



## PROTECTING OUR CLIENTS' RIGHTS

Washington State WIC Nutrition Program Annual Civil Rights Training

DOH 960-102 September 2019

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## **About Civil Rights Training**

Everyone working in the WIC Program is required to receive annual training on Civil Rights. Reviewing the content in this module is one way to fulfill the training requirement.

A complete list of policies and procedures related to Notification, Civil Rights, and Fair Hearings is available in the Washington State WIC Policy and Procedure Manual ([Volume 1, Chapter 20](#)).

## **Learning Objectives**

After completing this module, you will have:

1. Considered at least 2 ways to prevent Civil Rights violations.
2. Acknowledged your own implicit biases.
3. Described ways to provide meaningful access to clients with Limited English Proficiency (LEP) and clients with disabilities.
4. Located materials in your clinic that provide notification of WIC's non-discrimination policy.
5. Recalled the timeframe for filing Civil Rights discrimination complaints.
6. Distinguished Civil Rights discrimination complaints from Fair Hearings Requests.
7. Summarized why WIC collects race and ethnicity data.

## **Section 1: Overview of Civil Rights**

### **What are Civil Rights?**

Civil Rights are the rights of individuals to be treated equally.

Federal Civil Rights laws and regulations protect against Civil Rights violations. There are six protected bases. Individuals are protected against discrimination based on:

1. Race
2. Color
3. National origin
4. Sex (gender)
5. Age
6. Disability

### **State non-discrimination laws:**

State laws additionally protect against discrimination based on a person's religious beliefs and sexual orientation. WIC agencies are contractually bound to uphold federal and state non-discrimination laws.

Refer people who believe they have been discriminated against due to their religious beliefs or sexual orientation to the Washington State Human Rights Commission (toll free 1-800-233-3247).

The focus of this training is on Federal Civil Rights laws and on WIC's role in upholding the laws and preventing discrimination.

### **What is considered discrimination?**

When individuals are denied services unfairly, delayed from receiving services, or treated differently from others because of the individual's race, color, national origin, sex, age, or disability, its considered discrimination.

## **8 tips for preventing Civil Rights violations**

### **Tip # 1: Provide good customer service to every client and applicant.**

Using your listening skills, showing respectful body language, and treating customers equally will help prevent Civil Rights violations.

**Tip # 2: Ask questions and check for understanding to prevent miscommunication.**

Don't assume you know what someone is asking about or what someone means. It is better to be sure you correctly understand a person's question or response rather than filling in the missing pieces.

**Tip # 3: Let applicants know what to bring to the appointment.**

Reduce the chance of a delay of services by making applicants aware of the required documentation.

**Tip # 4: Help clients and applicants learn about the WIC program.**

Assure that clients and applicants are aware of WIC rules and eligibility requirements, and let them know what to expect at the certification appointment. Let clients know about income eligibility requirements, their eligibility end date, and what to expect when their eligibility ends.

**Tip # 5: Inform applicants and clients of expected waiting and appointment times.**

Let people know how long their wait might be and how long the appointment usually takes. This helps everyone know the time scheduled to provide WIC services is similar for all clients and applicants.

**Tip # 6: Follow application and processing standards.**

Pregnant and migrant applicants must be offered an appointment within 10 days of their initial date of contact. Applicants in other categories (Children, Infants, and Postpartum and Breastfeeding women) must be offered an appointment within 20 days of their initial date of contact.

Note: Clinics may request an extension from the state office to serve pregnant and migrant applicants within 15 days. Find out about your clinic's processing standard.

**Tip # 7: Collect race and ethnicity information only when the applicant or client is physically present.**

When an applicant is asked to provide race and ethnicity information over the phone, then finds out she is ineligible for the program, the person might conclude that staff denied services based on her race or ethnicity. Prevent this by never asking for race and ethnicity information over the phone.

**Tip # 8: Make sure transfer clients don't miss out on WIC checks.**

Take steps to find out when transfer clients are eligible to receive checks, and schedule them to assure uninterrupted benefits.

**SECTION 1, ACTIVITY 1 – Consider this**

**Scenario:** Bart arrives at the WIC clinic. He asks how he can apply. He says that he heard WIC provides help with food.

