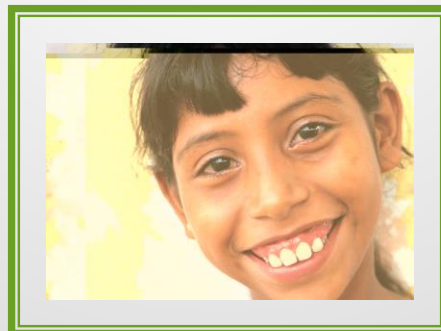




# **Civil Rights Training For ADPH Staff**

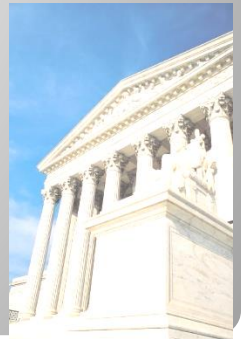
# Welcome to the Civil Rights Review Training

This training is required annually for all staff involved in the administration of ADPH Programs



## ADPH receives financial assistance to operate its programs from several federal agencies, including, but not limited to:

- The United States Department of Agriculture (USDA), Department of Health and Human Services (HHS), Department of Education (DOE), etc.
- Because of this financial assistance, these federal agencies also monitor compliance with all civil rights laws.



This institution is prohibited from discriminating on the basis of race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity.

- \* Race - A group of persons related by common decent or heredity.
- \* Color - Pigmentation, complexion, or skin shade or tone.
- \* National Origin - A people having a common origin, tradition, and language.
- \* Disability - A physical or mental impairment that substantially limits one or more of an individual's major life activities, having a record of such impairment, or being regarded as having such an impairment.

\*Applies to WIC

## Chapter I: Civil Rights Overview

- \* Age - The length of time that one has existed; duration of life; for example, 21 years of age.
- \* Sex - Either of two divisions of organisms distinguished respectively as male or female.
- Religion - A particular system of faith and worship.
- Political Beliefs – political ideology is certain set of ethical ideals, principles, doctrines, myths, or symbols of a social movement, institution class and/or large group that explains how society should work, and offers some political and cultural blueprint for a certain social order.
- Gender Identity - An individual's internal sense of gender, which may be male, female, neither, or a combination of male and female.

\*Applies to WIC

This means that because ADPH receives federal funds to operate its programs, we cannot, on the basis of any protected class, do any of the following:

- Deny services, financial aid, or other benefits;
- Provide different services, financial aid, or other benefits, or provide them differently from those provided to others in the program;
- Segregate or treat individuals separately in any way in their receipt of any service, financial aid, or benefit; or
- Retaliate against any person for prior civil rights activity.

**Although the civil rights laws only provide protection for the specified protected classes, it is the policy of ADPH to provide fair and equitable treatment to every applicant and client!**

- Client = patient = customer = participant
- Applicant = individual applying for services

## **So...what does this mean for ADPH staff?**

- It means that ADPH is in the business of aiding those in need of assistance. That's what we do!
- We strive to provide benefits in an equitable manner and do not limit or alter our services based upon race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity.



## Requirements

- WE MUST:
  - Comply with civil rights regulations.
  - Train staff annually.
  - Train all new employees.
  - Provide free communication assistance.
  - Have a compliance officer.
  - Provide a process on how to deal with civil rights complaints.

## All state and local agencies must comply with USDA regulations on non-discrimination and the following requirements when training their staff:

- Collection and use of data.
- Effective public notification systems.
- Complaint procedures.
- Compliance review techniques.
- Resolution of noncompliance.
- Reasonable modifications in policies, practices and procedures for persons with disabilities.
- Requirements for language assistance.
- Client service.

## Examples of Illegal Discrimination

- Denying benefits or opportunities to participate in department programs.
- Providing different services/benefits.
- Providing services/benefits in a different manner or in a segregated environment.
- Restricting privileges.
- Using policies/procedures that have the effect of discriminating.
- Retaliation for prior civil rights activity.

