

Minnesota WIC Program: Rights & Responsibilities

09/2024

What you can expect from WIC

Nutrition Education. WIC offers tips and advice to help you feed your family in a healthy way.

Information. We help you find health care, immunizations, and other programs.

WIC foods. We give you a WIC Card to purchase healthy foods.

Equal Treatment. WIC and store staff treat you the same regardless of your race, color, age, national origin, disability, or sex (including gender identity and sexual orientation). If you feel you have been discriminated against, you may file a complaint with USDA (see back).

Access. Tell us if you need an interpreter – free interpreter services are available. If you have a disability, accommodations will be made.

Fairness. You may ask for a hearing if you do not agree with WIC staff about your eligibility for WIC.

Use of Information. The information you give WIC is private. It will be used to decide if you or your child is eligible for WIC and how best to serve you. Without complete information, we might not be able to certify you for WIC. We will protect your information and will not share it outside of WIC unless you sign a consent to release or unless we are required to do so by law. It may also be used for reports and audits, but your name will not be used.

Moving to another state? Your WIC services will continue there. Tell us before you go and we'll give you a transfer notice to take with you.

What WIC expects from you

Keep Appointments. Please call your WIC clinic if you need to reschedule.

Common courtesy. Treat WIC and store staff with respect and courtesy.

Use your WIC card correctly. This means:

- Do not sell, or offer to sell, trade, or give away your WIC card, foods, breast pump, or formula.
- Shop at WIC-approved stores.
- Buy only foods in your benefit balance and within specified dates.
- Food benefits that have expired or been redeemed cannot be replaced.
- Do not exchange or return WIC foods or formula for cash, credit, or items of the same value.
- Notify WIC if your card is lost, stolen, or destroyed.
- Keep your WIC card and PIN safe. Only share your PIN with those you allow to use your card.
- Get a WIC card from only one WIC clinic at a time.
- Explain the rules and how to use the WIC Card to your WIC proxies.

Honesty. If you hide or give false information to get WIC benefits, you might be taken off the program, have to pay back money for food you should not have received, or face legal charges

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 to obtain program information (e.g., Braille, large print, audiotape, 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-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.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-3027 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.