Chapter 6D
Certification/Participation - Participant Notifications

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Participant Rights and Responsibilities

Participants in the WIC Program are both entitled to certain rights and information and are expected to accept certain responsibilities of participation.

- **Rights and Responsibilities**
  At the initial certification and every subsequent certification, the applicant/participant/parent/guardian/caretaker must read, or have read to them in their language of preference, the statements of rights and responsibilities under the WIC Program. These statements are as follows:

  1. Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, disability, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

  2. I have applied to receive WIC benefits from the Federal Government. Program officials may check the truth of the information I have provided. I certify that the information I have provided to decide my eligibility is correct.

  3. The local agency will decide whether I may receive WIC benefits. To appeal the decision, I must ask for a fair hearing no more than 60 days after the local agency tells me the decision.

  4. The local agency will offer me health services and nutrition education and will encourage me to participate in these services.

  5. Lying and hiding or withholding facts may mean that I will have to repay, in cash, the State Agency for the value of foods that I should not have received. I may be charged with breaking state and federal law. I certify that I do not receive benefits from another WIC clinic.

  6. The WIC program may give information to other public organizations designated by the state health officer to enhance the health, education, or well-being of WIC applicants and participants. I understand that the organizations may contact me, but they may not give my information to anyone else without asking my permission.

  7. Exchanging the NC eWIC card, WIC foods and/or formula for cash, credit, non-food items, or non-WIC food, is a violation subject to federal and state sanctions.

  8. The local agency may routinely ask me about my plans to move out of state. I am aware that I may obtain free of charge the Out of State Transfer Information Sheet that serves as Verification of Certification. This document contains key family information to minimize disruption in my WIC services when transferring out of state.

  After reading or having read to them, the applicant/participant/parent/guardian/caretaker must indicate by signing the signature pad, that s/he has provided accurate information; understands his/her rights and responsibilities as related to the WIC Program; and understands his/her right to a fair hearing.

During remote services, the local agency can accept alternative electronic signatures from the applicant/participant or Parent/Guardian/Caretaker to indicate understanding of information.

- **Explanation of the WIC Program**

  At a minimum, staff should assure that the participant/parent/guardian/caretaker understands the following about the WIC Program.

  - The purpose of the WIC Program is to provide nutrition education, supplemental foods, referrals to health and social service programs and breastfeeding promotion and support to achieve positive health outcomes.

  - The purpose of the nutrition assessment is to identify each participant's nutrition needs and interests so that staff can develop a plan of nutrition care and provide program benefits and make appropriate referrals to other health and social service programs in response to the participant's needs and interests.

  - That WIC staff hopes their relationship with them is a partnership – with two-way communication – working to achieve positive health outcomes.

  - WIC food benefits are prescribed for the individual to promote and support the nutritional well-being of the participant but are not intended to provide all the participant's daily food requirements. If the food benefits provided are in excess of what the participant can use, the participant/parent/guardian/caretaker should discuss this with the CPA so the food package can be tailored to better meet the needs. The sale or intent to sell or trade verbally, in print or online any WIC Program benefits is strictly prohibited. See Chapter 6F for more information regarding participant violations and sanctions.

  - Each participant must reapply at the end of the certification period and be reassessed for WIC Program eligibility.

Participant Notices

Written notification must be provided to applicants or participants related to WIC program services at specific times during the application process or certification period. See Attachment 1 for a summary of required participant notices.

The Crossroads system generates participant notices in both English and Spanish based on 'Language Read' field on the Family Demographics screen. Local agencies should ensure that the applicant/participant/parent/guardian/caretaker reads or has the notification read to them in their language of preference. If a language other than English or Spanish is selected for Language Read, an English version of the notice will be generated and the local agency must provide a multilingual tagline notice to accompany the program notice. See Attachment 3 for the NC WIC Program multilingual tagline notice, called the 'Notice of Free Interpretation and Available Assistance Services'. The resource can be ordered using the Community Nutrition Services Section Materials Requisition Form.

- **Required Content of Notices**
  All notices must include a reason for the action being taken (e.g., the reason a participant is no longer eligible) and the full USDA nondiscrimination statement. Notices that reflect a decision about program eligibility and/or termination must also include a statement of the participant's right to a fair hearing.

  Refer to Chapter 4 for information on the nondiscrimination statement and to Chapter 14 for information on fair hearings.

- **Required Participant Notices**
  Staff must provide the following program notices customized to the applicant/participant (see Attachments 1 and 3).

