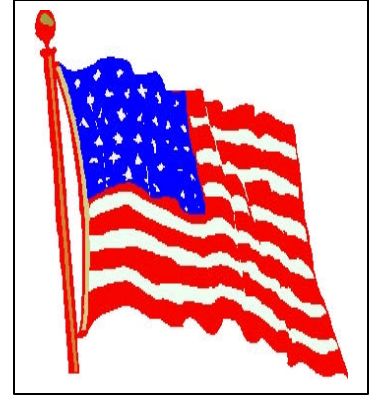


Louisiana WIC Program



# Annual Civil Rights Training

*A Guideline  
For Educating WIC Employees  
On Civil Rights Policies and Procedures*

**2003**

*The Louisiana Office Of Public Health WIC Program provides WIC benefits without regard to race, color, national origin, sex, age or disability.*

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## **WELCOME Louisiana WIC Employees**

Welcome to your annual civil rights training for **2003**! This training has been developed to update you on the civil rights policies and procedures of the Louisiana WIC Program and to educate you on the extended history of Civil Rights Laws. This training is a federally mandated training for all WIC employees.

### **Training Method:**

The module that you have before you allows you, the learner, to move at your own pace within a certain time frame. This means that you may go back and a review each section at any time you wish to do so.

### **CIVIL RIGHTS TRAINING: THE PURPOSE**

The purpose of this training is to provide you with the information that you will need to protect the Civil Rights of our applicants/participants and to guide you in the fair administration of the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).

The USDA Food and Nutrition Service (FNS) mandates that Civil Rights training be conducted annually to inform and update state and local agency staff of their obligations under the Civil Rights laws and regulations. New Employees are also required to complete this Civil Rights Training Module within 1 month of the start date of their employment.

### **Mandatory Documentation of CR Training**

The Federal and State Management Evaluation will evaluate documentation of both the Annual and New Employee training. Each WIC clinic should maintain a civil rights training file that includes completed signature sheets for both annual and new employee civil rights training. A copy of the signature sheets must also be faxed to the WIC State Agency by the imposed deadline. Blank signature sheets are located in the back of this module for your convenience.

Most importantly, this training has been developed to educate you, the WIC Employee, on the history and basis of Civil Rights laws and legislation as well as the diversity of the population that you work with.

There are "Civil Rights Stories" and pictures that are featured throughout this module. These have been included to educate you on the basic history of some of the most crucial Civil Rights laws and legislation. They are a tribute to the heroes and protectors of the basic civil rights legislation that we benefit from today.

### **Materials You Will Need:**

WIC Policy Manual: Chapter 5 "Civil Rights, Complaints and Fair Hearings"  
Chapter 9 "Determination of Eligibility"

## *A Civil Rights Story:*

### ***Rosa Parks and the Montgomery Bus Boycott 1956***

In 1955, Montgomery, Alabama had a municipal law, which required black citizens to ride in the back of the city's buses. On December 1<sup>st</sup> of that year, Mrs. Rosa Parks, a forty-two year old seamstress, boarded a city bus and sat in the first row of seats in the black section of the bus. When some white men got on the bus, the driver ordered Mrs. Parks to give up her seat and move back. She refused to move, and the driver called the police to have her arrested.



Upon her arrest, the leaders in Montgomery's black community saw the incident as an opportunity for staging a protest against the city's segregation laws. The Reverends Ralph Abernathy and Martin Luther King met with Jo Ann Robinson (head of the Women's Political Council) and E.D. Nixon (an official with the NAACP). The purpose of the meeting was to plan a large-scale boycott against the Montgomery city bus lines. Later on in the month of December, over 90 percent of the blacks who usually rode the buses joined in the boycott and found other means of transportation.

The Montgomery bus Boycott was a very significant event in the civil rights movement, which spanned the 1950's and 60's. The boycott was important because it caught the attention of the entire nation. People around the country were made aware of the event because it was launched on such a massive scale and lasted for more than a year. The Montgomery Bus Boycott set the stage for other civil rights activism that was to follow and gave the late Martin Luther King Jr a position of leadership within the national movement.

