

Farm Fresh Rewards: Customer FAQs

General Program FAQs:

1. How does this program work?
 - a. If paying with SNAP/EBT at any of the participating stores, customers get FREE vouchers to be spent on local fruits and vegetables when buying local food.
2. Who is eligible for this program?
 - a. Any customer paying with SNAP/EBT (formerly called food stamps, or in Maine the “Food Supplement program”).
3. What do you earn vouchers on?
 - a. Local products that are also SNAP-eligible. Local labels and shelf tags can help you find products that qualify for earning vouchers.
4. What can you spend vouchers on?
 - a. Any Maine-grown fruit or vegetable. This includes fresh, frozen, and dried products with no added sugars, salts, or fats.
5. Are these programs only available in the summertime?
 - a. No! More and more farmers are growing food through the winter, and many nutrition incentive programs like this are available year-round.
6. Can I use the vouchers at other stores?
 - a. Yes, vouchers are now valid at all participating retail stores. For a full list of locations, visit farmfreshrewards.org.
7. Does this program also exist at farmers’ markets?
 - a. Yes. Maine Harvest Bucks is our sister nutrition incentive program that can be found at farmers’ markets and farm stands throughout the state and also provides bonus fruit and vegetables to shoppers using SNAP/EBT. Farm Fresh Rewards vouchers CANNOT be used at Maine Harvest Bucks sites and vice versa, but SNAP customers are encouraged to participate in both programs. Visit maineharvestbucks.org for more information.
8. How is this program funded?
 - a. Funding for this program comes from a federal grant, and much of it also comes from individual donors, communities, and other foundations. If anyone has questions or wants to support this program, please send them to Maine Farmland Trust.
9. How does this help farmers?
 - a. The vouchers you get and spend for local produce are fully paid for by Maine Farmland Trust, through our grant and other funding. The farmer gets full price for everything you buy through this program, including the extra food you get with the vouchers! By increasing the amount of foods you buy that are produced by Maine farmers, you are building their sales, which supports the growth of their overall farm business.

SNAP/EBT and Payments FAQs:

10. What is SNAP/EBT?
 - a. For information and current eligibility requirements about the Supplemental Nutrition Assistance Program (SNAP), known in Maine as the Food Supplement Program (and previously known as food stamps), visit maine.gov/dhhs/ofi/services/snap/index.html. EBT stand for Electronic Benefit Transfer, the system for using SNAP benefits.
11. What if I don't have enough money on my EBT card?
 - a. You earn vouchers based on what you spend on local food with your SNAP benefits. If you do not have enough SNAP benefits on your EBT card to pay for all of the food in your purchase, you can still use another form of payment, but you will only receive in vouchers the amount paid for with SNAP. This could still be a great way to double your SNAP benefits even if you have a limited amount.

Voucher FAQs

12. If I spend \$19.50 on local meat, do I receive \$20 worth of vouchers?
 - a. No, vouchers are only handed out in \$5 increments based on what you actually spend. In this instance, you would receive \$15 of vouchers. Since you are only \$0.50 away from earning another voucher, you can add a small item, like garlic, to your purchase to help you round up.
13. Do vouchers have to be spent right away?
 - a. No, they can be saved up for a big shop or for times of the month when benefits run low. Note the expiration date on the vouchers.
14. Can more than one voucher be redeemed at a time?
 - a. Yes, there is currently no limit on the number of vouchers customers either earn or redeem. Note: This is subject to change pending funding limitations.
15. What if I buy less than \$5 of local fruits and vegetables with a voucher?
 - a. You must spend the full amount of the voucher in order to use it, so you may not buy less than \$5 of local fruits and vegetables with a voucher. You may go back and get another small item to make up the difference. Recommendations are some smaller items like local garlic or local apples.
16. Is change given from a voucher?
 - a. No. Because these are federal benefits, no change or cash may be given for vouchers.