



Frequently Asked Questions: Grocery

Q: What is Double Up Food Bucks?

A: Double Up Food Bucks (DUFB) is a program that “matches” SNAP EBT Card benefits spent at participating grocery stores. When you spend your SNAP Card dollars on fresh fruits and vegetables, you’ll get a dollar for dollar match of up to \$10 in DUFB that you can spend more on fresh fruits and vegetables. So, if you spend \$10 on your SNAP EBT Card, you’ll get an extra \$10 – FREE – that you can use to buy more, fresh produce.

Q: How do I earn DUFB at a grocery store?

At the register for every \$1 you spend on fresh, fruits and vegetables with your SNAP EBT card, you will get \$1 in Double Up Food Bucks to use towards the purchase of more fresh fruits or vegetables. So, if you spend \$5 on fresh fruits and vegetables using your SNAP EBT card, you will get \$5 in Double Up Food Bucks.

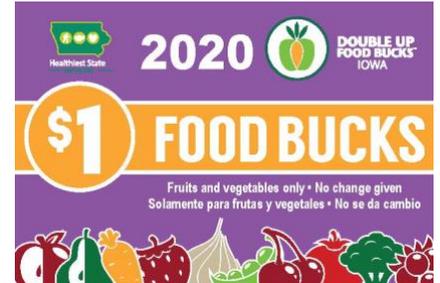
Most grocery stores have a customer service desk where you can speak with a staff member about the program. The grocery staff can help by providing you with information to help you get started shopping with Double Up Food Bucks.

Q: What can I buy with my DUFB?

A: You can spend your DUFB on any fresh fruit and vegetables. You can also use DUFB to buy plants to grow fruits or vegetables in your own garden.

Q: Do I have to sign up for something?

A: No, just come to the store and use your EBT Card to purchase fresh fruits and vegetables. Go to the grocery’s customer service desk if you have any questions. A staff member will help you and they will help you get started with the program.



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 currency is December 31, 2020.***

Q: Why can I only get \$10 per 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 number of DUFB one person can get per day. You can come back every day to the store and you'll get up to \$10 matched at each and every visit.

Q: Can I use DUFB anywhere else?

A: Yes. DUFB can be redeemed at several farmers markets, farm stands and grocery stores in Iowa. To find a location, visit www.iowahealthieststate.com/double-up-food-bucks

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

A: Yes, it's really free. DUFB is a project of Iowa Healthiest State Initiative. The goal is to get healthier food to Iowa families while supporting Iowa farmers. Funding comes from the USDA and different private community foundations and corporations throughout Iowa and beyond.

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

A: An EBT Card is the common name for the electronic benefits transfer (EBT) card used by recipients of federal food assistance benefits in Iowa. It has a picture of the Iowa horizon on it. 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 EBT Card, you must meet certain requirements for income and expenses determined by the State of Iowa. To see if you qualify and apply for benefits, go to <https://dhsservices.iowa.gov/apsspssp/ssp.portal> or call 1-855-889-7985. 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).

Additional Questions?

Don't hesitate to reach out to the Iowa Healthiest State Initiative with questions, comments, concerns or praise! Here is our contact information:

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