this point.

### 3. Phase 2 Outreach

Phase 2 outreach will include discussions with SCDOT, DHHS, stakeholders, and other state agencies of the future alternatives. This feedback will be the basis of the alternatives. We anticipate two site visits for Phase 2 of this project.

- Workshop and presentation for development of alternatives
- Presentation of recommendations

**SCDOT Statewide Multimodal Plan - State Human Services Medicaid Infrastructure Review  
Cost Summary (April 30, 2013)**

<b>TASKS</b>	<b>DESCRIPTION</b>	<b>Total Hours</b>	<b>Raw Labor Cost</b>	<b>Billable Labor Cost</b>	<b>Direct Expenses</b>
<b>Task 1</b>	<b><i>Kick-off and Outreach</i></b>	<b>300</b>	<b>\$ 12,105</b>		<b>\$ 2,178</b>
1.1	Review Existing SC Infrastructure	116	4,670		
1.2	Peer Review	80	3,440		
1.3	Outreach	104	3,995		
<b>Task 2</b>	<b><i>Analysis</i></b>	<b>184</b>	<b>\$ 7,435</b>		<b>\$ 2,000</b>
2.1	Alternatives	80	3,440		
2.2	Recommendations	64	2,275		
2.3	Outreach	40	1,720		
	<b>Total Hours</b>	<b>484</b>			
	<b>Raw Labor Cost</b>		<b>\$ 19,540</b>		
	<b>Billable Labor Cost</b>			<b>\$ 56,393</b>	
	<b>Total Direct Expenses</b>				<b>\$ 4,178</b>
	<b>Total Cost</b>				<b>\$ 60,571</b>