



**Department for Children and Families**

*Economic Services Division*  
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*Agency of Human Services*

**TO:** General Assistance Program Community Partners  
**FROM:** Sean Brown, Deputy Commissioner  
**DATE:** March 17, 2020  
**SUBJECT:** Addition of Hyper Vulnerable Category

In response to the COVID-19 pandemic, the Economic Services Division has temporarily implemented a new eligibility category within the motel voucher program called Hyper-Vulnerable. An individual is considered hyper-vulnerable when:

- They are over the age of 60 or;
- Have an underlying health condition as defined by the CDC, which include:
  - **Blood disorders** (e.g., sickle cell disease or on blood thinners)
  - **Chronic kidney disease as defined by your doctor.** Patient has been told to avoid or reduce the dose of medications because kidney disease, or is under treatment for kidney disease, including receiving dialysis
  - **Chronic liver disease as defined by your doctor.** (e.g., cirrhosis, chronic hepatitis) Patient has been told to avoid or reduce the dose of medications because liver disease or is under treatment for liver disease.
  - **Compromised immune system** (immunosuppression) (e.g., seeing a doctor for cancer and treatment such as chemotherapy or radiation, received an organ or bone marrow transplant, taking high doses of corticosteroids or other immunosuppressant medications, HIV or AIDS)
  - **Current or recent pregnancy in the last two weeks**
  - **Endocrine disorders** (e.g., diabetes mellitus)
  - **Metabolic disorders** (such as inherited metabolic disorders and mitochondrial disorders)
  - **Heart disease** (such as congenital heart disease, congestive heart failure and coronary artery disease)
  - **Lung disease** including asthma or chronic obstructive pulmonary disease (chronic bronchitis or emphysema) or other chronic conditions associated with impaired lung function or that require home oxygen
  - **Neurological and neurologic and neurodevelopment conditions** [including disorders of the brain, spinal cord, peripheral nerve, and muscle such as cerebral palsy, epilepsy (seizure disorders), stroke, intellectual disability, moderate to severe developmental delay, muscular dystrophy, or spinal cord injury].

To assist a client that meets the above criteria, please contact the Benefit Service Center at 1-800-479-6151. They will take your name, number, and information on the client. An eligibility specialist from the client's district office will return your call and assist with authorizing a motel voucher under the hyper-vulnerable category. Motel vouchers will be provided for as long as deemed necessary under this category.

