

## Frequently Asked Customer Questions

- 1. Am I eligible to receive Produce Plus?** DC residents in any of the following programs are eligible to receive Produce Plus.
  - a. SNAP (EBT/food stamps)
  - b. WIC
  - c. TANF
  - d. Senior Grocery Plus checks
  - e. SSI disability
  - f. Medicaid
  - g. Medicare QMB
- 2. How can I register with Produce Plus?** You can register for Produce Plus at participating farmers' markets listed in the Market List. Bring a DC photo id and proof of eligibility to the farmers' market. All Customers must re-register with Produce Plus each year to verify that they are still income-eligible to receive Produce Plus checks.
- 3. What can I buy with Produce Plus checks?** You can purchase *fresh fruit and vegetables, fresh cut herbs, and mushrooms* from approved vendors with Produce Plus checks. You'll know the vendor is approved because they'll have a "Get Fresh" sign at their stand.
- 4. Where can I get Produce Plus?** You can pick up Produce Plus checks at participating farmers' markets listed in the Community Food Guides. Produce Plus is distributed first-come, first-serve, while supplies last.
- 5. Where can I spend Produce Plus?** You can spend your Produce Plus checks with any fruit and vegetable vendor at a DC farmers' market that has a "Get Fresh" sign. Farmers' markets with these vendors are noted in the Community Food Guides.
- 6. Why is Produce Plus only distributed in certain wards?** Because Produce Plus funding is limited, the program is prioritizing areas of the city that have the fewest places to buy fresh produce. This change will allow the limited funds to best support the growth of farmers' markets in wards where fresh food is difficult to find. Customers may still spend Produce Plus checks in all wards of the city.
- 7. Can I get Produce Plus checks more than once a week?** Yes! You can get \$10 in checks up to two times per week. You cannot get checks from the same market twice on the same day. The first day of the week is Sunday.
- 8. Can more than one person in my household get Produce Plus each week?** Yes. Any person in a household who participates in a qualifying program can get checks.
- 9. When can I spend my Produce Plus check?** You can spend your checks at any time before they expire on September 30th.
- 10. Why can't this market get more checks each week?** Each market receives a set number of Produce Plus checks each week, and that number cannot be increased. There is a limited amount of money and the program runs until the end of September, so the number of checks each market gets is capped.



11. **\$20 of Produce Plus per week is not enough to buy fruit and vegetables for my household.** You're right. We understand that many DC residents have very limited budgets for produce. Produce Plus is just one of the food assistance programs available in the city. For other food access resources, contact DC Hunger Solutions at (202) 640-1088.
12. **People get to the market too early and I can't/don't want to stand in line that long.** The Produce Plus program is a first come, first serve program. We cannot restrict Customers from arriving to the market location before a certain time because markets are held in public space. We understand that some Customers cannot stand for long periods of time; if you are one of those Customers, please consider assigning a Proxy to your account if possible.
13. **What should I do if I would like a Proxy to pick up my checks?** If you cannot come to the market yourself, you can register up to 2 other people (Proxies) to pick up checks for you. *A person can only pick up checks for you if you have registered them as your Proxy.* You can add a Proxy to your Produce Plus account at any time by providing your Proxy's first and last name. When picking up checks for you, your Proxy will need to bring their ID and know your registration details (First Name, Last Name, Birth Year, Zip Code)
- If you are homebound or have a disability and cannot visit a market to register your Proxy, please call 202-888-4834 and a DC Greens staff member will arrange a home registration visit.*
14. **Is there a limit to how many people I can pick up checks for?** Yes. A person can only be registered as a Proxy for up to two Produce Plus Customers.
15. **How do I sign up for SNAP?** To learn about eligibility for SNAP (food stamps), contact DC Hunger Solutions at 202-640-1088 or visit [www.dchunger.org](http://www.dchunger.org) or [www.dhs.dc.gov](http://www.dhs.dc.gov) and click "Apply for Benefits" under "Economic Security". You will need to fill out an application and turn it into an Economic Security Administration Service Center near you (locations can be found at [www.dhs.dc.gov](http://www.dhs.dc.gov) or [www.dchunger.org](http://www.dchunger.org)).
16. **How do I sign up for WIC?** To learn about eligibility for WIC, contact the DC Department of Health's WIC Office online (<http://doh.dc.gov/node/114172>) or by phone at 202-442-9397. You can fill out a pre-screening tool (<http://wic.fns.usda.gov/wps/pages/start.jsf>) to find out if you are eligible for the DC WIC program, or visit a WIC Health Clinic near you!
17. **Why is Medicare no longer a qualifying program?** Because Produce Plus is an income-based program, Customers who only receive regular Medicare are no longer eligible. However, Customers enrolled in Medicare *QMB* are still eligible.
18. **How do I sign up for Medicare QMB (Qualified Medicare Beneficiary)?** If you make less than \$3,035 per month (single) or \$4115 per month (couple), you may qualify for Medicare QMB. Call 202-994-6272 to find out how to enroll.
19. **Where can I find more information about Produce Plus?** You can visit our website at [www.dcgreens.org/produceplus](http://www.dcgreens.org/produceplus) or call the Produce Plus hotline, 202-888-4834. The hotline will have recorded information available 24 hours a day, 7 days a week. Customers can leave a voicemail at any time with feedback or questions.

