

**USDA FOOD PROGRAMS
CIVIL RIGHTS TRAINING**



This institution is an equal opportunity provider.

USDA FNS FOOD PROGRAMS

PROGRAM	Commodity Supplemental Food Program [CSFP]	The Emergency Food Assistance Program [TEFAP]	Senior Farmers' Market Nutrition Program [SFMNP]
AGE ELIGIBILITY	60 years+	Help low-income needy persons, including elderly	60 years+
INCOME ELIGIBILITY Effective July 1, 2017 – June 30, 2018	Monthly Household Gross Income at or below 130% of Federal Poverty Eligibility Guidelines Individual: \$1,502 Two-person: \$2,023	Yearly Gross Income at or below 185% of the Federal Poverty Eligibility Guidelines Individual: \$25,641 Two-person: \$34,540	Yearly Gross Income at or below 185% of the Federal Poverty Eligibility Guidelines Individual: \$25,641 Couple: \$34,540
SERVICE AREA	Statewide	Statewide	Statewide



CIVIL RIGHTS TRAINING TOPICS

1. Customer Service
2. Public Notification
3. Reasonable Accommodations for Persons with Disabilities
4. Language Assistance
5. Collection and Use of Racial/Ethnic Data
6. Complaint Procedures
7. Compliance Review

FNS Instruction 113-1: <https://www.fns.usda.gov/sites/default/files/113-1.pdf>

1. CUSTOMER SERVICE

Treating all people with dignity and respect regardless of race, color, national origin, sex, disability, age or reprisal or retaliation for prior civil rights activity.



1.1 CUSTOMER SERVICE – TIPS

The people of Hawaii are one ohana. The Hawaii Foodbank provides food so that no one in our family goes hungry. We work to gather food and support from our communities. We then distribute food through charitable agencies to those in need. Our mission is from the heart, and we will fulfill our mission with integrity, humanity and aloha.

2. PUBLIC NOTIFICATION

1. Include the nondiscrimination statement on FNS and agency publications
2. Prominently display "And Justice For All" poster
3. Inform eligible population of program availability or changes in program
4. Provide information in alternative formats for persons with disabilities
5. Convey the message of equal opportunity in all graphics that are used to provide program-related material



"And Justice For All" Poster

2.1 NON-DISCRIMINATION STATEMENT

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.ascrusda.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

This institution is an equal opportunity provider.

2.1 NON-DISCRIMINATION STATEMENT – SHORT VERSION

“This institution is an equal opportunity provider.”

3. REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES



- 1. Arranging services to ensure people with disabilities can access program benefits and locations
- 2. Use of Proxy

4. LANGUAGE ASSISTANCE

▪ Limited English Proficiency (LEP)

▪ Factors to consider:

- 1. Number of LEP persons eligible to be served
- 2. Frequency with LEP persons in program and services
- 3. Nature and importance of the program, activity, or service provided by the program to people's lives
- 4. Resources available to the local agency and costs



5. COLLECTION AND USE OF RACIAL/ETHNIC DATA

Application Form – CSFP & SFMNP only

▪ Not required for TEFAP

Ethnic Background: *(Must answer both questions)*

Select one of the ethnic categories:

Not Hispanic or Latino Hispanic or Latino

Select one or more of the racial categories:

American Indian or Alaskan Native Asian Black or African American

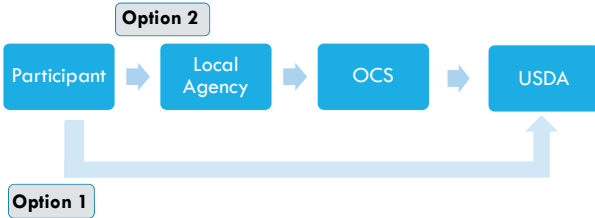
White Native American or Other Pacific Islander

5.1 COLLECTION AND USE OF RACIAL/ETHNIC DATA

CSFP April Data Collection:

- Participant self-declaration is the preferred method
- If participant does not want to share this information, visual observation is acceptable

6. DISCRIMINATION COMPLAINTS



6.1 FILING A COMPLAINT TO USDA

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or 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:

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 U.S. Department of Agriculture
 Office of the Assistant Secretary for Civil Rights
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fax:
 (202) 690-7442; or

email:
 program.intake@usda.gov.



"And Justice For All" Poster

6.2 COMPLAINT PROCEDURE – LOCAL AGENCY

1. Accept complaint with an open mind
2. Have written documentation by the complainant or person receiving complaint
3. Investigate
4. Take corrective action
5. Write a letter to the complainant with the corrective action and right to appeal to OCS
6. Follow up

6.3 HANDLING COMPLAINTS

[Insert Local Agency's Handling Complaint Procedures]

7. CIVIL RIGHTS COMPLIANCE REVIEWS

TEFAP	CSFP	SFMNP
On-site review of 25% of all local agencies once every 4 years	On-site reviews of local agencies and all storage facilities once every 2 years	On-site review of 10% of farmers and 10% of each outlet (farmers' market, roadside stand and community supported agriculture programs) Local agencies once every 2 years

CONGRATS!
YOU'VE COMPLETED
YOUR CIVIL RIGHTS
TRAINING!
MAHALO!