



ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

Service Interpretive Guidelines

Transportation

SERVICE DEFINITION:

This service occurs in a vehicle that meets the safety guidelines of the Nebraska Public Service Commission. The driver or employee may need to wait with the youth and family at the identified transportation location to supervise the time between a round-trip transport as authorized by probation/problem solving court officer. This service allows officers to eliminate a barrier that may exist for the youth and family to effectively complete court ordered conditions of probation.

TARGET POPULATION:

This service would typically assist youth who are identified by the probation/problem solving court officer and approved by the Juvenile Justice Resource Supervisor/designee. This service may be utilized for any risk level.

PROBATION/PROBLEM SOLVING COURT OFFICER RESPONSIBILITIES:

- Utilization of a transportation voucher shall be a last resort. Officers shall exhaust all other transportation options which includes evaluating the family's ability to transport their own youth through the financial eligibility process. Should a family have a vehicle, but not able to support the transport due to a barrier such as work schedule, this needs to be clearly documented in the voucher request in the Probation Information management System. Examples of possibilities to explore include school busing systems, family/guardian/kin, etc., and Medicaid payment of transportation. While evaluating the family's ability to transport, the officer shall continue to problem solve with the family in ways to provide transportation so the voucher is not relied on.
- Upon exhausting all possibilities, if a transportation voucher is the only option, the officer shall add information into the voucher request explaining: 1) why the transportation voucher is needed and 2) why no other options are available and the transportation voucher is the only solution.
- Officer shall complete an on-line transportation course through Judicial Branch Education that will give instructions on expectations and issuing vouchers for transportation in the Probation Information Management System.
- Officer will communicate with transportation company including specifics of the youth that would help the company complete the transportation successfully, for example, if the youth has a history of run behavior, violence towards staff members, and the need for a same sex driver or if the youth should not be transported with individuals of the opposite sex.

- Officer when making referrals for transportation services:
 - The referring officer will contact the transportation company to assess availability
 - All efforts will be made to make referrals 48 hours prior to needed transport
 - Emergency situations may arise resulting in a request with less than 48 hours' notice
 - Once availability has been confirmed, all referral information and scheduling will be facilitated electronically through the Nebraska Probation Information Management System
 - For active, on-going transportation requests, a new referral/voucher shall be created each month. On each occasion a voucher is requested, documentation shall be updated to include why there is a need for continued transportation assistance via a voucher.
- Officer shall collaborate with transportation provider as necessary for effective service delivery
- Communication to the transportation company should include:
 - Verbal confirmation of available transport slots
 - Referral information from the officer
 - Changes to electronic schedules
 - Miscellaneous issues concerning transportation services
- In order to avoid “No Shows” for scheduled transportation, the officer will:
 - Emphasize to the family and youth the importance of keeping scheduled transportation appointments
 - Arrange with the family a location and time that will allow the youth to be available for pick-up by the transportation company
 - Explain to the family and youth that 2 unexcused missed appointments for arranged transportation will result in them no longer being able to utilize funding for transportation services
 - The transportation companies should advise the officer of a no-show within 24 hours through the Nebraska Probation Information Management System
 - It is highly important for the officer to provide the transportation company with the correct contact information of the youth and family to help ensure the transport can be completed. The officer shall also provide the company with their contact information so that communication can occur as needed during this service
- A secure transportation should only be considered when a youth is going to a secure facility, from Court to a secure facility, or when the Court indicates a youth may flee the jurisdiction or is a danger to the community