## For additional information on civil rights laws and regulations, contact the following federal agencies:

**USDA-Food and Nutrition Service (FNS)**  
**Civil Rights Office, Southeast Region**  
**61 Forsyth St. S.W., Room 8T36, Atlanta, GA 30303-8909**  
**(404) 562-7033 (voice), (404) 562-4517 (fax)**

**U.S. Department of Health and Human Services**  
**Sam Nunn Atlanta Federal Center, Suite 16T70**  
**61 Forsyth Street, S.W. Atlanta, GA 30303-8909**  
**1-800-368-1019 (voice)**

**U.S. Department of Education, Atlanta Office, Office of Civil Rights, 61 Forsyth St. S.W., Suite 19T70 Atlanta, GA. 30303-3104**  
**1-800-421-3481 (voice), 1-877-521-2172 (TDD)**

**U. S. Department of Justice**  
**950 Pennsylvania Avenue, NW**  
**Civil Rights Division**  
**Disability Rights Section – 1425 NYAV**  
**Washington, D.C. 20530**  
**1-202-307-0663 (voice)**

# Requirements for Section 1557 of the Affordable Care Act



## What is Section 1557?

- Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA).
- Section 1557 is important to achieving the ACA's goals of expanding access to health care and coverage, eliminating barriers, and reducing health disparities.
- Section 1557 ***prohibits discrimination on the basis of race, color, national origin, sex, age, or disability*** in certain health programs and activities.
- Section 1557 builds upon longstanding nondiscrimination laws and provides new civil rights protections.

## What are some of the notable provisions of Section 1557?

- Section 1557 is the ***FIRST Federal civil rights law to broadly prohibit sex discrimination in health programs and activities.***
  - Sex discrimination includes, but is not limited to, discrimination based on an individual's sex, including pregnancy, related medical conditions, termination of pregnancy, gender identity and sex stereotypes.
    - Gender identity means an individual's internal sense of gender, which may be male, female, neither, or a combination of male and female.
    - Sex stereotypes means stereotypical notions of masculinity or femininity.
- Section 1557 applies to ADPH.

## Who must comply with HHS's Section 1557 regulation?

- All health programs and activities that receive Federal financial assistance from HHS.
  - Examples of types of covered entities: hospitals, health clinics, physicians' practices, community health centers, nursing homes, rehabilitation centers, health insurance issuers, State Medicaid agencies, etc.
  - Federal financial assistance includes grants, property, Medicaid, Medicare Parts A, C and D payments, and tax credits and cost-sharing subsidies under Title I of the ACA. (Medicare Part B is not included.)
- All health programs and activities administered by entities created under Title I of the ACA (i.e., State-based and Federally-facilitated Health Insurance Marketplaces).



## Who must comply with HHS's Section 1557 regulation? (cont)

- All health programs and activities administered by HHS (e.g., Medicare Program, Federally-facilitated Marketplaces).
- Where an entity is principally engaged in health services or health coverage, **ALL** of the entity's operations are considered part of the health program or activity, and must be in compliance with Section 1557 (e.g., a hospital's medical departments, as well as its cafeteria and gift shop).
- The rule does not apply to employment practices such as hiring or firing, except that covered employers are responsible for their employee health benefit programs in certain circumstances.

## **Federal Enforcement**

- The U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR) enforces Section 1557 as to programs that receive funding from HHS.
- OCR is a neutral, fact-finding agency that receives, investigates and resolves thousands of complaints from the public alleging discrimination in health services and health coverage.
- When OCR finds violations, a covered entity will be required to take corrective actions, which may include revising policies and procedures, and implementing training and monitoring programs. Covered entities may also be required to pay compensatory damages.

## **Federal Enforcement (cont)**

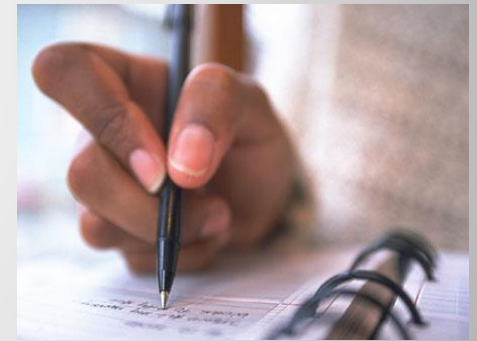
- When a covered entity refuses to take corrective actions, OCR may undertake proceedings to suspend or terminate Federal financial assistance from HHS. OCR may also refer the matter to the U.S. Department of Justice for possible enforcement proceedings.
- Section 1557 also provides individuals the right to sue covered entities in court for discrimination if the program or activity receives Federal financial assistance from HHS or is a State-based Marketplace<sup>SM</sup>.

