

2016 Local Agency Annual Civil Rights Training



All WIC staff members are required to complete civil rights training annually. Local WIC agencies are required to record all staff's completion of civil rights training. All WIC staff members are responsible for knowing and complying with all civil rights regulations affecting the WIC program.

WIC staff members: Read over the following information, complete the post test questions, and notify your supervisor when you've completed the training.

Supervisors: Record all staffs' completion in the Staff Training section in Compass Operations.

Collection of racial and ethnic data

USDA mandates collection of racial and ethnic data of every WIC participant. This data is collected for statistical purposes and helps ensure that no ethnic or racial group is discriminated against in outreach or participation.

To collect this information, ask participants to self-identify their race and ethnicity. If a participant is unwilling to do this, perform a visual assessment and record your assessment of the participant's race and/or ethnicity in the Enrollment pop-up within the New Member/Proxy screens.

Public Notification

The State Office and Local Agencies must conduct annual outreach efforts designed to make all eligible persons aware of the availability of WIC services and how to enroll.

Protected Classes and the Non-discrimination Statement

The protected classes for WIC under Civil Rights Law are: race, color, national origin, sex, disability and age. The non-discrimination statement also includes protection for reprisal or retaliation for prior civil rights activity.

All informational materials, including websites, must contain the statement of non-discrimination that reads:

In accordance with Federal civil rights laws and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

*(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;*

(2) Fax: (202) 690-7442; or

(3) Email: program.intake@usda.gov.

The WIC Program is an equal opportunity provider.

However, when space prohibits use of this statement, the following minimal statement may be used:

The WIC Program is an equal opportunity provider.

The WIC non-discrimination poster, *And Justice for All* must be displayed in a prominent place in all clinics for easy viewing by both participants and staff. Local WIC clinics will receive a supply of revised posters soon.

Complaint Procedures

If a participant believes that they have been discriminated against they have a right to file a complaint within 180 days of its occurrence. Should a participant request to file a discrimination complaint with USDA directly, instruct him or her to complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.htm), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.htm. If the individual makes a verbal complaint, or provides a written complaint form to the clinic, staff must: 1) document in the Compass Customer Service Log, and; 2) **forward the written complaint form to the CO WIC Civil Rights Coordinator at State Office within 2 days of initial report.** The CO WIC Civil Rights Coordinator will forward it to USDA within 5 days of initial report.

Complaint Tracking

Local Agencies are required to follow up on all complaints and document the follow-up plan in the Compass Customer Service Log Resolution Text box. Follow up may entail clarifying the complaint with the participant, speaking with local staff, communicating with the appropriate person(s) at the State Office, (i.e., State Nutrition Consultant, Civil Right Coordinator, etc.), and developing a corrective action plan. Additional guidance for complaint procedures and complaint tracking can be found in the Civil Rights section of the *Colorado WIC Program Manual*.

Reasonable Accommodation of Persons with Disabilities

Local Agencies must make reasonable accommodations for person with disabilities. This means that participants with disabilities must have access to programs and services. If a local agency is unable to provide easy access to clinic facilities, other accommodations may be made (see the Civil Rights section of the *Colorado WIC Program Manual*).

Limited English Proficiency

Local Agencies must ensure that interpretative services are available for participants with limited English proficiency. This includes any individual who does not speak English as their primary language and has a limited ability to read, write and understand the English language.

Fair Hearing

Participants must be advised of their right to a Fair Hearing and the procedures to follow to obtain a fair hearing if they disagree with any decision that affects their WIC eligibility or WIC benefits. Information on Fair Hearings is on the *WIC Participant Rights and Responsibilities* form and the Colorado WIC website.



Post test: Circle the correct responses

1. Which of the following is not a protected class for WIC under the Civil Rights Law? (circle all that apply)

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|--------------------|----------------------|
| a. Age | e. Disability |
| b. Race | f. Political Beliefs |
| c. National Origin | g. Color |
| d. Sex | h. Religion |

2. True / False: The employee break room is an appropriate place to hang the *And Justice for All* poster.

3. True / False: Local agencies should determine the validity of a civil rights complaint and then decide whether or not to forward the complaint to the State Office.

4. True / False: The collection of racial and ethnic information about WIC participants is for statistical purposes.

5. True / False: If a participant states they feel discriminated against because they have a disability, they should be directed to complete the USDA Program Discrimination Complaint Form.

Name: _____

Date: _____

Answers:
1. f, h 2. False 3. False 4. True 5. True