

Frequently Asked Volunteer Questions

1. Who is eligible to receive Produce Plus? DC residents who are 16 years or older and receive SNAP (also known as EBT or food stamps), WIC, Senior FMNP checks (some seniors call these “senior checks”), SSI Disability, TANF, and Medicaid (including DC Health Alliance and Medicare QMB) are eligible to get Produce Plus.

SNAP (Supplemental Nutrition Assistance Program, formerly called food stamps) helps low-income individuals and families buy the food they need for good health. You’ll know someone receives SNAP because they will show you their EBT (Electronic Benefit Transfer) Card. Customers can find out if they are eligible for SNAP (food stamps) by contacting DC Hunger Solutions at 202-640-1088 or visiting www.dchunger.org or www.dhs.dc.gov.

WIC (Special Supplemental Nutrition Program for Women, Infants and Children) provides nutritious foods, nutrition education, and access to health care to low-income pregnant women, new mothers, infants, and children under 5. You’ll know someone receives WIC because they will show you their WIC folder or WIC checks. WIC checks look almost exactly like Produce Plus checks, just a different color (purple and green). Customers can find out if they are eligible for WIC by contacting the DC Department of Health’s WIC Office at 202-442-9397.

Grocery Plus (formerly the Senior Commodity Supplemental Food Program) provides 30-40 lbs of healthy groceries monthly to Seniors aged 60 or over who live in the District of Columbia and meet income guidelines. You’ll know someone receives Grocery Plus because they have Senior Farmers’ Market Nutrition Program (FMNP) checks -- these also look very similar to Produce Plus checks. Customers can find out if they are eligible for Grocery Plus by calling 202-644-9880.

SSI Disability (Supplemental Security Income) is a federal program that provides monthly cash payments to people in need. SSI is for people who are 65 or older, as well as blind or disabled people of any age, including children. To qualify for SSI, you must also have little or no income and few resources. Individuals who receive SSI disability are eligible for Produce Plus. They may provide a letter from the SSI Disability office as a qualifying document.

TANF (Temporary Assistance for Needy Families) provides cash assistance to needy families with dependent children when available resources do not fully address the family’s needs and while preparing program participants for independence through work. This program provides assistance to their clients through adding funds to SNAP/EBT cards. You probably won’t know that someone receives TANF because they will hand you a SNAP/EBT card.

Medicare QMB (Qualified Medicare Beneficiary) helps Medicare beneficiaries of modest means pay all or some of Medicare’s cost sharing amounts (ie. premiums, deductibles and copayments). You will know someone is enrolled in Medicare QMB because they will have an



additional Medicare card that says *Qualified Medicare Beneficiary* in the middle. Customers can find out if they qualify for Medicare QMB by calling 202-994-6272.

2. How can Customers prove they are a DC resident? Customers must prove they are DC residents by providing a photo ID and proof of residency that includes their name and DC address. Customers may present one selection from List A or a pair of matching documents from List B *and* List C to qualify for Produce Plus.

List A	<i>or</i>	List B	<i>and</i>	List C
DC driver's license		Out-of-state ID		Lease agreement
DC REAL ID Non-driver ID card		Student or work ID		Utility Bill within 6 months
DC Limited Purpose Non-driver ID card		Passport		Bank/credit union/credit card statement from within 6 months
DC One Card		Consular ID		Official mail – from ANY government agency within 6 months
		Other photo ID		

3. How many checks are Customers eligible to receive? Eligible DC residents can get \$10 in checks per participating farmers' markets up to two times per week for a total of \$20. They can only pick up \$10 at each participating market, and each Customer gets two \$5 checks. The first day of the week is Sunday.

For example:

A Customer CAN	A Customer CANNOT
Get checks at RFK Stadium Armory market on Thursday, and again on Saturday	Get checks at RFK Stadium Armory market twice in one day
Get \$10 at two different sites on Saturday, and then get \$10 at two different sites the next day on Sunday	Get \$10 at two different sites on Sunday, and then get \$10 at two different sites 6 days later on Saturday



4. How do I write out checks to a customer? Volunteers should print (no cursive) the customer's name on the "Participant Name" line and write in the "FM#" in the adjacent box. The FM# (farmers' market #) is located in the Produce Plus Distribution Binder at-market and listed in the Produce Plus app after signing in.

