

WIC Program Fair Hearing & Civil Rights

Fair Hearings Procedures

If you have been denied WIC or had your WIC services discontinued or if you are being asked to pay for benefits received, you have a right to a hearing. Civil Rights Violations are not handled via the WIC Fair Hearing Process. See below regarding Civil Rights Violations.

For a Hearing:

Contact the State WIC Agency within sixty (60) days of the date you were denied WIC services or told to repay benefits and request a hearing.

- A hearing will be scheduled within twenty-one (21) days of when your request was received.
- You will be notified in writing at least ten (10) days before the hearing of the date, time, and place.
- You may be helped or represented by an attorney or other persons such as a friend or relative.
- Before the hearing you or your representatives may look at the documents and records to be presented.

Hearing Procedures:

You or a representative must come to the hearing.

- During the hearing you or your representative may:
 - Bring witnesses to testify for you.
 - Look at the records presented by the local agency.
 - Tell your story and submit supporting information or evidence.
 - Question or deny information or evidence presented and question other person's testimony.

While Waiting for the Hearing Decision:

If you have been receiving WIC, benefits will continue if you request a hearing within fifteen (15) days of the notice to stop services. Benefits can be received only until your certification expires.

- If you have been asked to pay for benefits received, collection efforts will stop.
- WIC benefits will not continue if:
 - Your certification has expired or expires.
 - You were not categorically eligible (pregnant, breastfeeding, or postpartum woman or child below age 5.)
 - You were denied WIC at a new eligibility determination.

Hearing Decisions

You will be told in writing of the decision on your case within forty-five (45) days from the date the State WIC Agency received your request for a hearing.

- You or your representative can copy or review all hearing records.
- If the decision is in your favor, WIC services will begin immediately or will continue.
- If the decision is not in your favor, WIC services will stop or the local agency may begin collection efforts for payment of benefits.
- If the decision is in favor of the local agency, you can appeal to the State WIC Agency within fifteen (15) days of the mailing date of the decision.
- The decision of the local hearing is binding on both parties unless overturned by the State WIC Agency.

Need help? If you have difficulty understanding or reading English or have a disability, free language assistance or other aids and services are available upon request. Please contact your local WIC clinic or the State WIC Office at 1-877-597-0367. If you have a disability and need assistance calling us, contact the State Relay Number at 711 or for TTY to voice, call 1-800-648-6056.

Civil Rights Complaint Procedures

If you believe you have experienced discrimination, you may file a complaint with your local WIC Agency staff, the State WIC Program or by contacting United States Department of Agriculture (USDA) using the contact information below.

- Complaints of discrimination may be made directly to USDA. Discrimination complaints that are accepted at the state or local WIC level will be forwarded to USDA for review and investigation.
- Complaints should be submitted within 180 days from the alleged act of discrimination.
- Complaints may be written, verbal or anonymous.
- Complaints will be kept confidential.

Complaints should include the following information:

- Name, Address, and telephone number of the complainant
- The location and name of the organization or location where the alleged act of discrimination occurred.
- The nature of the incident or action
- The names, title, and business addresses of person who may have knowledge of the alleged discriminatory action.
- The date(s) the alleged discriminatory actions occurred.
- The basis for the alleged discrimination (race, color, national origin, sex, disability, age or reprisal or retaliation of prior civil rights activity).

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](https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf), (AD-3027) found online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, 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:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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Free Language Assistance & Other Aids and Services Available

Need help? If you have difficulty understanding or reading English or have a disability, free language assistance or other aids and services are available upon request. Please contact your local WIC clinic or the State WIC Office at 1-877-597-0367. If you have a disability and need assistance calling us, contact the State Relay Number at 711 or for TTY to voice, call 800-648-6056.

¿Necesita ayuda? Si le es difícil entender o leer el inglés, o si tiene alguna discapacidad, puede recibir ayuda con el idioma u otros apoyos y servicios sin costo alguno para usted, basta con solicitarlos. Por favor contacte a la clínica de WIC en su localidad o a la Oficina Estatal de WIC al 1-877-597-0367. Si tiene alguna discapacidad y necesita ayuda para llamarnos, contacte al Número Estatal de Retransmisión llamando al 711; o, para el servicio de voz a TTY, llame al 1-866-490-4403.