## Collection and Use of Data



A very important part of program administration is the collection and reporting of data. This is necessary to:

- Determine how effectively the programs are reaching potentially eligible persons and beneficiaries.
- Identify areas where additional outreach is needed.
- Assist in the selection of locations for compliance reviews.
- Complete reports, as required.



**We are required to obtain data by ethnic and race category on potentially eligible populations, applicants, and clients in program service areas**

- Systems for collecting actual ethnic and racial data must be established and maintained for all programs.
- Ask all program applicants and clients to identify all racial categories that apply.
- Self-identification or self-reporting is the preferred method of obtaining data.
- Staff must collect ethnicity data first.

- Respect for individual dignity should guide the methods and process of collecting data and ethnicity.
- Ideally, respondent self-identification should be facilitated to the greatest extent possible.
- Inform individuals that
  - “This information is requested solely for the purpose of determining the state’s compliance with Federal civil rights laws and your response will not affect consideration of your application, and may be protected by the Privacy Act. By providing this information, you will assist us in assuring that this program is administered in a nondiscriminatory manner. If you do not self-identify your ethnicity and/or race, staff will make a visual observation. Also, provision of race and ethnicity data is voluntary.”

## Finally, the data collection system must ensure that data collected about applicants/clients is:

- Collected and retained by the service delivery point for each program as specified in program regulations, instructions, policies, and guidelines.
- Based on documented records and maintained for 3 years.\*
- Maintained under safeguards that restrict access of records only to authorized personnel.
- Submitted as requested to federal agencies.

\*See your WIC Coordinator for retention of WIC records.



# Effective Public Notification Systems



## All ADPH programs must include a public notification system

- The purpose of this system is to inform applicants, clients, and potentially eligible persons of:
  - Program availability, rights, and responsibilities.
  - The policy of nondiscrimination.
  - The procedure for filing a complaint.



## Three Elements of Public Notification

1. Program Availability: Inform applicants, clients, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.
2. Complaint Information: Advise applicants and clients at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures.
3. Nondiscrimination Statement: All information materials and sources, including websites, used by ADPH, or other subrecipients to inform the public about department programs must contain a nondiscrimination statement. The statement is not required to be included on every page of the program website. At a minimum, the nondiscrimination statement, or a link, must be included on the home page of the program information.

## Methods of Public Notification

- Prominently display the “And Justice for All” and Limited English Proficiency (LEP)/Civil Rights Coordinator (CRC) poster.
- Post notices offering free auxiliary aids and services for individuals with disabilities.
- Post notices offering free language assistance services for LEP persons.
- Inform potentially eligible persons, applicants, clients, and grassroots organizations of programs or changes in programs.
- Provide appropriate information in alternative formats for persons with disabilities and vital information must be translated into frequently encountered languages spoken by individuals with LEP in local service areas.
- Include the required, applicable nondiscrimination statement(s) (located on slides 69-75) on all appropriate ADPH publications, websites, posters, and informational materials.
- Convey the message of equal opportunity in all photos and other graphics that are used to provide program or program-related information.

## Reasonable Modifications in Policies, Practices and Procedures for Persons with Disabilities



## Reasonable Modifications in Policies, Practices, and Procedures for Persons with Disabilities

ADPH may not discriminate against any qualified individual with a disability in providing services or administering any program or activity, whether or not the program receives federal financial assistance. In general, an individual with a disability is “qualified” if that person meets the essential eligibility requirements for receipt of services or participation in the program or activity. ADPH may not refuse to allow a person with a disability to participate because the person has a disability. It may be necessary to make reasonable modifications to allow participation. ADPH may not harass a program participant or applicant based on a disability.