## **WIC and the Title VI of the Civil Rights Act of 1964**

### ***What Does Civil Rights Law have to do with WIC?***

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

**Title VI of the Civil Rights Act of 1964** states that *“no person in the United States shall be discriminated against on the grounds of race, color or national origin, sex, age, religion or disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.”*

**Title VII of the Civil Rights Act of 1964** (Title VII) bars an employer from discriminating against an individual on the basis of race, color, religion, sex, or national origin. The Equal Employment Opportunity Commission (EEOC), established by Title VII, enforces this law.

*A Civil Rights Story:*


***The Original Four and a Woolworth's Lunch Counter***



**February 1, 1960**

After passing by Ralph Johns' store on Market Street in Greensboro, North Carolina, Ezell Blair Jr, David Richmond, Joseph McNeil and Franklin McCain entered the Elm Street Woolworth's at 4 p.m. and purchased school supplies and "sundry" items. They then approached the lunch counter and ordered coffee at 4:30 p.m. They were refused service. The four remained in their seats until closing at 5 p.m.

*The table below lists the events that followed the Greensboro Sit-in*

<p><b>February 2<sup>nd</sup>, 1960:</b></p> <p>Twenty-five men and four women entered Woolworth's and continue the sit-in.</p>	<p><b>February 3<sup>rd</sup>, 1960:</b></p> <p>Students occupied 63 of the 65 seats available at the Woolworth's lunch counter.</p>	<p><b>February 5, 1960:</b></p> <p>More than 300 students took part in the protest. Sit-ins began at the S.H. Kress store across the street.</p> 	<p><b>3<sup>rd</sup> week of February, 1960</b></p> <p>Demonstrations moved to other states throughout the South. Support of picketing had begun in Northern cities against Woolworth's and other chain stores.</p>	<p><b>July 25<sup>th</sup>, 1960</b></p> <p>The first black person ate a meal sitting down at Woolworth's in Greensboro.</p> <p><b>July 26, 1960</b></p> <p>Woolworth's was desegregated.</p>
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**February 1<sup>st</sup>, 1980**

A reunion was held for the "original four" at Woolworths Including Ezell Blair Jr, David Richmond, Joseph McNeil and Franklin McCain. They were served by Woolworth V.P. Aubrey C. Lewis.



**Civil Rights Restoration Act of 1987-**

Clarified the intent of Congress to include all programs and activities of Federal-aid recipients, sub-recipients and contractors to prevent discrimination on the basis of race, color, national origin, sex, age and handicap and/or disability.

## *Let's Review Some Civil Rights Concepts*



**"Stereotypes"** are generalizations about traits or behaviors regarded as typical of members of a given group and/or generalizations about standards to which members of a given group must adhere to in order to be accepted as a "good" or "acceptable" representative member of the group. (For example: the poor are lazy, women do or should act or dress a certain way.)

Discrimination may be fueled by stereotypes. In one prime example, a woman was denied partnership in a major accounting firm because she did not walk or talk femininely enough. Note also that sometimes stereotypes are erroneously treated as if they were "unique characteristics."

**"Discrimination"** The word discrimination is often used to mean illegal discriminatory acts. Discrimination simply means noticing the differences between things or people that are otherwise alike, and making decisions based on those differences. We discriminate when we buy one product over another, when we choose our friends, and when we make personnel decisions based on merit related factors. All these forms of discrimination are legal and necessary. However, some types of discrimination in employment have been made illegal. Illegal discrimination is unfavorable treatment of a person by category, class, or group rather than objective treatment on the basis of merit.

**"Disparate Treatment"** Inconsistent application of rules and policies to one group of people over another. Discrimination may result when rules and policies are applied differently to members of protected classes. Disciplining Hispanic and African-American employees for tardiness, while ignoring tardiness among other employees, is an example of disparate treatment. Such inconsistent application of rules often leads to complaints.

**"Stigma"** Stigma is a powerful and discrediting social label that radically changes the way individuals view themselves and are viewed as persons." People who are stigmatized are usually considered deviant or shameful, and as a result are shunned, discredited, rejected, or penalized.

**"Protected classes"** are members of the categories who are specified as entitled to equal rights. For this draft, the "protected classes" would be those defined by race, color, national origin, age, sex or disability.

## The Louisiana WIC Program’s Civil Rights Policy Chapter 5

### *“Civil Rights, Complaints and Fair Hearings”*

Your civil rights training will include those procedures that deal with the issues of protecting the civil rights of WIC applicants and the correct methods of handling civil rights complaints. The Louisiana WIC Civil Rights Policy can be found in Chapter 5 titled “Civil Rights, Complaints and Fair Hearings” of the WIC Policy and Procedure Manual.

