



## VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE BUSINESS CONSIDERATIONS

### Volunteer Recruitment and Management

The volunteer driver mileage reimbursement service you are operating utilizes volunteers, but the program is *rider centered, instead of volunteer driver centered*.

The rider centered design of the program means that the organization or agency DOES NOT recruit, screen, train, match, or manage volunteers in any way. Each approved service client, rider, is required to recruit their own volunteer driver or drivers from among friends, neighbors, acquaintances, caregivers, or others they know.

The role of staff is to provide education about how to recruit one or more volunteers and to provide encouragement for the client's autonomous effort.

- Advice on who to ask to be a volunteer driver includes:  
.....caregiver.....neighbor.....people living in my mobile home park or apartments  
....friends....friends of friends....friends of family.....church leaders or members....  
people at bingo.....senior center staff.....senior center members....sweet lady I  
know.....my social worker...a person who has helped before....someone who they  
worked with.....clerk at pharmacy.....young man cutting neighbor's grass ...
- What your client might say to recruit a volunteer:
  - be specific,  
.....don't ask for too much  
..... tell people about the mileage reimbursement program.

Ask questions like:

- ❖ Are you going to the grocery store? Could I go with you? I can pay for the gas.
- ❖ I belong to a program that pays mileage reimbursement for people who sometimes drive me to places I need to go. Would you like to help me sometimes?
- ❖ I need to go to the doctor Tuesday, the 22nd and I was wondering if you might be able to take me? I can reimburse you for the gas.
- ❖ I sure would like to go to the mall sometime. I can't drive anymore. Do you think that you might be able to go with me sometime? I can pay for the gas.

Passengers recruit their own volunteer drivers in the TRIP model service program:

- No one is in a better position to know the character of a volunteer than the rider who recruits them. Riders know their friends or neighbors and ask those they trust to volunteer.
- It is empowering for a rider to refocus on helping themselves. Instead of becoming accustomed to giving up personal responsibility and being helped like a small child, requiring and helping passengers to recruit their own volunteer driver helps to encourage an attitude and behavior directed toward self-sufficiency.
- When riders reach out to those around them and form closer bonds with them, their support network expands. Because the service program is not recruiting, screening, training and matching volunteers with passengers, the risk and liability potential associated with those activities is substantially limited.



## **VOLUNTEER DRIVER MILEAGE REIMBURSEMENT SERVICE**

### **BUSINESS CONSIDERATIONS**

- Rider partnership in the recruitment and management of their volunteers significantly reduces the expense of operating the program.

When a rider has secured the services of someone to drive for them, all arrangements for travel are made through the mutual agreement of the client and their own volunteer driver without any involvement of the organization or agency. This process and arrangement is analogous to a person asking a friend to take them to the grocery store. It is an independent action that results in the friend providing volunteer hours and service for their friend. The organization or agency pays a mileage reimbursement to the client rider, who then distributes the mileage reimbursement to their volunteer(s) to help pay for the gas expense and incentivize the continued relationship of assistance.

The “arms length” relationship that is maintained with volunteers who assist service clients has been adjudged by insurance risk managers as insulating organization or agency and its funders from liability exposure while still motivating a high level of individual volunteerism in the community.