

Pine County Volunteer Driver Program Policy and Procedures Statement

Revised 04/09/2014

As a Volunteer Driver for Pine County, your duties and the processes involved are outlined as follows:

I. Initial Contact

1. The Volunteer Driver will be contacted by an agent of Pine County to request your services to provide transportation.
 - a. You have the right to accept or decline any assignments.
 - b. Accept service requests **only** from the County; if the passenger contacts you for transportation, refer them to speak with their county financial worker for approval of the ride.
 - c. **Accepting rides without County approval could result in a forfeiture of the reimbursement.**

II. Service Delivery

1. It is the Driver's responsibility to arrive at the designated pick up point and deliver passengers to scheduled appointments in a timely, and safe manner. If the passenger is not at the designated pick up point at the scheduled time; 20 minutes is an acceptable amount of time to wait before cancelling. *Contact the Transportation Coordinator as soon as possible if you do not transport the passenger scheduled.*
 - a. The County will assist you with directions, maps, phone numbers, or other pertinent information necessary to aid you in the transport.
 - b. If unforeseen complications arise during the transport –
 - 1) Contact the County as soon as possible.
 - 2) If a medical emergency, follow the "Emergency Guidelines" handout that is attached.
 - c. If the need arises to cancel a trip, (car trouble, illness, etc.) it is the Driver's responsibility to contact the County as soon as reasonably possible.
2. Transportation is provided only to appointments that have been pre-approved by the financial worker. Do not transport passengers to banks, stores, etc.

III. Reimbursement

1. It is the driver's responsibility to complete the necessary forms for reimbursement. (mileage vouchers, meal receipts, parking receipts)
 - a. **Use your odometer readings, not trip meter, when using voucher.**
 - 1) Record your odometer reading when you **pick up** the client.
 - 2) Record it again at the **destination point** if you do not plan to remain there. (Record and deduct any personal mileage.)
 - 3) Record your odometer reading again at the **passenger's home** at the end of the trip. Remember, you are only reimbursed for the miles that the passenger is in your vehicle (loaded miles).
 - b. **It is the driver's responsibility to assure that the designated facility confirms the appointment by signing the back of the form. The passenger must sign the signature block on the back of the voucher.**
 - c. Information you **must** provide on the voucher shall also include:
 - date of service
 - passenger name
 - passenger address
 - starting point and destination point
 - odometer readings
 - driver signature and date
 - food and/or parking receipts must be attached to the voucher
 - d. The driver's signature must be dated **on or after** the last ride recorded for that passenger. If it is dated before the last ride, voucher will be returned, which will delay payment.
 - e. Any voucher that is incomplete, **in any way**, will be sent back to you and you will not get paid for it that month.
2. The volunteer driver will be reimbursed for mileage at the current Federal reimbursement rate, plus a two dollar (\$2.00) start up fee **per day**. If, after waiting for at least 20 minutes, and you have done what you could to contact the passenger, and the passenger is a "no show," you will be reimbursed for mileage from your home to the passenger's home and back to your home at the current Federal reimbursement rate. The federal reimbursement rate is subject to change; and drivers will be notified in a timely manner. The driver will be paid to take the most direct route possible. Distances will be generated by an internet mapping program.
3. Meals:
 - a. The driver will be reimbursed for meals not to exceed the cap rate of \$5.50 – breakfast, \$6.50 – lunch, and \$8.50 – dinner.
 - 1) Breakfast reimbursement can be claimed if the driver is in travel status by 6:00 a.m., and will be traveling more than 35 miles from home.
 - 2) Lunch can be claimed if the medical appointment is more than 35 miles from home and takes place over the regular noon hour (11:00 a.m. - 1:00 p.m.).

3) Dinner can be claimed if the appointment is more than 35 miles from home and the driver is required to be in travel status until after 7:00 pm.

b. Meal receipts **must have:**

- the name of the restaurant
- date of service
- time of service
- and breakdown of the meal (lump sum receipts will not be accepted)

*** If the receipt does not contain required information, hand-written information is acceptable, as long as it is initialed by a restaurant employee. Receipts not containing required information will not be approved. Please see attachments on “Examples of acceptable and unacceptable meal receipts”.

Reimbursement for meals for the passenger must be approved by their Financial Worker.

4. Completed mileage vouchers received by the 1st of each month will have payment issued and mailed out on the Friday following the 3rd Tuesday. Completed vouchers received after the 1st of the month will be reimbursed in the next month.
5. Rides for other programs, such as Child Protection, Children’s Mental Health, or Adult Mental Health, may have other negotiated conditions for those individual programs.

IV. Licensures

1. It is the driver’s responsibility to provide proof of a valid Minnesota driver’s license and verification of current car insurance to the County **annually**; and to update and maintain, as necessary, current and adequate licensures and insurances.
 - a. If your drivers license status or car insurance changes, (suspension, revocation, cancellation, expirations, etc.) You must inform the County immediately.
 - b. The County must be informed of any traffic citations issued while driving as a volunteer for Pine County so remedial steps may be taken to prevent further citations, e.g., speeding, parking tickets.
 - c. The driver must sign background check consent forms as provided by the County.
2. It is the driver’s responsibility to read and sign the “Confidentiality Statement” provided by the County.
3. It is the driver’s responsibility to read and sign the “Emergency Medical Procedures Disclaimer” provided by the County, or to provide the County with the appropriate training certifications.

****I will notify Pine County Health and Human Services at the time I no longer wish to be involved in this program. Either Pine County Health and Human Services, or I, may terminate this agreement at any time.

I have read and understand these responsibilities as outlined.

Signature

Date