

## **Driver's Assistance March 2024 Program Update**

Due to budget constraints Driver's Assistance will not be accepting any new requests for insurance payment or reimbursement between March 1<sup>st</sup> and June 30<sup>th</sup>, 2024. All other services will remain open during this time. More details and updates on available services for after June 30<sup>th</sup> will be posted on the Treehouse website at <https://www.treehouseforkids.org/our-services/drivers-assistance>.

### **FAQ:**

#### **When is that last time I can turn in a request for insurance?**

The form for requesting payment or reimbursement for insurance will close on Friday, March 1st, 2024.

#### **Why is this happening so quickly?**

Forecasting in late 2023 showed the program as approximately on track to hit our financial targets if trends from previous years held true. As new information became available in early 2024, it became clear that trends from previous years were not continuing on the expected path. Our team moved quickly to break down the information we had and re-establish forecasts which showed that we were rapidly depleting our remaining funds. In an effort to maintain all services aside from insurance, changes needed to be made rapidly to curtail spending.

#### **Why are you only pausing insurance payments?**

Insurance payments account for approximately 70% of our program costs and approximately 35% of participants served. Pausing on insurance payments will allow Driver's Assistance to stay within budget while continuing un-interrupted services for the most youth possible.

#### **Will this be permanent?**

No. Our program runs on a fiscal year that begins July 1st and ends June 30th. We are taking this measure to stay within the funds available to us during this fiscal year. We will be spending the coming months doing deep planning and strategy work to ensure we are not in this position again in the future. We will have more information available in the Spring about what services will look like after July 1st.

**Can another Treehouse program pay for insurance?**

No. Unfortunately insurance payments fall outside the guidelines for Treehouse's other funding programs and there is not enough available funding in those programs to absorb the costs of moving these requests to those funding streams.

**How will the Driver's Assistance team inform youth and caregivers utilizing this service?**

The Driver's Assistance team will inform the youth and caregivers most impacted first. We will reach out directly to youth who have insurance policies expiring or payments due in the coming months. This communication will include guidance on how to lower insurance costs.

**Will auto insurance reimbursement be available in the new program year to those who paid their insurance during this pause March 1-June 30?**

At this time, we cannot guarantee what services will look like after July 1st. We will be spending the coming months doing deep planning in order to ensure we are not in this position again next year. Full details on the parameters around payments after July 1st will be released later this Spring.