

## **Answer Key: Learning Assessment Tool**

### Washington State WIC Nutrition Program Annual Civil Rights Training Protecting our clients' rights

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1. Describe how our clinic provides meaningful access to services for LEP (Limited English Proficiency) clients.

WIC provides meaningful access to services by assuring that clients and applicants have the information they need in their language. This includes information about how to apply for WIC, how to follow WIC rules, and what to expect from the program.

Outreach materials are printed in several languages. The messages are aimed to reach members of our community who may benefit from WIC services.

Program materials are available in languages other than English.

Staff assure interpreters are available to assist LEP clients. This is done by employing bilingual staff who speak the language of the clients served, using certified interpreters, and/or using the Language Line.

2. List a few WIC materials in our clinic that are printed in languages other than English.

WIC Rights and Responsibilities Forms, WIC ID/Appointment Folders, WIC Food Brochures, Outreach Posters, Assessment Questions, Letters of Notification, and more.

3. Where is an "And Justice For All" poster is displayed in our clinic?

*Locate the places in the clinic the poster is located.*

4. Find materials in our clinic that include the WIC non-discrimination statement. List two of them.

And Justice For All Poster, WIC Rights and Responsibilities Forms, WIC ID/Appointment Folders, WIC Food Brochures, Outreach Posters, Letters of Notification, and more.

5. How long does an individual have to file a Civil Rights discrimination complaint from the time the person believes discrimination occurred?

180 Days

### **Answer Key (continued)**

6. How long do staff have to submit the Civil Rights discrimination complaint form to the USDA Office of Civil Rights?

5 Days

7. Who is our clinic's Civil Rights Coordinator?

*Identify the clinic's Civil Rights Coordinator.*

8. Briefly describe the difference between a Civil Rights discrimination complaint and a Fair Hearing request.

Civil Rights discrimination complaints involve an act of discrimination, and Fair Hearing requests do not.

Timeframes and the process for Fair Hearing requests also differ from Civil Rights discrimination complaints.

9. Why does WIC collect information from clients and applicants about their race and ethnicity?

As a federal program, WIC is required to collect race and ethnicity information. We collect and use this information to assure WIC eligible race and ethnicity groups are appropriately represented within the WIC Nutrition Program. The more we understand about the clients we serve, the better we will be able to help identify and meet their needs. By accurately collecting this information, WIC plays an important role in helping to identify health disparities and determining strategies to overcome them.

10. Where is race and ethnicity documented?

On the Race/Ethnicity tab in Client Services

11. Locate a Race/Ethnicity tool in our clinic. Review the definitions of race categories. List the five race categories.

American Indian or Alaska Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White



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