**Question:** Which Civil Rights violation prevention tips can staff use in this situation?

**Consider this:**

What if the staff person tells Bart, “WIC is for Women, Infants and Children, not men. Can I provide a referral to the food bank since you need help with food?”

It is true that men aren’t categorically eligible for WIC. However, men might ask about WIC for their families.

Staff should ask applicants questions about their household and give more information about the program to prevent Civil Rights violations.

If a delay is based on an individual’s race, color, national origin, sex, age, or disability it could be considered a Civil Rights violation.

Bart and his wife have custody of their granddaughter Katie. If the staff person doesn’t ask Bart about his household, the family could be delayed from receiving WIC services. Bart may perceive that the delay or denial of services is based on his gender (sex) and can file a complaint if he feels his family’s Civil Rights have been violated.

## Implicit Bias

(Materials adapted from Kirwan Institute for the Study of Race and Ethnicity, State of the Science: Implicit Bias Review 2016)

“It may not have been your intention when you were crossing the road for you to step on my foot, but the impact of you stepping on my foot, it still remains.”

*-Anonymous*

### What is Implicit Bias and Why Does It Matter?

Implicit bias means having attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner.

Implicit bias matters because everybody has these unconscious associations, and they affect our interactions with others. Although implicit biases can be positive or negative, both can have harmful effects when they influence our decision-making.

Having biases doesn't make you a bad person—it only makes you human. Fortunately, our implicit biases aren't permanent; they can be changed. Take these steps to challenge your unconscious beliefs.

#### 1. What do you see? What do you think your client sees?

A tree or two faces?



Ask questions and check your understanding with those you serve. This helps prevent misunderstandings and keeps us from misinterpreting situations and information.

**2. Read the following:**

According to research at Cambridge University, it doesn't matter in what order the letters in a word are, the only important thing is that the first and last letter be at the right place. The rest can be a total mess and you can still read it without a problem. This is because the human mind does not read every letter by itself, but the word as a whole.

Sometimes it seems easy to fill in the missing pieces. However, it causes us to assume we understand the information. When you notice implicit bias, take the time to examine your actions or beliefs. Think of how you would justify them to other people.

**3. Take the Implicit Association Test (IAT) at [implicit.harvard.edu](https://implicit.harvard.edu).**

Take at least two of these short tests to learn about your unconscious beliefs. Use their [Frequently Asked Questions \(FAQ\) guide](#) to discover more about yourself and your answers to the tests.

**Need more information about Civil Rights Regulations? See the module appendix.**

## **Section 2: Meaningful Access to Services**

WIC provides clients and applicants with Limited English Proficiency (LEP) meaningful access to services so they do not experience a barrier to services because of their language.

### **Executive Order 13166**

In 2000, Executive Order 13166 was ordered by former President Clinton. This order requires federally funded programs including WIC to provide individuals with Limited English Proficiency (LEP) meaningful access to services.

Meaningful access to services is required for:

- Individuals whose primary language isn't English
- Individuals who have a limited ability to read, speak, write, or understand English

### **How WIC assures meaningful access to services**

The following are examples of how WIC provides meaningful access to services:

- Translated outreach messages are aimed to reach members of the community who may benefit from WIC services.
- Outreach and program materials are available in the following languages: Amharic, Arabic, Burmese, Chinese, Korean, Oromo, Russian, Somali, Spanish, Tigrinya, Vietnamese
- Clinics assure interpreters are available to assist LEP clients. This is done by employing bilingual staff who speak the language of clients served, using certified interpreters, and using contracted phone interpretation services.

#### **Best practice:**

Make eye contact and direct questions to the client, not the interpreter, during conversations.

### **Protections for people with disabilities**

WIC clinics and services must be accessible to people with disabilities including mobility, sight, hearing, and other conditions.

**What’s the definition of disability?**

- A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.
- Major life activity means functions such as caring for one’s self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working.
- The ADA Amendments Act of 2008 expands the definition of disability to include: Functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions. (ADAAA 2008)

Note: This is not an all-inclusive list.

