
Subject: Access to WIC Services

Effective Date: October 1, 2019**Revised Date:** July 1, 2020

Policy: Region/Metro Offices must make services accessible to all potential eligible applicants with special emphasis for employed persons, rural residents who may have transportation problems, people with disabilities, and persons with limited English proficiency.

Clinics must consider the best way(s) to provide:

- Program access in order to minimize the time spent away from work for potential applicants. At a minimum, at least one of the following methods must be used to improve program access:
 - Extending clinic hours
 - Being open over the lunch hour
 - Scheduling clinics in remote locations, i.e.,
 - WIC done in hospitals, Head Start locations or mobile WIC
 - Scheduling appointments outside of normal clinic hours or days
 - When establishing WIC clinic hours and procedures for scheduling appointments, each clinic shall consider processing standards
 - Refer to **CRT 02.00.00 Processing Standards** and **CRT 03.03.00 Certification Recertification Appointments**
- Interpreters and translated materials for persons with LEP
- Auxiliary aids or services and reasonable modification when necessary for persons with disabilities

Reference: 7CFR§246.4, 7CFR§246.7(b)(4) and (f)(2), 7CFR§246.11(c)(3)

Procedure:

1. Clinics shall review current program schedules and services for their accommodation of potential working applicants, those with transportation concerns, people with disabilities, and persons with limited English proficiency
2. Clinics shall initiate one or more strategies to improve accessibility by:
 - a. Referring to transportation services, where possible
 - b. Conducting evening or Saturday clinics
 - c. Extending clinic hours, including lunch hours
 - d. Scheduling appointments outside of normal clinic days
 - e. Locating clinics in areas frequently visited by potentially eligible people, such as
 - i. Hospitals
 - ii. Social Security offices
 - iii. Head Start facilities
 - iv. Churches
3. Clinics must follow Region/Metro Office procedures when persons with disabilities or limited English proficiency are certified, receive nutrition education or need to

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communicate with staff. These services include:

- a. Services in the person's primary language or
 - b. Interpreter services for those with limited English proficiency
 - c. Access to a language line services as needed
 - d. Translated materials in person's primary language
 - e. Make reasonable modifications when modifications are necessary for individuals with disabilities
 - f. Provide appropriate auxiliary aids and services to ensure equally effective communication for individuals with disabilities
 - g. WIC services are to be provided in an accessible building, which includes an accessible restroom or has a plan to provide services in an alternate location as needed
4. Clinics shall set WIC clinic hours so that when a request for WIC services is made, there are WIC clinic hours available to meet processing standards. Refer to **CRT 02.00.00 Processing Standards** and **CRT 03.03.00 Certification Recertification Appointments**