



FOR YOUR INFORMATION

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Issue 17-42 (REV)

Date: 09/21/2026

VEHICLE ACCIDENT/INCIDENT REPORTING AND CLAIM FOR VEHICLE DAMAGE REIMBURSEMENT

This FYI provides Mileage Permittees with a quick guide when reporting vehicle accident/incident and when filing a vehicle damage claim reimbursement.

The County assumes the following costs which result from mileage permittees' use of their personal vehicle:

- **Third Party Liability Costs:** The County will pay damages for personal injury or property loss incurred by a third party in accidents involving DCFS mileage permittees while driving on County business, provided such liability does not result from fraud, corruption, or actual malice on the part of the permittee.
- **Damage Reimbursement for Permittee Vehicle:** The County will reimburse mileage permittees for the cost of repair to their vehicle, and other incidental expenses, when their vehicle is damaged while driving on County business. Other types of covered damages include, but are not limited to, a broken window, slashed tires, or for expenses needed to clean or repair a vehicle resulting from the required transportation of other persons (relevant to County business, i.e., transporting DCFS children/youth, and the child/youth causes damage to the vehicle). The vehicle must be owned or leased by the permittee; otherwise, the damage will not be reimbursable.

Mileage Permittees are eligible for Damage Reimbursement for Permittee Vehicle while driving on County business or parked while on County business, but are not, eligible while commuting to and from home or work. All employees receiving mileage reimbursement, including those designated as occasional drivers are eligible for damage reimbursement. However, unlike regular permittees, occasional drivers are not eligible for damage reimbursement which occurs while parked at the permittee's headquarters' parking lot.

A permittee is not entitled to reimbursement under the following circumstances:

- A. If they fail to properly file the claim with the required forms and submit the required documents in the proper time;
- B. When damage occurs while the employee is commuting to or from work, or during the employee's lunch hour;
- C. While the employee is off-duty; and
- D. If the purpose of the trip is to undergo medical examination or treatment, to participate in a civil service examination, or to pursue employee relations matters on the employee's behalf.

Employee Responsibilities:

When an Employee/Driver is Involved in an Auto Accident

- Exchange insurance information with the other party or parties showing the [County of Los Angeles: Evidence of Financial Responsibility](#) form that has been provided to you by the County. **Do not admit fault or liability, nor discuss the circumstances of the accident with anyone other than an investigating officer;**



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- Within 24 hours of the accident, contact George Hills Company, the County's claim administrator, at (855) 442-2357 to inform them of the incident if a third party was involved. In addition, have your supervisor contact George Hills Company to verify that you are an eligible permittee driving in the course and scope of your County employment if a third party was involved;
- Within 3 business days of the accident, fill out the [County of Los Angeles Report of Vehicle Collision or Incident](#) and submit the completed form to your supervisor. Your department will have copies of this form; and
- Within 10 days, all permittee drivers involved in a vehicle accident are responsible for completing and filing the [State SR-1](#) form for any accident involving damages of \$750.00 or over, and/or any injury to any party involved. Failure to file this form could affect the permittee's driver's license or registration renewal. Neither the County nor George Hills Company can file the form on behalf of the permittee.

When Filing for a Vehicle Damage Claim Reimbursement

- The permittee must submit the [Claim for Damage to Personal Vehicle](#), the [County of Los Angeles Report of Vehicle Collision or Incident](#) form, estimates from **two** (2) State of California licensed auto repair facilities (the estimates must include an identification of the damaged vehicle such as vehicle license plate, vehicle identification number, etc.), and a copy of approved Field Itinerary (NOT REQUIRED if damage occurred at employee's headquarters' parking lot. Occasional drivers are not eligible for reimbursement of damage which occurs while parked at the permittee's headquarters' parking lot) to the immediate supervisor or the Regional Administrator/Office Head/Division Chief **within ten (10) business days from the date of the damage**.
- The permittee must also submit the following required documents to the Regional Administrator/Office Head/Division Chief **within thirty (30) business days from the date of the damage**:
 - ◆ Copy of the [DCFS Vehicle Accident/Incident Preliminary Investigation Checklist](#);
 - ◆ Copy of the **approved** E-Caps Timesheet;
 - ◆ Copy of the vehicle registration;
 - ◆ Copy of the driver's license;
 - ◆ Proof of insurance;
 - ◆ Colored photos of the vehicle's front and back with license plate, driver and passenger sides, and the damage;
 - ◆ Police Report (Required if accident/incident involved hit and run, theft, vandalism, injury, death);

