

July 2, 2014

Dear Consumer,

Multnomah County Aging & Disability Services partners with District Senior Centers to provide seniors with a wide array of coordinated programs that promote and support independence in the community for as long as possible. Among these programs are transportation scheduling and transportation fare assistance.

Transportation fare assistance is primarily funded through county general fund and funding for this important program has not kept up with the demand. Simply stated, there are more people in need and not enough money to satisfy growing demand. You have a very important role to play in how these scarce dollars are equitably allocated. We rely heavily on your cooperation in providing accurate information about your individual circumstances to ensure that each dollar spent provides the most effective assistance as possible to those with the greatest need as determined by an assessment. We hope that, understanding the financial realities, you will take advantage of other options that may be available to you, such as fixed route rides or sharing rides with family members and/or neighbors. This may require some flexibility and accommodations on your part.

Eligibility for fare assistance from a District Senior Center is based on income, risk and need; and is re-assessed annually. Currently, with the available funding, we cannot guarantee that everyone who is eligible will be given assistance and thus, we may have a wait list. We cannot stress enough the importance of your commitment to being an active partner with us as we explore all options to create a reasonable transportation plan. Working together allows us to stretch our limited fare assistance budget to help as many people as possible.

Funding for the fare assistance program is limited and is not guaranteed each year. If changes will be occurring to the assistance you are receiving or the way the program is being administered, you will be given at least 14 days notice. Circumstances may arise that may not permit a full notice, however we will always do our best to notify you with as much notice as possible.

There may be opportunities for you to provide input about program policies and procedures and we encourage you to participate in these opportunities, as your input is valuable to us.

Attached is our agency's Clients Rights document, which also includes language about our grievance procedure.

Thank you for helping us to provide you and others with this benefit which is hopefully going to support your transportation needs in a meaningful way.

Sincerely,

Transportation Coordinator

<insert name of District Senior Center>

Enclosure: Clients' Rights

Cc: consumer file