

## **Double Up Food Bucks**

#### 2018 TRAINING WEBINAR OVERVIEW

- 1. Welcome & Introductions

  Fair Food Network, Michigan Farmers Market Association
- 2. Intro to Double Up
- 3. Grant Process
- 4. Accessing Program Materials
- 5. Program Implementation

  Tokens, Eligible items, What happens at the market, Electronic redemption systems
- 6. Record Keeping & Reporting *Quarterly reports, Season Closeout*
- 7. Communications
- 8. Important Dates & Next Steps
- 9. Questions & Answers



## Michigan Farmers Market Association



#### **WHO WE ARE**

MIFMA advances farmers markets to create a thriving marketplace for local food and farm products

MIFMA places farmers markets at the forefront of the local food movement and works to ensure all residents have access to healthy, locally grown food and that Michigan farmers markets receive policy support

## Michigan Farmers Market Association



#### **OUR ROLE**

MIFMA is the main point of contact with Market Managers for Double Up Food Bucks 2018

- Training
- Technical assistance
- Facilitate grant process
- Monitor reporting
- Material distribution
- Communicate regularly with market managers
- Provides feedback on program design and evaluation





## **Primary Contacts**

2018

Rebecca Peña

Food Access Assistant foodaccess@mifma.org

**Joe Lesausky** 

Food Access Manager joe@mifma.org

**Amanda Shreve** 

Executive Director amanda@mifma.org

**Michigan Farmers Market Association** 

480 Wilson Road, Room 172
East Lansing, MI 48824
(517) 432-3381

www.mifma.org

Picture from MIFMA





## Fair Food Network

#### **MULTI-WIN SOLUTIONS**

Healthy Food Incentives

Grow demand for healthy, locally grown food



Fair Food Financing

> Builds systems capacity to meet that demand



## **Double Up Food Bucks**

#### A NATIONAL MODEL FOR HEALTHY FOOD INCENTIVES





Families bring home more healthy food



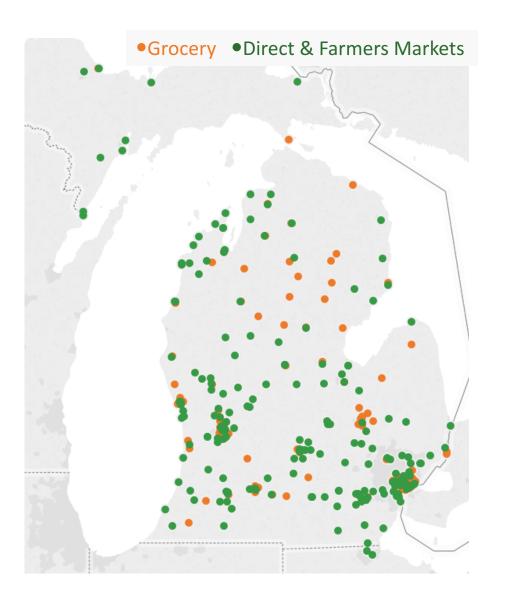
Farmers make more money



More food dollars stay in local economy, strengthening communities

# **Growth & Expansion in Michigan**

Since
2009
Double Up
has grown
from 5 to
250+ sites
statewide







# Food Insecurity Nutrition Incentive (FINI) Grants Program

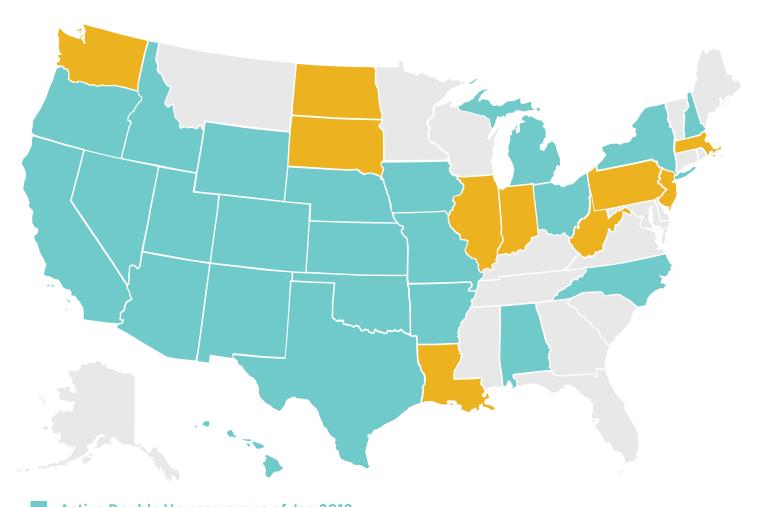
#### 2014 FARM BILL

- \$100 million, 5 years
- Competitive grants
- Requires 1-1 match
- All types of retail



## **National Work**

#### **2018 SNAPSHOT: EXPANSION OF PROVEN MODEL**





Fair Food Network supporting healthy food incentive efforts





## 2015 USDA Award

### **4-Year Large Scale Project**

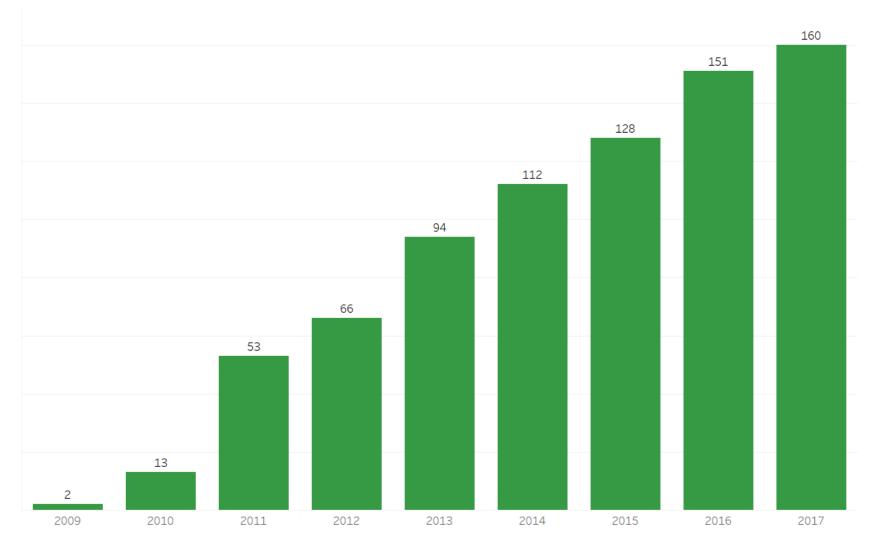
- Grow Number of Sites
- From Tokens to Technology

