

Civil Rights Training Script

UPDATED AUGUST 2022

Introduction

Welcome to the Civil Rights training module for the Minnesota WIC Program. As you proceed through the training, you will notice links to handouts that offer additional information. After you select the link, it will open in a new tab, giving you a chance to view the information. Once you are ready to resume the training, return to the original tab and click on the continue button to advance to the next slide.

Once you complete the training, make sure you sign your name and record the date you completed the training on your agency's Civil Rights training log.

When ready, please click the continue button.

Objectives

By the end of this training module, you will be able to:

- Identify protected categories recognized by USDA,
- Recall Minnesota WIC policies regarding Civil Rights and discrimination,
- Define discrimination, and
- Differentiate between ethnicity and race and review USDA's reporting requirements.

When ready, please click the continue button.

Objectives (continued)

You will also be able to:

- Identify ways the WIC program informs participants and the public about non-discrimination,
- State the steps WIC staff must take in the discrimination complaint process, and
- Identify ways to prevent complaints through use of participant centered customer service and conflict resolution techniques.

When ready, please click the continue button.

Civil Rights

Civil Rights can have many meanings. For this training, it refers to information and practices related to anti-discrimination laws, or the rights of individuals to receive equal treatment based on certain legally protected classes.

When ready, please click the continue button.

Minnesota WIC Civil Rights Policy

The purpose of the Minnesota WIC Civil Rights policy is to ensure that all applicants and participants receive fair and equitable treatment and benefits without regard to race, color, national origin, age, sex, or disability. One requirement contained within this policy is that all WIC staff, including administrators and volunteers, receive Civil Rights training at least annually. The completion of this training meets this requirement. Minnesota WIC's Civil Rights policies are contained within the Minnesota Operations Manual [Section 1.10: Civil Rights](#). The policy is linked on the slide, and you may print a copy for reference as you proceed through this training. Minnesota policies are based on the Federal Requirements and have been approved by USDA.

When ready, please click the continue button.

History of Civil Rights Regulations

Additional regulations have been passed over the years to expand the protected classes to include sex, disability, age, and the expansion of national origin to clarify that it includes making accommodations for individuals with limited English proficiency. Most recently, gender identity and sexual orientation were added as protected classes under sex.

When ready, please click the continue button.

For More Information

For more information on these laws and regulations, refer to the Minnesota Operations Manual [Section 1.10: Civil Rights](#). The "Other Resources" section provides additional details about each of the Civil Rights Regulations.

When ready, please click the continue button.

What classes are protected from discrimination under Federal Civil Rights Law in WIC?

What classes are protected from discrimination under Federal Civil Rights Law in WIC? The next several slides will describe the six protected classes.

When ready, please click the continue button.

Six Protected Classes

These are the six protected classes currently recognized by USDA for the WIC program: Race, Color, National Origin, Age, Sex (including gender identity and sexual orientation), and Disability.

Although it is the policy of USDA and FNS to provide fair and equitable treatment to every employee and customer, there are specific laws and regulations that provide for the protected classes for each nutritional assistance program. For this reason, ***marital or family status, parental status, and protected genetic information are not protected classes*** in FNS federally assisted programs. Let's take a closer look at each protected class and what is included.

When ready, please click the continue button.

Race and Color

Race refers to an individual belonging to one of the accepted racial groups, or the perception that a person belongs to a racial group, based usually on physical characteristics.

Color refers to the color of skin, including shade of skin within a racial group. For example, there may be light and dark-skinned African Americans.

When ready, please click the continue button.

National Origin

National origin refers to a people having common origins, traditions, and language.

These regulations protect individuals from discrimination based on their national origin, which is the country that they come from. This is the same as family line or descent.

When ready, please click the continue button.

Limited English Proficiency (LEP)

Included within the category of National Origin is Limited English proficiency. WIC is required to provide meaningful access to services to persons who are limited in their English proficiency because of their national origin.

Local Agencies must ensure that interpretative services are available for any individual who does not speak English as their primary language and has a limited ability to read, write, or understand the English language. Agencies must also assure that written materials are translated into any language that is regularly encountered by a WIC agency. Contact the State WIC Office when specific materials are needed.

