SESSION AGENDA

- Participant Rights and Responsibilities
- National Voter Registration Act (NVRA)
- Program Notifications
- Civil Rights

SESSION OBJECTIVES

- Participant Rights and Responsibilities
  - Transfer of Certification
- National Voter Registration Act (NVRA)
- Program Notifications
- Civil Rights
PARTICIPANT RIGHTS & RESPONSIBILITIES

• Entitled to certain rights and information
• Expected to accept responsibilities of participation

The applicant/participant/parent/guardian/caretaker must:
• Read themselves or have read to them in language of preference
• At initial certification and each subsequent certification

Local Agency staff must:
• Seek assurance of understanding from the applicant/participant/parent/guardian/caretaker
• Obtain signature on signature pad to indicate the applicant/participant/parent/guardian/caretaker has provided
• Accurate information
• Understands his/her rights and responsibilities as related to WIC Program
• Understands his/her right to a fair hearing.

WIC Program Manual: Chapter 6D

1. Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, natural origin, age, disability, or sex.

2. I have applied to receive WIC benefits from the Federal Government. Program Officials may check the truth of the information I have provided. I verify that the information I have provided to decide my eligibility is correct.

3. The local agency will decide whether I may receive WIC benefits. To appeal the decision, I must ask for a fair hearing no more than 60 days after the local agency tells me the decision.
4. The local agency will offer me health services and nutrition education and will encourage me to participate in these services.

5. Lying and hiding or withholding facts may mean that I will have to repay, in cash, the State Agency for the value of foods that I should have not received. I may be charged with breaking state and federal law. I certify that do receive benefits from another WIC clinic.

6. The WIC Program may give information to other public organizations designated by the state health officer to enhance the health, education, or well-being of WIC applicants and participants. I understand that the organizations may contact me, but they may not give my information to anyone else without asking my permission.

7. Exchanging the NC eWIC card, WIC foods and/or formula, for cash, credit, non-food items, or non-WIC food, is a violation subject to federal and state sanctions.
PARTICIPANT RIGHTS & RESPONSIBILITIES

TRANSFER OF CERTIFICATION

8. The local agency may routinely ask me about my plans to move out of state. I am aware that I may obtain free of charge the Out of State Transfer Information Sheet that serves as Verification of Certification. This document contains key family information in an effort to minimize disruption in my WIC services when transferring out of state.

RIGHTS & RESPONSIBILITIES SUMMARY

PROXY DESIGNATION

PROXY: any person designated by a participant, parent/guardian or caretaker of an infant or child participant, who is authorized to obtain and redeem food benefits on behalf of the participant.
**RIGHTS & RESPONSIBILITIES SUMMARY**

- WIC staff must consistently communicate the applicant/participant Rights and Responsibilities
- Assure understanding of WIC Program:
  - Give a brief summary after the applicant/participant reads the full statement
  - Use open-ended questions to obtain confirmation of understanding
- Investigate and take appropriate action
- Document suspected abuse
- Discuss situation with those involved with witness present
- Allow participant to make a statement
- Determine appropriate sanctions
- WIC Program Manual Chapter 8F

**SESSION AGENDA**

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WIC Program must offer the opportunity to register to vote at:
- Initial Certification
- Subsequent Certification
- Change of:
  - Address
  - Name

NATIONAL VOTER REGISTRATION ACT (NVRA)

Staff ask THE question

Voter Preference Form completed

Voter Registration Application provided, completed, and collected

Country Board of Elections (within 5 business days)
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REQUIRED NOTIFICATIONS

- Application Ineligibility
- Subsequent Certification Due
- Mid-Certification Assessment Due
- No Longer Eligible/Termination Due
- Missed Initial Certification Appointment
- Missed Subsequent Certification Appointment

Refer to Chapter 6D Attachment

APPLICATION INELIGIBILITY NOTICE

- Provided at initial and subsequent certification if found ineligible
- Printed from Income or Certification screen on Crossroads
- Notify the applicant of:
  - Reason for ineligibility
  - Civil Rights
  - Right to a fair hearing
### NC WIC PROGRAM NOTICE

- Subsequent Certification Due
- Mid-Certification Assessment Due
- If participant is No Longer Eligible/Termination Due
- Notifies Participant of:
  - Need for Subsequent or Mid-Certification Appointment
  - If participant is no longer eligible
  - Civil Rights
  - Right to a fair hearing

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### SESSION AGENDA

1. Participant Rights and Responsibilities
2. National Voter Registration Act (NVRA)
3. Program Notifications
4. Civil Rights

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### CIVIL RIGHTS & PRIVACY

- All WIC staff must complete annual civil rights training
- Protection of civil rights is a responsibility of all WIC staff
CIVIL RIGHTS & PRIVACY

- Nondiscrimination Policy
- Public Notification
- Collection & Reporting of Racial and Ethnic Data
- Discrimination Complaints
CIVIL RIGHTS & PRIVACY
WIC MUST COLLECT ETHNIC AND RACIAL DATA

SUMMARY

Discrimination Complaints
Applicants and participants may file complaints within 180 days of alleged discrimination

WIC Program Manual: Chapter 4, Section 4
SUMMARIZE THE WIC PROGRAM WITH PARTICIPANTS

- Purpose of WIC
- Purpose of nutrition assessment
- Role of WIC staff
- Food benefits
- Certification period

APPLICANT & PARTICIPANT CERTIFICATION SUMMARY

- Offer transfer information
- Offer voter registration
- Participant rights and responsibilities
- Participant notifications
- Right to a Fair Hearing

ENSURE PARTICIPANTS ARE AWARE OF THE FOLLOWING:

- WIC does not discriminate
- Applicants must provide accurate information
- Eligibility is determined
- WIC will not share your information
- WIC benefits
QUESTIONS?

USDA NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law 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, (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

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

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