**What are ways to assure public accommodation?**

- Make parking lots, entrances and exits, halls, elevators, and rest rooms are accessible. Ensure signage is posted to easily identify accessible doors, etc.
- Arrange for qualified and competent sign language interpreters, Braille signage, and allow service animals.
- Offer alternative arrangements for service

Visit the [Human Rights Commission’s Public Accommodation website](#) for more information.

**SECTION 2, ACTIVITIES**

1. Describe how your clinic provides meaningful access to services for LEP clients.
2. List a few materials in your clinic that are printed in languages other than English.
3. List at least one way to assure public accommodation.

## **Section 3: Notification Policies**

WIC is required to notify applicants and clients that WIC does not discriminate. Any material that includes information about WIC eligibility includes a non-discrimination statement. WIC uses two non-discrimination statements. The full statement is typically used, but when space is limited on materials, the shorter statement is used.

### **Full non-discrimination statement**

#### **WIC Nutrition Program doesn't discriminate.**

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](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:

Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

Fax: (202) 690-7442

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

Short non-discrimination statement

This institution is an equal opportunity provider.  
**Washington WIC doesn't discriminate.**

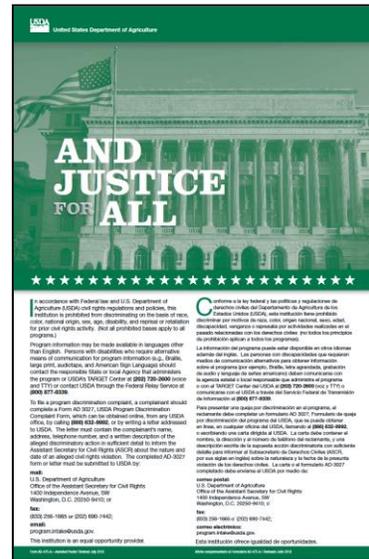
NOTE

Both the long and the short statements need to be the same size or larger than the size of the other text on the material.

And Justice For All Poster

The “And Justice for All” poster includes WIC’s non-discrimination policy. It also explains the steps people can take if they have been discriminated against by WIC.

All clinics are required to prominently display the “And Justice For All” poster.



**SECTION 3, ACTIVITIES**

1. Locate the “And Justice For All” poster in your clinic.
2. Find materials in your clinic that include the WIC non-discrimination statement. List some here.

## **Section 4: Civil Rights Discrimination Complaints**

### **Civil Rights discrimination complaints**

A Civil Rights discrimination complaint is filed to report a person believes his/her Civil Rights have been violated. The person can file a complaint or ask WIC staff to help. WIC staff are responsible for assisting applicants and clients who want to file complaints.

### **Timeline for filing a complaint**

- The person must file a complaint within 180 days of the alleged discriminatory act.
- Staff must submit the complaint form within 5 days of receiving the complaint.

### **How to file a complaint**

An individual can file a complaint by directly contacting the USDA Office of Civil Rights. Below are instructions, address, and phone number found within the non-discrimination statement printed on program materials, including the “And Justice For All” poster:

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](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:

Mail:

U.S. Department of Agriculture,  
Office of the Assistant Secretary for Civil Rights,  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

Fax: (202) 690-7442

### **WIC staff responsibilities**

Staff help the client complete the Civil Rights Discrimination Complaint Form found in the WIC manual, Volume 1, Chapter 20. Once the form is completed, staff are to:

1. Make three copies of the form.
  - Provide one copy to the client
  - Place a copy in the client’s record
  - Send a copy to the state WIC Civil Rights Coordinator
2. Submit the original form to the USDA Office of Civil Rights.

**Confidentiality**

Staff are also responsible for protecting the person’s confidentiality. The details of the complaint should only be shared among the person filing the complaint, the clinic and state WIC Civil Rights Coordinators, and staff involved in the incident.

**Fair Hearing requests are different from Civil Rights discrimination complaints**

Fair Hearing requests are different from Civil Rights discrimination complaints because the person does not necessarily believe WIC discriminated against him/her.

The person requests a Fair Hearing to ask that a judge review their case and decide if WIC:

- incorrectly determined the person ineligible,
- removed the person from the WIC program, or
- was wrong in asking the person to pay money back to the program unfairly

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

**SECTION 4, ACTIVITIES**

Recall the timeframes for filing Civil Rights complaints, and identify who you would contact in your clinic if a client or applicant wanted to file a complaint.