From Seasonal to Year-Round



## **Farmers & Direct Markets**

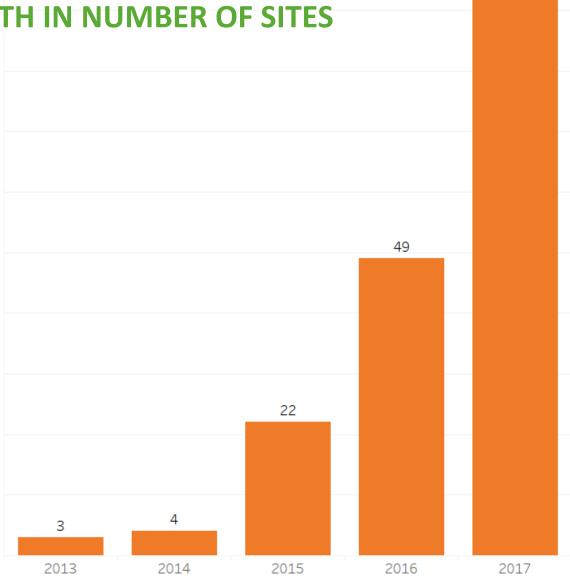
#### **GROWTH IN NUMBER OF SITES**





## **Grocery Program**





94



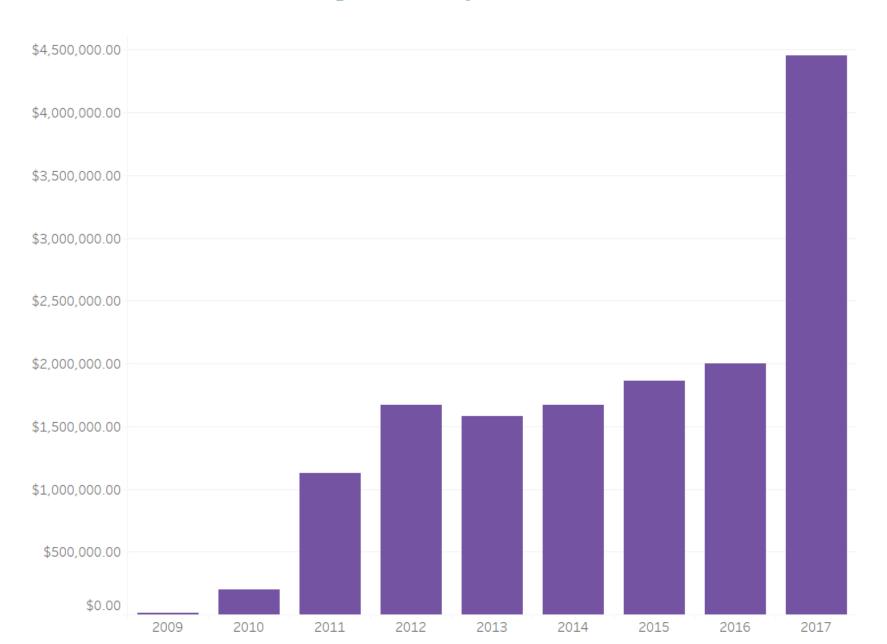
## **Grocery Program**

#### **HOW IT WORKS**

- Shoppers can spend DUFB year-round
- Earn & spend DUFB on any produce
  - Grocers required to source from Michigan producers
  - Target: 20% local by 2020 (in alignment with Michigan Good Food Charter)



## **DUFB & SNAP Spending Over the Years**





# Win / Win / Win













## **Overview**

- Annual external evaluations since beginning of program
- Gretchen Swanson Center for Nutrition: 4 years (currently in Y3)
- Mixed-methods approach





## **Evaluation: What to Expect**

Outreach from research team

- On-site data collection, including surveys and interviews with:
  - Customers
  - Vendors
  - Market managers





## **Kellie Boyd**

**PROGRAM DIRECTOR** 

kboyd@fairfoodnetwork.org

### **Lindsay Way**

**PROGRAM ASSOCIATE** 

lway@fairfoodnetwork.org





## **Grant Process**



## **Grant Process**

### Each organization managing a participating site will receive a Grant Agreement

- Read the grant agreement completely and carefully
- Outlines expectations of you and FFN
- Must be signed by an authorized representative
- Supporting documentation required
  - W-9 dated in current year OR
  - Proof of non-profit status
- Return (electronically or hardcopy) in a timely manner
- Funds disbursed after grant agreement is returned



# **Grant/Contract Process Timeline**

### **Grant/Contract Sent**

Seasonal Sites starting Today Year-Round Sites after 2017 close out

### **Grant/Contract Period**

April 1, 2018 – March 31, 2019

#### Review, Sign & Return

Read carefully, sign and return (electronically or hardcopy). Retain copy for your records

#### **Implementation Period**

April 1, 2018 – March 31, 2019

OR

Date Grant/Contract is Signed – Season End Date



## **Grant Process**

#### **Requesting Additional Funds**

- Requests can be made for additional funds if/when redemptions exceed initial grant/contract amount
- All reporting requirements must be up-to-date
- A grant/contract amendment will need to be signed and return

We want Double Up to operate at your site through the end of your season



# Accessing Program Materials www.doubleupfoodbucks.org





## Market Manager Portal

# www.doubleupfoodbucks.org





# **Program Password for all Sites**

# **Asparagus**





## What's Available?

- Training Materials
  - Training Slides
  - Reference Manual
- Reporting Tools
  - Customer Transactions
  - Sales Record Sheet
- Links to Reports
- Copies of Update Emails
- Outreach Materials

#### Welcome to the Double Up market manager portal!

Here you will find tools and templates for Double Up Food Bucks reporting, links to the monthly survey, and other helpful resources throughout the season!