Spoken interpretation services must be provided at no charge to the applicant or participant. Use of family or friends as interpreters is strongly discouraged. For additional information, see the guidance section of MOM Section 1.10 ([Section 1.10: Civil Rights](#)).

When ready, please click the continue button.

Age

The Age Discrimination Act prohibits discrimination based on age in programs and activities.

At first, you might think that WIC is discriminatory based on this act. But WIC is a categorical program, meaning that it was set up to serve a specific category of people – women, infants, and children up to age 5.

For example, the WIC Program does not discriminate against 8-year olds because the WIC regulations state that WIC only serves children less than 5 years of age. Another example is WIC serves all pregnant and postpartum women and does not discriminate against pregnant teens because of their age.

When ready, please click the continue button.

Sex

Title 9 of the Education Amendments prohibits discrimination based on sex under any education program or activity. Just like with age, WIC regulations specify what category of people can receive WIC benefits.

Even though adult males are not in a category served by WIC, fathers or male proxies can, and are encouraged to, fully participate in the nutrition education for their family. Also, fathers are able to enroll their children in WIC if they have custody of them.

When ready, please click the continue button.

Reflection

Take a moment to think of the ways your clinic welcomes dads and encourages them to participate in WIC.

When ready, please click the continue button.

Gender Identity and Sexual Orientation

On January 20, 2021, President Biden issued Executive Order (EO) 13988, “Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation.” This executive order set out the Administration’s policy that all persons are entitled to dignity, respect, and equal treatment under the law, no matter their gender identity or sexual orientation.

It clarified that participants and employees have protection against discrimination based on sex in FNS programs. Gender Identity (including gender expression) and Sexual Orientation are newly added protected categories to the WIC program.

When ready, please click the continue button.

Reflection

WIC strives to be inclusive to any pregnant person and family who qualifies for WIC services. We know the choice of words matter.

What are ways your clinic is helping LGBTQ families feel welcome when they come to WIC?

When ready, please click the continue button.

Americans with Disabilities Act of 1990

The Americans with Disabilities Act (ADA) of 1990 further guides our treatment of people with disabilities to prevent discrimination. ADA prohibits discrimination on the basis of disability in employment, public services, public accommodation, and telecommunications. Minnesota WIC policy states that agencies must provide services in a site(s) that allows access to all applicants and participants, including persons with special needs.

The original legislation for disability accommodation is Section 504 of the Rehabilitation Act.

WIC Clinics must notify applicants and participants that they do not discriminate in admission or access to its programs or activities. Clinics must also identify the responsible employee designated pursuant to § 15b.6(a), and identify the existence and location of accessible services, activities, and facilities.

When ready, please click the continue button.

Disability

The definition of disability, as outlined in the American with Disabilities Act of 1990, is a person who has a physical or mental impairment which substantially limits one or more major life activities, has a history of or a record of such an impairment, or is perceived by others as having such an impairment. The ADA Amendments Act of 2008 further expanded the definition of disability by adding the category of “major bodily functions” to the definition of “major life activities.”

When ready, please click the continue button.

Reflection

Think about what modifications your agency could make for an individual with a disability who is unable to travel to your accessible office.

Possible responses include: home visits, move clinic services to the lowest accessible level in the building, and utilize medical referral data with phone certification.

When ready, please click the continue button.

Free Interpreter Services

Local Agencies must actively notify WIC applicants, participants, and anyone coming to WIC about the availability of free interpreter services and that accommodations will be made upon request for anyone with a disability. The state provides a poster with these notifications in languages common to WIC participants. Display this poster in any place that the public goes, and where it can be easily read by applicants and participants. This includes the waiting area at a minimum, but also the WIC office. If your space is large, consider displaying the smaller poster in cubicles where staff meet with participants.

Posters and other written notification in various languages help inform participants that interpreter services are available for free, but do not take the place of offering interpreter services verbally.

When ready, please click the continue button.

Telecommunications

The ADA also outlines requirements for telecommunications. This act includes any video or print material including things that are posted on the internet. ADA requirements for documents make it so that websites, forms, and other print material can be accessed by people who are blind through the use of a screen reader or make sure that videos are accompanied by a closed-captioned script for the hearing impaired.