1. How long does an individual have from the time to file a Civil Rights discrimination complaint from the time the person believes discrimination occurred?
2. How long do staff have to submit the complaint form to the USDA Office of Civil Rights?
3. Who is your clinic’s Civil Rights Coordinator?
4. Briefly describe the difference between a Civil Rights Discrimination Complaint and a Fair Hearing request.

**Need more information about Fair Hearings? Review the module appendix.**

## Section 5: Race and Ethnicity Data Collection

### Why does WIC collect race and ethnicity data?

As a federal program, WIC is required to collect race and ethnicity information. We collect and use this information to assure WIC population reflect the diversity of the communities in our state. 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.

### When is race and ethnicity data documented?

WIC collects and documents race and ethnicity data at the client's initial WIC certification. The client's initial WIC certification point might be:

- New Certification
- Out of State Transfer In
- Presume Eligible
- Enroll Infant

Note: Collect race and ethnicity information when the applicant or client is physically present. Never collect this information over the phone.

### Where is race and ethnicity data documented?

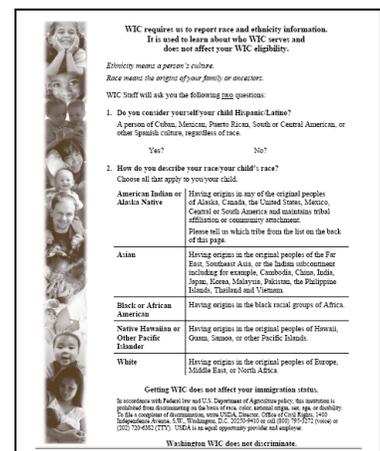
Data is collected on the Race/Ethnicity tab in Client Services. It is found on the Desktop and within wizards.

### What if a client refuses to report his/her race and ethnicity information?

Staff are required to document race and ethnicity based on their own perceptions if the client refuses to answer. Encourage clients to self report the information so their race and ethnicity is accurately documented.

### SECTION 5, ACTIVITIES

1. Why does WIC collect information from clients and applicants about their race and ethnicity?
2. Where is race and ethnicity documented?
3. Locate the Race/Ethnicity tool in your clinic.  
Review the information about race categories.



**WIC requires us to report race and ethnicity information.**  
It is used to learn about who WIC serves and does not affect your WIC eligibility.

*Ethnicity means a person's culture.*  
*Race means the origin of your family or ancestors.*

WIC Staff will ask you the following two questions:

1. Do you consider yourself your child Hispanic/Latino?  
A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture, regardless of race.

Yes? No?

2. How do you describe your race/your child's race?  
Choose all that apply to you/your child.

American Indian or Alaska Native	Having origins in any of the original peoples of Alaska, Canada, the United States, Mexico, Central or South America and numerous tribal affiliations or consanguinity attachment.
Asian	Having origins in the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including the example, Cambodian, Chinese, Hindu, Japanese, Korean, Malaysian, Pakistani, the Philippines, Thai, Thai and Vietnamese.
Black or African American	Having origins in the black racial groups of Africa.
Native Hawaiian or Other Pacific Islander	Having origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
White	Having origins in the original peoples of Europe, Middle East, or North Africa.

Getting WIC does not affect your immigration status.  
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, Office of Civil Rights, 1415 Independence Avenue, S.W., Washington, D.C. 20250-4302 or call (800) 795-5974 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.  
Washington WIC does not discriminate.

Race Ethnicity Tool

**Need more information about race and ethnicity data collection & documentation?  
Review the module appendix.**

## **Section 6: Summary**

WIC staff have the important job of protecting applicants' and clients' Civil Rights. Staff treat all clients and applicants fairly and equally, and take steps to prevent Civil Rights violations.

### **1.**

Discrimination occurs when someone is denied services unfairly, delayed from receiving services, or treated differently from others because of the individual's

- race,
- color,
- national origin,
- sex,
- age, or
- disability.

This is a Civil Rights violation.

### **2.**

WIC provides individuals with Limited English Proficiency (LEP) meaningful access to services. WIC reduces barriers to service because of their language. Meaningful access to services is provided by assuring that clients and applicants have the information they need in their language.

