

Thank you for your patience with the transition and modernization of the Senior Farmers Market Nutrition Program (SFMNP). Below are some updates as of July 1st, 2024 to address some FAQs.

Applications:

- All applications must be done online for the 2024 SFMNP season.
- Please complete the application here: <https://aging.ohio.gov/care-and-living/health-and-safety/health-and-safety-resources/sfmnp-form/sfmnp-join>.
- Individuals need to only apply once! Please only use 1 email per applicant/household.
- If you need assistance completing the application, AAA3 is here to help! Simply stop by our office or call us at (419)222-7723.
- Unlike prior years, approved applicants will no longer receive paper coupons. The Ohio Department of Aging (ODA) is overseeing a pilot program to enhance and improve efficiency of the program.
- After submitting the application, it could take 1-2 weeks for applications to be processed and added into the portal.

Vendors:

- List of participating vendors where SFMNP benefits can be redeemed can be located here: <https://ohiofarmersmarketnetwork.org/senior-farmers-market-nutrition-program/#authorized-partners>.
- The list continues to grow, and AAA3 is continuously working with ODA and the Ohio Farmers Market Network to add more vendors. Continue to check back for updates!

Benefits:

- Total benefit amounts remain the same as in previous years - \$50!
- There are two options to receive benefits this year: mobile (online account accessed through an app) or physical card.
- If applicants elect for the mobile benefit option, they will have faster access to their benefits as applicants will be able to utilize benefits appropriately 1-2 weeks after submission when they receive an email to set up their mobile account.
- For those applicants that elect the physical card option, there will be a lengthier delay (additional 3-4 weeks) as cards will need to be created, shipped, and delivered to the home of each applicant. Please note: AAA3 is not responsible for the distribution of cards and likely will not be able to provide specific as to estimated date of delivery.

- A batch of SFMNP cards are set to be delivered statewide this week for those initial applicants that requested the card option. Cards will continue to be distributed for the remainder of the season as soon as they are available.
- Cards will be reused next year. Please hold on to your card after this season!
- If applicants choose the mobile benefit option, they will receive a confirmation email from support@homegrownbenefits.com with instructions on how to set up the mobile account.
- If applicants originally elected to receive a card, but wish to have access to benefits sooner and have a valid email address, please contact AAA3 at (419)222-7723. If the application has been approved and applicant has access to a valid email address, a QR code can be shared in place of the card to begin redeeming benefits!

Support Line:

- For questions related to email confirmations, balance checks, and mobile account set up, please contact: Ohio Homegrown Benefits Support Line.
 - **Going live July 1st**
 - 614-412-1729 (toll-free)
 - M-F 10am-7pm and Weekends 8am-5pm
- To note:
 - If you applied prior to the June 20th, 9:30am and elected the mobile benefit option, but have not received an email from support@homegrownbenefits.com, please contact the Support Line number provided above.
 - If you applied prior to June 20th, 9:30am and elected the card option, your card should be going out for delivery this week!

How AAA3 Can Help:

- Assistance with completion of SFMNP application.
- General updates on application status. We will be able to tell you if the application has been approved at the state level.
- Emailing QR codes to be used in place of cards while cards are being processed and delivered.

We thank you for your continued patience as we collectively navigate this state-wide transition to modernize the Senior Farmers Market Nutrition Program. If you need guidance on who to contact and where to seek support, please contact us at (419)222-7723 and we will do our best to get SFMNP benefits in your hands as soon as possible!

Stay well!

The Nutrition Department
Area Agency on Aging 3