Supervisor Responsibilities:

- Contact George Hills Company to verify that the employee is an eligible permittee driving in the course and scope of County employment if a third party was involved.
- Review the County of Los Angeles Report of Vehicle Collision or Incident form and supporting documentation for completeness and accuracy. If not complete or accurate, return to employee for corrective action.
- Inspect the employee's vehicle and complete the DCFS Vehicle Accident/Incident Preliminary Investigation Checklist. If the vehicle is reported inoperable, view the photos submitted by the employee and complete the DCFS Vehicle Accident/Incident Preliminary Checklist form.
- Forward the County of Los Angeles Report of Vehicle Collision or Incident form with the supporting



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documents and photos, and the DCFS Vehicle Accident/Incident Preliminary Investigation Checklist to the Regional Administrator/Office Head/Division Chief.

- If a Claim for Damage to Personal Vehicle is received, complete Section B of the Claim for Damage to Personal Vehicle and submit it with attachments to the Regional Administrator/Office Head/Division Chief within one business day from the date received.

Regional Administrator/Office Head/Division Chief Responsibilities:

- Review and forward the duly signed electronic copy of County of Los Angeles Report of Vehicle Collision or Incident with photos and the DCFS Vehicle Accident/Incident Preliminary Investigation Checklist forms to the Office of Health and Safety Management (OHSM) in-box at HealthandSafety@dcfs.lacounty.gov.
- Provide the employee copies of the duly signed County of Los Angeles Report of Vehicle Collision or Incident form and the DCFS Vehicle Accident/Incident Preliminary Investigation Checklist. The employee is required to submit copies of these forms if they files a Claim for Damage to Personal Vehicle.
- Retain the original County of Los Angeles Report of Vehicle Collision or Incident form with photos and the DCFS Vehicle Accident/Incident Preliminary Investigation Checklist in the employee's personnel file.
- If a Claim for Damage to Personal Vehicle is filed by the permittee, complete Section C and forward the complete claim packet to the OHSM electronically at HealthandSafety@dcfs.lacounty.gov within 30 business days. If the vehicle is reported inoperable, forward the complete claim packet to the OHSM within the next business day from the date received.

OHSM RESPONSIBILITIES:

- Verify the information submitted with the claim and investigate as deemed appropriate.
- Recommend approval or denial of the claim. If denied, return the claim with a written explanation of the denial. If approved, calculate reimbursement.

OHSM will review approved vehicle damage reimbursement claims to ensure that double dipping is not taking place. Double Dipping occurs when an employee receives reimbursement from the County and from their private liability policy, or from any other source, including any third party who caused the accident, or the party's insurance company. In some instances, in order to fully evaluate a claim, the employee's private insurance carrier will be contacted. If it is reported that double dipping has occurred or suspected, a referral will be made to the Auditor-Controller's Office of County Investigations. **Mileage Permittees who "Double-Dip" will be subject to disciplinary action, which may include discharge.**

Reference:

[Management Directive # 17-02](#) Vehicle Damage Reimbursement And Third-Party Liability Coverage

Forms:

[County of Los Angeles: Evidence of Financial Responsibility](#)
[County of Los Angeles Report of Vehicle Collision or Incident](#)
[DCFS Vehicle Accident/Incident Preliminary Investigation Checklist](#)
[Claim for Damage to Personal Vehicle](#)
[Damage to Personal Vehicle Instructions \(pdf\)](#)

Frequently Asked Questions



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Who is eligible for vehicle damage reimbursement?

All employees receiving mileage reimbursement, including those designated as occasional drivers are eligible for damage reimbursement. However, unlike regular permittees, occasional drivers are not eligible for damage which occurs while parked at the permittee's headquarters' parking lot.

What is an occasional driver?

An occasional driver is an employee who is ordered to use their automobile occasionally in the County service.

How do I know if the auto repair facility is licensed?

The permittee may check whether an auto repair facility is licensed with California Department of Consumer Affairs, Bureau of Automotive Repair website (BAR) at: <https://www.bar.ca.gov/>.