### **Louisiana WIC Nondiscrimination Statement**

*The Louisiana Office of Public Health WIC Program provides WIC benefits without regard to race, color, national origin, age, sex or disability.*

This means that on the basis of race, color, national origin, sex, age or disability, no individual will be:

1. Denied service or other benefits provided under the program.
2. Provided any service or benefits in a different manner from that provided to others under the program.
3. Subjected to segregation or separate treatment in any matter related to receipt of services under the program.
4. Restricted in the enjoyment of any advantage or privileges enjoyed by other receiving services under the program.
5. Treated differently from others in the determination of enrollment, admission or eligibility for any services or other benefits under the program.



#### **Age Discrimination Act of 1975**

The Age Discrimination Act of 1975 provides:

*No person in the United States shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.*

**Wait a Minute!!!** What about the basis of sex or age like the Age Discrimination Act of 1975 listed the above box? The WIC Program only serves pregnant women, postpartum women and children under the age of five, right?

We’re glad you asked that question.

Section 17 of the Child Nutrition Act of 1966, as amended, defines the purpose of the WIC Program to provide benefits specifically to pregnant women, breastfeeding women, postpartum women, infants, and children of certain age limitations. Therefore, the eligibility determination according to age and sex in itself is not a violation of the civil rights laws.

## Notification Requirements (WIC Policy 5.1)

You must display the following items in the waiting areas of your clinics for all WIC participants to see:

### The “And Justice For All” Poster



**All clinics are required to display this poster in a highly visible area in their waiting rooms.**

Most of you have seen the “And Justice For All Poster” on the wall in you clinic. This poster is a federally mandated requirement and is the most highly recognized form of public notification of the nondiscrimination policy. If you do not have an “And Justice For All “ poster or need a new one, please contact the Civil Rights Policy Coordinator at the WIC State Agency.

### WIC Complaint Notice

The Office of Public Health WIC Complaint Notice is required to be displayed in the same area as the “And Justice for All” poster. The WIC Complaint Notice gives instructions on where to obtain a complaint form and how to file a civil rights complaint. A copy of the WIC Complaint Notice may be found on page 20 of this module.

### WIC Complaint and Appeal Form

A copy of the WIC Complaint and Appeal form must be displayed in the same area as the WIC Complaint Notice. You will find the WIC Complaint and Appeal Form on page 19 of this module.

### Remember:

The WIC applicant must always have accessibility to the “And Justice and for All” poster, the Office of Public Health WIC Complaint Notice and the WIC Complaint and Appeal Form. Failure to display these as instructed will result in non-compliance and a deficiency during the management evaluation conducted by the State Agency.

WIC staff is responsible for reading the “And Justice for All” poster and the Office of Public Health WIC Complaint Notice to individuals who are unable to read.

The information from the “And Justice for All” poster and the WIC Complaint Notice must be translated for all non-English speaking participants.

The Louisiana Office of Public Health contracts with the ATT Language Line Service to provide translation in the appropriate language for non-English speaking participants.

**Number:1-800-874-9426**

**Access Number: 505012 Organizational Department: 7630**





## **CIVIL RIGHTS COMPLAINT PROCEDURE**

Civil Rights Complaints (Chapter 5.6.B)

All clients have a right to file a complaint alleging discrimination based on race, color, national origin, sex, age or disability of the alleged discriminatory action.

### **Rules for Handling Civil Rights Complaints:**

- ✓ Civil Rights Complaints are to be sent to the following address immediately:  
**USDA**  
**Director of Civil Rights**  
**Room 326-W**  
**Whitten Building**  
**1400 Independence Avenue, SW**  
**Washington, DC 20250-9410**
  
- ✓ Civil Rights complaints will be processed by the USDA with assistance provided by the WIC Director as requested.
  
- ✓ The WIC Director will track and record the closure of Civil Rights Complaints.
  
- ✓ A copy of the Civil Rights complaint and the resolution must be maintained in the WIC State Agency, at the site of occurrence, and another copy forwarded to the OPH Regional Administrator.

## *A Civil Rights Story .....*



### Judith Heumann

Judith Heumann was 18 months old when she was stricken with polio. She learned about discrimination soon after that. She was not allowed to go to public school until fourth grade because she was told she would be a fire hazard in her wheelchair. In spite of this she decided she wanted to be a teacher, but wasn't allowed to teach until she sued the New York City Board of Education for discrimination.