#### **For Token Markets**



- D 2016 Market Monthly Reporting Schedule

- ound and Extended Season Market December Survey
- **Year-Round and Seasonal Market November Survey** November Monthly Updates
- **Year-Round and Seasonal Market October Survey**
- · October Monthly Updates
- Year-Round and Seasonal Market September Survey









## FARMERS MARKET

- 2016 Farmers Market
  - English





# Program Implementation





## **Tokens**

- You are fiscally responsible for the tokens distributed to your site(s)
- Maintain accurate records
- Conduct Accurate Counts
- Formula for determining the number of tokens expected to have on-hand:
- # Received at Start of Season
- # Distributed to Customers
- + # Redeemed (Spent)
- = Total On-Hand



## **Tokens**

#### **BEST PRACTICES**

Fair Food Network will provide silver aluminum Double Up tokens worth \$2 each



- Count your tokens before and after each market day
- Treat tokens like cash! Keep them safe, and NEVER leave them unattended at the market
- Pre-count tokens into \$20 bags
- Use counting tools like poker chip trays or a coin counter



# Tokens are Universal

# Can be used at any participating farmers market or farm stand

- Can be earned and spent on different days
- Can be earned and used at different markets
- Can be accumulated for large purchases
- Do not expire





## What Happens at the Market

#### **TOKEN DISTRIBUTION**

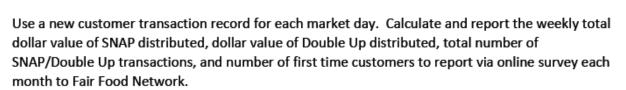
Market staff/volunteer records the following information on the Customer Transaction Record Sheet:

- a. The last 5 digits of the customer's card number
- b. The value of SNAP currency purchased
- c. The number **and value** of Double Up Food Bucks tokens given
- d. If the customer is a first-time SNAP shopper at your market yes or no
  - Ask: "Is this your first time shopping with your Bridge Card at this market?" Use these exact words.



## **Double Up Food Bucks**

#### **SNAP & Double Up Customer Transaction Record**





Market Date:	Double U	Double Up Program Week#			
*Customer Attendance:	*Vendor Attendance:	*Special Events (if any):			
*Produce Vendors:	*Other Food Vendors:	*Non-food Vendors:			
*Weather/EBT Issues:					

\*Optional metrics to report to FFN

Ask customer using these exact words:

Last 5 digits of Bridge Card #	\$\$\$ SNAP (\$ from Bridge Card)	# DUFB (# of silver tokens)	\$\$\$ DUFB (\$ value of tokens)	"Is this your <u>first</u> time using your Bridge Card at <u>this</u> market?" Yes or No
1.	\$		\$	Yes / No
2.	\$		\$	Yes / No
3.	\$		\$	Yes / No
4.	\$		\$	Yes / No
5.	\$		\$	Yes / No
6.	\$		\$	Yes / No
7.	\$		\$	Yes / No
8.	\$		\$	Yes / No
9.	\$		\$	Yes / No
10.	\$		\$	Yes / No
	-	-	-	

## **Eligible Items**

#### **ELIGIBLE**

Grown within the state where the market is located:\*

- Fruits and vegetables
- Plants that produce food
- Cut herbs, herb plants
- Mushrooms

\* If market is located in a county bordered by another state, produce from that state is also eligible

#### **INELIGIBLE**

- Honey
- Maple Syrup
- Jams and jellies
- Dried beans, produce, or herbs
- Fermented products
- Eggs
- Meat
- Bread
- Seafood
- Cider
- Nuts
- Seeds
- Non-Michigan produce



## What Happens at the Market

#### **TOKEN REDEMPTION**

✓ Sales record sheets must be submitted with your quarterly reports



### **Double Up Food Bucks**

**Farm Stand Sales Record (Token)** 

Use this sheet to record Double Up Food Bucks tokens SPENT at your farm stand by market day. Calculate and report the monthly total dollar value of Double Up redeemed (spent) via online quarterly survey to Fair Food Network.

