



Arkansas Department of Health WIC Program

Civil Rights Training

Making a Difference for Families

Civil Rights Training

The United States Department of Agriculture (USDA) Food and Nutrition Services (FNS) and the Arkansas WIC Program are committed to assuring that Title VI of the 1964 Civil Rights Act shall guide the provision of WIC services.

“No person in the United States shall be discriminated against on the grounds of race, color, national origin, sex, age, religion, or disability or be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity.”

Civil Rights Training

The purpose of this training is to provide information to aid in protection of the Civil Rights of WIC Participants and to provide guidance in the fair administration of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

Civil Rights Training

Training Timeline Requirements

Civil Rights Training must be conducted at least one time per federal fiscal year for all staff members who have any contact with WIC applicants/families.

Civil Rights Training Topics

Civil rights training topics include, but are not limited to:

- Nondiscrimination Statement
- Public Notification and Outreach
- Data Collection
- Civil Rights Complaint Procedure
- Fair Hearing Procedure

Non-Discrimination Statement

ADH WIC Program Non-Discrimination Statement

“In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating 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.)**”

Non-Discrimination Statement

Discrimination

Discrimination simply means to treat people differently and less favorably based on their race, color, national origin, age, sex, disability, religion, political beliefs, marital status, familial or parental status, sexual orientation, income, or genetic information.

Public Notification and Outreach

All forms of public notification and outreach materials must inform participants and applicants, particularly minorities, of their program rights and responsibilities, their protection against discrimination, and the procedure for filing a complaint.

Public Notification and Outreach

Public Notification and Outreach materials include all information sheets, brochures, publications, posters, and public announcements that inform the public about the WIC Program's benefits or eligibility criteria. Any materials that are considered Public Notification or Outreach must contain the following non-discrimination statement:

Public Notification and Outreach

“In accordance with federal law and U.S.

Department of Agriculture policy, this institution is prohibited from discriminating 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.)”**

Public Notification and Outreach

Mandatory Minimum Statement

If the material is too small to permit the full statement to be included, at minimum, include the following statement in print no smaller than the text:

USDA is an equal opportunity provider and employer

Data Collection

Policy

We are federally required to collect racial and ethnic data in accordance with FNS Policy.

This data is collected to determine how effectively the WIC and Farmers Market Programs are reaching potential eligible persons and beneficiaries, identify areas where additional outreach is needed, and assist in the selection of locations for compliance reviews.

Data Collection

Obtaining Ethnic/Racial Data

- All applicants are asked to **identify** their **race** and **ethnicity**.
- The LHU staff receiving the information **must not second guess** or in any other way **change or challenge a self-declaration** made by the applicant as to his or her race or ethnic background.

Data Collection

- However, if an applicant **refuses** to identify their race and ethnicity, you must explain and they understand that the collection of this information is strictly for statistical reporting requirements and has no effect on the determination of their eligibility to participate in the Program.
- If an applicant continues to refuse to disclose the information, **visual identification** by a staff member must be used to determine the person(s) racial and ethnic category. The staff member must **document** in General Notes that Ethnicity/Race was not self-declared.

Data Collection

Ethnic Categories

- **Hispanic or Latino**

- A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term "Spanish Origin" can be used in addition to "Hispanic or Latino."

- **Not Hispanic or Latino**

* Only **ONE** category may be selected.

Data Collection

Racial Categories

The participant or representative of participant may choose one or more of the following racial categories:

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Pacific Islander
- White

Data Collection

ADH WIC Policy

Please refer to the ***WIC online Policy and Procedure Manual***, Civil Rights Section, for detailed instructions on Data Collection.

Complaint Procedures

All applicants/participants have the right to file a complaint alleging discrimination based on race, color, national origin, sex, age, or disability.

Complaints must be made within **180** days of the alleged action.

Complaint Procedures

Notification Requirements

- You must permanently display the “**And Justice for All**” poster in the WIC waiting area(s) of your clinic for all WIC applicants/participants to see.
- You must permanently display the “**Fair Hearing**” poster in the WIC waiting area(s) of your clinic for all WIC applicants/participants to see.
- **Complaint Forms** (MCH: WIC-14) must be available in the **waiting area** for all WIC clinics.

Complaint Procedures

Handling Civil Rights Complaints

- All WIC employees are required to accept and process upon receipt, all complaints relating to the WIC Program. Complaints may be made in person, by phone, or in writing.
- All complaints alleging discrimination on the basis of race, color, national origin, age, sex, or disability, either written or verbal, must be submitted to the WIC State Office within 24 hours upon receipt.

Complaint Procedures

Handling Civil Rights Complaints

A WIC participant may file a Civil Rights program complaint of discrimination in the following ways:

- Complete the USDA program Discrimination Complaint form online at http://www.ascr.usda.gov/complaint_filing_cust.html or at any USDA office or call (866) 932-9992 to request the form.
- Write a letter containing all of the information requested in the complaint form or letter and send by mail to USDA, 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.

Complaint Procedures

- Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint may contact USDA through the Federal Relay Service at (800)877-8339 or (800) 845-6136 (in Spanish).
- Persons with disabilities who wish to file a program complaint who require alternative means of communication for program information (e.g., Braille, large prints, audiotape, etc.) may contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer

Complaint Procedures

Civil rights complaints may also be forwarded to

Civil Rights Coordinator
WIC Program
Arkansas Department of Health
5800 West 10th Street, Suite 810
Little Rock, AR 72204

Or call

1-800-462-0599

Fair Hearing

A Fair Hearing is...

A review of disputed WIC Program actions or decisions which affect participation of vendors or participants.

Fair Hearing Procedure

A request for a fair hearing is...

A clear expression by the individual, the parent, guardian, caretaker, or other representative, that an opportunity to present his or her case to a higher authority is desired.

* All requests for hearing are made **within 60 days** after denial or termination of WIC services.

Civil Rights Training

Remember...

As employees of the State of Arkansas we are **public servants**. Our duty as public servants is to treat all people with the **highest level of dignity and respect**.

Questions/Comments

Contact

Mitzi Fritschen

Mitzi.Fritschen@arkansas.gov

(501)661-2156

Regional WIC Coordinators:

Central: Carol Waller (501) 280-4933

Northeast: Tena McCoy (870) 236-7782

Northwest: Gwen Williams (479)770-6232

Southeast: Donna Speight (870) 256-4430

Southwest: Barbara Claybrook (870)777-2191