

<p style="text-align: center;">Texas WIC Health and Human Services Commission</p>

Effective September 1, 2019

Policy No. CR:08.0

Civil Rights Training

Purpose

To ensure that local agency (LA) staff who come in contact with WIC applicants/participants are knowledgeable in the area of civil rights and that content of civil right training is in accordance with federal regulations.

Authority

USDA FNS Instruction 113-1 and its Appendix D Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and WIC Farmers' Market Nutrition Program (FMNP).

Policy

LA employees shall receive civil rights training in appropriate time frames on specific content points.

Procedures

- I. All new agency employees who come in contact with WIC applicants/participants, including those employees paid by WIC (temporary, part-time, full-time, and volunteers) and those employees not paid by WIC who work more than two hours per week for WIC, shall receive civil rights training within 30 days after employment start date, and then on an annual basis.
- II. Staff such as agency administrators, janitors, etc. who do not come in contact with WIC applicants/participants are not required to receive civil rights training. All other existing staff shall receive civil rights training on an annual basis.

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- III. Civil rights training shall contain at a minimum the following WIC specific information:
- A. public notification and outreach procedures: See **Policies: CR:01.0, CR:02.0, CR:10.0;**
 - B. racial/ethnic data collection and reporting: See **Policy CR:09.0;**
 - C. complaint handling procedures: See **Policies: CR:03.0, CR:05.0;**
 - D. compliance review requirements: See **Policy CR:04.0;**
 - E. provisions for applicants/participants with special needs on accommodations: See **Policies: CR:06.0, CR:07.0;**
 - F. resolution of noncompliance;
 - G. requirements for language assistance: See **Policy CR:10.0;**
 - H. conflict resolution; and
 - I. customer service.