

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 Grocery Plus 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. See more info about these programs below!

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.

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 ID folder or WIC checks. WIC checks look almost exactly like Produce Plus checks, just a different color (purple and green).

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) vouchers -- these also look very similar to Produce Plus checks. They are probably also a Qualified Medicare Beneficiary (QMB), which is Medicaid for Seniors!

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 have a program card, but most likely they will show you a SNAP EBT card or a Medicaid/QMB card.

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. You probably won’t know that someone receives TANF because they will give 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.



2. 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 the 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 (Sunday)	Get \$10 at two different sites on Sunday, and then get \$10 at two different sites 6 days later (on Saturday)

3. 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. The message on the app appears in several languages and prompts volunteers to turn the tablet around to show the customer the message.

4. Is there a limit on customers from the same household picking up Produce Plus? No.

There is no household limit; multiple people from the same household can get checks each week.

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

6. What do I need to bring with me to the market? You should be sure to bring a bottle of water, sunscreen, a hat, a rain jacket if needed and a positive attitude!

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

You can contact DC Greens to get an electronic copy of the [instructions](http://produceplus@dcgreens.org) (produceplus@dcgreens.org). If you are at the farmers’ market, ask the market manager or Volunteer Leader; they’ll be able to answer your questions and locate the instructions in the markets’ Produce Plus Distributor Manual!



8. 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.

9. 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.

10. 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 is the proxy's first and last name.

11. 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 registered as a proxy. When picking up checks, a proxy will need to bring their photo ID and the customer's Produce Plus membership card.

12. 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.

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

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 **actively listen** to who is upset and hear them out, even when we don't have immediate solutions.

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

15. Who should I contact with other questions? If you have any questions, please contact us at produceplus@dcgreens.org.

