



Food Voucher Program (\$160 cap per client per contract year)

This Food Voucher program is intended to be a **one-time emergency assistance program for income strapped clients.**

Any case manager who serves Ryan White Part A or B eligible clients is eligible to participate in the Food Voucher program. Upon request, case managers will receive a **\$160 food voucher** (gift card to Stop and Shop). The cap **may** be increased over the course of the contract period.

Case managers must come to ACT to pick up food vouchers (email cafhaf@act-ct.org). Case managers will receive an email from ACT Finance letting them know that Food Vouchers are ready. The approval letter does NOT mean that a case manager can come pick them up.

Once notified by Finance, case managers can pick up Food Vouchers from the Front Office on Wednesday between 8 and 10, or Thursday between 1 and 3.

Upon pickup, the date, the amount of the voucher, and CM initials are required to confirm receipt.

No food vouchers will be mailed. The food vouchers are available for the purchase of food items only. They are designed as an emergency source to supplement other sources of food such as entitlement programs or food pantries, and are **not meant as the sole source of the client's nutrition.** The voucher enables a client to purchase nutritious food items.

All clients who are accessing food vouchers must first be counseled by their case manager regarding all other sources of food income and resources must be discussed (i.e., SNAP, food pantries, soup kitchens, Food Share, etc.). The case manager must provide documentation that the client has expended SNAP funds and exhausted other options. **Case managers must remind clients that Ryan White programs are not entitlements, are intended to address emergencies and – by statute - are the payer of last resort.**

We strongly encourage case managers to engage in developing and managing a budget with their clients to prevent ongoing and re-occurring emergencies.

Transportation Part A

The Ryan White Part A Transportation Program is used to enable clients to access medical or support services. As with all Ryan White Services, it must be the payer of last resort for those

clients who may be otherwise unable to attend their medical appointments due to lack of access to other programs or lack of personal funds. Bus passes are for medical and social support program attendance purposes only. For clients requiring cab service or for those who do not live on a bus line, please refer to our **Uber** policy found here: <http://www.aids-ct.org/pdf/assistance/uber-policy.pdf>

Clients who are on **Medicaid are not eligible** for this Ryan White assistance for medical transportation. Medicaid has contracted with **Veyo** for non-emergency medical transportation in the Greater Hartford area, therefore, recipients of Medicaid living within the Hartford TGA must contact **Veyo @ 866.478.7350** to determine eligibility for and/or schedule transportation to medical appointments. Eligible clients must call at least **48 hours** in advance of their appointment to schedule for livery cab. Rides to appointments may be scheduled up to a month in advance. **Medicaid clients** who are actively participating in substance use treatment or mental health treatment may be able to get non-emergency medical transportation. Please contact **Veyo** to ***determine eligibility for your client before*** submitting your request for transportation assistance to ACT. Medicaid clients may access the Ryan White A Transportation Program for social service appointments (e.g., appointment with case manager, meals at Wellness Centers or community based recovery support groups).

A Transportation Request Form must be filled out with clearly defined dates for medically related appointments and the number of bus passes requested. This should be reflected within the client's case notes. Use of bus passes for recreational purposes is prohibited and will result in clients being denied further access. The client should bring documentation to their case manager to ensure that bus passes are used for the intended purpose. Violation of this protocol may disqualify the client from receiving transportation assistance in the future.

Case managers must come to ACT to pick up Bus Passes. Case managers will receive an email from ACT Finance letting them know that Bus Passes are ready. The approval letter does NOT mean that a case manager can come pick them up.

Once, notified by Finance, case managers can pick up Bus Passes from the Front Office on Wednesday between 8 and 10, or Thursday between 1 and 3.

Upon pickup, the date, the type of bus pass, and CM initials are required to confirm receipt.

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