

# Client Guide to Senior Project FRESH

## How To Use Your Coupons

1. Please fill out the application form completely. If you need help, ask the staff person to assist you. At minimum, we need your birth year and a signature.
2. Please sign the coupon book(s) you are given. If you have a proxy, they also need to sign the front cover of the coupon book.
3. You may only use your coupons for Michigan-grown, unprocessed items such as fruits and vegetables. You may also use them for herbs, spices and honey.
4. You may **NOT** use them to buy eggs, cheese, dairy products, bakery items, plants, cider, jams, jellies, prepared, canned or dried foods, flowers, or anything else that is not listed on your eligible items list.
5. Please **DO NOT** ask the farmer or market to sell you things that are not eligible.
6. The coupons are like cash; do not give them to others or leave them unattended.
7. You can use your coupons at **any** Michigan Farmers Market that displays the sign "SENIOR PROJECT FRESH/MARKET FRESH WELCOME HERE". Each coupon is worth \$2.00.
8. After you make your selection, sign the appropriate number of coupons. The Farmer will compare the signature to the one on the front of your book.
9. You cannot get change back from your coupons. You may put cash with the coupons for the best use of your coupons. For example, if your purchase totals \$5.25, give the farmer 2 coupons (\$4.00) and \$1.25 in cash. Your other option is 3 coupons, and you would lose \$.75 cents.
10. All coupons must be spent by October 31<sup>st</sup>.
11. If at anytime during the season you become unable to get to the market, please call the issuing agency to have a proxy added to your coupon book and application.
12. If at anytime during this process you feel you have been discriminated against, or would like to file a complaint, please see instructions below.

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the [State Information/Hotline Numbers](#) (click the link for a listing of hotline numbers by State); found online at [http://www.fns.usda.gov/snap/contact\\_info/hotlines.htm](http://www.fns.usda.gov/snap/contact_info/hotlines.htm).

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