## Reasonable Modifications in Policies, Practices and Procedures for Persons with Disabilities

- It is the policy of ADPH to ensure effective communication with individuals with disabilities in our programs, services, and activities, consistent with the requirements of Title II of the Americans with Disability Act (ADA).
- ADPH will offer free communication assistance to all clients at each visit and will give primary consideration to the auxiliary aid or service requested by the client. Documents assistance received are located in the patient's record.
- Contract with interpreters (sign language) - Alabama Institute for the Deaf and Blind (AIDB)
- See Title II ADA Effective Communication Policy (Policy # 2019-006)

# Requirements for Language Assistance





## Requirements for Language Assistance

- LEP and language access issues are connected to the Civil Rights Act through a 1974 Supreme Court decision, which found that the Title VI of the Civil Rights Act of 1964 also prohibits discrimination on the basis of race, color, and national origin and is the connection between language access for limited English proficient individuals and national origin discrimination. Guidance on how to conduct periodic self-assessments of language assistance needs and available resources can be found within the USDA LEP Policy Guidance.

## Requirements for Language Assistance

- To ensure ADPH is meeting these requirements, we have adopted some basic elements of practice that assure meaningful language access to LEP persons. These are:
  - Notification - Clients must be notified in their primary language that interpretation and translation services are available at no charge to them.
    - This is done through interaction with the client; posters that list various languages are visible and staff members have been assigned to assist LEP clients in offices throughout the state.
    - Do not assume by appearances alone that someone will need to use these services as this can be seen as offensive.
    - Offer free communication assistance to all clients at each visit.

## *Chapter VI: Requirements for Language Assistance*

- Cost - Interpreter and/or translation services must be provided at no cost to the client.
- Timeliness - Services must be provided to meet the language access needs of the client, but without unreasonable delay.
- Competence - Not all bilingual persons have the vocabulary or the ability to interpret in and out of English in every context. Interpreters should have some qualification of competence in the language they are interpreting.
- Documentation - Efforts to comply with LEP policies need to be fully documented in the client's record.
- Confidentiality - The use of interpreters or translators must still provide the same level of confidentiality afforded to English-speaking clients.

## Requirements for Language Assistance

### IMPORTANT:

ADPH staff (including staff of contract vendors) shall not require or suggest that clients with limited English proficiency use friends, children, or family members as interpreters because this could compromise service effectiveness and result in breach of confidentiality.

However, if the person with limited English proficiency **declines** free service and asks to use an adult relative or friend, staff must document in the client's file that the offer was declined. A qualified interpreter may sit in on the interview at the provider's discretion. Children are not to be used as interpreters.

See the ADPH Interpreter/Translator Policy # 2019-007 and form.

## Services ADPH uses for Language Assistance

- Language Line (24/7)/1-888-338-7394
- Language identification poster or card

## Services ADPH uses for Language Assistance



1. Make or Answer a call
2. Press the “More” soft key followed by the “Confrn” soft key.
3. Dial, 1-888-338-7394, to add to the conference call.
4. Enter the Account Number, 20943, followed by the # sign.
5. Select 1 for Spanish  
Select 2 for Russian  
Select 3 for Vietnamese  
Select 4 for Somali  
Select 9 for other
6. Enter County Number (County Code), followed by # sign.
7. Enter Employee Extension (Last 4 Digits of Phone Number), followed by the # sign.
8. When the caller answers, press “Confrn” to add them to the conference.
9. Press “Hold” to place the conference on hold.
10. Press “EndCall” to remove yourself from the conference. The two other callers will remain connected.

# Complaints of Discrimination



## Complaints of Discrimination

- All complaints alleging discrimination on the basis of race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity must be processed within the time frames established by ADPH regulations and agreements.



## Complaints of Discrimination

- Right to File:
  - Any person or representative alleging discrimination based upon a prohibitive basis has the right to file a complaint within **180** days of the alleged discriminatory act. The Federal agencies have discretion to waive the 180 day rule for filing a complaint in certain circumstances.

## Complaints of Discrimination

- Acceptance:
  - Civil Rights complaints regarding the AL WIC Program should be processed in accordance with the WIC Procedure Manual; FNS Instruction 113-1; and the FNS State Agency Complaints Processing MOU.
  - All other program complaints, written or verbal need to be forwarded to the ADPH CRC located in the Employee Relations Office.
  - Anonymous complaints will be handled the same as others to the extent feasible.

## Complaints of Discrimination

- All Complaints:
  - In the event of a verbal complaint and the complainant refuses or is not inclined to place the allegation in writing, the person to whom the allegations are made must write up the elements of the complaint.
  - Every effort should be made to have the complainant provide the following information:
    - Name, address, and phone number of the complainant.
    - Location and name of the agency providing the services.
    - Nature of the incident that led the complainant to feel discrimination was a factor.

