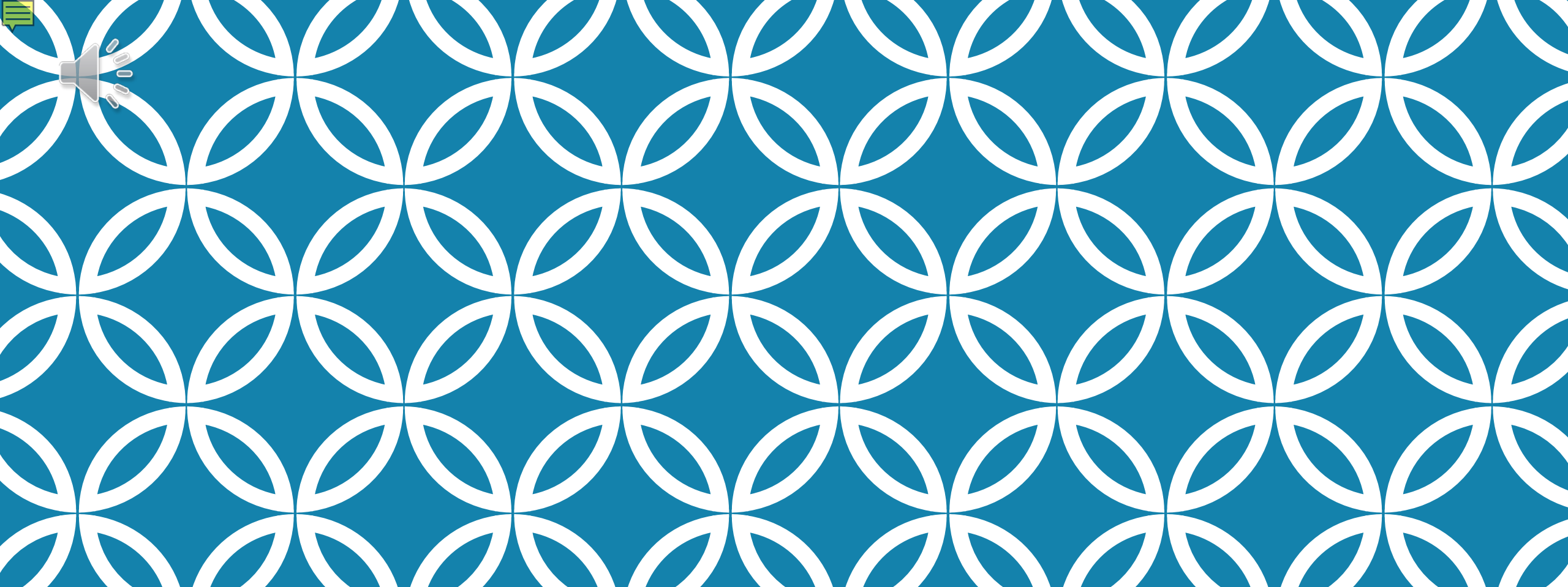
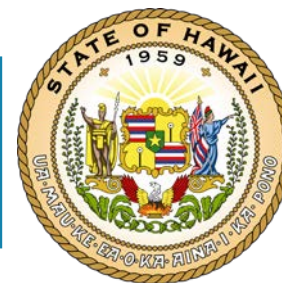


OVERVIEW

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



FOOD PROGRAMS CIVIL RIGHTS TRAINING



**State of Hawaii
Office of
Community Service**

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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



TRAINING REQUIREMENT





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.





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



2.1 DISPLAY “AND JUSTICE FOR ALL” POS



2.2 INFORMING PROGRAM AVAILABILITY



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



2.3 ALTERNATIVE FORMATS

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



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.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*

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2.4 NON-DISCRIMINATION STATEMENT — SHORT VERSION

“This institution is an equal opportunity provider.”

