

HIP Session I

- Them/Us
 - “those people”
 - Comments from shoppers/vendors
- Cultural Differences
- Language
 - On-site translators
 - Ear buds/translations or devices
- How to outreach
- Challenges:
 - How to encourage SNAP use even w/o HIP
 - Farmers have their own terminals
 - Markets match non fruits and vegetables
 - Program Basics
 - Concept of matching difficult
 - Concept of reimbursement vs. putting funds on card
 - Too complicated
 - Equipment:
 - Multiple transactions for HIP
 - Magnetic stripes didn't work
- Solutions:
 - Burlap over product until market starts
 - Give out numbers: negative comments, lines
 - Farmers had community member who helped with restocking, paid with produce
 - Add up product cost while customers are in line
- Program future:
 - Prefer cap lowered than benefit reduced
 - Seasonal vs. year round
 - Less shifts the better

HIP Session II

- Supplements to HIP
- Rockland – received SNAP approval
- Next Steps:
 - Stick to facts
 - Keep it positive
 - Flier
 - Robocall and other communication with customers on suspension
 - DTA App
 - Regional meetings
- Winter markets
 - Space issues
 - Lot of shoppers at once – vans/buses
- CSA's
 - April payments will go through for HIP
- List of adult day health care centers
- Changes to HIP benefit