

Answer Key: Learning Assessment Tool

Washington WIC

Annual Civil Rights Training Protecting our Participants' Rights

1. Describe how our clinic provides meaningful access to services participants with Limited.

WIC provides meaningful access to services by assuring that applicants and participants 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.

WIC prints outreach materials 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 Limited English Proficiency (LEP) participants. WIC employs bilingual staff who speak the language of the participants served, use certified interpreters, and contract with phone interpretation services.

WIC assures public accommodations by making parking lots, buildings and rest room accessible and ensures there is signage to easily identify accessible areas.

WIC arranges for qualified sign language interpreters, offers Braille signage, and allows service animals. WIC offers alternative arrangements for services, when needed.

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, We Missed You letters, Ineligible Letters

3. Where is an “And Justice For All” poster 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 Shopping Guides, Outreach Posters, We Missed You letters, Ineligible letters.

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

180 Days

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 agency’s Civil Rights Coordinator?

Identify the agency’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 FairHearing requests don’t involve an act of discrimination.

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

9. Why does WIC collect information from applicants and participants 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 Program. The more we understand about the participants 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. Locate a Race/Ethnicity tool in our clinic. Review the definition of race categories. List the five race categories.

American Indian or Alaska

NativeAsian

Black or African American

Native Hawaiian or Other Pacific

IslanderWhite

This institution is an equal opportunity provider.

Washington WIC doesn't discriminate.

To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay) or email

civil.rights@doh.wa.gov.

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