How long do I have to submit a vehicle claim?

To get reimbursement, a permittee must submit the Claim for Damage to Personal Vehicle to the immediate supervisor or the Regional Administrator/Office Head/Division Chief **within ten (10) business days from the date of the damage**. However, the employee **must** fill out the County of Los Angeles Report of Vehicle Collision or Incident (two pages) **within three (3) business days of the vehicle collision**, and submit it to their supervisor. If the damage was not caused by a vehicle collision, the employee must still fill out the County of Los Angeles Report of Vehicle Collision or Incident.

What if the damage(s) only occurred to the interior (rips, spills, etc.)?

Follow the same procedure as any other claim. If two (2) estimates from the BAR licensed repair facilities cannot be obtained (e.g., clean interior), provide two (2) estimates from licensed businesses from appropriate facilities. Photos of the interior before cleaning is completed are required as in any other damage (even if not visible).

What happens if additional damage is discovered during repair?

If, during repairs, supplemental damages are discovered, the County will reimburse based on the supplemental damage estimate. Reimbursement for supplemental damage is available **ONLY** if the repairs are completed at the repair facility that provided the original estimate for which a permittee is compensated. The permittee must submit the supplemental damage estimate to the OHSM.

How long will it take to receive reimbursement?

Once a complete claim is approved, it can take up to 4-6 weeks for the reimbursement check to be issued.

What should I do when the other driver is asking for my insurance information?

When you exchange information with the other driver, provide them the information by showing the County of Los Angeles: Evidence of Financial Responsibility form. Do not admit fault or liability, nor discuss the circumstances of the accident with anyone other than an investigating officer. The County will pay damages for personal injury, or property loss incurred by a third party in accidents involving DCFS mileage permittees while driving on County business.

Why am I being required to provide a salvage value estimate?

If the cost to repair the damage exceeds the fair market value of the vehicle, reimbursement shall be calculated by subtracting the salvage value of the vehicle from the current fair market value (minus the



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\$5.00 County deductible). In this case, the mileage permittee will be required to submit a salvage value estimate.

What if I need a rental vehicle because my vehicle is inoperable or because my vehicle is in the repair shop?

The permittee must provide sufficient documentation (bill, invoice, receipts, etc.) for the costs of rental car coverage. Rental reimbursement is **not to exceed \$40.00 per day** and will cover each day the permittee is without their vehicle, **not to exceed thirty (30) days**. Additional documentation may be required for clarification.

What if I filed a claim through my personal insurance but I had to pay for deductible?

If the mileage permittee filed a claim with their personal insurance carrier, the County will reimburse the insurance deductible only. Employees must provide verification that the deductible was paid.

What if the vehicle I was driving was not registered under my name?

If the vehicle is a community property, the permittee will be required to provide additional documentation. Otherwise, if the vehicle is not personally owned or leased by the permittee, the damage is not reimbursable.

What if my vehicle was stolen?

If the permittee's vehicle is stolen while on County business, no estimate is required. The County will reimburse the permittee for the fair market value of the vehicle. The permittee must still follow the procedure and provide the forms and documents within the specified time.

What if I received compensation from the other driver's insurance?

Contact OHSM immediately for instructions. By filing a claim with the County, the permittee agreed to subrogate to the County any right which they may have for reimbursement from others. This includes, but is not limited to, any and all recoveries they may obtain from their personal auto insurance company (or from any other responsible third party or their insurance company) for the damage or destruction of the vehicle which is the subject of the claim, to the extent of the amount of the reimbursement paid to the employee by the County.

What if no one told me that I was missing a required document or my packet was incomplete?

It is the permittee's ultimate responsibility to submit a complete claim with all the forms thoroughly completed along with the required documents to their Regional Administrator/Office Head/Division Chief. If guidance is needed, a permittee is recommended to contact OHSM directly at HealthandSafety@dcfs.lacounty.gov.

What if my claim was denied, can I appeal it?

If the Director of the Department of Children and Family Services or their designee finds that the eligible employee/driver is not entitled to reimbursement, they shall notify the employee/driver in writing. In accordance with Section 5.85.080 of Chapter 5.85 of the County Code, the denial of the claim by the Department Head or their designee shall be final and not subject to review.

If you have any questions regarding this release, please email your question to:

Policy@dcfs.lacounty.gov