In response to the discrimination in her own life, she started working for the rights of other people with disabilities. Judith helped develop the legislation that became the Individuals with Disabilities Education Act, the Americans with Disabilities Act, and regulations for Section 504 of the Rehabilitation Act.

Judith Heumann is currently working as the Assistant Secretary of Education for the Office of Special Education and Rehabilitative Services (OSERS). She has a staff of over 300 people with a budget of 5.5 billion to head the Rehabilitation Services Administration and the National Institute on Disability and Rehabilitation Research. Her office works to improve the lives of children and adults with disabilities across the United States.





## **OUTREACH (WIC Policy 5.7)**

Outreach materials include all information sheets, brochures, publications, posters, and public announcements that inform the public about the WIC Program, benefits or eligibility criteria. All outreach materials that are developed by the clinic must be submitted to the State Agency for approval. Any materials that are considered as Outreach must contain the following nondiscrimination statement:

***In accordance with Federal Law and the U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability”***

To file a complaint of discrimination, write:

**USDA  
Director of Civil Rights  
Room 326-W  
Whitten Building  
1400 Independence Avenue, SW  
Washington, DC 20250-9410  
Or call (202) 720-5964 (Voice and TDD)  
USDA is an Equal Opportunity Provider and Employer**

If the material is too small to permit the full statement, then the material will include at the minimum the following statement:

**“This institution is an equal opportunity provider.”**

The nondiscrimination statement will be located on the material in a prominent place in **bold print** and in print size no smaller than the text.

### **Nutrition Education and Breastfeeding Support Materials**

Nutrition education and breastfeeding promotion and support materials that provide a nutrition message with no mention of the WIC program are not required to contain the nondiscrimination statement.



## **Collection of Racial and Ethnic Data**

The Louisiana WIC Program collects racial and ethnic participation data strictly for statistical reasons. The USDA mandates the collection of racial and ethnic participation data. Racial/ethnic data is required for each applicant/participant at the time of certification.

### ***Rules for Racial/Ethnic Data Collection***

#### **Visual Identification**

Visual Identification may be used to determine an applicant/participant's racial and ethnic category.

#### **Community or Group**

An applicant may be included in the group to which he/she appears to belong, identifies with, or is regarded in the community as belonging.

#### **Self Identify**

Staff may ask applicants/participants to self identify their racial group if it is uncertain.

#### **Statistical Requirements**

Make sure the client understands that collection of the racial/ethnic data is strictly for statistical reporting requirements and has no effect on the determination of their eligibility to participate in the WIC program.

## **PASPORT Racial/Ethnic Data Collection (WIC Policy Chapter 9.15)**

**All racial/ethnic information for WIC applicants/participants is documented in the PASPORT system.**

**Racial/Ethnic Categories**

The PASPORT system requires that racial/ethnic categories be used to document the racial/ethnic information of the individual applicant/participant.

Please review the following categories listed below. These are the categories you must use to document the racial/ethnic information.

**American Indian  
or Alaskan Native**



A person having origins in any of the original peoples of North America, and who maintains cultural identification through tribal affiliation or community recognition (includes Aluets and Eskimos).

**Asian or Pacific  
Islander**



A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands and Samoa.

**Black**



(Not of Hispanic Origin) A person having origins in the black racial groups of Africa.

**Hispanic**



A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin regardless of race.

**White**



(Not of Hispanic Origin) A person having origins in any of the original peoples of Europe, North Africa or the Middle East.

***A Civil Rights Story:***



***A Tribute to the Late  
Patsy Takemoto Mink:  
The Mother of Title IX***

The late Patsy Takemoto Mink had first-hand experience with sexism and racism as a Japanese-American woman. After graduating from the University of Hawaii, she planned to study medicine. When the top dozen medical schools turned her down (with one telling her “we don’t take women into our medical school), she studied law at the University of Chicago.

Upon graduation from law school, the Hawaii bar refused to admit her because its rules said a woman had to take her husband’s residency (and her husband John was still a resident of Pennsylvania). Nevertheless, Patsy Takemoto Mink challenged the rule and became the first Asian American woman admitted to the Hawaii bar in 1953.

Patsy Takemoto Mink became the first woman of color to be elected to Congress in 1964 and went on to serve six consecutive terms.