Market Name:

Date	# DUFB Tokens Spent (# of silver tokens)	\$\$\$ DUFB Tokens Spent (\$ value of tokens)
1.		\$
2.		\$
3.		\$
4.		\$
5.		\$
6.		\$
7.		\$
8.		\$



## What Happens at the Market

#### THINGS TO CONSIDER

- You will need the information recorded on the Customer Transaction Record sheet and the Sales sheet to complete your quarterly report
- Use the record sheets provided or collect the required information using your own forms/tools



## **Electronic Redemption Systems**

#### **TALKING WITH CUSTOMERS**

- Some customers might ask if they can simply have a 50% discount on Double Up-eligible products
- Continue to hand out tokens rather than providing a discount!
- Remind customers that this is an incentive program that allows them to stretch their dollar and buy more healthy produce
- Encourage them to return to your farm stand or one of the many other locations across the state that offers the program



## **Electronic Redemption Systems**

#### TALKING WITH CUSTOMERS

Some farmers markets in Michigan are able to accept Double Up Food Bucks using a card-based electronic system

If a customer comes to your market with a Double Up card, or says they have a "Loyalty" on their Bridge Card:

- Explain that your market doesn't use an electronic system, and you do not have the technology to access their Double Up credits
- The customer can participate in the token-based system at the market. Having Double Up loyalty or a card doesn't exclude anyone from also using tokens
- Invite them to call the Double Up program hotline if they have further questions, (866) 586-2796



## **Employee/Volunteers**

#### COMMUNICATION & EDUCATION

The market is responsible for:

- 1. Ensuring the rules of the program are followed including monitoring employees and enforcing appropriate use of Double Up in the market
- 2. Displaying Double Up signs and directing customers to eligible products
- 3. Redeeming Double Up Food Bucks and documenting these transactions







# Reporting Requirements Overview

#### **Customer Distribution**

- 1. Customer Transaction Record Each Market Day
- 2. Batch Receipt or POS Report

#### Sales

1. Sales Record

### **Quarterly Reports**

Completed online

#### **Season Close Out**

Checklist of Requirements





### **QUARTERLY REPORTS**

- Due 1 week after the end of the Quarter
- Links will be posted in the Market Manager Portal and emailed to market managers
- Complete one report per location
- Enter information from Customer Transaction Record and Sales Records
- Information will be entered on a monthly basis by the calendar month
- All Double Up numbers entered should be even
- Once submitted, you will receive a confirmation email that contains your survey responses for your records



#### REPORTING ONLINE- PASSWORDS

Market managers are responsible for **two separate**, **case-sensitive passwords**:

- 1. Asparagus is used to access the Market Manager Portal. This password is the same for all managers participating in the Double Up program.
- 2. The second password is unique to each market location, and is used to access the quarterly survey. If a market operates in several locations, managers may have several different survey passwords for each location.

Market managers are responsible for recording and differentiating each password and its use.



#### ENSURING REPORT ACCURACY

- Reports should be complete, accurate and timely.
- Review report entry for accuracy prior to submission.
- Data is considered final upon submission.
- This program is made possible with the financial support of USDA, the State of Michigan, and a variety of foundation funders.
- FFN is accountable to these funders and must be able to provide this information to stakeholders.
- This information is key to **helping us tell the story** of the program at markets throughout the state!

Market

Reviewed for Accuracy by MIFMA Reviewed and Aggregated by FFN Shared with External Evaluators Submitted and shared with Funders



## **Records to Keep**

#### Records to Keep

Organizations <u>must</u> be able to provide the following documentation upon request, however Fair Food Network (FFN) will not routinely collect this documentation.

