



## New Freedom Frequently Asked Questions (FAQ)

### **1.) How do I apply for New Freedom service?**

*New clients may contact the New Freedom office for an application. An application can be requested by phone, email, and/or fax.*

*Number: 313-833-1017*

*Email: [Newfreedom@detroitmi.gov](mailto:Newfreedom@detroitmi.gov)*

*Fax: 313-833-5493*

*We are not able to receive walk-in requests or applications at this time.*

### **2.) Who is eligible to participate with New Freedom?**

*Detroit, Hamtramck, and Highland Park residents with disabilities traveling up to 25 miles from their pick-up location to jobs, higher education, training, medical and non-medical appointments are eligible.*

### **3.) What type of disabilities qualify for the New Freedom service?**

*Disabilities of a physical, mental, or visual (with no mobility skills) nature can qualify for New Freedom service.*

### **4.) How far can I travel using New Freedom?**

*Clients are able to travel up to 25 miles from their pick-up location to jobs, higher education, training, medical and non-medical appointments.*

### **5.) Will my doctor have to fill out the application?**

*A New Freedom client's doctor or licensed professional will have to fill out the professional verification form and the client will have to fill out the application and return it with a copy of his/her valid Michigan ID. All parts of the application will have to be filled out and returned before an application can be processed.*

### **6.) How many days of the week does New Freedom service their clients?**

*Monday through Saturday from 5 am to 7 pm.*

### **7.) Will New Freedom clients receive an ID card like MetroLift?**

*New Freedom clients will receive an approval letter with their ID number. Clients will not receive an ID card.*