  - **Notice of Ineligibility**
    This notice must be provided at the time of eligibility assessment when an applicant is found to be ineligible or when termination is due for WIC program services. If the applicant/participant/parent/guardian/caretaker leaves the agency before receiving the written notice of ineligibility, the notice must be mailed to the applicant/participant/parent/guardian/caretaker's address of record within 15 days.
    - This notice must be provided at the time of eligibility assessment when an applicant is found to be ineligible due to:
      - not belonging to a category of participant being served,
      - income is greater than what is allowed,
      - no nutrition risk,
      - not living in an area being served, or
      - residing in an institution/homeless facility that does not follow conditions necessary for participation in WIC.
    - This notice must be provided at the termination of a participant certification due to:
      - moved outside the service area,
      - no longer meets WIC category eligibility*,

- no longer income eligible,
- participant or parent/guardian/caretaker request, or
- suspension or removal from the program.

*When an individual certified as a breastfeeding woman discontinues breastfeeding, the individual transitions to participant category of postpartum woman. When breastfeeding is discontinued 6 months or more past date of delivery, the postpartum woman is no longer categorically eligible for WIC program services and the certification is terminated. In this situation, the Notice of Ineligibility is required.

- **Welcome to the North Carolina WIC Program Notice**
  All applicants/participants found eligible and certified for WIC Program services must be provided a "Welcome to the North Carolina WIC Program" notice customized for program services according to participant certification and category. The following services require notification and are included within the notice:
  - **Mid-Certification Assessment**. This serves as notification of the complete nutrition assessment required for infants, children, and breastfeeding women five to seven months after certification.
  - **Subsequent Certification.** This serves as notification at least 15 days before the expiration of the participant's current certification and need for subsequent certification.

- **Missed Initial Certification Appointment**
  Local agencies must send this notice within 10 days when a pregnant woman misses her initial certification appointment. All other applicants must receive this notice within 15 days of the missed initial certification appointment.

- **Missed Subsequent Certification Appointment**
  Participants must receive this notice within 15 days of the missed subsequent certification appointment.

■ **Optional Notices**
When determined feasible or beneficial (such as low participation rate), the following notices can be printed on an individual basis or in a batch process.

- **Initial Certification Appointment**
  - Booked Initial Certification Appointment Notification
  - Cancelled Initial Certification Appointment Notification
  - Rescheduled Initial Certification Appointment Notification

- **Subsequent Certification Appointment**
  - Booked Subsequent Certification Appointment Notification
  - Cancelled Subsequent Certification Appointment Notification
  - Rescheduled Subsequent Certification Appointment Notification

- **Food Benefit Issuance Appointment**
  - Booked Food Benefit Issuance Appointment Notification

- Cancelled Food Benefit Issuance Appointment Notification
- Missed Food Benefit Issuance Appointment Notification
- Rescheduled Food Benefit Issuance Appointment Notification

Nutrition Education Individual Appointment

- Booked Nutrition Education Individual Appointment Notification
- Cancelled Nutrition Education Individual Appointment Notification
- Missed Nutrition Education Individual Appointment Notification
- Rescheduled Nutrition Education Individual Appointment Notification

■ **Required Documentation of Notices**

The Crossroads system automatically documents all notices generated.

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Summary of Required Participant Notices

Notice	Required For	When Notice Must Be Given	Crossroads Location
Notice of Ineligibility	Applicants who are found to be ineligible due to: • not belonging to a category of participant being served, • income is greater than what is allowed, • no nutrition risk, • not living in an area being served, or • residing in an institution/ homeless facility that does not follow conditions necessary for participation in WIC.	At time of eligibility assessment.	• Certification Summary Screen • Income Information Screen
	Participants who are no longer eligible because: • moved outside the service area • no longer meets WIC category eligibility • no longer income eligible • participant or parent/ guardian/ caretaker request.	At the time participant no longer meets eligibility criteria. *(Termination due no less than 15 days from the time of reassessment and notification.)*	
	Participants who are no longer eligible due to sanction following program violation. *(Refer to Chapter 6F, Section 1: 'Participant Violations and Sanctions'.)*	At the time participant certification is terminated. **Separate and different written notice of program violation & sanction must be provided at least 15 days before termination of certification.*	

Notice	Required For	When Notice Must Be Given	Crossroads Location
Welcome to the North Carolina WIC Program Notice	All participants to provide notification of: • certification start date, • mid-certification assessment due, subsequent-certification due, and • certification end date reflecting no longer eligible, if applicable.	At time of certification.	• Certification Summary Screen • Issue Food Instruments Screen
Missed Initial Certification Appointment	Applicants who miss the initial certification appointment (for current participant category application).	Pregnant women: Within 10 days of the missed initial certification appointment. All other participant categories: Within 15 days of the missed initial certification appointment.	Operations Dropdown → Notifications
Missed Subsequent Certification Appointment	Participants who miss a subsequent certification appointment.	Within 15 days of the missed subsequent certification appointment.	Operations Dropdown → Notifications

Welcome to the North Carolina WIC Program Notice Template

<Family First Name> <Family Last Name> <Today's Date>
<Family Mailing Address>
<Family City>, <Family State> <Family Zip Code>

Dear <Individual First Name> <Individual Last Name>,
Thank you for participating in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

Your current WIC certification starts <Certification Start Date> and ends on <Certification End Date>.
During your certification, the local agency will make health services, nutrition education and breastfeeding support available to you, and you are encouraged to participate in these services.