In 1972, Congresswoman Mink was a member of the U.S. House Education and Labor Committee. Mink and another Democratic congresswoman, Edith Green of Oregon, became the authors and co-sponsors of Title IX of the Educational Amendments of 1972.

Title IX is the portion of the Education Amendments of 1972 that prohibits sex discrimination in educational institutions that receive any federal funds.

**In brief, Title IX states:**

*No person in the United States shall, on the basis of sex, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance.*

This important piece of legislation not only improved the educational opportunities for women, but it had a profound effect on the participation of girls and women in sports at schools and universities.

***Some of the changes since Title IX.....***

**In 1994, women received 38% of medical degrees, compared with 9% in 1972.**

**In 1994, women earned 43% of law degrees, compared with 7% in 1972.**

**Today more than 100,000 women participate in intercollegiate sports, up from 25,000 in 1971.**

**In 1996, girls constituted 39% of high school athletes, compared to 7.5% in 1971.**



Patsy Takemoto Mink  
Co-Author and Protector of Title IX  
for more than 30 years died from  
pneumonia last September. President  
Bush signed a resolution renaming  
Title IX the “Patsy T. Mink Equal  
Opportunity in Education Act.”

# Confidentiality Issues

## IMPORTANT!!!!

WIC staff members or any other employee of OPH are not to access or use confidential information about WIC participants for personal or unofficial reasons

All WIC information whether provided by applicants and participants or observed by WIC staff is considered confidential and is protected by federal regulations.

This includes:

- 1. All information in a participant's file**
- 2. Time and date that a participant was at the WIC clinic**
- 3. Any aspect of the appearance of apparent condition of a person attending the WIC clinic.**

This information may only be given to Child Protective Services in suspected child abuse or neglect cases. Disclosure of any information about a WIC participant to an individual or other agency is strictly prohibited and must be subpoenaed under court order.

All other disclosure of WIC applicant/participant information is considered unauthorized disclosure and may result in severe penalties both for the WIC Clinic and employee

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It's now time for "Dear Ms. Confidentiality"



Dear Ms. Confidentiality,

The other day I arrived for my WIC appointment and was sitting in the waiting area of our clinic when suddenly there appeared two clinic employees with charts. They were arguing loudly about the delivery date of someone named Bessie. They kept talking about how many sexual partners she had and how hard it was to tell when she actually became pregnant. Well, needless to say, that made me feel very uncomfortable. I don't think I would like my information shouted across the waiting room like that. Do you think I should find another clinic?

Signed,

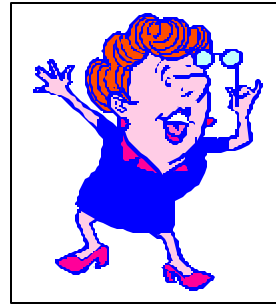
Clinically Confused

Dear Clinically Confused,

Shame on those two clinic employees!!! You were certainly right in feeling uncomfortable. Who wouldn't? I really feel sorry for poor Bessie. WIC employees should never openly exchange WIC applicant/participant information by shouting, talking loudly or within earshot of other people even if it's only around other employees and especially other WIC participants. Let's hope this clinic does not find itself in a nasty lawsuit later on.. Instead of dealing with the inconvenience of finding another WIC clinic, why don't you alert the WIC Clinic Supervisor and your WIC State Agency about the problem. Why should you have to relocate to another clinic when these employees are definitely not behaving properly.

Ta Ta!!

Signed,  
Ms Confidentiality



Dear Ms. Confidentiality,

My ex husband is constantly calling the WIC clinic trying to get information about my next appointment. Twice he has shown up at my WIC appointment while I am there with my kids just to harass me. I'm starting to wonder how he is getting this information. Isn't this confidential information?

Signed,  
No More Jerry Springer

Dear No More Jerry Springer,

It certainly sounds like someone has been very careless by giving your ex husband your WIC appointment information over the phone or in person. This is a definite NO! NO! Yes, indeed, your appointment information is very confidential and with the exception of a court order or child abuse investigation, only you are entitled to this information. Visit your WIC Clinic soon and make sure they understand the situation with your ex husband and ask them to not give out the appointment information over the phone. That WIC clinic could get into serious trouble for giving out unauthorized appointment information. A restraining order would also be a great idea!!

