

HAWAII WIC RIGHTS AND RESPONSIBILITIES

I AGREE TO:

- Follow the WIC Program Rules on this form and in the "Making WIC Work for You..." pamphlet provided today.
- Come to my appointments on time.
- Let WIC staff know in advance if I cannot keep an appointment. I give WIC permission to contact me by postcard, letter, text, or phone call.
- Provide truthful and accurate information to WIC staff. I understand that the information I provide to WIC may be verified by WIC staff.
- Let WIC staff know if my address, phone number or income changes or if I will be moving away or no longer have custody of my child.
- Bring a photo ID with me to the clinic and the WIC ID folder to the store.
- Handle my WIC checks or eWIC card carefully and treat them like they are cash. WIC benefits cannot be replaced if lost, stolen or destroyed.
- Report lost, stolen or destroyed checks or eWIC card as soon as possible.
- Treat WIC and store staff with respect and courtesy.
- Train my authorized representative on WIC procedures and policies. I am accountable for their actions.
- Participate in only one WIC Program or clinic at a time and I understand it is illegal to participate in more than one WIC Program or clinic at the same time.

I UNDERSTAND THAT:

- I can only shop at authorized stores on the list provided to me.
- I must only buy the foods listed on my checks or benefits list in the sizes and brands on the Hawaii WIC Programs Food List.
- I will use the checks or eWIC card according to the instructions provided to me.
- It is illegal to sell, trade, donate or give away WIC foods, formula, breast pumps, checks, eWIC cards with PIN numbers, or attempt to do so.
- I must not exchange WIC foods, formula, checks, or eWIC cards for money, credit, rain checks, or other items of value or attempt to do so.
- WIC may provide my information to other agencies within the state of Hawaii for research, referral, and outreach purposes. My information will be kept confidential by these programs and will be used to help me obtain WIC services more easily or to improve the services I am getting from other programs. Programs may also use the information to assess and evaluate their programs.

WIC WILL:

- Treat me with courtesy and respect.
- Provide checks or an eWIC card to buy healthy foods at authorized stores. WIC does not provide all the food or formula I may need in a month.
- Provide nutrition and breastfeeding education for me or my child.
- Provide referrals to other health and social services available when I need them.

MY RIGHTS:

- The rules for getting on WIC are the same for everyone regardless of race, color, sex, national origin, religion, disability, breastfeeding, or sexual orientation.
- I may ask for a Fair Hearing within 60 days if I don't agree with a decision about my WIC eligibility.
- I may lose my WIC benefits or face legal charges if I or an authorized individual makes changes on my WIC checks; returns WIC foods for cash or non-WIC foods; sells, trades, or gives away WIC foods; buys non-WIC foods; uses an unauthorized retailer; or is verbally or physically abusive to WIC or retail staff. I may also be required to repay the benefits I received.

I have been advised of my rights and obligations under the Program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge. This certification form is being submitted in connection with the receipt of Federal assistance. Program officials may verify information on this form. I understand that intentionally making a false or misleading statement or intentionally misrepresenting, concealing, or withholding facts may result in paying the State Agency, in cash, the value of the food benefits improperly issued to me and may subject me to civil and/or criminal prosecution under State and Federal law.

By signing this form:

- I have read this form or a WIC staff has read the form to me.
- I verify that the income amount provided is true and accurate.
- I agree to the above.

Printed Name of Caregiver

Signature of Caregiver

Date

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, audiotape, 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. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, 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: U.S. 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. If you think you have been discriminated against on the basis of breastfeeding, in employment and public spaces, write the Hawaii WIC Services Branch, 235 South Beretania Street, Suite 701, Honolulu, Hawaii 96813-2419 or call (808) 586-8175 on Oahu (voice and TDD) or toll-free from neighbor islands 1-888-820-6425 (voice). This institution is an equal opportunity provider. February 2019.