Reporting Component		
Customer Transaction Record sheet for each market day		
2. EBT Verification of SNAP sales when the Double Up program was operating at the market  a. Copy of batch report for each market day, or		
b. Monthly report from EBT processor: Report needs to provide dates of EBT transactions, total number of transactions, and total EBT sales.		
3. Vendor Reimbursement Records that show vendor Double Up token redemptions each time tokens were collected. Need to show how much each vendor redeemed in Double Up and it must be distinguished from other currencies (like SNAP).		
*Copy of Signed Vendor Agreement for each vendor reimbursed for Double Up. Markets must have a signed Vendor Agreement on file dated with the current year, prior to making any reimbursement payments		

<sup>\*</sup>Only applicable to farmers market sites where the grantee/contractor is reimbursing individual vendors. Not applicable to sites (like farm stands and mobile produce delivery models) where no reimbursement occurs.

## Records to **Submit**

#### Records to Submit

	Reporting Component	
1	Online reports for each quarter that the market operated the program between April 2017 and March 2018	
4.	payment, amount or payment for tokens redeemed. Needs to include: vendor name, date of payment, amount or payment that represents Double Up reimbursement, check number OR vendor signature/initials that payment was received. It is preferred that this documentation be uploaded to each quarterly online report.	
3	Complete a Market Manager Survey. Questions regarding your feedback on program implementation will be asked. Completing this survey by November 30, 2017 is an expectation for all participating markets.	
	Fair Food Network (FFN) requests that you also provide a response to MIFMA's Year-End survey of markets accepting SNAP.	
4	Report or Return Tokens. Each market must count all tokens and report the total number of tokens on hand at the end of the season.	
	a. The expected amount of tokens is calculated as:	
	<ul> <li>Starting token count, minus the amount distributed to SNAP customers, plus the amount redeemed by vendors</li> </ul>	
	<ul> <li>If the amount your market has on hand differs by more than 5% from the expected amount, explanation will be sought for the discrepancy</li> </ul>	
	b. If you are instructed that tokens need to be returned, tokens can be returned at one of MIFMA's Year-End meetings or can be shipped following the directions for shipping records below. You must choose a shipping option that allows you to track your shipment and acknowledge that you are responsible for the tokens until they are delivered.	

<sup>\*</sup>Only applicable to <u>farmers</u> market sites where the grantee/contractor is reimbursing individual vendors. Not applicable to sites (like farm stands and mobile produce delivery models) where no reimbursement occurs.



#### RECORD SUBMISSION

#### 1. Electronic submission of Documentation

a. Email documents to Rebecca Peña at <a href="mailto:foodaccess@mifma.org">foodaccess@mifma.org</a>. If documents are too large (or too numerous) to email, you can request a link to upload your records directly to a secure online folder.

#### 2. In-Person at one of MIFMA's Year-End Meetings

a. MIFMA will be hosting two year-end meetings for farmers markets that accept food assistance benefits and both are opportunities for markets to turn-in materials. Meeting schedule and locations are to be determined. Learn more and register at <a href="http://mifma.org/events/">http://mifma.org/events/</a>.

#### 3. Mail: FedEx, USPS or UPS

You must retain a copy of any Double Up records sent by mail and track your shipment. Hard copy records can be shipped to:
 Michigan Farmers Market Association
 480 Wilson Road, Room 172
 East Lansing MI 48824



#### WHAT HAPPENS AFTER MY SITE SUBMITS DOCUMENTATION?

- 1. MIFMA will inventory all documentation and online reports, request missing components, check for accuracy and clarify any questions
- 2. MIFMA will send an email listing the total dollar value of Double Up incentives spent at your market from your sites's online reports and the total number of tokens on-hand based on the amount reported by your market. You will have 10 days to review and respond before the market is closed out for the season.
- 3. We expect that we can allow markets to retain unused incentive funds and roll them over to 2019. Can be returned if preferred.