2.5 CONVEYING EQUAL OPPORTUNITY IN GRAPHICS



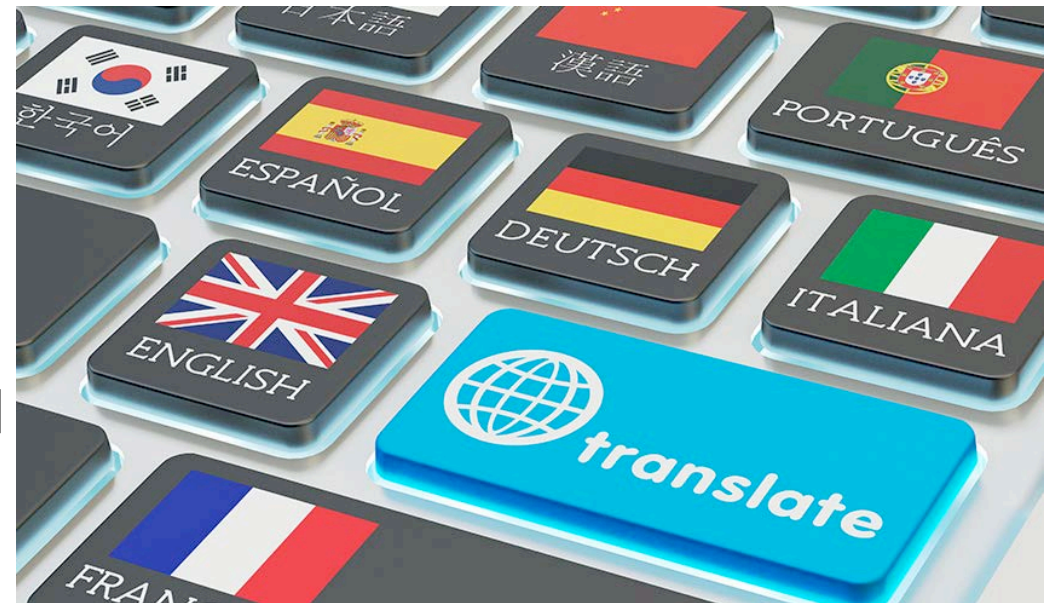
3. REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES



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
 4. Resources available to the local agency and costs





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

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

U.S. DEPARTMENT OF AGRICULTURE - FOOD AND NUTRITION SERVICE
RACIAL/ETHNIC GROUP PARTICIPATION
COMMODITY SUPPLEMENTAL FOOD PROGRAM
FNS INSTRUCTION 113-1

1. STATE 2. STATE # LA # NO. OF SITES

3. REPORTING LOCAL AGENCY NAME
ADDRESS
CITY
STATE ZIP CODE
TELEPHONE NUMBER

4. REPORTING YEAR: APRIL

PARTICIPANTS FOR THE MONTH OF APRIL		COLUMN A	COLUMN B
		TOTAL NUMBER OF PARTICIPANTS BY RACE	NUMBER OF HISPANIC OR LATINO PARTICIPANTS REPORTED IN COLUMN A BY RACE
PARTICIPANTS WHO MARKED ONLY ONE RACE	5. AMERICAN INDIAN OR ALASKA NATIVE	<input type="text"/>	<input type="text"/>
	6. ASIAN	<input type="text"/>	<input type="text"/>
	7. BLACK OR AFRICAN AMERICAN	<input type="text"/>	<input type="text"/>
	8. NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER	<input type="text"/>	<input type="text"/>
	9. WHITE	<input type="text"/>	<input type="text"/>
PARTICIPANTS WHO MARKED TWO RACES	10. AMERICAN INDIAN OR ALASKA NATIVE AND WHITE	<input type="text"/>	<input type="text"/>
	11. ASIAN AND WHITE	<input type="text"/>	<input type="text"/>
	12. BLACK OR AFRICAN AMERICAN AND WHITE	<input type="text"/>	<input type="text"/>
	13. AMERICAN INDIAN OR ALASKA NATIVE AND BLACK OR AFRICAN AMERICAN	<input type="text"/>	<input type="text"/>
14. BALANCE REPORTING MORE THAN ONE RACE		<input type="text"/>	<input type="text"/>
15. TOTAL (ADD ITEMS 5 THRU 14)		<input type="text"/>	<input type="text"/>

