



**Week ending issue: June 6, 2014 – Issue #215**

**Policy**

**From the WIC Services Policy and Procedure Manual – 320.40 Civil Rights Complaints**

Use the form on page 4 of this policy when filing a complaint. The complaint should include:

- Complainants’ name, address, telephone number, or other means of contacting the complainant;
- Description of the incident, including the dates, class of complaint, policy or practice followed, and decisions involved;
- Name, address and telephone number of any legal representatives;
- Agency that made the decision or applied the policy;
- Basis(es) on which discrimination is alleged; and
- Name of the local and state WIC agency staff involved.

**Note:** If the complainant makes the complaint verbally or in person and refuses or is not inclined to place the complaint in writing, the person to whom the complaints are made must write up the components of the complaint for the complainant.

All complaints must be forwarded to the USDA within five (5) calendar days of receipt. If the complaint is based on race, color, national origin, sex, age, or disability, or multiple factors including one of these then file a complaint with:

U.S. Department of Agriculture, Director  
Office of Adjudication  
1400 Independence Avenue SW  
Washington, DC 20250-9410  
(866) 632-9992 (voice)

1-800-877-8339 (English) or 1-800-845-6136 (Spanish) – Federal Relay Service

Other complaints including religion or political beliefs may also be forwarded to:

Iowa Department of Public Health  
Affirmative Action Officer  
Lucas Building  
321 East 12<sup>th</sup> Street  
Des Moines, IA 50319  
(515) 281-7689

Iowa Civil Rights Commission  
Grimes State Office Building  
400 E. 14th Street  
Des Moines, IA 50319-1004  
(800) 457-4416

## *CEU Opportunities*

### **Oats + Dairy: A Powerful Combination Any Time of the Day**

The National Dairy Council and Quaker Oats Center of Excellence will be hosting a free educational webinar for health professionals, Oats + Dairy: A Powerful Combination Any Time of Day, on **Thursday, June 26 from 12:00 - 1:00 pm ET/11:00 am - 12:00 pm CT**. Please see the attached flyer at the end of the Friday Facts for more information.

## *WIC 40<sup>th</sup> Anniversary Trivia*

### **WIC 40<sup>th</sup> Anniversary Trivia Week 5**

Week #4 Questions **with answers in bold:**

- What Senator sponsored a bill in 1972 that created a pilot program that gave WIC like services and lead to the WIC Program?

**Hubert Horatio Humphrey, Jr**, Senator from Minnesota who was by the way the 38<sup>th</sup> Vice President of the US from 1965-1969.

- King Vitaman had once been a Iowa WIC approved cereal? **True**
- What Iowa WIC agency did Pat Hildebrand, State WIC Nutrition Services Coordinator work at before coming to the state WIC office? **Mid-Iowa Community Action**

Week #5 questions:

- Prior to IWIN, Iowa's WIC data system was called PATH, what does PATH stand for?
- Has Iowa WIC ever used Social Security numbers as the family number?
- A food item on the Iowa WIC program in the 1980s was called Concentrate, name this item.

## *Find Us on Facebook*



<sup>i</sup> <https://www.facebook.com/IowaWIC>

## *Dates to Remember*

### **2014**

- Final Food Rule Changes for Local Agency Staff Training – September 12 at Noon
- Final Food Rule Changes for Local Agency Staff Training – September 15 at 8 a.m.
- 2014 Iowa WIC Training – October 9

**New Employee Training Go-to-Meeting**

- NETC Go-To-Meeting (All new staff) – July 10, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – July 17, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – July 24, from 8:30-11:30
  
- NETC Go-To-Meeting (All new staff) – September 11, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – September 18 , from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – September 25, from 8:30-11:30
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- NETC Go-To-Meeting (All new staff) – November 6, from 8:30-11:30
- NETC Go-To-Meeting (Health Professional) – November 13, from 8:30-11:30
- NETC Go-To-Meeting (Support Staff) – November 20, from 8:30-11:30

**Core Trainings**

- Infant/Child: August 28, 2014
- Communication and Rapport: October 29, 2014

**Contractor’s Meetings**

- August 26 - 10:00 a.m. - 3:00 p.m.

***Available Formula***

<b>Product</b>	<b>Quantity</b>	<b>Expiration Date</b>	<b>Agency</b>	<b>Contact</b>
Peptamen Junior	6 cases/24 - 8.45 - oz	6/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Pregestimil	1 can (16 oz) Powder 10 cans (16 oz) Powder	7/2014 9/2014	Upper Des Moines Opportunity	Tammy Chapman 712-859-3885 Ext. 110
Powder Vanilla Ketocal 4:1	8 containers -11 oz	8/10/14	Webster County	Kathy Josten 515-573-4107
Powder Vanilla Ketocal 4:1	1 container -11 oz	9/28/14		
Powder Vanilla Ketocal 4:1	4 containers -11 oz	11/1/14		
Elecare Jr Vanilla Powder	4 can 1 can	9/2014 10/2014	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Elecare Jr Unflavored Powder	1 case/6 cans each	1/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Elecare Jr Unflavored Powder	2 cases/6 cans each	2/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488

<b>Product</b>	<b>Quantity</b>	<b>Expiration Date</b>	<b>Agency</b>	<b>Contact</b>
Vanilla Pediasure 1.5 Calorie w/Fier	3 cases (24 cans/case)	2/2015	MICA	Sierra Meyer 515-232-9020 x105
Elecare Jr Unflavored Powder	2 cases/6 cans each	5/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
Duocal Powder	2 cans 1 can	8/2015 6/2015	Mid Sioux Opportunity	Glenda Heyderhoff 712-786-3488
EleCare Jr. Unflavored, powder	12 cans, 14.1 oz	11/2015	Siouxland	Allyson Woltman 712-279-6636
Duocal	1 can – 14 oz	4/2016	Mid-Sioux Opportunity	Glenda Heyderhoff 712-786-3417

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<sup>i</sup> 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](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](mailto: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



NATIONAL DAIRY COUNCIL®

**Hello,**

National Dairy Council and Quaker Oats Center of Excellence will be hosting a free educational webinar for health professionals, *Oats + Dairy: A Powerful Combination Any Time of Day*, on **Thursday, June 26 from 12:00 - 1:00 pm ET/11:00 am - 12:00 pm CT**.

Very few Americans meet the MyPlate recommendations for whole grains and dairy foods, while the evidence continues to build on the value of including these foods in the diet. This health professional webinar will examine the latest research related to dietary synergies and the impact on promoting overall health and disease risk reduction. Real world tips and culinary solutions will be discussed to help clients create tasty combinations of oats and dairy for breakfast, or any time of day, to help close nutrient and food gaps.

Sign up today - space is limited! [CLICK HERE TO REGISTER](#)

**Speakers:**

- Julie Miller Jones, PhD, CNS, LN, Professor Emerita, St. Catherine University in St. Paul and Adjunct Professor, University of Minnesota
- Serena Ball, MS, RD, Food Blogger and Co-Founder of The Recipe ReDux
- Erin Quann, PhD, RD, Vice President, Nutrition Marketing and Affairs, National Dairy Council (moderator)

Continuing education credits from the Academy of Nutrition and Dietetics will be available.

[Register here](#) and share this information with colleagues and friends who may be interested. Please contact Erin Quann ([erin.quann@rosedmi.com](mailto:erin.quann@rosedmi.com)) for more information.

Best,

Erin Quann, PhD, RD  
Vice President, Nutrition Marketing and Affairs  
National Dairy Council