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DHHS Transportation Survey for Health Care Providers and Human Service Agencies *October 2020*

The Maine Department of Health and Human Services (DHHS) is conducting a quality assessment of its transportation programs, including transportation offered through:

- Office of Child and Family Services
- Office of Behavioral Health
- Office of MaineCare Services (Non-Emergency Transportation)

As a health care provider or human service agency that provides services to DHHS beneficiaries who use one or more of these transportation programs, we invite you to participate in a survey.

It will take about 15 minutes to complete and is available [online](#) until November 6, 2020. Survey results will be used to guide improvements to our transportation programs that will help ensure adequate and quality access for DHHS beneficiaries.

Please take the [survey](#) and let us know how DHHS transportation programs are performing in regard to reliability and service quality when clients are transported to and from your facilities. We would like to know more about the impact that DHHS transportation has on your organization and clients.

In addition to the survey, we are hosting [listening sessions](#) for DHHS beneficiaries in October and November to hear about their experiences with the DHHS transportation programs. We welcome your participation and encourage you to join any meeting that fits your schedule. Discussions will be focused by geographic area, but your comments are welcome regardless of which part of the state you serve. We ask you to help us spread the word by sharing the [listening session schedule](#) with your clients who are DHHS beneficiaries to encourage their participation.

Thank you in advance for input.

If you need the survey in an alternate format or interpreter assistance during the listening sessions, please contact Laura Brown in advance by email at lbrown@rlsandassoc.com or phone at (813) 482-8828.