## Complaints of Discrimination

- All Complaints (cont):
  - The basis on which the complainant feels discrimination exists.
  - The names, phone numbers, titles, and business and personal addresses of persons who may have knowledge of the alleged discriminatory action.
  - The date the action occurred.

## Once the Complaint is Received

- ADPH CRC will review it and notify the complainant in writing or email within 30 days, regarding whether the CRC has the authority to investigate.
- ADPH CRC will notify the complainant of the outcome of the investigation within 60 days of the date the investigation began.
- ADPH will refer WIC complaints to FNS CRD for processing within five (5) calendar days of receipt of the complaint and will forward all WIC complaints alleging discrimination on the basis of age, regardless of whether other basis are alleged, to FNS CRD within five (5) working days after receipt.

# **Conflict Resolution**



# Conflict Resolution

- **Conflict resolution** means a process of resolving dispute or disagreement. It mainly aims at reconciling opposing arguments in a manner that promotes and protects the human rights of all parties concerned.



# Conflict Resolution

## How should you resolve conflict?

There are seven steps to successfully negotiating the resolution of a conflict:

- Understand the conflict
- Communicate with the opposition
- Brainstorm possible resolutions
- Choose the best resolution
- Use a third party mediator
- Explore alternatives
- Cope with stressful situations and pressure tactics





# Customer Service



## Customer Service

- While civil rights issues are a matter of law, ADPH is in the business of serving people and meeting their needs.
- The foundational elements of civil rights legislation should be reflected in every contact we have with the public.

## Customer Service

- These foundational elements are the basis of our client service:
  - All people deserve respect.
  - All people are entitled to fairness and equity in the delivery of our services and benefits.
  - Personal judgments or feelings regarding race, color, national origin, disabilities, age, sex, and in some cases religion, political beliefs or gender identity have no place in the determination of how we serve people and the benefits we provide.

## Customer Service

- In addition to these foundational elements, client service has some basic best practices that need to be part of every client interaction. These are:
  - Prompt attention
  - Willingness to assist
  - Respectful address
  - Active listening
  - Personal accountability
  - Fairness
  - Conflict Resolution

## Customer Service

- Prompt Attention
  - This is the way we all want to be received. Whether we have a set appointment or arrive at a business (store, restaurant, or office) unannounced, we want our presence acknowledged and prompt services.
  - At ADPH, we know we often cannot serve clients as soon as they walk in as we are serving other clients. Yet, nothing prevents us from taking a moment to acknowledge a client's arrival and to give them an estimate of the expected wait time.
  - By doing this, we let the client know we are aware of their presence and provide them with the option of waiting or scheduling a time that would work better for them.
  - This action respects the client's time and decision-making capacity and lets them know they matter.

## Customer Service

- Willingness to Assist
  - Have you ever been to a business and felt as if you were more of an intrusion to them than a valued client? How did you feel?
  - Many people who visit our offices would prefer not to be there at all.
  - Should we not extend to them a feeling that we are there for them and willing to help?
  - This is as simple as asking, “What can we do for you today?” or “How can I help you?”
  - Even if the client is in the wrong place or does not qualify for our services, we can always make referrals or find other ways to serve someone.
  - It’s a simple thing that can make a big difference in someone’s life.

## Customer Service

- Respectful Address

- This is simple. How difficult is it to say “Sir” or “Ma’am”? It is an easy thing to do and conveys respect to those you address.
- This extends to using someone’s name as well. Unless you’ve asked permission to address someone by their first name, use their last name (Mr. Smith, Ms. Smith) when you address them. Again, this is a simple thing that we often overlook.

# Customer Service

- Active Listening
  - We've all heard this term, but what does it mean?
  - Active listening requires that we:
    - Allow the speaker to express their complete thought without interruption.
    - Eliminate distractions.
    - Lean forward and make eye contact.
    - Paraphrase to ensure understanding.
    - Avoid rehearsing what you will say when the other person is speaking.



## Customer Service

- When active listening is ignored we can easily make false assumptions, form prejudgments, and make decisions based upon incorrect information.
- Active listening can best be described as getting involved in what the other person is saying.

