



VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE

BUSINESS CONSIDERATIONS

Determining Eligibility of Individuals for Service

Defining the profile of people to be served by a service is both philosophical and pragmatic. Things to consider in making this decision include:

- What services are already available in the service area
- Who is and who is not able to use existing services
- What restrictions are implicit in the sources of funding
- How much funding is available
- Can different sources of funds be used to assist transportation for different purposes
- What is the organization or agency's mission.

Presumably the impetus to start a supplemental transportation service grew from the recognition that a particular under-served or unserved group of residents required assistance. The size of each particular group identified for service will impact service expenses; the larger the group and the more groups that are included increases service expense.

Once a set of agreed upon eligibility criteria is developed, applicants or referrals for service can be evaluated according to established criteria. Making individual eligibility decisions can be accomplished in one of several ways:

- An employee can make individual decisions
- A committee of employees can reach consensus decisions for individuals
- A committee of members representing the community served, as well as representatives of a service's funding partners, can be convened.

Use TripTrak to track the progress of applicant review and approval and to control service allowances that are awarded to each approved applicant.