16. REMARKS

DATE TITLE SIGNATURE

FORM FNS-191 (12/08) Previous Editions are Obsolete
Electronic Form Version Designed in Adobe 8.1 Version

SBU

No further monies or other benefits may be paid out under this program unless this report is completed and filed in accordance with Title VI of the Civil Rights Act of 1964 and USDA implementing regulations.

FNS-191



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

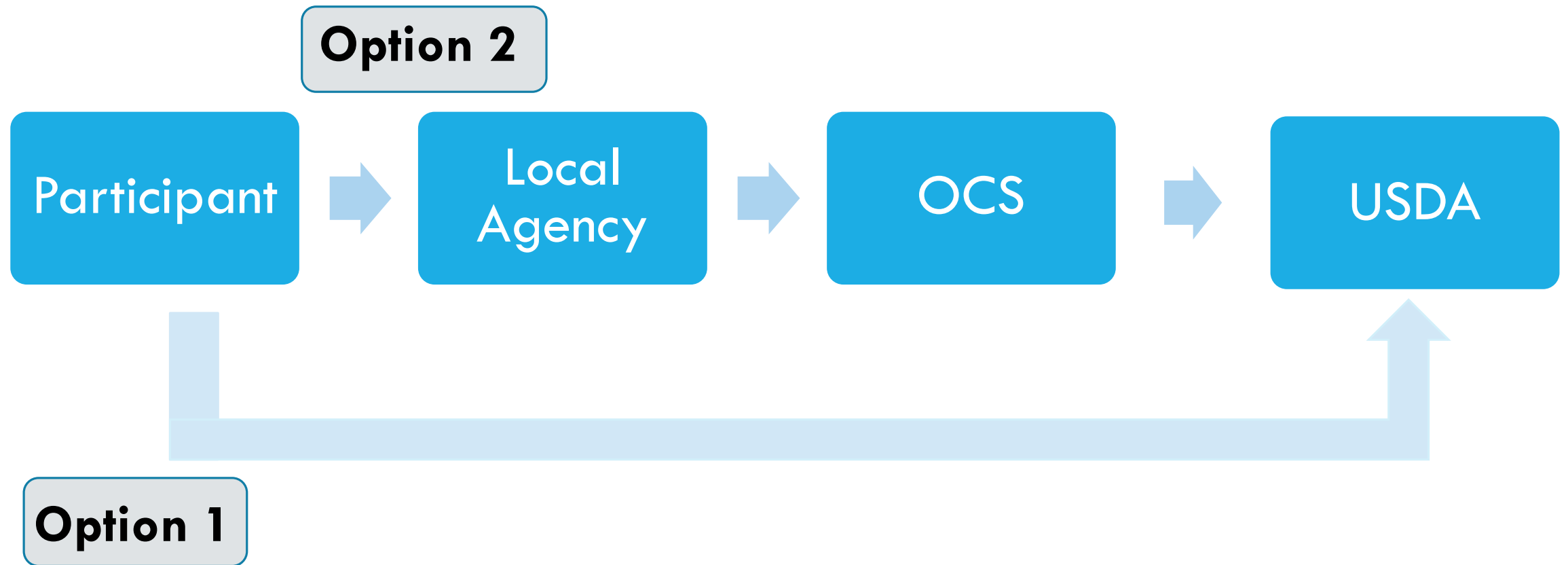


5.2 COLLECTION AND USE OF RACIAL/ETHNIC DATA

CSFP April Data Collection:

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

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:

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

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, 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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email:
program.intake@usda.gov.

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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 represión 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 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:
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; o

correo electrónico:
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 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



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



NEXT STEPS

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





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

