

FALSIFICATION OF MILEAGE REIMBURSEMENT CLAIMS

It is the responsibility of the Client to report accurate and factual mileage. Falsification of mileage reimbursement claims may result in immediate termination of program services. Additionally, the Client may be required to make full restitution of any overpayment resulting from false mileage reimbursement claims.

TERMINATION OF SERVICES

Clients are eligible to receive mileage reimbursement for a duration of one (1) year, after which Mobility Management will reassess the eligibility of Clients. Clients will be requested to show proof of eligibility to receive mileage reimbursement for an additional year. For those Clients who fail to provide proof of program eligibility, services will be terminated.

If at any time, Clients would like to opt out of the Mileage Reimbursement Program, they are encouraged to contact Mobility Management. Clients will be asked to provide the following information:

- Name
- Telephone Number
- Requested date of service termination
- Reason for termination

If Clients do not utilize services for a period of 2 months, a courtesy letter will be sent, and/or telephone call will be made, to confirm they are still interested in receiving program services. Clients will have 30 days to respond to the inquiry. If a response is not received within 30 days, they will be deemed no longer interested in, or in need of, services and will relinquish their right to all future mileage reimbursement.

CLIENT RIGHTS

The County of Los Angeles Community and Senior Services (CSS) department operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. In addition to Title VI, CSS prohibits discrimination based on sex, age, disability, religion, medical condition, gender or gender expression, marital status or sexual orientation. Any person who believes he or she has been aggrieved by any unlawful discriminatory practice may file a complaint with CSS. For more information on CSS's Civil Rights program and procedures or to file a complaint, please contact Jhony M. Acosta, Departmental Human Resources Manager II at (213) 738-2604, or email jacosta@css.lacounty.gov.

A person may also file a complaint directly with the U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Avenue, NW, Washington, DC 20530 or call the Federal Coordination and Compliance Title VI Hotline at (888) 848-5306.

For transportation related issues, a complainant may file a complaint directly with the Federal Transit Administration by contacting the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue, SE, Washington D.C. 20590

We welcome compliments, complaints, and suggestions. We are dedicated to using client input to improve our quality of service. For questions, concerns, or for additional information, please contact us.

County of Los Angeles Community and Senior Services
New Freedom Volunteer Driver Mileage Reimbursement Program
3333 South Wilshire Blvd, Suite 400
Los Angeles, CA 90010

Phone: 123-456-7890
Fax: 123-456-7891
E-mail: newfreedom@css.lacounty.gov
Website: www.newfreedom.com

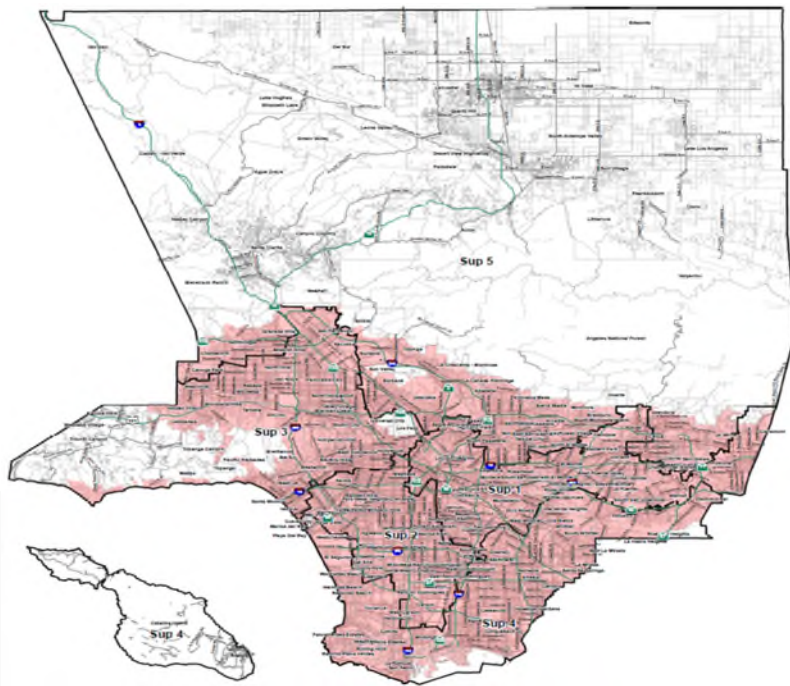


New Freedom Volunteer Driver Mileage Reimbursement Program

Client Information Guide

Welcome to the New Freedom Volunteer Driver Mileage Reimbursement Program!

We are committed to providing a high quality experience for all of our Clients. Please read this information guide carefully and in its entirety. It is designed to assist Clients in making the best use of mileage reimbursement services and to assist us in serving Clients to the best of our ability.



