

320.50

Civil Rights Training

Overview

Introduction

WIC contract agencies and the state WIC office have specific roles in civil rights training.

State WIC Office Role

The State WIC agency is responsible for:

- Developing/updating the Civil Rights Training,
- Training state agency staff,
- Monitoring agency compliance with training requirements as part of its on-site administrative and agency office reviews.

Local agency role

Local WIC agencies are required to provide civil rights training as part of their orientation program for new employees and annually thereafter. The training must include a review of:

- Public notification and outreach,
- Data collection,
- Compliance reviews, and
- Procedures for handling complaints.

Specific subject matter must include, but not be limited to:

- Collection and use of data;
- Effective public notification systems;
- Complaint procedures;
- Compliance review techniques;
- Resolution of noncompliance;
- Requirements for reasonable accommodations of persons with disabilities;
- Requirements for language assistance;
- Conflict resolution; and
- Customer service.

Additional training must be provided whenever new legislation or regulations are implemented. See Policy 300.10 for more information about this and other training requirements.

Americans with Disability Act (ADA) Training

Staff in charge of hiring or training (ex. WIC Coordinators and Human Resource personnel) must complete ADA training within the first month of hire.

Training Resources

Civil Rights Training

The local and state agency must use the Civil Rights Training that can be found on the Iowa WIC Website at the following address: <https://idph.iowa.gov/WIC-Portal/Training-Personnel>

ADA Training

The “ADA Update: A Primer for State and Local Governments” should be reviewed for those in need of ADA training. The document can be found at the following location: https://www.ada.gov/regs2010/titleII_2010/title_ii_primer.html

References

WIC Federal Regulations, 7CFR Chapter 11, 246.8(2), FNS Instruction 113, and Title VI and VII of the Civil Rights Act, 1964.