



Ending
the
HIV
Epidemic

FLEX Card Program

Frequently Asked Questions (FAQ)

Eligibility

Who can apply for the FLEX Card Program?

People who are:

- Living with HIV.
- Living in Los Angeles County.
- At least 18 years old.
- Are not in any other guaranteed basic income program.

What is considered a guaranteed basic income program? What isn't?

A guaranteed basic income program is a program that offers recurring unconditional payments to participants. Examples of guaranteed income programs include the California Abundant Birth Project, Mothers Rising for Guaranteed Basic Income, West Hollywood Pilot for Guaranteed Income, Breathe: LA County's Guaranteed Income Program, and City of El Monte Guaranteed Income Program. Public benefits are NOT considered guaranteed income.

Do I have to be a permanent resident or US Citizen?

No, you do not have to be a permanent resident or US citizen.

Do I need to live in Los Angeles County?

Yes, you must live in Los Angeles County to take part in the FLEX Card Program.

What if I am homeless?

People who do not have stable housing are encouraged to apply. You will be asked to self-attest that you live in Los Angeles County, whether you have stable housing or not.

Can two people living in the same household apply?

Yes, as long as both applicants meet the program eligibility criteria.

Application Process and Timeline

How will people be selected to participate?

Staff at the Los Angeles County Department of Public Health, Division of HIV and STD Programs will review applications. Those who need help the most will be given first priority. If there are more applicants than spots, a random drawing will be held to select participants.

What documents do I need to provide?

You will need to upload a picture of a photo ID that shows your name and date of birth to prove who you are. Some examples of IDs you can use are a driver’s license, state ID, or passport. Eligible IDs must be current or have expired within the last 2 years. If you have trouble uploading your documents, please call (213) 816-6717 or email support@flexcard.aidkit.com for help.

Will social security number (SSN) be required or recorded?

No, we will not be asking for social security numbers of applicants.

Why do I need to submit a selfie?

When you submit a selfie, it helps us confirm that it's really you applying. If you have any problems submitting your selfie, please call (213) 816-6717 or email support@flexcard.aidkit.org.

Who can see my information?

The people who can see your information are from the Los Angeles County Department of Public Health Division of HIV and STD Programs, AidKit (the company that runs the application), and Heluna Health (the organization that will be checking how the project is working).

Will I be notified if I am not selected to enroll in the program?

Applicants who are not selected to enroll in the program will not be notified.

What is the timeline for applying and getting payments?

You can apply for the FLEX Card Program until September 12, 2024, at 5 PM PST. Check the table below for all the important dates you should know.

Important Program Dates:

| Date | Stage |
|--------------------------|--|
| September 2 at 9am PST | Application opens |
| September 12 at 5pm PST | Application closes |
| September 16 | Chosen applicants invited to enroll |
| September 23 at 12pm PST | Enrollment period ends |
| September 23 | Second round of applicants invited to enroll if spots are left |
| September 26 at 5pm PST | Second enrollment period ends |
| September 30 | First payments to those enrolled |

Payments

How is the payment amount decided?

The payment amount is the same for everyone in the program.

If I am chosen to join the program, how much money will I get and for how long?

If you are chosen, you will get \$400 in gift cards every month for six months, totaling \$2400. This will start on September 30, 2024, and end on February 28, 2025.

How will I get my monthly payments if I join the program?

You will receive your monthly payments through an electronic gift card that is sent to your phone and used online or in-person (through your Apple or Google wallet). We have a limited amount of physical gift cards that can be mailed to participants on a case by case basis.

What stores can I use my gift card at?

The refillable gift card can be used at stores like CVS, Ralphs, Food4Less, ARCO, 76, Target, Walmart, Uber, and Amazon.

Does the gift card expire?

No. The gift card never expires, so you can use it whenever you want.

Will you check how I spend funds on the gift card?

No, we won't know exactly what you buy with the gift cards. We trust you to know best what you need. We can see if a gift card was used at a specific store for a spending category (like food and groceries, school supplies, or transportation), but we won't know who used it or what item you bought.

Will I lose my public benefits if I join this program?

Joining the program might impact some public benefits, like SSI, Section 8, CalFresh, WIC, and General Relief (GR). We highly recommend talking to a Benefits Specialist that can help you decide what to do. Check the table on the next page for Benefits Specialists.

Benefits Specialists

| Agency | Contact | Phone Number | Email Address |
|---|--|------------------------------|--|
| AIDS Healthcare Foundation | Nubia Treminio | (310) 657-9353 Ext. 55640 | nubia.treminio@aidshealth.org |
| AltaMed Health Services | Yenmie Stevenson | (323) 869-5450 | ytipia@altamed.org |
| APLA Health & Wellness Center | Benefits Specialty Services Appointment Line | (213) 201-1615 | tmonteilh@aplahealth.org |
| East Valley Community Health Center | Marta Melendez-Romero | (909) 620-8088 Ext. 3202 | mmelendez@evchc.org |
| JWCH Institute | Heshan Wijegunaratne | (626) 744-6140 Ext. 5220 | hwijegunaratne@jwch.org |
| City of Long Beach, Department of Health and Human Services | Rosario (Rosie) Gutierrez-Tufuga | (562) 570-4316 | rosie.tufuga@longbeach.gov |
| Minority AIDS Project | Juan Soto | (323) 936-4949 Ext. 203 | jsoto@minorityaidsproject.org |
| Northeast Valley Healthcare Corporation | Carmen Antonia Estrada | (818) 988-6335 Ext. 50745 | antoniaestrada@nevhc.org |
| St. Mary's Medical Center | Randy Hope | (562) 624-4934 | randy.hope@dignityhealth.org |
| Tarzana Treatment Center | Andrea Fuller | (818) 996-1051 Ext. 1285 | afuller@Tarzanatc.org |
| | Danielle Barron-Pena | (818) 342-5897 Ext. 2153 | dbarron@Tarzanatc.org |
| Venice Family Clinic | Arron Barba | (310) 664-7611 | abarba@mednet.ucla.edu |