Good Luck,  
Ms. Confidentiality



Well Folks, that's all the time we have for Ms. Confidentiality.  
Thanks for reading along and until next time,

**Remember:**

**When in doubt about shouting it out, shhhhh!!**



## **MANAGEMENT EVALUATIONS**

*Civil Rights training documentation is maintained at each WIC site and is reviewed during each Management Evaluation and self-evaluation. The documentation must include:*

- { Date of Training*
- { Name and Title of Person(s) Presenting the Training*
- { Outline of Training*
- { Name and Title of Staff Attending*

*All WIC sites must have a Civil Rights Compliance Review conducted as a part of regularly scheduled Management Evaluations. A copy of this review is included in the back of this module.*



### **Louisiana's First Steps Towards Desegregation...A Civil Rights Story**

In 1954, the United States Supreme Court made a decision with far-reaching implications for Louisiana and the entire South. In the case of **Brown vs. Board of Education of Topeka**, the court declared that racial segregation in the schools was unconstitutional. The judges mandated that the integration of public schools throughout the nation should "proceed with deliberate speed." Since there was no true definition of what "deliberate speed" was, some states took their time, and delayed desegregation indefinitely. President Eisenhower did not endorse the *Brown* decision, saying that he would not approve or disapprove it.

Slowly, warily, Louisiana took its first steps toward the integration of some public facilities. Integration of some of the state's universities, including Southwestern, Southeastern, and McNeese, began in the mid-1950s. In 1958, New Orleans abolished segregation on city buses. But on the issue of integration in the public schools, the state legislature refused to budge. Finally in 1960, the Orleans Parish School Board, yielded to pressure from a federal judge and agreed to allow integration of first-grade classes at two of New Orleans' public schools.

On November 14, 1960 a six-year-old African-American girl named Ruby Bridges, dressed in her Sunday best and kissed her mother good-bye in front of William Frantz School in New Orleans. She was one of four African-American children to enroll in two previously all-white schools on that historic morning. Because of the admission of African-Americans to the school, many white students stayed home, and the following day their parents organized a massive rally. The mounting hysteria ultimately resulted in two days of rioting. No one was killed, but dozens were shot, stabbed and beaten. Some 250 people were arrested, and the city finally lapsed into a sullen truce. The passage of the Federal Voting Rights Act of 1965 forced Louisiana to end its restrictions against black voters. The last of the state's Jim Crow laws was officially abolished in 1972.

### WIC CIVIL RIGHTS QUIZ

1. New employees must be given Civil Rights training within 6 months of the start date of their employment.  
T F
2. The Montgomery's Bus Boycott in 1956 became a protest against the city of Montgomery's segregation laws.  
T F
3. The Civil Rights Restoration Act of 1967 clarified the intent of Congress to include all programs and activities of federal aid-recipients, sub-recipients and contractors to prevent discrimination on the basis of race, color, national origin, sex, age and handicap and/or disability.  
T F
4. Inconsistency of the application of rules and policies to one group of people over another is called *disparate treatment*.  
T F
5. The protected classes are those defined by race, color, national origin, religion, age, and sex.  
T F
6. The employee break room is an appropriate place to display the clinic's WIC Complaint Notice as long as it is displayed somewhere in the clinic.  
T F
7. If a WIC participant is unable to read the WIC complaint notice, the clinic employee must read or translate the complaint notice and the "And Justice and for All" poster to the participant.  
T F
8. If a WIC participant files a civil rights complaint at a WIC clinic, the complaint must be sent to the WIC State Director immediately and the USDA will track and record the closure of the complaint.  
T F
9. Nutrition education, breastfeeding promotion and outreach materials do not have to contain the nondiscrimination statement.  
T F
10. The collection of racial and ethnic WIC participation data is strictly for statistical reasons.  
T F



# **OFFICE OF PUBLIC HEALTH WIC COMPLAINT NOTICE**

## **WIC CLIENT COMPLAINT**

If you are dissatisfied with the WIC services or treatment you received, you may obtain a complaint form located in the waiting room of any WIC Clinic. Complete the complaint form and mail it to the WIC Program Director's address on the form. If you feel you have been discriminated against, please see "Civil Rights Complaint" below.