## Customer Service

- Personal Accountability
  - This is a simple principle, if you say you are going to do something, do it. Your word is your commitment. If you promise to call someone back, make that call. If you say you will work their case in a certain amount of time, be sure that you are able to do that. If you cannot, make sure you let the client know there will be a delay and the reason for the delay.
  - Much of what we do is built upon trust. We trust that our client will follow through with our expectations of them but, more importantly, we must build trust by ensuring we do what we say we will do.

## Customer Service

- **Fairness**

- And finally, the primary piece of the puzzle is fairness. All anyone can ask is that they receive fair and equitable treatment. No one wants to feel they are being treated differently for any reason. While fairness is well founded and supported in civil rights law, it, most importantly, should be the cornerstone of our treatment of everyone.

# COMPLIANCE REVIEWS



## COMPLIANCE REVIEWS

- The civil rights compliance review is a component of the management evaluation review process that is conducted on an on-going basis for all ADPH programs.
- The civil rights review examines ADPH's activities to determine that all programs are being administered in compliance with civil rights requirements.

## COMPLIANCE REVIEWS

- Some indicators of possible civil rights concerns:
  - Unusual fluctuation in the participation of racial or ethnic groups in a service area.
  - The number of discrimination complaints filed in a clinic.
  - Information from sources outside of the local agency.
  - Unresolved findings from previous civil rights reviews.

# RESOLUTION OF NONCOMPLIANCE



## RESOLUTION OF NONCOMPLIANCE

- Definition of “Noncompliance”
  - A factual finding that any civil rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a state agency, local agency, or other subrecipient.



## RESOLUTION OF NONCOMPLIANCE

- A finding of noncompliance may be the result of:
- A management evaluation or a civil rights compliance review;
- A special review; or
- An investigation.

Note: For WIC, see WIC Procedure Manual, Quality Assurance Chapter.

## What are some examples of noncompliance?

- Denying an individual or household the opportunity to apply for program benefits or services on the basis of a protected class.
- Providing FNS (Food and Nutrition Service) program services or benefits in a discriminatory manner on the basis of a protected class.

## Immigration Status

### Programs that require verification of citizenship:

- SCHIP- State Child Health Insurance Program
- Medicaid & Medicare
- Family Assistance (Formerly known as TANF)
- Verification is accomplished by using the Systematic Alien Verification for Entitlements Program (SAVE).

# ADPH Policies

- Civil Rights Plan – Policy #2019-005
- Compliance with Title VI of the Civil Rights Act of 1964 – Policy #2019-009
- Collecting and Reporting Racial/Ethnic Health Data – Policy #2019-008
- Interpreter/Translator Policy #2019-007
- Title II ADA Effective Communication Policy Policy #2019-006
- “USDA Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency” (79 Fed. Reg. No, 229, Friday, [p. 70771 – 70784] USDA LEP Policy Guidance

## ADPH Nondiscrimination Statement:

The Alabama Department of Public Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity. The Alabama Department of Public Health does not exclude people or treat them differently because of race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity. The Alabama Department of Public Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

## ADPH Nondiscrimination Statement (cont):

If you need these services, contact our Civil Rights Coordinator, 1-800-206-9494. If you believe that the Alabama Department of Public Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, disability, age, sex, and in some cases religion, political beliefs or gender identity you can file a grievance with:

Civil Rights Coordinator  
Alabama Department of Public Health  
RSA Tower, Suite 1698  
201 Monroe Street  
Montgomery, AL 36104  
Phone: 1-800-206-9494, Fax: 334-206-3735,  
Email: [CRComplaints@adph.state.al.us](mailto:CRComplaints@adph.state.al.us).

## ADPH Nondiscrimination Statement (cont):

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the [Office for Civil Rights Complaint Portal](#), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at [HHS.gov Office of Civil Rights](#).

## HHS Nondiscrimination Statement:

The U.S. Department of Health and Human Services (HHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HHS does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HHS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages



## HHS Nondiscrimination Statement (cont):

If you need these services, contact HHS at 1-877-696-6775.

If you believe that HHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the [Office for Civil Rights Complaint Portal](#), or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

## WIC Nondiscrimination Statement:

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, audiotope, 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.

## WIC Nondiscrimination Statement (cont):

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, 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: US 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](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

**This concludes  
Civil Rights Training**