___ **Nutrition Education.** WIC makes nutrition education available in person, in classes, and online. We encourage you to participate!

___ **Mid-Certification**. If available, please bring your recent measurements from the health care provider to this appointment. If no recent measurements are available, WIC staff can gather measurements in the clinic.

The certification for <Individual First Name> will end on <Certification End Date>.
After this time, you *may* be eligible for continued benefits with a subsequent certification if you are pregnant, an infant, or a child under 5. Contact your local agency to schedule a subsequent certification appointment for staff to review your eligibility!

___**Subsequent Certification.** At this appointment, please bring proofs of income, residence, and identity along with recent measurements from the health care provider, if available. If no recent measurements are available, WIC staff can gather measurements in the clinic

At the end of the current certification period, your participant category is not eligible for continued benefits:
___Non-breastfeeding women: 6 months after the pregnancy ended.
___Breastfeeding women: one year after the baby was born or at the time breastfeeding stops if the baby is 6 months or older.
___Children: 5 years old and above

If at any time during your WIC certification you move outside of our service area or are no longer income-eligible, please notify your local WIC agency.

If you disagree with a decision made by our staff which affects your eligibility for the WIC Program, you or a representative of your choice may request a fair hearing by asking our staff or by writing to: State WIC Director, Community Nutrition Services Section, 1914 Mail Service Center, Raleigh, NC 27699-1914. Your request for a fair hearing must be made within 60 days of the decision with which you disagree.

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.

Welcome to the North Carolina WIC Program Notice Template

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NORTH CAROLINA

Notice of Free Interpretation and Available Assistance Services

Free services are required by Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000 et seq.; 28 C.F.R. § 42.101 et seq., Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132 et seq.; 28 C.F.R. § 35.101 et seq. and Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 et seq.; 45 C.F.R. § 84.1 et seq.

