



TRIPtrans.org Form Package Contents (6.21.2011)

SAVE to your computer, open with MS Word and edit with your program information

This CD contains the following:

Logos

(requires program to be a TRIP model service supported by a written request to use the logos)

- "TRIP Logo" (TRIP model programs are authorized to use the TRIP Logo in their program identification)
- "Member TRIP Across America Logo" (TRIP model programs are authorized to display this logo on any outreach and information formats)

Forms to Assist Riders Use Program

- "Can't Find Driver Counseling Checklist" (ENGLISH AND SPANISH)
- "Counseling TRIP Passengers to Self-Recruit Volunteer Drivers" (for program staff)
- "Volunteer Drivers Talk About How They Were Asked to Be a TRIP Driver" (ENGLISH AND SPANISH)
- "Don't Think I Can Get There Card" !) (ENGLISH AND SPANISH) (very positive feedback about using this from volunteer drivers)
- "Money 4 Gas Card" (ENGLISH AND SPANISH) (particularly effective when gas prices are high)
- "Timing is Everything Notice" (ENGLISH AND SPANISH) (to help remind riders to send in request forms on time)
- "Rider Handbook" (ENGLISH AND SPANISH) (TripTrak generated "Request for Mileage Reimbursement Form" is a little different than the form depicted in the handbook – the information about how to fill out the form is the same.) *We will update with the new form and appropriate call-outs.*

Policies and Procedures

- "Standards of Customer Care"
- "TRIP Policies" (Sample from Riverside)
- "What is the Philosophy of TRIP?"

Program Promotion and Outreach Forms

- "2 sided TRIP Handbill" (ENGLISH AND SPANISH)
- "TRIP Brochure" (ENGLISH AND SPANISH)

- "TRIP Outreach Card" (ENGLISH AND SPANISH) (this was designed in a bookmark format and is a great thing to leave at libraries, bookstores, etc.)
- "Need a Ride" flier (ENGLISH AND SPANISH)
- "It's a Blessing" flier (ENGLISH AND SPANISH)

Reimbursement Forms

- [TripTrak prints this form]
- "TRIP Non-Taxable Mileage Reimbursement Notice" (designed to allay volunteer apprehension that receiving a reimbursement might impact entitlement benefits)

Rider Application and Processing Forms

- "Application Processing Cover" (designed to standardize and streamline application case presentation to the Eligibility Determination Committee and provide a one page record of number assignment and authorized service allowances)
- [NOTE: Standard Application Form – Part 1 is included in TripTrak software]
- "Standard Application Form - Part 2" – (ENGLISH AND SPANISH) (contains agreements and waivers – to be sent to applicant for signature and return)
- "Health Status Release Authorization Form" – (ENGLISH) (to be signed by client)
- "Request for Verification of Health Status Form" (to be mailed or faxed to health provider)
- "Verification of Health Status Fax Cover"
- "Warning-Not Able to Complete Enrollment Notice" – (ENGLISH AND SPANISH) (designed to be sent to application if volunteer driver has not yet completed the volunteer application)
- "Call TRIP Postcard" (ENGLISH)(use to minimize calls to applicants by staff) *We will add a Spanish language version.*
- "TRIP EDC HIPAA Confidentiality Statement"

Rider Eligibility Notification Forms and Sample Letters

- "Eligibility Cancelled" (ENGLISH AND SPANISH) (sample letter)
- "Open Immediately Starter Kit Labels"
- "Notification Options Menu" (ENGLISH AND SPANISH)
- "Welcome - Notification Form - formfill" (designed to notify program applicant of eligibility and outline next steps to take to begin using program)

- "Not Eligible - Alternatives Available" (ENGLISH AND SPANISH) (sample letter for cases where alternative transportation exists and no justification provided for not using other existing services)
- "Not Eligible - No Financial Necessity" (ENGLISH AND SPANISH) (sample Letter for cases where family is or can drive for applicant and no evidence of financial necessity is provided to justify that an exception be granted)

Volunteer Driver Forms

- "Volunteer Driver Guidelines" (ENGLISH AND SPANISH)
- "Thank You for Being a Volunteer Driver" (sent as part of recognition process)
- "Driver Handbook" (ENGLISH AND SPANISH)
- "Volunteer Driver Information" form (ENGLISH AND SPANISH)