



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.

# 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

## Title VI

### The Civil Rights Act of 1964

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

# 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 basis of race, color, national origin, sex, age, or disability.”

# Non-Discrimination Statement

## **Discrimination**

Discrimination simply means to treat people differently and less favorably based on their race, color, national origin, age, sex or disability.

# 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 as 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 basis of race, color, national origin, sex, age, or disability.”

# 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...

***"This institution is an equal opportunity provider and employer"***

# Data Collection

## **Policy**

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

This data is collected to determine how effectively the WIC and Farmers Market Program is 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 the Ethnic/Racial Data

- Therefore, 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. 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**

***\*Remember only ONE category can 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 a 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

To file a complaint of discrimination, complainant can write:

USDA

Director, Office of Adjudication

1400 Independence avenue, SW

Washington, DC 20250-9410

Or call toll free (866) 632-9992 (voice); (800) 877-8339 (relay voice users); or 800-845-6136 (Spanish relay voice users)

***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 10<sup>th</sup> 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 request 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](mailto:Mitzi.Fritschen@arkansas.gov)

(501)661-2508

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