English	If you have difficulty communicating with us because you do not speak English or have a disability, please notify a staff person. Free interpretation services, translated materials or other assistance is available on request.
Amharic አማርኛ	የእንግሊዝኛ ቋንቋ ስለማይናገሩ ወይም የአካል ጉዳት ስላለብዎ ከእኛ ጋር የመገናኘት ችግር ካለብዎት፣ እባክዎ ለአንድ የሰራተኛ አባል ያሳውቁ። ነፃ የማስተርጎም አገልግሎቶች፣ የተተረጎሙ ሰነዶች ወይም ሌሎች እርዳታዎች ሲጠየቁ ሊገኙ ይችላሉ።
Arabic ةيبرعلا	إذا كان لديك صعوبة في التواصل معنا بسبب عدم تحدثك اللغة الإنجليزية أو تعاني من إعاقة، يرجى إبلاغ أحد الموظفين. تتوفر خدمات الترجمة الشفوية المجانية أو المواد المترجمة أو أساليب مساعدة أخرى حسب الطلب .
Bosnian Bosanski	Ako imate poteškoća u komunikaciji s nama, zbog činjenice da ne govorite engleski, ili zbog činjenice da imate invaliditet, molimo vas da o tome obavijestite našeg saradnika. Besplatne usluge usmenog prevodioca, prevedeni materijali ili druga potrebna pomoć dostupni su na zahtjev.
Burmese မြန်မာ	သင့်အနေဖြင့် အင်္ဂလိပ်စကား မပြောနိုင်သည့်အတွက် သို့ မဟုတ် မသန်စွမ်းမှုရှိသည့်အတွက်ကြွေးနှိ ပ်တိုနှင့်ဆက်သွယ်ပြောဆိုရာတွင် အခက်အခဲရှိပါကဝန်ထမ်းပုဂ္ဂိ ုလ်တစ်ဦးကို အသိပေးအကြောင်းကြားပါ။ တောင်းဆိုချက်အပေါ်မူတည်၍ အခမဲ့စကားပြန်ဝန်ဆောင်မှုများ၊ ဘာသာပြန်ဆိုထားသော အရာများ သို့ မဟုတ် အခြားအကူအညီကို ရရှိနိုင်သည်။
Simplified Chinese 简体中文	如果您因为不会说英语或身体有残疾而与我们沟通困难，请通知工作人员。我们可以 根据您的需要提供免费的口译服务、翻译资料或其他帮助。
Traditional Chinese 繁體中文	如果您因為不會說英語或身體有殘疾而與我們溝通困難 請通知工作人員。我們可以 根據您的需要提供免費的口譯服務、翻譯資料或其他幫助。
Farsi یسراف	اگر به دلیل عدم تکلم به زبان انگلیسی یا ازکارافتادگی برای برقراری ارتباط با ما مشکل دارید، لطفا به یکی از کارمندان اطلاع دهید. خدمات رایگان ترجمه شفاهی، مطالب ترجمه شده و انواع کمک های دیگر در صورت نیاز فراهم است
French Français	Si vous avez des difficultés à communiquer avec nous car vous ne parlez pas anglais ou si vous avez un handicap, veuillez informer un membre du personnel. Des services d'interprétation gratuits, des documents traduits ou toute autre assistance sont disponibles sur demande.
German **Deutsch**	Sollten Sie Schwierigkeiten haben, mit uns zu kommunizieren, weil Sie kein Englisch sprechen oder eine Behinderung haben, informieren Sie bitte einen Mitarbeiter. Auf Anfrage helfen wir Ihnen gerne mit einem kostenlosen Dolmetscherdienst, übersetztem Material oder anderweitig weiter.
Gujarati ગુજરાતી	જો તમને અમારી સાથે વાતચીત કરવામા મુશ્કેલી થાય છે કારણ કે તમે અગરેજી બોલતા નથી અથવા અપગતા ધરાવો છો, તો કૃપા કરીને સ્ટાફના વ્યક્તિને સૂચિત કરો. વિનંતી પર નિ:શુલ્ક અર્થઘટન સેવાઓ, અનુવાદિત સામગરી અથવા અન્ય સહાયઉપલબ્ધ છે
Haitian Creole Kreyòl Ayisyen	Si ou gen difikilte pou kominike avèk nou paske ou pa pale Angle oswa si ou gen yon andikap, tanpri enfòme yon manm pèsonèl. Sèvis entèpretasyon gratis, materyèl tradwi oswa lòt asistans disponib sou demann.
Hindi हिंदी	यदि आपको हमसे बातचीत करने में कठिनाई हो रही है क्योंकि आप अंग्रेजी में बात नहीं करते हैं या आप दिव्यांग हैं, तो कृपया हमारे कर्मचारी को सूचित करें। नि:शुल्क अनुवाद सेवाएं, अनुवादित सामग्री या अन्य सहायता अनुरोध पर उपलब्ध है।
Italian **Italian**	In caso di difficoltà a comunicare con noi perché non si parla l'inglese o si ha una disabilità, comunicarlo a un membro del personale. Sono disponibili su richiesta servizi di interpretariato gratuiti, materiali tradotti o altra assistenza.
Korean 한국어	영어를 못 하시거나 기타 사유로 인해 저희와 소통하기 어려우시다면 스태프에게 알려주십시오. 요청에 따라 통역 서비스, 번역 자료 및 보조적인 도움을 무료로 받으실 수 있습니다.
Portuguese Português	Caso tenha dificuldade em comunicar-se conosco por não falar inglês ou por ter alguma deficiência, favor informar isso a um funcionário. Serviços de interpretação gratuitos, materiais traduzidos ou outros tipos de assistência estão disponíveis mediante solicitação.
Russian Русский	Если вы испытываете затруднения при общении с нами, потому что вы не говорите по-английски или имеете инвалидность, пожалуйста, сообщите об этом нашему сотруднику. Бесплатные услуги устного перевода, перевод материалов или другая помощь предоставляются по запросу.
Somali Soomaali	Haddii ay kugu adagtahay inaad noola hadashid sababtoo ah Ingiriis kuma hadashid ama naafonimo aad qabtid awgeed, fadlan usheeg qofka shaqaalaha ah. Adeegyada turjubaanka bilaashka ah, fasiraada qalabka ama kaalmo kale ayaa laguu heli karaa markaad codsatid.
Spanish Español	Si tiene dificultad para comunicarse con nosotros porque no habla inglés o tiene una discapacidad, notifique a un miembro del personal. Contamos con servicios de interpretación gratuitos, material traducido y otros tipos de asistencia a pedido.
Tagalog **Tagalog**	Kung nahihirapan kang makipag-ugnayan sa amin dahil hindi ka nagsasalita ng Ingles o mayroon kang kapansanan, mag-abiso sa isang staff. Makakakuha ng mga libreng serbisyo sa interpretasyon, nakasaling materyales, o iba pang tulong kapag hiniling.
Vietnamese Tiếng Việt	Nếu có khó khăn khi giao tiếp với chúng tôi vì quý vị không nói được tiếng Anh hoặc bị khuyết tật, vui lòng thông báo cho nhân viên. Dịch vụ phiên dịch, bản dịch tài liệu hoặc các hỗ trợ khác sẽ được cung cấp miễn phí theo yêu cầu.

Department of Health and Human Services • Division of Child and Family Well-Being
Community Nutrition Services Section • wwww.ncdhhs.gov/nc-wic-cacfp
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