

eWIC RIGHTS AND RESPONSIBILITIES

We want to make sure that you understand the rights and responsibilities of a WIC participant.

- Information about you and the WIC services provided may be given to others who help administer the WIC Program, other WIC Programs if you transfer, and others as required by law.
- Information may also be shared with other public organizations/programs to see if you qualify for those services, to offer you information about those services, to streamline administrative procedures, and to help the State improve health services. You may ask for the list of these organizations/programs.

Your Rights as a WIC Participant are:

- To be treated fairly and with respect.
- To appeal any decision made by WIC regarding your child's or your eligibility. Ask for a hearing within 60 days.
- To be treated the same regardless of your race, color, national origin, sex, age, or disability.
- To be told why you or a child qualifies for the WIC Program.
- To receive nutrition information. You are expected to keep these appointments.
- To be told where to get other health services you might need, such as immunizations and lead screening. You are encouraged to get these services.
- To receive WIC foods, which are some of the foods needed each day to be healthy. The foods are only for the WIC participant and should go with the participant in cases of joint custody, foster care, etc.

Your Responsibilities as a WIC Participant are to:

- Follow the information on how to use the *eWIC* card properly.
 - ▶ Keep your *eWIC* card and PIN safe. Keep your card in a safe place, do not get your card dirty; keep it away from magnets and electronics, and do not leave in direct sunlight.
 - ▶ Be careful about sharing your card and PIN. You are responsible for the use of the card. Food benefits will not be replaced if your *eWIC* card was misused by any person you give your card and/or PIN to. If you share your card and PIN, make sure the person knows how to use it.
 - ▶ Never share your PIN with the cashier at the store.
- Tell WIC staff if your *eWIC* card or a breast pump are lost or stolen.
- Tell WIC staff if you or a child is getting too much food or formula.
- Let WIC staff know:
 - ▶ If the family's income changes, including Medicaid, BadgerCare Plus, or FoodShare eligibility.
 - ▶ If the number of people living in your house changes.
 - ▶ If a child goes into foster care.
 - ▶ When you have the baby or when your pregnancy ends.
 - ▶ When you stop breastfeeding.
 - ▶ If you move or your telephone number changes.

- Be honest and not abuse the WIC Program. If you do not use the *eWIC* card properly, you may be taken off the WIC Program, have to pay money back to WIC, or have charges filed against you under State and Federal law. Some ways of not being honest or abusing the WIC Program are:
 - ▶ Participating or trying to participate in more than one WIC office at the same time.
 - ▶ Giving the WIC Program false information.
 - ▶ Selling or trying to sell the *eWIC* card, foods purchased with the *eWIC* card, or a breast pump.
 - ▶ Trying to or actually returning or exchanging WIC foods or infant formula bought with an *eWIC* card.
 - ▶ Trying to or actually buying foods or other items that are not allowed.
 - ▶ Accepting credit or cash for WIC foods.
 - ▶ Giving away WIC foods or a breast pump to someone else.
 - ▶ Stealing an *eWIC* card from the WIC office or a participant.
 - ▶ Falsely stating that an *eWIC* card, WIC food, or breast pump was lost or stolen.
 - ▶ Using abusive language, threatening, or being physically violent with people at the WIC office or while shopping for WIC foods.

To the best of my knowledge, the information I have given to qualify for the WIC Program is correct. I understand that intentionally giving false or misleading information or intentionally not giving information asked of me may result in:

- ▶ Removal from the WIC Program.
- ▶ Having to pay money back to the WIC Program for food I should not have received or not returning a rental breast pump.
- ▶ Charges filed against me under State and Federal law.

By signing my name, I acknowledge that I have read or a WIC staff has read to me the WIC Rights and Responsibilities of a WIC participant, and that the information I have given is correct, to the best of my knowledge. WIC staff may check the information. I know that I have a copy of the WIC Rights and Responsibilities in the *eWIC* Card brochure. If I refuse to sign this form, I understand that I will not receive benefits.

Participant Name(s) Family ID No.

SIGNATURE - WIC Participant, Parent, Guardian, Foster Parent or Caregiver Date Signed

SIGNATURE AND TITLE OF PERSON DETERMINING INCOME ELIGIBILITY Date Signed

SIGNATURE AND TITLE OF PERSON DETERMINING FINAL ELIGIBILITY – WIC CPA Date Signed

By signing my name, I acknowledge that I have received an *eWIC* card, have reviewed the training materials provided by the WIC staff, and will use the card properly.

SIGNATURE – *eWIC* Cardholder or Proxy Date Signed

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual’s income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.