

ARKANSAS WIC PARTICIPANT RIGHTS AND RESPONSIBILITIES

As a participant in the Arkansas WIC Program, I understand my rights and responsibilities and will sign on the electronic signature pad only after reading the below statements:

My rights as a WIC Participant are to:

- Be treated fairly and with respect regardless of race, color, national origin, sex, age or disability by WIC staff and grocery store employees.
- Have the information provided to the WIC Program remain confidential unless permission is given to release it. Information provided may be shared with other programs such as other Arkansas Department of Health programs, Medicaid, TEA or SNAP to
 - Determine my eligibility for other services and to provide treatment for my child, data analysis and research. Conduct outreach for their programs.
 - Enhance the health, education or well-being of WIC applicants/participants enrolled in programs administered by the organization.
 - Streamline administrative procedures in order to minimize burdens on staff, applicants or participants.
 - Assess and evaluate the responsiveness of the state's health system to participants' health care needs and outcomes.
- Be told why I or my child qualifies for the WIC Program and when benefits will end.
- Report requested racial and ethnic data. This information is used to monitor compliance with federal civil rights laws and has no effect on determining WIC Program eligibility or services provided.
- Receive nutrition and breastfeeding information as well as information for other needed health services. I am encouraged to keep all appointments and call the WIC office in advance if I need to reschedule.
- Request verification of certification (VOC) documentation so that I can continue participation in WIC if I move during my certification period.
- Request a fair hearing and appeal any decision made by the WIC Program regarding eligibility or disqualification within 60 days by calling 501-661-2508 or completing a Request for Hearing form available in my local WIC office.
- File a complaint by calling 501-661-2508 or completing a complaint form in my local WIC office or by contacting USDA (United States Department of Agriculture).

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language) should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3021, USDA Program Discrimination Complaint Form, which can be obtained at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3021 form or letter must be submitted 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; or**

(2) fax: (833) 256-1665 or (202) 690-7442; or

(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

My responsibilities as a WIC Participant are to:

- Provide honest and complete information about identity, residency, income, pregnancy status, address, number of people living in my household and eligibility for Medicaid, TEA or SNAP. The WIC Program may verify the information to confirm it is correct.
- Keep eWIC card in a safe place at all times. Be careful who you allow to access your eWIC card and PIN. Redeemed benefits will not be replaced.
- Notify WIC staff if I have changes in any of the following: income, the number of people in my household, my address, my phone number, or if my child goes into foster care or another household, when I have my baby or my pregnancy ends, if my breastfeeding amount changes, or if I need to transfer to another Arkansas WIC office or another state to receive WIC services.
- Tell WIC staff if eWIC card has been lost, stolen or destroyed. It may take up to 5 to 7 days to replace the eCard.
- Pick up WIC benefits on time. Benefits may be reduced for late pick up. I, or my child (ren) may be terminated from the Arkansas WIC Program without notice if benefits are not picked up for two or more months in a row.
- Select only WIC approved food items that I am eligible to receive at the grocery store. I may only purchase what is on my eWIC card. I should let the WIC staff know if I need changes to or have questions about my food package.
- Provide instructions to my proxies about how to pick up benefits at the WIC office and how to-redeem them at the store. I am responsible for the actions of my proxies.
- Items provided by WIC may not be donated, sold or “given away”.

I understand the WIC Program may take any of the following actions for abuse of the Program: disqualify a participant from the program, assess a monetary claim up to the amount of redeemed WIC benefits and may prosecute under state and federal laws. Participant abuse includes, but is not limited to the following participant/authorized representative/proxy actions:

- Providing false information to obtain WIC benefits or not reporting changes that affect eligibility.
- Participating or trying to participate in more than one Arkansas WIC office or a different state at the same time; participating in the WIC Program and the Commodity Supplemental Nutrition Program at the same time.
- Physical abuse, threat of physical abuse, or verbal abuse to WIC or grocery store staff.
- Picking up and/or redeeming WIC benefits for participants no longer in your household.
- Misusing WIC benefits in the following ways: theft of WIC benefits; purchasing non-WIC foods with WIC benefits; returning or exchanging foods or formula purchased with WIC benefits.
- Attempting to or actually exchanging/selling/giving away food, formula, breast pumps or other items purchased with WIC funds verbally, in print or online through websites like Facebook/Craig's List/Twitter/eBay/etc., or allowing someone else to do so.
- Any attempt to commit fraud or abuse the WIC Program or assisting someone else to do so.

***May be disqualified from the WIC program, prosecuted by law,
and required to repay the program.***