The State WIC program makes a concerted effort to follow these regulations with everything that is posted on the internet, including the WIC website. Check what ADA accommodations your agency can make and keep contact information available in WIC for your agency's ADA Coordinator.

What do you know about ADA requirements for videos or printed documents? What does your county or agency do to assure that you are meeting ADA requirements with telecommunications? For more information about making documents accessible, use the [Creating Accessible Microsoft Office Documents](#) resource linked on the slide.

When ready, please click the continue button.

Discrimination

USDA defines discrimination as “different treatment which makes a distinction of one person, or a group of persons, from others, either intentionally, by neglect, or by the actions or lack of actions...”

This may include:

- Not providing the same opportunities to everyone, i.e., training and career opportunities,
- Treating people with less respect,
- Denying people certain things, or

- Offering special treatment to a protected class of people that is not offered to all.

When ready, please click the continue button.

Prohibited Discriminatory Practices

The following two slides have examples of prohibited discriminatory practices.

The exclusion of persons from participation in the program on the basis of race, color, national origin, age, sex, or disability. The inequitable allocation of food to an eligible person on the basis of race, color, national origin, age, sex, or disability. The issuance of WIC food benefits in a place, time, or manner that results in, or has the effect of denying or limiting benefits on the basis of race, color, national origin, age, sex, or disability. The segregation of persons in clinic waiting rooms or through an appointment system on the basis of race, color, national origin, age, sex, or disability.

When ready, please click the continue button.

Prohibited Discriminatory Practices (cont.)

The application of different eligibility standards to potentially eligible applicants on the basis of race, color, national origin, age, sex, or disability. The certification of persons as eligible to receive benefits solely on the basis of race, color, national origin, age, sex, or disability. The maintenance of a waiting list which makes distinctions on the basis of race, color, national origin, age, sex, or disability.

When ready, please click the continue button.

Imagine....

Imagine that you are in a bank applying for a loan and you notice the loan officer is staring at you. After collecting your loan information, she excuses herself to discuss your application with her supervisor. You overhear the loan officer mentioning to her supervisor that you don't look like the type of person who would repay a loan. The loan officer returns and informs you that you do not qualify for the loan and your application has been denied.

When ready, please click the continue button.

Reflect

Now, think of a situation where you might have felt wronged or discriminated against. What made you feel that way?

When ready, please click the continue button.

Racial and Ethnic Data

One way the federal government monitors whether there is discrimination based on race and ethnicity is by collecting data from the participants in federally funded programs. This data is collected for statistical purposes and helps ensure that no ethnic or racial group is discriminated against in outreach or participation.

When ready, please click the continue button.

Ethnicity versus Race – What’s the difference?

Let’s take a closer look at the differences between ethnicity and race.

Ethnicity is socially defined. It refers to a group of people who share common ancestry and cultural heritage. They may also share the same religion or language.

For USDA recording purposes, ethnicity is referring to Hispanic/Latino heritage, which is a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.

When recording ethnicity in the Information System, you will ask the applicant whether they are Hispanic/Latino or Not Hispanic or Latino. They must choose one or the other.

Race is physically defined. It refers to a person’s physical appearance including skin color, eye color, hair color, bone structure, and facial type. WIC applicants are asked to choose one or more races.

When ready, please click the continue button.

Collecting Ethnicity and Race

Let’s discuss the requirement and procedure for collecting race and ethnicity information from participants.

Explain to the applicant that the collection of the information is strictly for statistical reporting and has no effect on the determination of their eligibility for WIC benefits. Verbally assess the applicant’s understanding. For example, ask “what questions do you have before I proceed?” Collect the ethnicity and race category data. Have the participant select one ethnicity, either Hispanic/Latino or Non-Hispanic/Latino, and then have them select one or more races. If the applicant is unwilling or unable to self-select their ethnicity or race category, inform the participant that you are required to make a visual observation of his or her race and record it in the system. Make a selection based on your perception and visual observations.

When ready, please click the continue button.

Informing the public

WIC staff must inform applicants, participants, and potentially eligible persons of program availability, program rights and responsibilities, the policy of nondiscrimination, and the procedure for filing a complaint.

The Minnesota WIC Civil Rights policy contains the requirements to ensure that we are meeting this expectation, and reviews at Management Evaluations help to ensure compliance.