This includes information about how to apply for WIC services, how to follow WIC rules, and what to expect from the program.

### **3.**

WIC clinics and services must be accessible to people with disabilities including mobility, sight, hearing, and other conditions. WIC assures public accommodations by making parking lots, buildings and rest rooms accessible and ensuring 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.

### **4.**

All clinics prominently display the "And Justice For All" poster. This poster includes WIC's non-discrimination policy statement and informs people how to file a complaint if they believe WIC has discriminated against them. WIC's non-discrimination statement is printed on all program materials that include information about eligibility.

## 5.

A Civil Rights discrimination complaint is filed to report that a person believes that because of their

- race,
- color,
- national origin,
- sex,
- age, or
- disability,

they were treated differently than others.

A person can file a Civil Rights discrimination complaint by directly contacting the USDA Office of Civil Rights, or by asking WIC staff for assistance filing the complaint. Staff are also required to protect client confidentiality.

The person must report the Civil Rights violation within **180 days** of the alleged discriminatory act.

Staff must submit the complaint form **within 5 days** of receiving the complaint.

## 6.

Fair Hearing requests are **different** from Civil Rights discrimination complaints.

A Fair Hearing request involves a request for a judge to assess if WIC was wrong in determining a person ineligible for WIC, for taking a person off of the program, or for asking them to pay back money to the program.

## 7.

WIC is required to collect race and ethnicity information from applicants and clients. The data is used to assure WIC eligible race and ethnicity groups are appropriately represented within the WIC program.

By accurately collecting the information, WIC plays an important role in helping to identify health disparities and determining ways to overcome them.

## Appendix

***“Civil Rights equates to human rights, treating each and every person with respect as a human being. Protecting the rights of another, in essence protects the rights of ourselves.”***

Samuel Chambers, Former Food and Nutrition Administrator

### **Appendix contents:**

- 1. Civil Rights Regulations**
- 2. Language Line**
- 3. Fair Hearings**
- 4. Race and ethnicity data collection**

#### **1. Civil Rights Regulations**

- Title VI of the Civil Rights Act of 1964
- Title IX of the Education Amendments of 1972
- Section 504 of the Rehabilitation Act of 1973
- Age Discrimination Act of 1975
- Civil Rights Instruction 113-1, Revision 1, 1982
- Title II and III of the Americans with Disabilities Act
- Rehabilitation Act of 1973: Section 504
- Title II of the Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act of 2008

#### **2. Language Line**

State WIC pays for language interpretation services for local agencies, who don't have staff who speak preferred languages spoken by participants and aren't able to bring in in-person interpreters.

Contact staff WIC staff at 1-800-841-1410 to inquire how to access these services.

### 3. Fair Hearings

WIC clients and applicants can request a Fair Hearing when they:

- Feel WIC was wrong in removing them from the program,
- WIC was incorrect in determining them ineligible, or
- Don't feel they broke WIC rules and should not be asked to repay WIC.

A Fair Hearing is a legal hearing. A third party judge reviews WIC's side of the story and the client's side of the story, and makes a decision whether WIC was wrong in not serving the client or in asking the client to pay money back to the program.

#### **Can a client still receive checks during a Fair Hearing?**

The client can receive checks if the Fair Hearing request is made within 20 days of the date on the letter and if he/she is still within a current eligibility period.

#### **The Fair Hearing process and timeline**

- After receiving an ineligible or termination letter from the clinic or a notification letter from the State office, the client has **60 days to request a Fair Hearing**.
- A Fair Hearing date is scheduled within 21 days of the date of Fair Hearing request.
- During the hearing, a third party judge listens to both sides of the story and makes a decision, and notifies the client of the decision within 45 days.

Note: If the client disagrees with the judge's decision, he/she has 15 days to file a Petition for Review with the Department of Health Hearing unit.

#### **Fair Hearing Notification**

Information about the right to request a Fair Hearing is printed on:

- Not eligible letters
- We Missed You letters
- Fair Hearing Brochures

Staff provide a Fair Hearing Brochure to clients and applicants who request a Fair Hearing. Staff also are responsible for helping clients and applicants to complete a request if needed.

