



# City of Phoenix

## Family Assistance Resource Program Guidelines and Information

### Program Guidelines

#### How are families paid?

Selected families will be paid through a provided debit card. Funds will be loaded automatically monthly.

#### How can the money be used?

Families are encouraged to spend the money on household items, such as groceries, transportation, childcare, etc.

There are several items/activities that families cannot use the money for and include:

- Alcohol
- Tobacco products
- Lottery tickets
- Gambling

#### Will purchases be tracked?

Yes, purchases at an aggregate level will be tracked for reporting purposes and to assist with the program evaluation. Families will also be required to complete program surveys to provide data of how the program is impacting their lives.

#### I lost my card or am unable to use my card. Who do I call?

Participants can call the customer service center for all technical and program questions. Representatives provide services in both English and Spanish. The number is **833-713-0649**.

#### How do I check my balance?

Participants can check their balance, see purchase history, and manage their debit cards by downloading the Akimbo application on their Apple or Android device. Search for “Akimbo” in the app store or scan the QR codes below:

Apple App Store



Google Play Store





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### Program Information

#### **What is this program?**

On Sept. 21, 2021, Phoenix City Council approved allocating \$12 million of American Rescue Plan Act funds for the Family Assistance Resource Program, formerly known as the Financial Assistance for Phoenix Families Pilot Program. Under this 12-month pilot program, 1,000 Phoenix families with children will be selected to receive \$1,000 in temporary assistance to use on household expenses, such as childcare, groceries, utility bills, transportation, etc.

#### **How were families selected?**

There was no application process for this program. Families with children who received Emergency Rental Assistance, reside in city-owned public housing, or have a Section 8 voucher were randomly selected via a lottery system and were asked to participate.

#### **Will this extra money impact taxes or benefits?**

Program funds are a grant and not considered income. Funds will not impact participants' taxes. Participants should not include this temporary assistance as income.