

August 20, 2015

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.

We are currently revising our fare assistance program and are notifying you of these changes. The two significant changes are:

1. **Assessment for eligibility:** we have a new assessment tool and over the next few months we will begin to complete eligibility assessment forms for everyone who is currently receiving fare assistance. You will be notified when your assessment is coming up.

Eligibility for fare assistance from a District Senior Center is based on income, risk and need. Consumers will be assessed at the time of application and annually thereafter. When you are being assessed for eligibility for fare assistance from the District Senior Center it is critical that you provide accurate and complete information about your income, the number of rides you take each month, the ability for you to use other resources for your transportation needs (i.e. shared rides with neighbors, family, friends, shopping shuttles, etc).

2. **Where you receive your fare assistance:** Starting <insert date> we will be requiring that fare assistance be provided by the District Senior Center where you live. Each District Senior Center has a geographic area/neighborhood for which they provide services. If you are receiving fare assistance from a senior center that is NOT your neighborhood senior center you will be notified of the location of where you will need to go to receive your fare assistance. Your current transportation coordinator will work with you to make this transition as smooth as possible.

Transportation fare assistance is primarily funded through county general funds and the budget allocation 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 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 shopping shuttles, group rides or sharing rides with family members and/or neighbors. This may require some flexibility and accommodations on your part.

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

Thank you. Please contact me if you have questions.

Sincerely,

Transportation Coordinator

<insert name of District Senior Center>

Enclosure: Clients' Rights

Cc: consumer file