



## ENCORE CAFE

### Winter Voucher Program FAQ's (Frequently Asked Questions)

- **How do I receive vouchers?**
  - Vouchers can be obtained by one of two ways:
    - By mail - Contact the Encore Café reservation line, beginning the third week of the month, by calling **319-398-2585**. Leave a message providing the requested information, and vouchers will be mailed to your home address.
    - At a drive-thru event - Attend one of the monthly food distribution events held the third week of each month, from 11:30 am-12:30 pm.
      - Tuesday: St Mark's United Methodist Church 4700 Johnson Ave NW, Cedar Rapids
      - Thursday: Marion Hy-Vee 3600 Highway 151 East, Marion
  - Reservations for drive-thru distribution events are required and should be made by calling the Encore reservation line at **319-398-2585**.
  - You may only receive vouchers by mail or in person once per month. Please select the method that works best for you, for the current month. You may change the method of receipt from month to month, as needed.
- **Where can I redeem the vouchers?**
  - Vouchers are redeemable only at the following locations:
    - **Marion Hy-Vee Food Store (3600 Highway 151 East, Marion)** - for Hot and refrigerated meals
    - **Hy-Vee Drugstore (4700 Johnson Ave NW, Cedar Rapids)** – for Refrigerated meals only
- **What can the vouchers be used for?**
  - Each participant will receive a total of 6 vouchers per month. They are redeemable for a hot or refrigerated meal and a beverage at the Hickory House Hot Case at the Marion Hy-Vee and for refrigerated Meal Time meals at the Johnson Ave Hy-Vee Drug Store. Each voucher is limited to an \$8.00 value. Please refer to approved meal listing. Please present voucher when placing your order, and note the stub with your name must remain attached to the voucher.
- **Can I redeem more than one voucher at a time?**
  - Yes. Each participant can redeem up to three (3) vouchers per day.
- **Can someone else redeem the meal vouchers for me?**
  - Yes. Someone else may pick up your meal items for you with your vouchers.

- **When can I redeem the vouchers at the Marion Hy-Vee or Johnson Ave Hy-Vee Drugstore?**
  - Marion Hy-Vee: 6:00 am – 8:00 pm daily
  - Johnson Ave Hy-Vee Drugstore: 7:00 am – 10:00 pm daily
- **If I lose or have my vouchers stolen, can they be replaced?**
  - Missing/stolen vouchers cannot be replaced. However, please call 398-2585 and provide your name and the number of vouchers lost/stolen so the lost vouchers can be documented and deactivated. **Please treat vouchers as cash.**
- **Can the vouchers be redeemed via Curbside?**
- Yes. Vouchers can be redeemed via Curbside pick-up at the **Marion Hy-Vee only**. Orders can be placed by calling 319-377-4803 (ask for Hickory House when connected) at least two hours in advance.
- **Can I receive additional vouchers if I run out during the month?**
  - Participants receive 6 vouchers per month. You may elect to receive them by participating in the distribution events held the third week of each month **or** by calling the Encore reservation line to have them mailed to your home address, beginning the third week of the month. No additional vouchers will be issued until the next monthly distribution period. If you are experiencing a food hardship, please contact Heritage Area Agency on Aging for additional resources.
- **What if I am under the age of 60?**
  - This program is only for those age 60 and older and spouses.
- **I am experiencing needs in areas such as caregiving, not being able to afford food on a regular basis, and other topics related to older adults. Are there additional services available?**
  - Yes, we can assist. Please indicate any additional needs during completion of the Consumer Intake Form, or call Heritage Area Agency on Aging (398-5559). To ensure adequate information, please complete the intake form in its entirety.
- **Is there a cost to receive the vouchers?**
  - Each voucher has an \$8.00 value, and contributions of any amount will offset the cost to our program and are appreciated. If you wish to make a contribution, you may mail it to Heritage Area Agency on Aging using the return envelope provided with the vouchers or hand it to one of our staff at the monthly food distribution.
  - **All contributions are voluntary** and are applied to the program to ensure its continuation and services. No one will be denied vouchers if unable to contribute.
  - **Contributions for vouchers cannot be accepted at the Marion Hy-Vee or Johnson Ave Drugstore, at time of voucher redemption.**

*If you have further questions about Encore Café, please contact Becky Briggs at 319-398-2585.*