## **CIVIL RIGHTS COMPLAINT**

**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.**

**To file a complaint of discrimination, write:**

USDA  
Director of Civil Rights  
*Room 326 - W*  
Whitten Building  
1400 Independence Avenue, SW  
Washington, DC 20250-9410

**Or call:**

202-720-5964 (voice and TDD)

**USDA is an equal opportunity provider and employer**

## **BENEFIT APPEAL AND FAIR HEARING**

**You have the right to request a fair hearing if you have been:**

- Denied benefits
- Terminated,
- Suspended, or
- Required to make a cash repayment for excessive benefits received

To request a fair hearing obtain a complaint form located in the waiting room of any WIC Clinic. Complete the form and mail it to the WIC Director's address on the form. If your program complaint is not resolved to your satisfaction, you are entitled to a fair hearing.

**CLIENTS MAY FILE A COMPLAINT WITHOUT FEAR OF HARRASSMENT OR PENALTIES**

**WIC PROGRAM**

**CIVIL RIGHTS COMPLIANCE REVIEW**

**NAME OF HEALTH UNIT** \_\_\_\_\_

**NAME OF PARISH** \_\_\_\_\_

1. Are the following prominently displayed together in every clinic waiting room:
- A. USDA "And Justice for All" Poster \_\_\_\_\_ YES \_\_\_\_\_ NO
  - B. OPH WIC Complaint Notice \_\_\_\_\_ YES \_\_\_\_\_ NO
  - C. WIC Complaint and Appeal Form \_\_\_\_\_ YES \_\_\_\_\_ NO
2. Are the public facilities and waiting rooms desegregated? \_\_\_\_\_ YES \_\_\_\_\_ NO
3. Are participants treated in a nondiscriminatory manner by clinic staff? \_\_\_\_\_ YES \_\_\_\_\_ NO
4. Are applicants being served on a "first come, first served" basis? \_\_\_\_\_ YES \_\_\_\_\_ NO
5. Is there currently a waiting list of applicants due to full caseload? \_\_\_\_\_ YES \_\_\_\_\_ NO
- A. If yes, has Central Office been notified? \_\_\_\_\_ YES \_\_\_\_\_ NO
  - B. If yes, explain the nutritional risk priority system used for certification and placement of individuals on the WIC Program. \_\_\_\_\_  
\_\_\_\_\_

C. If yes, does this system discriminate against applicants because of their **Race, Color, Age National Origin, Sex, or Disability?** \_\_\_\_\_ YES \_\_\_\_\_ NO

6. Were any Civil Rights complaints alleging discrimination filed since the last compliance review? \_\_\_\_\_ YES \_\_\_\_\_ NO
- A. If yes, review the file for content (in date order, organized, legible) and appropriate documentation.
  - B. If yes, was the Civil Rights complaint handled in accordance with WIC Policy? \_\_\_\_\_ YES \_\_\_\_\_ NO
7. Was Civil Rights training provided to all new employees? \_\_\_\_\_ YES \_\_\_\_\_ NO
8. Was annual Civil Rights training provided for previous year? \_\_\_\_\_ YES \_\_\_\_\_ NO
9. Did the site provide outreach program information to applicants, grassroots organizations, minority groups? \_\_\_\_\_ YES \_\_\_\_\_ NO
10. Did the outreach information contain the correct nondiscrimination statement? \_\_\_\_\_ YES \_\_\_\_\_ NO
11. How is racial/ethnic origin determined? \_\_\_\_\_  
\_\_\_\_\_
12. Are handicap accommodations available at this site for parking, entrance, and public facilities \_\_\_\_\_ YES \_\_\_\_\_ NO

**COMMENTS** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SIGNATURE / TITLE** \_\_\_\_\_ **DATE** \_\_\_\_\_

## Answers to Civil Rights Quiz

1. False. New employees must receive civil rights training within 1 month of the start date of their employment.
2. True
3. False. It was the Civil Rights Restoration Act of 1987.
4. True
5. False. Religion is not one of the protected classes. Disability is missing from the list.
6. False. The WIC Complaint Notice must be in a highly visible area located in the WIC clinic waiting room.
7. True
8. False. All civil rights complaints must be sent to the USDA, Director of Civil Rights immediately. The State WIC Director will track and record the closure of civil rights complaints.
9. False. All WIC outreach materials are required to contain the nondiscrimination statement. Breastfeeding promotion and nutrition education materials that provide a nutrition message with no mention of the WIC program are not required to contain the nondiscrimination statement.
10. True



