



Morton Grove Farmers' Market **Customer FAQ (Frequently Asked Questions)**

1. What is Link and SNAP?

SNAP is the federal government's Supplemental Nutrition Assistance Program. Link is the Illinois assistance program that provides SNAP funds to those who qualify based on income and household size.

To see if you qualify for Link services, complete the SNAP Eligibility Calculator located online here: <http://fscalculator.dhs.illinois.gov/FSCalc/>

2. How do I use my Link card at the Morton Grove Farmers' Market?

To use your Link card at our Market, simply present your Link card at the Electronic Benefits Transfer (EBT) booth near the Welcome Booth. Let the Farmers' Market volunteer or BMO Harris Bank employee know how much you would like to deduct from your Link card. You will receive wooden Link tokens equaling that amount. These tokens can then be used to purchase qualifying items from vendors displaying the Link logo at their booth.

3. What are Double Value tokens?

Double Value tokens are matching funds provided by NorthShore University HealthSystem. For each dollar deducted from your Link card, you will receive one Link token and one Double Value token – up to \$25 per customer per day. Double Value tokens will be distributed each week at the Market's EBT booth until the funds are depleted.

For example, if you deduct \$20 from your Link card, you will receive 20 Link tokens and 20 Double Value tokens. If you deduct \$40, you will receive 40 Link tokens and 25 Double Value tokens.

4. What can I buy with my Link tokens and Double Value tokens?

Link / SNAP benefits can be used to buy:

- any food or food product for human consumption, such as fruits, vegetables, meats, poultry, eggs, dairy products, jams, jellies, honey, sauces, soups, & baked goods which are wrapped and labeled for home consumption
- seeds and plants for use in home gardens to produce food

Link / SNAP benefits **cannot** be used to buy:

- Hot foods ready to eat,
- Food intended to be heated at the Market,
- Lunch counter items or foods to be eaten at the Market,
- Vitamins or medicines,
- Pet foods,
- Any nonfood items (except seeds and plants),
- Alcoholic beverages,
- Tobacco

5. Can I get change back for my tokens?

No. Vendors are not allowed to give change back for tokens. Vendors are required to round DOWN to the nearest dollar. If your purchase is \$5.50, you may pay with up to 5 Link or Double Value tokens and pay the difference in cash or credit/debit. According to Link rules, a \$1 token cannot be used to pay for items valued at less than \$1.00.

6. Can I return my unused tokens?

Yes. You may return unused tokens on the day that you deducted them from your Link card. For every Link token you wish to return, you must also return a Double Value token. For example, if you wish to return 5 Link tokens, you must also return 5 Double Value tokens. Your Link card would then be credited \$5.

If you suspect that you may need to return tokens, we recommend paying for your purchases with equal amounts of red and green tokens. If you plan to spend all of your Link and Double Value tokens before the end of the Market season – October 19, 2013, then this would not be necessary

7. How are you able to offer such a wonderful program?

Thanks to our generous EBT program sponsors, we are able to offer these fine services. Our EBT sponsors are: BMO Harris Bank, Creative Promotional Products, and the Illinois Department of Agriculture. Our Double Value sponsor is NorthShore University HealthSystem.

Special thanks go out to our excellent volunteers, awesome vendors, and all of our generous Farmers' Market sponsors.