Let's take a closer look at each of these requirements. When ready, please click the continue button.

Rights and Responsibilities

Written Rights and Responsibilities for the WIC program are provided to each WIC applicant at enrollment and at each certification. The Rights and Responsibilities form should be provided in the primary language of the participant. The participant should be given enough time to read the Rights and Responsibilities, and if they are unable to read it, a staff person should read it to them. They should also be offered a hard copy of the Rights and Responsibilities if they want a copy to take home. When asked to sign the signature pad, make sure the participant understands they are signing that they understand and will follow the Rights and Responsibilities. Contained within the Rights and Responsibilities is the nondiscrimination statement and information on what to do to file a discrimination complaint, which is required information to provide to participants.

When ready, please click the continue button.

Nondiscrimination Statement

Another way the public is notified of nondiscrimination practices is by including the nondiscrimination statement, provided by USDA, on all printed materials. If the material is too small to accommodate the full statement, the material must include, at a minimum, the following statement in print size no smaller than the text: **"This institution is an equal opportunity provider."** The nondiscrimination statement is available in other languages and should be included in the language in which the printed material is written.

The full nondiscrimination statement should be used on all vital documents, such as documents critical for purposes of determining eligibility or ineligibility, participation in WIC, or obtaining benefits. Examples include applications, consent for screening, complaint forms, notices of rights, and disciplinary action.

Local Agency staff should consult with their State WIC Consultant or State WIC Civil Rights Officer to determine which nondiscrimination statement to use on materials they produce.

The Minnesota Operations Manual [Section 1.10: Civil Rights](#) offers a link to the nondiscrimination statement translated into languages other than English.

When ready, please click the continue button.

Civil Rights Poster

The “And Justice for All” poster is provided by USDA to post as one way to inform the public of the nondiscrimination policy. USDA requires the poster be displayed in a prominent place where it can be easily viewed and read by participants and staff. If you have a large clinic, more than one poster should be displayed to assure that it is easily viewed by all. Additional posters can be ordered through the WIC Materials Order Form. Where does your clinic have “And Justice for All” posters? Are they in prominent places throughout the clinic? If not, you might consider ordering additional posters.

When ready, please click the continue button.

Outreach

Finally, State and Local WIC agencies are required to conduct annual outreach efforts designed to make all eligible persons aware of the availability of WIC services and how to enroll. Ensure that the nondiscrimination statement is included on any outreach materials your agency produces.

When ready, please click the continue button.

Who can file a Civil Rights complaint?

Participants can file a discrimination complaint if they have been subjected to discrimination by any program receiving funding from USDA based on their protected class.

The nondiscrimination statement clarifies that individuals have the right to file a discrimination complaint if they feel they have been retaliated against or punished for prior Civil Rights activities.

Programs that receive USDA funding include the State Agency, Local Agencies, and vendors who accept WIC benefits.

You should never interfere with a person’s right to file a complaint or discourage reporting of the incident. This doesn’t mean that you cannot clarify a misunderstanding or answer questions related to the complaint situation.

Keep in mind, treating WIC participants with respect and courtesy is an expectation, but not doing so would not be considered a Civil Rights violation. A Civil Rights violation would include discrimination on the basis of race, color, national origin, age, sex, or disability.

When ready, please click the continue button.

How to file a Civil Rights complaint?

There are three ways a participant can file a Civil Rights complaint:

1. The [USDA Program Discrimination form](#) can be completed, signed, and mailed by the person alleging the complaint. The complaint form can be found at the website linked here and multiple places on the MDH website.

You can direct them to the website or send them a copy in the mail.

2. The person alleging the complaint can provide a verbal record of the complaint. You have 5 calendar days to complete and submit the USDA Complaint Form on their behalf.
3. They can also write a letter that includes all of the information listed in [How to file a Program Discrimination Complaint](#).

Send the complaint in via mail, fax, or email to the contact on the form or nondiscrimination statement. The complaint must be filed within 180 days of the incident.

When ready, please click the continue button.

Information needed to file a complaint

Let's discuss the information you'll need to collect if someone wants your help to file a Civil Rights complaint.

You'll need to get their contact information including their: name, address, telephone number or other means to contact the person. Complaints can be submitted anonymously, but since they can't be contacted, they will not be able to provide clarifications that might be essential for the investigation. They also will not be informed about the result of the ruling or the corrective actions that need to happen.

