Rights and Responsibilities Procedures

- I. The Rights and Responsibilities form (R&R) is a form that explains the basic rights of WIC participants, and describes the responsibilities that WIC participants must follow to receive program benefits.
 - a. Participant violations that can cause suspension or disqualification from the program are described in general.
 - b. The WIC Privacy policy is explained, as well as the purposes which confidential WIC information may be shared. (See the section entitled *Confidentiality* for more information on these programs.)
 - c. Proxy designation and proxy responsibilities are explained.
 - d. The USDA non-discrimination statement and complaint information is included.
- II. Rights and Responsibilities procedures.
 - a. This form must be read by the applicant (endorsers and any proxies) at each certification appointment. If the applicant is unable to read this form it must be read to them.
 - i. A laminated copy of the R&R is provided to clinics by the State for participant use.
 - ii. The R&R is available in both English and Spanish and 10 additional languages.
 - iii. Audio recordings of the R&R being read in 12 languages are available on SharePoint.
 - b. Applicants should be given sufficient time to read the R&R.
 - c. Verbal reminders on important points should be given.
 - it is required that clinic staff verbally remind participants that selling, giving away or even offering to sell WIC formula, food or checks is a violation of the Rights and Responsibilities. This is considered fraud.
 - Participants will be expected to pay back the value of the benefits. If repayment is not made, the participant will face suspension or disqualification.

- Any items a WIC participant offers for sale that are the same as items WIC has provided will be assumed to be WIC items. The burden of proof will be on the participant to demonstrate that they were not WIC items.
- d. A signature must be captured on the electronic signature pad for the Rights and Responsibilities form at the time of certification for each participant on the day of certification before benefits are issued.
 - Only one signature per family is required for the R&R regardless of the number of family members being certified.
 - ii. The signature can be captured at any point during the appointment prior to benefit issuance by any staff member.
 - iii. By signing the R&R, the client is stating that they have read and understand their rights and responsibilities. Clients should not be asked to sign until after they have been given an opportunity to read the R&R that day.
- e. A take-home copy of the R&R form must be given to all applicants at the initial certification and at subsequent certifications when there is a new revision of this form.
- III. Rights and Responsibilities update procedures. When changes to the R&R form are required or suggested, several steps are required.
 - a. State staff generally provides an opportunity for local staff to provide comments and input on the change.
 - b. If the State agrees to make the change it must be approved by USDA and becomes part of the State Plan.
 - c. Printed copies of the newly revised R&R are distributed to clinics to be placed in ID packets and laminated copies are provided to be read by applicants at certification.