<insert date>

Dear Consumer,

Multnomah County Aging, Disability and Veterans 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. 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.

Eligibility for fare assistance from a District Senior Center is based on income, risk and need; and is re-assessed annually. **Any person who knowingly presents false information in an assessment for eligibility will be subject to immediate disqualification of fare assistance.** 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.

Transportation tickets and passes are distributed monthly and you may be required to pickup your tickets or pass at the District Senior Center. In the event that you fail to pickup your tickets or pass within the designated time frame, you may forfeit your fare assistance for that month. Failure to pickup your tickets or pass for three consecutive months will result in disqualification from the program.

Funding for the fare assistance program 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 a 30-day 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.

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