

### OVERVIEW

- Introductions
- USDA FNS Food Programs
- Training Requirement
- Civil Rights Training Topics
- Next Steps
- Thank You
- Questions

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**FOOD PROGRAMS  
CIVIL RIGHTS TRAINING**

This institution is an equal opportunity provider.

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### USDA FNS FOOD PROGRAMS

PROGRAM	Commodity Supplemental Food Program [CSFP]	The Emergency Food Assistance Program [TEFAP]	Seniors Farmers Market Nutrition Program [SFMNP]
AGE ELIGIBILITY	60 years+	Help low-income needy persons, including elderly	60 years+
INCOME ELIGIBILITY	Income at or below 130% of Federal Poverty Eligibility Guidelines	Income at or below 185% of the Federal Poverty Eligibility Guidelines	Income at or below 185% of the Federal Poverty Eligibility Guidelines
SERVICE AREA	Statewide	Statewide	Oahu and Hawaii Requested for expansion
FY16 ADMINISTRATIVE FUNDS	\$178,871	\$170,318	\$49,452

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### TRAINING REQUIREMENT




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### 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>

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### 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.




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## 2. PUBLIC NOTIFICATION

1. Display "And Justice For All" poster
2. Inform eligible population of program availability
3. Provide information in alternative formats for persons with disabilities
4. Include the nondiscrimination statement on FNS and agency publications
5. Convey equal opportunity in all photographs/images




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### 2.1 DISPLAY "AND JUSTICE FOR ALL" POSTER




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### 2.2 INFORMING PROGRAM AVAILABILITY



1. Changes in Program
2. Eligibility
3. Benefits
4. Services
5. Location of Facility/Distribution
6. Hours of Service

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### 2.3 ALTERNATIVE FORMATS

Disability	On-Site	Web – ADA Compliant
<b>Visually Impaired</b>	Print material in larger fonts  Qualified readers	Audio descriptions and text for images
<b>Hearing Loss</b>	Provide written material  Interpreters	Text captions for videos
<b>Physically Impaired</b>	Staff on hand to assist	Make all clickable items large
<b>Cognitive Difficulties</b>	Limit the number of items on informational material	Limit the number of design elements and functions

ADA Website Accessibility Checklist available at: <https://www.ada.gov/>

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### 2.4 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.asc.usda.gov/complaint\\_filing\\_cust.html](http://www.asc.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](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

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### 2.4 NON-DISCRIMINATION STATEMENT – SHORT VERSION

**“This institution is an equal opportunity provider.”**

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### 2.5 CONVEYING EQUAL OPPORTUNITY IN GRAPHICS




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### 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

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### 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
4. Resources available to the local agency and costs




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### 4.1 LANGUAGE ASSISTANCE

1. Sharing of language assistance materials and services between local agencies, advocacy groups, federal grant agencies
2. Training bilingual staff to act as interpreters and translators
3. Formalized use of qualified community volunteers

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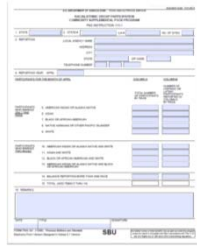
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### 5. COLLECTION AND USE OF RACIAL/ETHNIC DATA

1. Based on documented records and retained for 3 years
2. Maintained under safeguards restricting access only to authorized personnel
3. Collected and retained for:
  - CSFP – FNS-191
  - SFMNP – Program Reports
  - Not required for TEFAP



FNS-191

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### 5.1 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

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### 5.2 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

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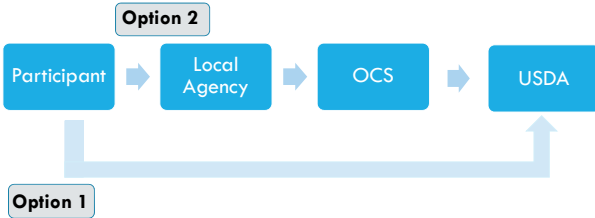
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### 6. DISCRIMINATION COMPLAINTS




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### 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](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:

**mail:**  
 U.S. Department of Agriculture  
 Office of the Assistant Secretary for Civil Rights  
 1400 Independence Avenue, SW  
 Washington, D.C. 20250-9410

**fax:**  
 (202) 690-7442; or

**email:**  
 program.intake@usda.gov.



"And Justice For All" Poster

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### 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

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### 6.3 CONFLICT RESOLUTION – CORRECTIVE ACTION

1. Produce a solution that all parties can agree to
2. Work quickly to find the best solution
3. Improve, not hurt, the relationship between the groups in conflict

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### 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  Local agencies once every 2 years

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**NEXT STEPS**

- 1. Subrecipient and volunteer training
- 2. Maintain a civil rights file
  - Certificate of Completion



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



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