

# USDA FOOD PROGRAMS CIVIL RIGHTS TRAINING

[Insert Local  
Agency's name  
and logo]

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]
<b>AGE ELIGIBILITY</b>	60 years+	Help low-income needy persons, including elderly	60 years+
<b>INCOME ELIGIBILITY</b>  Effective July 1, 2017 – June 30, 2018	<b>Monthly Household Gross Income</b> at or below 130% of Federal Poverty Eligibility Guidelines  Individual: \$1,502 Two-person: \$2,023	<b>Yearly Gross Income</b> at or below 185% of the Federal Poverty Eligibility Guidelines  Individual: \$25,641 Two-person: \$34,540	<b>Yearly Gross Income</b> at or below 185% of the Federal Poverty Eligibility Guidelines  Individual: \$25,641 Couple: \$34,540
<b>SERVICE AREA</b>	Statewide	Statewide	Statewide

# TRAINING REQUIREMENTS





# 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

[Insert Local Agency's  
Customer Service Philosophy]

## 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.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.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.*



## 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



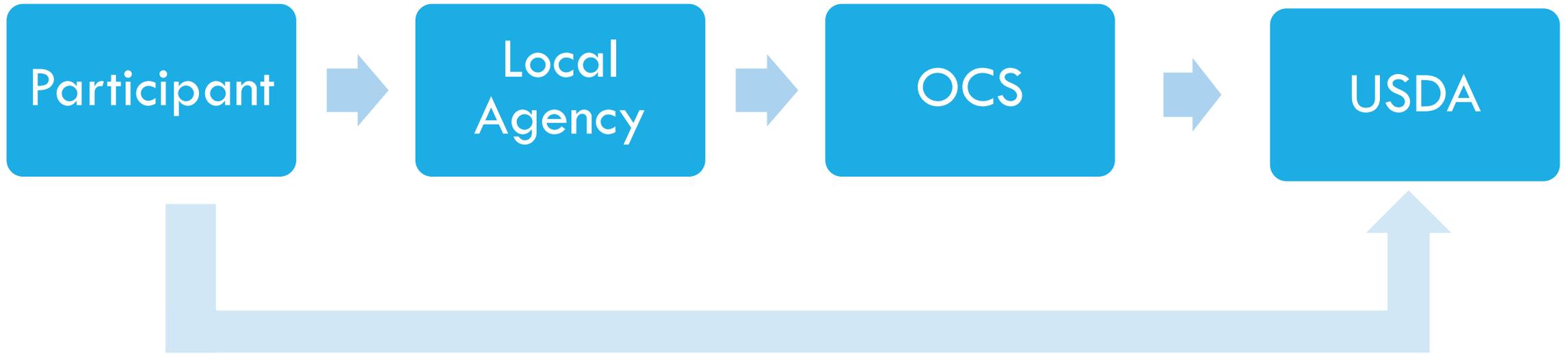
## 5.1 COLLECTION AND USE OF RACIAL/ETHNIC DATA

### 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

**Option 2**



**Option 1**

# 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:**

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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](mailto:program.intake@usda.gov).



In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

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 responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information is available in languages other than English.

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:

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This institution is an equal opportunity provider.

Conforme a las leyes federales y a los derechos civiles, reglamentos y políticas del Departamento de Agricultura, USDA, se prohíbe a esta institución discriminar por motivo de raza, color, nacionalidad, sexo, edad, discapacidad y reprimir o tomar represalias por actividades realizadas en el pasado relacionadas con los derechos civiles. (No todos los principios de prohibición se aplican a todos los programas).

Las personas discapacitadas que requieren medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidense, etc.) deberán comunicarse con la agencia estatal o local responsable de administrar el programa o el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339. La información del programa también está disponible en otros idiomas además del inglés.

Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en [http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish\\_Form\\_508\\_Compliant\\_6\\_8\\_12\\_0.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf) o en cualquier oficina del USDA o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al (866) 632-9992. Envíe su formulario o carta completos al USDA por

**correo:**  
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Office of the Assistant Secretary for Civil Rights  
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Washington, D.C. 20250-9410

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

**correo electrónico:**

“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!

