

WASHINGTON STATE WIC NUTRITION PROGRAM



Washington State WIC Manual
Notice of Revision



Date: 4/1/2016

Notice Number: 2016-01

<input checked="" type="checkbox"/> Volume 1	<input type="checkbox"/> Volume 2
Chapter: 20 – Notification, Fair Hearings and Civil Rights	
Section: See Table of Revisions	
Policy/Recommendation/Description/Procedure:	
Type of Action/Change:	<input checked="" type="checkbox"/> Supersedes <input type="checkbox"/> New <input type="checkbox"/> Delete
If you have questions about this revision or wish additional copies, call or write:	
<p>Department of Health State WIC Nutrition Program P.O. Box 47886 Olympia WA 98504-7886 Call: 1-800-841-1410</p>	

Explanation of Revisions:

Please see the attached table of revisions which lists specific changes to the chapter.

Remove: **Remove the chapter dated 4/2011 from Volume 1 of the manual.**

Note: We posted an updated version of this chapter on the DOH-WIC website in December of 2015, but didn't send a hard copy.

Insert: **This current revision dated 4/2016.**

Attachments:

- Memo
- Manual Revision
- Other _____



This institution is an equal opportunity provider.
Washington State WIC Nutrition Program doesn't discriminate.

PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON



DOH 960-105 April 2016

Volume 1, Chapter 20 – Notification, Fair Hearings and Civil Rights

Table of Revisions

Policy/Page	Revision	Comments
Throughout the chapter	<ul style="list-style-type: none"> • We revised content to meet plain talk standards. • We added hyperlinks to other manual chapters and forms on the website. 	<p>The goal is to have policies that are easier to read, understand and access.</p> <p>When using a hyperlink to another policy in the same chapter, press the “Alt” and “Left Arrow” key at the same time to return to where you were in the chapter.</p>
Throughout the chapter	Rearranged the order of information.	We hope this helps staff locate information easier.
Public Notification p. 1 – 2	<p>Policy: Moved this policy to the beginning of the chapter.</p> <p>Procedure: C: Added requirement to include the nondiscrimination statement on materials that promote WIC services. C, 1: Staff don’t need to include the short version of the nondiscrimination statement on cups, buttons, magnets and pens that identify WIC when the size or shape makes it impractical.</p>	
Inform Applicants and Clients about WIC Services p. 3	<p>Policy: Changed name of policy from “Complaint Prevention.” Staff must inform applicants and clients about the following at each certification:</p> <ul style="list-style-type: none"> • Staff will complete an assessment to determine eligibility. • The results of the assessment: <ul style="list-style-type: none"> ○ If eligible, why the person is eligible and how long. ○ If not eligible, the right to a fair hearing. 	
Notify Applicants and Clients about WIC’s Nondiscrimination Policy p. 4 - 6	<p>Policy:</p> <ul style="list-style-type: none"> • Clarified the nondiscrimination statement isn’t required on items when the size or shape makes it impractical. • Updated the nondiscrimination statement to the current required USDA statement. 	
Notification that Dual Participation is a Program Violations	Removed policy.	This information is included in Volume 1, Chapter 2 – Program Compliance.

Volume 1, Chapter 20 – Notification, Fair Hearings and Civil Rights
Table of Revisions

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Notify Applicants and Clients about their Right to a Fair Hearing p. 7	<p>Policy: Added the revised fair hearing statement used on the We Missed You letters.</p>	We updated the Fair Hearing Brochure and removed it from the Appendix of the chapter. It is also available from the Fulfillment Center and it's posted online.
Reasons Staff Take Clients off WIC p. 8 - 10	<p>Policy:</p> <ul style="list-style-type: none"> • Removed the following from the list of reasons staff take clients off WIC. <ul style="list-style-type: none"> ○ Dual participation. ○ Suspension for limited time due to non-participation. ○ Disqualification for breaking program rules. 	<p>State staff notify clinic staff when they disqualify or take a client off WIC for breaking program rules.</p> <p>We removed the policy "Repeated Missed Appointments" so the suspension for a limited time due to non-participation is no longer applicable.</p>
Documentation of Ineligibility, Termination, or Suspension	Removed policy.	We combined information about notification and documentation requirements, where possible. This reduces duplication.
Not Eligible (Termination) Letter p. 11 - 13	<p>Policy:</p> <ul style="list-style-type: none"> • Revised the list of reasons staff provide the letter. <ul style="list-style-type: none"> ○ Removed program non-compliance, breaking program rules ○ Dual participation ○ Non-participation, for example missing appointments to pick up WIC checks" • Removed sample Client Services Not Eligible Letter. • Removed sample Not Eligible Letter. 	<p>State staff notify clinic staff when they send the Not Eligible letter to clients they've disqualified or removed from the program for breaking program rules.</p> <p>Clinic staff don't need to send the Not Eligible letter to clients who don't respond to We Missed You letters.</p> <p>We removed the letter from the chapter and Fulfillment Center, and posted it online.</p>
Suspension Letter	<p>Removed policy and letter:</p> <ul style="list-style-type: none"> • Removed policy that allowed staff to suspend a client for repeatedly missing check pick-up appointments. • Removed sample Suspension letter. 	The policy didn't align with efforts to encourage rescheduling of missed appointments and maintain caseload.
We Missed You letter p. 14 - 16	<ul style="list-style-type: none"> • Removed sample Client Services We Missed You letter. • Removed sample We Missed You letter (DOH 962-003). 	<p>Staff have access to the letter online and by using Client Services "No Show Management".</p> <p>Removed the letter from the chapter and Fulfillment Center and posted it online.</p>

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Repeated Missed Appointments	Removed policy.	The policy didn't align with efforts to encourage rescheduling of missed appointments and maintain caseload.
Mediation Prior to a Fair Hearing for Ineligibility	Removed policy.	State Compliance Team staff and Clinic Compliance Points of Contact handle the complaint follow-up.
Fair Hearings p. 19 - 22	Updated the timeframe that a client must request a fair hearing in order to get checks during a Fair Hearing process from 20 days to 15 days.	Clarified information about when clients can and can't get checks during the Fair Hearing process. The revised Fair Hearing Brochure reflects this timeframe. Staff can access it from the DOH WIC website or order it from the Fulfillment Center. It also has the current nondiscrimination statement.
Protecting Applicants' and Clients' Civil Rights p. 23 - 24	Policy: Updated the nondiscrimination statement.	
Clinic Civil Rights Requirements p. 25 - 26	Policy: Name change from Annual Civil Rights In-Service. Information: Added reference to the "Protecting Our Clients' Rights" Civil Rights module on the DOH WIC website.	
Discrimination Complaint Procedure p. 27 - 30	Policy: <ul style="list-style-type: none"> • Updated mailing address. • Rearranged order of information. 	
Appendix	<ul style="list-style-type: none"> • Removed Fair Hearing Brochure • Updated contact information at the top of the Civil Rights Discrimination Complaint form. 	Staff can get the brochure on the DOH WIC website or order it from the Fulfillment Center. The USDA mailing address didn't change, but the name of the recipient did.