



VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE

BUSINESS CONSIDERATIONS

Riverside TRIP Operations

Individuals are mostly referred by social workers and other professional evaluators from over 130 non-profit and governmental partners, such as the Department of Public Social Services, Adult Protective Services, In-Home Support Services, and many services providers including transit agencies and managed care. All referrals are by phone to the Information and Referral service of the Area Office on Aging.

A pre-screening process may provide callers with referral to appropriate public or private transportation alternatives. If thought instead to be in need of the special escorted volunteer services they are referred to TRIP. Once the application and medical verification process is complete, the application is submitted to a volunteer Eligibility Determination Committee comprised of members of our board of directors, representatives of funding agencies, and members of the senior and disabled community. The Eligibility Determination Committee examines each request on a case-by-case basis to evaluate the need for TRIP transportation assistance. The basis of every approval for authorizing TRIP service is the determination that needed transportation is not likely to occur without TRIP assistance. The goal of TRIP is to promote independence, not social dependency.

When approved for service, applicants receive a welcome package, recruit volunteer drivers, if they haven't already do so, travel as needed under the allowances of purposes and mileage determined to be appropriate for their situations, submit mileage reimbursement requests, and receive mileage reimbursement payments which they distribute to their volunteer drivers.