They also need to provide the specific location the incident took place. This may include information about the state agency, local agency, or other location delivering the service or benefit.

Have them describe the nature of the incident or action that led the complainant to feel discriminated against. This may be an example of how the administration of the program is having a disparate effect on the public, possible eligible persons, or participants.

They need to define the basis, or which protective class, on which the complainant believes discrimination occurred.

The names, phone numbers, email addresses, titles, and business or personal addresses of people who may have been involved or have knowledge of the alleged discriminatory action.

Finally, you'll need the date or date range the discriminatory action took place.

When ready, please click the continue button.

Maintain a Record of the Civil Rights Complaint

If the complainant is willing to share the situation with you, WIC Local Agency staff should maintain a record of the Civil Rights complaint. This record must be kept confidential and may only be viewed by clinic supervisors and State WIC staff. Notify the State WIC Office about the

complaint and how it was handled at the Local Agency. The State WIC Office can offer assistance and guidance to the Local Agency.

The Civil Rights complaint must be sent directly to USDA within 5 calendar days of it being reported to the address on the form. USDA has the responsibility to investigate the Civil Rights complaint.

For more information refer to our website or reach out to the State Civil Rights Coordinator with questions or for additional guidance on record keeping or filing a complaint.

When ready, please click the continue button.

Link to the Complaint Form on the MN WIC Website

There are multiple places to find the [USDA Program Discrimination form](#) on the MDH WIC website. From the MDH home page:

1. Find it by going to the WIC Families-[Welcome to WIC! page](#), then scroll down to the Rights and Responsibilities page. You'll find the link for *How to File a Civil Rights Complaint* at the bottom of the [WIC Rights and Responsibilities](#) page.

If a family doesn't have easy access to our website, don't forget that you can access the Rights and Responsibilities page through the MN WIC app.

2. You can also find the link to the form at the bottom of the [USDA Nondiscrimination Statement](#).
3. Another place you will find it is on the [WIC Civil Rights Resources](#) page. You can find this by clicking on Local Agencies and then going to Staff Resources.

On all of these pages you are going to look for *How to File A Civil Rights Complaint*.

When ready, please click the continue button.

Link to the Complaint Form on the MN WIC Website (slide 2)

As a review, you can direct a participant to find the USDA Program Discrimination form or assist them in completing the form. You will find the form in the section *How to file a Civil Rights Complaint*.

This is posted on the bottom of the Rights and Responsibilities, the bottom of the Nondiscrimination page, and on the Civil Rights and Interpreter training page.

When ready, please click the continue button.

How are complaints processed by USDA?

Once a complaint has been filed, USDA will acknowledge the complaint with the complainant and advise on the next steps or request additional information for clarification within 90 days. USDA then will direct the State WIC Office on follow-up or next steps. If discrimination has been

found, corrective actions are outlined. If these corrective actions aren't followed, USDA can take away funding.

When ready, please click the continue button.

Monitoring Civil Rights Compliance

The State WIC Office evaluates all Local Agencies on compliance with Civil Rights policies during the bi-annual Management Evaluation process.

When ready, please click the continue button.

Resolution of Noncompliance by Local Agency or Vendor

The procedure for resolution of noncompliance, whether the violation was filed by a participant or was the result of a Civil Rights finding during a Management Evaluation, is the same.

The Local Agency or vendor must develop and submit a corrective action plan to the State WIC Office outlining the action(s) taken to resolve the issue(s). The State WIC Office is responsible for following up with the Local Agency or vendor to ensure the issue(s) have been corrected.

It is important to note that a vendor can be disqualified for discriminating against participants.

In turn, if the violation or finding is against the State, the State WIC Office must also develop and submit a corrective action plan to USDA on its findings. USDA follows up with the State WIC Office to ensure the issue(s) have been corrected.

When ready, please click the continue button.

Customer Service: The Golden Rule

Providing good customer service will make everyone feel welcomed and valued. Good customer service goes a long way in making sure everyone's Civil Rights are respected.

One way to self-evaluate how you are doing with customer service is to put yourself in the other person's shoes. Did you just treat that person the way you would have wanted to be treated?