#### 4. Race and ethnicity data collection

As a federal program, WIC is required to collect race and ethnicity information. The more we understand about the clients we serve, the better we will be able to help identify and meet their needs.

##### Helpful words and tools

It is best if clients and applicants tell staff their race and ethnicity. Staff are required to document race and ethnicity based on their own perceptions if the client refuses to answer.

When someone refuses to report their race and ethnicity, consider using the following conversation technique (affirm + state the facts + offer solutions/be client centered).

##### Example conversation:

Client: "I don't feel comfortable answering that question."  
 Staff: "Why are you uncomfortable?"  
 Client: "I don't know how the information will be used."

Staff

##### 1. Affirm:

"I would feel uncomfortable if I didn't know how this information is going to be used."

##### 2. State the facts:

"It is used to make sure people from racial and ethnic groups who are living in our community and are eligible for WIC are being served."

##### 3. Offer solutions/be client centered:

"If you choose not to answer, I am required to answer for you. If you tell me your race and ethnicity it will be documented correctly. Would you prefer to tell me your race and ethnicity?"

#### Race/Ethnicity Tool

The Race/Ethnicity Tool provides federal definitions of race categories. Offer this tool to clients so they can review the information and choose the categories that best represent them.

WIC requires us to report race and ethnicity information. It is used to learn about who WIC serves and does not affect your WIC eligibility.

*Ethnicity means a person's culture. Race means the origin of your family or ancestors.*

WIC staff will ask you the following **yes/no** questions:

- Do you consider yourself your child Hispanic/Latino?  
 A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture, regardless of race.  
 Yes? No?
- How do you describe your race/your child's race?  
 Choose all that apply to you/your child.

American Indian or Alaska Native	Having origins in any of the original peoples of Alaska, Canada, the United States, Mexico, Central or South America and maintains tribal affiliation or community attachment.
Asian	Having origins in the original peoples of the Far East, Southeast Asia, or the Indian subcontinent (including for example, Cambodian, Chinese, Indian, Japanese, Korean, Malaysian, Pakistani, the Philippines, Thai, Thai and Vietnamese).
Black or African American	Having origins in the Black racial group of Africa.
Native Hawaiian or Other Pacific Islander	Having origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
White	Having origins in the original peoples of Europe, Middle East, or North Africa.

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Washington WIC does not discriminate.

Statements and questions are included on the Race/Ethnicity tab to help staff collect information from clients.

**Please read the following to the client.**

**WIC requires us to report race and ethnicity information. It is to learn about who WIC serves and does not affect your eligibility.**

1. Do you consider yourself Hispanic or Latino?

Yes     No

2. How do you describe your race? Choose all that apply.

American Indian or Alaska Native (Select from list.)

Asian

Black or African American

Native Hawaiian or other Pacific Islander

White

### Ethnicity Question

- To find out the client's ethnicity, staff read the following statement to the client:

"WIC requires us to report race and ethnicity information. It is to learn about who WIC serves and does not affect your eligibility."

- Next, staff ask the client the following ethnicity question:

"Do you consider yourself Hispanic or Latino?"

Note: The Federal definition of Hispanic or Latino is a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture, regardless of race.

- Mark the answer (Yes or No) based on the client's response.

### Race Question

- To collect information about the client's race, staff ask the client:

"How do you describe your race? Choose all that apply:

- American Indian or Alaska Native?
- Asian?
- Black or African American?
- Native Hawaiian or other Pacific Islander?
- White?"

- Document the client's response, marking all the race categories that apply.

### Countries of the World tool

The Countries of the World tool is located on the Race/Ethnicity tab.

This is especially helpful when a client is uncertain how to report his/her race, but can name the country from where he or she originates.

1. Click the Countries of the World button on the Race/Ethnicity tab.

2. Select the client's country of origin. The races selection(s) shown are based on the predominant race population of that country.

3. Discuss the results with the client to determine if the selections are appropriate.
4. Select the [OK] button to apply the selections to the client's record.
5. Select the [Cancel] button to prevent the selections from being applied to the record.

Note: If any of the automatic selections need to be changed once they are applied to the client's record (on the Race/Ethnicity tab) select the Undo R/E changes button, and document the appropriate information.

## References

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