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Hello Potential Participating Restaurant,

Greetings from the CalFresh Outreach Team of San Mateo County. We are currently recruiting local restaurants for the Restaurant Meals Program (RMP). This program allows CalFresh recipients who are elderly, disabled, or homeless to purchase hot, prepared meals at participating restaurants using their Golden State Advantage Electronic Benefits (EBT) card. Your business may benefit from this program by expanding your customer base while also providing a needed food resource to members of our community.

San Mateo County has over 7,000 individuals who are eligible to participate in RMP; they receive an average benefit of \$345 each month, which equates to almost \$2.5 million per month of purchasing power available to restaurants in San Mateo County! Participating restaurants will be able to accept EBT cards as a form of payment, in the same way they can accept debit and credit cards. Participating in RMP is a great way for any business to boost profits.

We would love to discuss the value of becoming a participating restaurant. If you are interested or would like more information please contact us at (650) 802-6576, or email us at HSA_CalFreshOutreach@smcgov.org.

Thank you,

Ana Torres
Human Services Supervisor
CalFresh Outreach Team of San Mateo County

See Enclosures



County of San Mateo Restaurant Meals Program (RMP) Restaurant Owner Questions & Answers

How will participating benefit my business?

Becoming a participating restaurant will increase your customer base, which will likely increase your profits. It will also allow you to help vulnerable San Mateo county residents who need hot, prepared meals. There are over 7,000 individuals in San Mateo County who can potentially spend their CalFresh benefits at your business.

What is the purpose of the Restaurant Meals Program?

The CalFresh Restaurant Meals Program is a voluntary component of the CalFresh program. It enables elderly (age 60 or over), disabled and homeless CalFresh recipients to purchase prepared meals at participating restaurants. The goal of the program is to provide a variety of nutritious meal choices to eligible CalFresh recipients who may have difficulty preparing or storing food.

What will I need to do to participate?

1. Complete an application for certification from the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). Please see their website for more information. <https://www.fns.usda.gov/snap/apply-to-accept>
2. Receive your approval and FNS number from the USDA.
3. Sign a Memorandum of Understanding (MOU) with the County.
4. Become able to receive RMP payment by integrating Golden State Advantage Electronic Benefits (EBT) card transactions into your current commercial Point-of-Sale (POS) equipment or signing up for EBT processing with goEBT.

I have more than one restaurant. Can I apply for all my restaurants to participate in the RMP?

Yes, you can apply for multiple restaurants. Only one MOU is required for two or more restaurants under the same ownership if they are all in San Mateo County and are part of the same franchise.





Are there any fees that I must pay to participate in the Restaurant Meals Program?

There are no fees/dues for the restaurant owner. However, if you choose to sign up with the State's EBT vendor you will be charged for the use of the Point-of-Sale (POS) device. To learn more, contact goEBT about the RMP:

Visit www.goebt.com

Email: info@goebt.com

Phone: (800) 277-5165

Note: If you choose to integrate EBT into your current commercial Point-of-Sale equipment, you will need to contact your equipment vendor to get information about their associated fees.

How will I know if a customer is eligible for the Restaurant Meals Program?

EBT cards work similarly to debit and credit cards. The state issued EBT equipment, or your updated EBT integrated Point-of-Sale (POS) device, has an automated eligibility identifier that ascertains if an EBT card can be processed for RMP.

How can I handle a customer whose EBT card is denied?

You may inform the customer that their account is not allowing the EBT purchase and direct them to contact the California EBT Customer Service center at 1-877-328-9677, or their local Human Services Agency at 1-800-223-8383.

How will eligible CalFresh recipients know which restaurants are participating in RMP?

Participating restaurants will receive an RMP decal for placement on their business' door or window. CalFresh recipients will be instructed to look for the logo to identify restaurants participating in the RMP. Additionally, your restaurant's name and address will be placed on a list of participating restaurants that will be provided to all eligible participants. This list will be available at SMC's Human Services Agency office, at local community organizations, or by calling 2-1-1. Additionally, the list will be accessible by community partners and advocates on the SMC CalFresh RMP Web Page <https://hsa.smcgov.org/calfresh> .