## **Communications**





## **Site Information**

**KEEP IT UP-TO-DATE!** 

Submit updates via email to MIFMA; changes will be reflected on both:

- MIFMA's "Find a Farmers Market" feature
- Double Up website locations



# 4 Ways to Promote Double Up in Your Community



## Distribute a press release

**Download template** from the Market Manager Portal

## FOR IMMEDIATE RELEASE

CONTACT			
NAME	F		
	EMAIL	XXX. XXX.	XXXX

## Double Up Food Bucks Starts June <mark>X</mark> at <mark>XX</mark> Michigan's statewide program improves healthy food access, supports farmers

JUNE X, 2016 | YOUR CITY, Michigan – Michigan's statewide healthy food incentive program, Double Up Food Bucks is coming to name of your market starting DATE. A program of Ann Arbor-based Fair Food Network, Double Up Food Bucks increases low-income shoppers' purchasing power for fruits and vegetables while supporting Michigan growers.

"TKTKTKTKT," said Name, Title at Organization. A quote from either the local market manager or other local lead noting how long market has been running Double Up and the impact experienced for families,

Here's how Double Up works: A family, for instance, that spends \$10 in SNAP benefits at a participating site receives an additional \$10 in free Double Up Food Bucks to spend on locally grown fruits and Vegetables. (SNAP stands for the Supplemental Nutrition Assistance Program, formerly known as food

The wins are three-fold: low-income families eat more healthy food, local farmers gain new customers and make more money, and more food dollars stay in the local economy. Each has a ripple effect of

"Double Up Food Bucks creates the kind of win/win solutions we need: more nutritious food for lowincome families and more revenue for local famers resulting in healthy people and resilient rural and urban communities alike," said Oran B. Hesterman, president and CEO of Fair Food Network.

Since its launch in 2009, Double Up has grown from five farmers markets in Detroit to a statewide success story in more than 150 sites across the state including farmers markets, grocery stores, mobile markets, and a network of farm stands. To date, SNAP shoppers have spent more than \$8 million in combined Double Up and SNAP benefits on healthy food. More than 1,000 Michigan farmers participate annually. Other states are now bringing this proven model to their communities. This year, Double Up programs will be running in 19 states across the country with support from Fair Food Network.

Market days are XX; hours are XXam-XXpm. For a complete list of participating Double Up sites and hours of operation, visit www.doubleupfoodbucks.org. ###

About YOUR ORG/MARKET

Boilerplate

About Double Up Food Bucks



# #2 Post on social media

 Graphics and text templates in the Market Manager Portal





You can get more fruits & veggies with Double Up Food Bucks!



#### Find a location today.

Learn more about Double Up Food Bucks and how it works!

DOUBLEUPFOODBUCKS.ORG/LOCATIONS/



Want to double your grocery dollars? You can with Double Up Food Bucks!



Find a location today.

Learn more about Double Up Food Bucks and how it works!

DOUBLEUPFOODBUCKS.ORG/LOCATIONS/

# #3 Use printed materials

- Distribute flyers to community partners
- Plaster the town!



Get FREE fruits & veggies with DOUBLE UP FOOD BUCKS







## **HAVE A BRIDGE CARD?**

Get FREE fruits & veggies with DOUBLE UP FOOD BUCKS





BUY \$1

GET \$1



#### **HERE'S HOW DOUBLE UP WORKS**

#### **FARMERS MARKETS**



GET STARTED!



**GROCERY STORES** 

SHOP FOR PRODUCE



BUY \$1
WITH YOUR
BRIDGE CARD



IBLE FOODS BUY FRESH SE CARD WITH



GET \$1 FREE DOUBLE UP FOOD BUCKS



DOUBLE UP FOOD BUCKS
FOR FRESH
FRUITS & VEGGIES





 $\textbf{Have questions?} \ Double Up Food Bucks.org \ | \ 866.586.2796 \ | \ info@double up food bucks.org$ 











For other food assistance, contact the toll free Michigan Food Assistance Program Hotline: 855.ASK.MICH