Benötigen Sie Unterstützung? Wenn Sie Schwierigkeiten haben, Englisch zu verstehen oder zu lesen, oder wenn Sie eine Behinderung haben, sind eine kostenlose Sprachunterstützung oder andere Hilfsmittel und Dienstleistungen auf Anfrage erhältlich. Wenden Sie sich bitte an Ihre örtliche WIC-Klinik oder das State WIC Office unter 1-877-597-0367. Wenn Sie eine Behinderung haben und Hilfe bei einem Anruf benötigen, wählen Sie die staatliche Relaisnummer unter 711 oder für Anrufe von Sprachtelefonen an Schreiblefone die 800-648-6057 bzw. für Anrufe von Schreiblefonen an Sprachtelefone die 800-648-6056.

Cần trợ giúp? Nếu quý vị gặp khó khăn trong việc hiểu hay đọc tiếng Anh hoặc quý vị bị khuyết tật, sự hỗ trợ ngôn ngữ miễn phí hoặc các viện trợ và dịch vụ khác sẽ được cung cấp theo yêu cầu. Vui lòng liên hệ phòng khám WIC tại địa phương của quý vị hoặc Văn Phòng WIC Tiểu Bang theo số 1-877-597-0367. Nếu quý vị bị khuyết tật và cần hỗ trợ trong việc gọi cho chúng tôi, vui lòng liên hệ Số Tiếp Âm của Tiểu Bang theo số 711; hoặc, để chuyển giọng nói thành TDD, vui lòng gọi số 800-648-6057; để chuyển TDD thành giọng nói, vui lòng gọi số 800-648-6056.

အကူအညီ လိုအပ်ပါသလား။ အကယ်၍ အင်္ဂလိပ်ဘာသာစကားကို နားလည်ရန် သို့မဟုတ် ဖတ်ရန် အခက်အခဲရှိပါက သို့မဟုတ် မသန်စွမ်းမှုတစ်ခုရှိပါက အခမဲ့ ဘာသာစကားဆိုင်ရာအထောက်အကူ သို့မဟုတ် အခြား အကူအညီများ နှင့် ဝန်ဆောင်မှုများကို တောင်းဆိုလျှင် ရရှိနိုင်ပါသည်။ သင်၏ ဒေသန္တရ WIC ဆေးခန်း သို့မဟုတ် ပြည်နယ် WIC ရုံး အား ဖုန်းနံပါတ် 1-877-597-0367 တွင် ကျေးဇူးပြု၍ ဆက်သွယ်ပါ။ အကယ်၍ သင့်ထံတွင် မသန်စွမ်းမှုတစ်ခုရှိပြီး ကျွန်ုပ်တို့အား ခေါ်ဆိုရာတွင် အထောက်အကူလိုအပ်ပါက

လိပ်သင်္ဘာမရောက်ပါ။ နမူနာအိမ်အိမ်ထောင်စုံစာတမ်းများကို မှတ်တမ်းတင်ဖော်ပြရန်အတွက် အင်္ဂါ မှတ်တမ်း နှစ်စုံကော်ဂီလောလာပုံနှင့် တစ်ယူလိပ်ကျိတ်တစ်စုံစာမရောက် မှတ်တမ်း တင်မရောက်အောင်အကူအညီအထောက်အကူပေး သန့်လိပ်- ဝဲသားစုဆေးကျ၊ နလီကဝီ WIC တပ်တပ်ကသံဒါး မှတ်တမ်း ကိုခံ WIC ဝဲလီဖ် 1-877-597-0367 တက်- နမူနာအိမ်အိမ်ထောင်စုံစာတမ်း အိမ်ထောင်စုံစာမရောက်လောတင်ကိလီဝဲ စီဆူပအိမ်အင်္ဂါနှင့်

需要帮助? 如果您在理解或阅读英语时遇到困难或有残障, 我们可应您的要求提供免费的语言协助和/或其他帮助与服务。请联络您当地的 WIC 诊所, 或致电 1-877-597-0367 联络州 WIC 办公室。如果您有残障, 并需要帮助来给我们打电话, 请致电州中继服务号码 711; 或者要使用语音转 TDD 服务, 请致电 800-648-6057; 要使用 TDD 转语音服务, 请致电 800-648-6056。

Trebate pomoć? Ako imate poteškoća s razumijevanjem ili čitanjem engleskog jezika ili ste osoba s invaliditetom, na zahtjev možete dobiti besplatnu jezičku pomoć ili druga pomagala i usluge. Obratite se lokalnoj WIC klinici ili državnoj WIC kancelariji na broj 1-877-597-0367. Ako ste osoba s invaliditetom i trebate pomoć da nas pozovete, kontaktirajte broj za osobe s oštećenim sluhom na 711, ako trebate pretvoriti glas u teleprinter pozovite 800-648-6057, a ako trebate pretvoriti teleprinter u glas pozovite 800-648-6056.

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Esta entidad es un proveedor que brinda igualdad de oportunidades.