ABOUT US...

The Volunteer Driver Mileage Reimbursement (Mileage Reimbursement) Program is a client-centered transportation program that aims to increase Clients' knowledge of local transportation systems and specialized transportation options.

The Mileage Reimbursement Program gives Clients the opportunity and responsibility to select and recruit one or more Volunteer Drivers (Drivers) for their transportation needs, and provides mileage reimbursement for Drivers recruited by Clients. Drivers provide transportation to Clients when no other transportation services exist or when the client is too frail, ill, or unable to use public transportation for other reasons.

While the Mileage Reimbursement Program is available to the general public, it is primarily designed to serve seniors with mobility limitations, who are unable to pay for their own transportation. Furthermore, priority of service has been implemented to ensure service is provided to those who are most in need.

HOW DOES IT WORK?

Clients are responsible for selecting their own Drivers. Drivers operate their own vehicles to provide escorted transportation as mutually agreed upon, and arranged between, the Client and the Driver. The Mileage Reimbursement Program provides Clients with a monthly mileage reimbursement limit, as determined by CSS New Freedom, to take volunteer rides for a multitude of reasons and within service area. Trips must originate in a given service area (see insert).

To ensure accuracy, Clients are asked to record travel details on the day of each arranged ride on provided mileage reimbursement claim forms (claim forms). Travel details include the date and purpose of the ride, the starting and destination addresses, the number of miles driven, and the Driver's name. Clients and their Drivers are asked to review each ride and provide a signature to certify that the rides occurred as stated.

If the mileage claims are greater than the allotted number of monthly miles permitted, the Client will only receive reimbursement for the monthly limit as predetermined by Mobility Management. The Mileage Reimbursement Program provides mileage reimbursement for Drivers at the rate of \$0.34 cents per mile. Clients are asked to divide each month's payment among their Drivers to compensate Drivers for the miles driven the previous month.

HOW CAN I FIND A VOLUNTEER DRIVER?

There are no restrictions on the individuals Clients may recruit as Drivers; however, Clients are strongly encouraged to select Drivers that they know and trust and who possess a valid driver's license and vehicle insurance. Suggested examples of Drivers are:

- Family Members
- Friends
- Neighbors
- Caretakers

WHERE CAN I GO?

Mileage reimbursements are allowed for rides made seven (7) days per week from locations originating inside a designated service area within Los Angeles County. Please see the "New Freedom Service Area" brochure for service area restrictions.

Clients are allowed mileage reimbursements for the following purpose:

- Medical, Dental, Therapy, and Personal Appointments
- Grocery Stores and Other Shopping Destinations
- Social and Recreational Events, Worship Services and Other Outings
- Senior Centers, Recreation Centers, and Adult Day Programs
- Employment, Education, and Volunteer Sites

HOW DO I SUBMIT MY REIMBURSEMENT CLAIM FORMS?

Clients will only be reimbursed for the number of miles calculated from the address of origination to the destination. Clients are encouraged to contact Mobility Management at newfreedom@css.lacounty.gov or at (123) 456-7890, between the hours of 8:00 A.M and 5:00 P.M., Monday-Friday, if they have any questions or concerns regarding the reimbursed rides allowed.

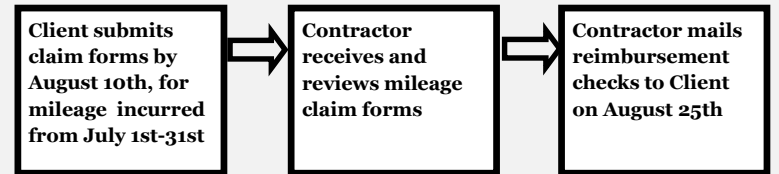
Clients are provided claim forms and return envelopes for monthly submission, no later than the 10th day of each month, following the month of service. Claims forms should be submitted to:

ABC Contractor
5555 Abc Blvd.
Los Angeles, CA 90010

If claims forms are not received postmarked by the 10th day of the month, Mobility Management will send a courtesy letter to the Client as a reminder of the form submission due date.

If a Client repeatedly submits claim forms after the 10th day of the month, Mobility Management may reject the forms and the Client may not be reimbursed for the late claims.

Claim Reimbursement Process:



WHEN WILL I BE REIMBURSED?

All claim forms will be reviewed for errors and omissions. If mileage discrepancies are discovered, Mobility Management will contact Clients for further clarification. Additionally, incomplete and improperly completed claim forms will be returned to Clients for correction and resubmission.

Following review, mileage reimbursement checks for confirmed reimbursable rides, will be mailed to Clients on the 25th day of each month.

If Clients encounter any problems or concerns with reimbursement, they are encouraged to contact Mobility Management.