## **Communications**

#### **PRINT RESOURCES**

- Large community flyers
   General program info
  - Spanish, Russian, Arabic, Vietnamese, Bosnian, Mandarin
- Tear-off flyers
   Two-sided; infographic with "how it works"

information

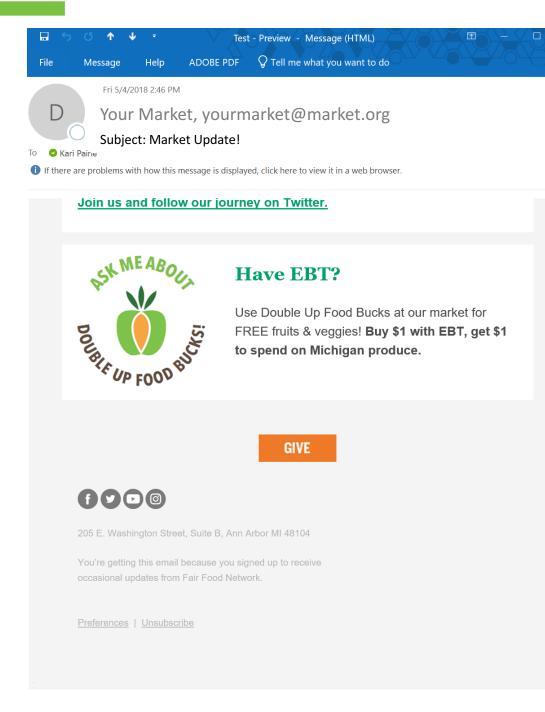
Spanish and Arabic





# #4 Add Double Up to YOUR materials

- Email newsletter
- Add logo to your signs and posters
- Direct people to doubleupfoodbucks.org





# Easy Ways to Promote Double Up in Your Market



## Marketing **Materials**

- **Flyers**
- **Posters**
- **Vendor Signs (as** requested)



## **HAVE A BRIDGE CARD?**

**Get FREE fruits & veggies** with DOUBLE UP FOOD BUCKS





#### **FARMERS MARKETS**

Visit the info table first to get started. Buy any SNAP eligible foods with your Bridge Card and get FREE Double Up Food Bucks to spend on Michigan grown, fresh fruits & veggies.

#### **GROCERY STORES**

Buy fresh fruits & veggies with your Bridge Card and get FREE Double Up Food Bucks to spend on more fresh fruits & veggies.

Have questions? DoubleUpFoodBucks.org | 866.586.2796 | info@doubleupfoodbucks.org

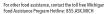














## Additional Materials Available Online

- Bigger signs for sandwich boards/windows
- Banners





## **Communications**

#### **OUTREACH EFFORTS**

- Community partners can request free materials to distribute!
  - Direct them to the **Get Involved** page of <u>www.doubleupfoodbucks.org</u> or invite them to call the Hotline at 866-586-2796

- Sign up for regular e-updates from Fair Food Network!
  - www.fairfoodnetwork.org





## Additional Resources



## **Additional Resources**

### **PRODUCT ELIGIBILITY GUIDE**



<sup>\* 50%</sup> of the ingredients (by weight) must be produced by the Hoophouses for Health farmer



<sup>\*\*</sup> WIC Project FRESH can only be used to purchase the following herbs: Chives, Cilantro, Dill, Lemon Grass, Marjoram, Mint, Oregano, Parsley, Rosemary, Sage, Summer Savory, Sorrel, Tarragon, and Thyme



## Important Dates & Next Steps



## **Important Dates and Next Steps**

**ASAP** 

Sign and Return Grant/Contract Agreement

**Get the Word out to Your Community!** 

**Season Start Date** 

**Begin Implementation** once your Grant/Contract Agreement has been signed and returned

**Season End Date** 

Market End Date or March 31, 2019

Season Close Out Expected by 30 days later



## Reporting Schedule

Mark your calendars!

First Quarter:

April 1 – June 30

Report Due: July &

Third Quarter:

October 1 – December 31

**Report Due: January 7** 

Second Quarter:

July 1 - September 30

**Report Due: October 7** 

Fourth Quarter:

January 1 – March 31

**Report Due: April 1** 





## **Questions?**