When ready, please click the continue button.

Customer Service

A WIC participant's first interaction with WIC staff can set the tone for the entire WIC visit. If we each do our part to make that a positive, welcoming interaction, our participants will feel valued and respected. Select the links on the slide to watch both pairs of short video clips. A new tab or window will open, and you can return to this training once you have finished viewing each video.

Listen to how the participants felt after the interaction. Think about whether you would have felt the same way if you were the WIC participant. How might each of these interactions affect the rest of the WIC visit?

When ready, please click the continue button.

Reflection

Think again about the interactions that you just watched. You probably already do many things to assure that WIC participants feel welcomed. What are these things? What things can you do to make WIC participants feel welcomed?

When ready, please click the continue button.

Resolving Conflicts

Our goal at WIC is to follow all Civil Rights Laws and to treat everyone with fairness and respect. But sometimes there can be misunderstandings between staff and participants. This is understandable since WIC staff must also adhere to WIC policies, and these policies sometimes mean they cannot always accommodate requests from participants.

When misunderstandings occur, the use of participant centered skills will help get at the real problem and can minimize complaints. However, when there is a complaint, it is important to listen and understand what happened, identify the root problem, and agree on a solution.

In heated confrontations, it is important to remain calm and not mirror the behavior. If you are unable to resolve the situation, obtain assistance from a supervisor. If you ever feel threatened in any way, obtain assistance from others, protect yourself, and if necessary, call 911. Threats or acts of violence are never tolerated in the workplace.

As you watch the short video on the next slide, listen for how the staff person used these steps to help resolve the conflict and how the participant felt about the interaction afterwards.

When ready, please click the continue button.

Resolving Conflicts – Example

Click on the link to play the video. A new tab or window will open. Return to this training once you have finished viewing the video and click the continue button to advance to the next slide.

Objectives Review and Evaluation

This concludes the information about Civil Rights. As a final review, we will go through the objectives so you can evaluate whether you have attained the necessary knowledge within each objective. If you need to review a particular area, please return to that section and review the information. If you need additional information, or have questions, contact either the State Civil Rights Coordinator or your supervisor.

The objectives of the training include:

- Identify protected categories recognized by USDA,
- Recall Minnesota WIC policies regarding Civil Rights and discrimination,
- Define discrimination, and
- Differentiate between ethnicity and race and review USDA's reporting requirements.

When ready, please click the continue button.

Objectives Review and Evaluation (cont.)

Additional objectives for the Civil Rights training are:

- Identify ways the WIC program informs participants and the public about non-discrimination,
- State the steps WIC staff must take in the discrimination complaint process, and
- Identify ways to prevent complaints through use of participant centered customer service and conflict resolution techniques.

When ready, please click the continue button.

Congratulations

Congratulations! You have completed the Annual Civil Rights training. Thank you for your time and attention.

Make sure you check with your supervisor and record your name, signature, and the date you completed the Civil Rights training on your agency's Civil Rights Training Log.

When ready, please click the continue button.

Thank you

A special thank you to the Minnesota WIC staff and babies who gave permission for their photos to be used in Minnesota WIC education materials.

This concludes the Civil Rights training module.

Reference – Complete Listing of Hyperlinks

Section 1.10: Civil Rights

(https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_10.pdf)

Creating Accessible Microsoft Office Documents

(<https://gov.texas.gov/organization/disabilities/accessibledocs>)

[USDA Program Discrimination form](#)

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

[How to file a Program Discrimination Complaint](#) (<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>)

[Welcome to WIC!](#) (<https://www.health.state.mn.us/people/wic/ppthome.html>)

[WIC Rights & Responsibilities](#) (<https://www.health.state.mn.us/people/wic/rights.html>)

[USDA Nondiscrimination Statement](#)

(<https://www.health.state.mn.us/people/wic/nondiscrim.html>)

[WIC Civil Rights Resources](#)

(<https://www.health.state.mn.us/people/wic/localagency/civilrights.html#NaN>)

Minnesota Department of Health - WIC Program 625 Robert St N, PO BOX 64975, ST PAUL MN 55164-0975; 1-800-657-3942, health.wic@state.mn.us, www.health.state.mn.us. To obtain this information in a different format, call: 1-800-657-3942

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