If you misspell a recipient's name or your pen fades, do not go back to correct your mistake. Any checks with stray marks or write-overs will not be accepted by the bank. If the wrong name is written on a check, write the correct name next to or above but please do not cross it out! If a check needs to be voided due to extreme damage (unreadable, torn) or a damaged/unreadable routing number, please hand it into the market manager.

5. How do customers spend their checks? Customers should receive two \$5 checks. Each \$5 check must be spent all at once with the same vendor. Customers cannot get change when they spend Produce Plus.

6. How will I know if a Customer has already received checks two times this week? The app will prompt a message if a Customer has already visited two markets in one week and indicate which markets were visited. A message on the app about visiting two times per week can appear in several languages if you click the question mark next to the list of markets visited.

8. What happens if Produce Plus equipment or checks are lost/stolen? If Produce Plus equipment is lost or stolen, let the market manager know immediately. The market manager will contact the police and file a police report.

9. What should I do if a Customer wants to set up a Proxy? Customers can register up to 2 other people (Proxies) to pick up checks for them at any time. You can add a Proxy to a Customer's Produce Plus account through the app - all you need from the Customer is the Proxy's legal first and last name. *If a Customer is homebound or has a disability and cannot visit a market to register, please have them call 202-888-4834 so a DC Greens staff member can arrange a home registration visit.*

10. What should I do when a Proxy is picking up checks for a Customer? A person can only pick up checks for another Customer if they are already listed as a Proxy in the Customer's account. When picking up checks, a Proxy will need to bring their own photo ID. Proxies must be at least 16 years old and do not need to be DC residents.

11. Is there a limit to how many people Proxies can pick up checks for? Yes. A person can only be registered as a Proxy for up to two Produce Plus Customers.

12. What should I do if a Customer speaks a different language than me? Translated Customer FAQ sheets and common Produce Plus phrases are located in the Produce Plus Distributor Binder -- ask the market manager or Volunteer Leader where it is! Some volunteers also use google translate with their smartphone to communicate.



13. What should I do if the market runs out of checks? If you have run out of checks, inform the market manager and ask for further directions. Most markets will run out of checks. Unfortunately, each market receives a set number of Produce Plus checks and that number cannot be increased. There is a limited amount of money to distribute each week, so the number of checks at each market is capped.

14. What should I do if there is a conflict between Customers, market managers, and/or volunteers at the market? Farmers' Market Brigade Volunteers, market staff and Customers may feel frustrated or upset by the program's rules and operations, including long lines, limited checks, eligibility, stress and more. Often, the most successful tactic is to move whoever is in conflict to a quiet place and **actively listen** to why they're upset, even when we don't have immediate solutions to offer.

If someone is not responding positively and a conflict remains escalated, ask for help from a Market Manager, Market Champion or Volunteer Leader. To report an incident, please call 202-601-9200 ext.211 or email maryalice@dcgreens.org.

15. I forget everything I learned about distributing the checks. What should I do?

First, don't panic! If you are at the farmers' market, ask the market manager or Volunteer Leader; they'll be able to answer your questions. You can also contact DC Greens to get an electronic copy of the [instructions](#) (produceplus@dcgreens.org).

16. What should I do if the tablet isn't connected to the internet at the market?

If the wifi hotspot isn't working, please immediately inform the market manager or Volunteer Leader so you can get connected to the internet. If the connection issue cannot be fixed, the market manager will give you further instructions so that you can use the app or paper registration sheets without using the internet.

17. What if the tablet isn't working? If the tablet isn't working, the market manager or Volunteer Leader will provide you with paper register sheets so that check distribution can continue. The paper register sheets collect the same information as the app. Also, if there is a problem with the app, take a screenshot of the issue with your phone and email it to us at produceplus@dcgreens.org.

18. What do I need to bring with me to the market? You should be prepared to dress for the weather. Bring a bottle of water, sunscreen, a hat, a rain jacket if needed and a positive attitude!

19. What's the last thing I need to do before I leave the market? At the end of the market shift, sync and close the Produce Plus app. Return all items (tablet, hotspot, checks, and anything else you used) to the market manager.

20. Who should Customers contact if they have further questions? Customers can contact contact us at produceplus@dcgreens.org or call the Produce Plus hotline, 202-888-4834.

