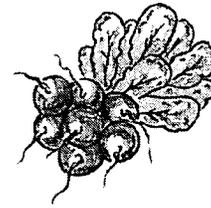


Double Up Food Bucks

Frequently Asked Questions: Customers



Field & Fork Network

Q: What is Double Up Food Bucks?

A: Double Up Food Bucks (DUFB) is a program that "matches" SNAP Card benefits spent at farmers markets. Whatever you spend on your SNAP EBT Card, you'll get a dollar for dollar match of up to \$20 in DUFB that you can spend on fresh fruits and vegetables grown in New York. So, if you spend \$20 on your SNAP EBT Card, you'll get an extra \$20 – FREE – that you can use to buy more fresh, locally-grown produce.

Q: How do I use my SNAP EBT Card at a farmers market?

Most markets have a central location where a staff person can swipe your SNAP EBT Card. You'll tell the staff person how much you want to spend on your SNAP EBT Card, and you'll get that amount of market currency that you spend like cash with the vendors that sell eligible food items. Each farmers market issues its own unique SNAP EBT Card currency - these are usually wooden, are usually worth \$1 each, and are only good at the market where you received them.

Money is deducted from your SNAP EBT Card account the day you get the tokens, whether or not you spend the market currency that day. If you don't spend all your market currency, you have two options: you can have the funds put back on your SNAP EBT Card on the same day, OR you can save the market currency and use it later. SNAP EBT Card currency can be spent any time during the entire market season. Vendors are not allowed to give you change for SNAP EBT Card currency.

Q: How do I get Double Up Food Bucks tokens?

When you use your SNAP EBT Card at a participating market, you'll automatically get an equal value of DUFB, up to \$20.

Make sure you ask for an *even* number of SNAP EBT Card benefits so we can give you the full match, since DUFB tokens are worth \$2 each. If you ask for \$15 from your SNAP EBT Card, you'll only get \$14 in DUFB tokens, but if you ask for \$16 from your SNAP EBT Card, you'll get \$16 in DUFB tokens.

Q: What can I buy with my DUFB tokens and my SNAP EBT Card benefits?

A: You can spend your DUFB on fresh fruit and vegetables that were grown in New York. Look for vendors with a "Double Up Food Bucks Accepted Here" sign. You can also use DUFB to buy plants to grow food in your own garden. You can spend your SNAP EBT Card benefits on almost anything edible at the market, except ready-to-eat prepared foods.

Q: Why can I only buy New York-grown fruit and vegetables with my DUFB?

DUFB is a program with two goals: to help low-income families access fresher, healthy foods AND to support local farmers. By spending your DUFB on New York-grown products, you're helping local farmers boost their incomes, and that is great for the WNY economy. You can still use your SNAP EBT Card benefits for other food items, like meats, cheeses, and fresh breads from the other market vendors.

Q: Do I have to sign up for something?

A: No, just come to the market and use your SNAP EBT Card. Go to the market office to swipe your SNAP EBT Card. A staff member will help you and they will record the last few digits of your SNAP EBT Card account number – this is only so that we can track how many new customers are coming because of DUFB and how many times people come back.

Q: What if I don't want to spend all my DUFB today?

A: Keep them and use them next week! DUFB are not refundable because they're free. Some people like to save up their DUFB for when their favorite fruit and vegetables are in season, and then buy large quantities to can or freeze. *The last day to use your DUFB tokens is October 31, 2014 or the closing day of the market, whichever comes first.*

Q: Why can I only get \$20 per market day?

A: DUFB has a limited budget. We want as many people as possible to get the benefit of doubling their fruit and vegetable purchasing power, and the best way to do that is to limit the amount of tokens one person can get per market visit. You can come back every week to this market, and you can visit any other participating market, and you'll get up to \$20 matched at each and every visit from now through the end of October.

Q: Can I use DUFB anywhere else?

A: No, currently DUFB tokens are only accepted at select farmers markets in WNY. Visit www.fieldandforknetwork.com for a complete list.

Q: Is it really free? Where does the money come from?

A: Yes, it's really free. DUFB is a project of Field & Fork Network, a nonprofit based in Buffalo. Our goal is to get more healthy food to WNY families while supporting New York farmers. Funding comes from different private community foundations in WNY.

Q : What is a SNAP EBT Card and how can I get one?

A: A SNAP EBT Card is the common name for the electronic benefits transfer (EBT) card used by recipients of federal food assistance benefits in New York. SNAP, the Supplemental Nutrition Assistance Program is the new name for the federal food assistance program formerly called Food Stamps.

In order to qualify for a SNAP EBT Card, you must meet certain requirements for income and expenses determined by the State of New York. To see if you qualify and apply for benefits, go to www.mybenefits.ny.gov or call 1-800-

342-3009 and press "1" for SNAP. You can also contact your local food bank for information on where to go in your community to apply for benefits, or call the United Way's 2-1-1 service (dial 2-1-1 on any phone).

DUFB is a project of Field & Fork Network; www.fieldandforknetwork.com

Visit a participating
FARMERS MARKET
near you.

YES!
THEY ACCEPT SNAP
EBT CARDS!

CHAUTAUQUA COUNTY

Downtown Jamestown Farmers' Market

Cherry Street between
3rd and 2nd Streets
June 5 - October 30 | Thursdays 12pm - 6pm

Fredonia Farmers' Market

Church Street, Downtown Fredonia
May - October | Saturdays 9am - 1pm

NIAGARA COUNTY

Lockport Community Market

Historic Canal Street
July 5 - September 27 | Saturdays 9am - 2pm

North Tonawanda Farmers' Market

Robinson Street near Payne Avenue
Year Round
Tuesdays/Thursdays/Saturdays 8am - 1pm

ERIE COUNTY

Clinton-Bailey Farmers' Market

1443 - 1517 Clinton Street
Open Year Round
Summer: May 1 - November 1
Sundays thru Fridays 7am - 6pm
Saturdays 6am - 6pm

ECMC Farmers' Market at Grider Street

Across the street from the Erie County
Medical Center (ECMC)
June 6 - October 31 | Fridays 10am - 3pm

Elmwood-Bidwell Farmers' Market

At the corner of Elmwood Avenue
and Bidwell Parkway
May 10 - November 29 | Saturdays 8am - 1pm

DOUBLE UP FOOD BUCKS runs from July 1 - October 31, 2014



Have questions? Call us! **716-465-5704** or
visit **www.fieldandforknetwork.com**

For food help contact the toll free New York State
Food Assistance Program Hotline: 877-472-8411



STRETCH YOUR

FOOD DOLLARS

Get more fruits & vegetables when you use your
NYS SNAP EBT CARD at farmers markets

JULY 1 -
OCT. 31

It's easy with **DOUBLE UP FOOD BUCKS!**

1

BRING YOUR SNAP CARD

to the farmers market office
or info booth before you shop.

How It WORKS

BUY SNAP- ELIGIBLE FOODS

at the market with your
Snap Card dollars.

2

INFO BOOTH

NEW YORK
GROWN



3



WE'LL MATCH WHAT YOU SPEND

with free Double Up Food Bucks - up to \$20, every market day.

Use them right away or later on to buy **FRESH FRUITS & VEGETABLES** grown in New York State.

YOU SPEND **\$2** **»»** WE MATCH **\$2**