

# **CIVIL RIGHTS TRAINING**

## **The Emergency Food Assistance Program (TEFAP) & Commodity Supplemental Food Program (CSFP)**

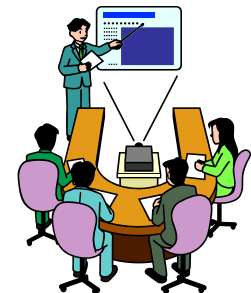
Iowa Department of Human Services  
January 2014

# GOALS OF CIVIL RIGHTS

- Equal treatment for all eligible participants
- Knowledge of rights and responsibilities
- Get rid of reasons why people don't take part in a program
- Dignity and respect for all

# TRAINING

- Local agencies are responsible for annual training
- First line workers (including volunteers) and all levels of supervisors must receive required training
- Training can be done in many ways
- **You are required to document your training efforts**



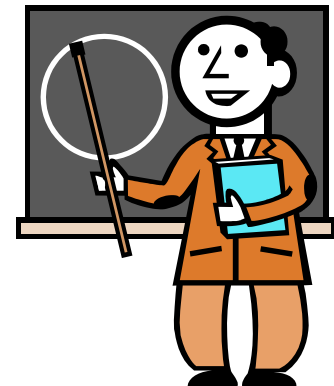
# Required Training Documentation

- Name of the training instructor
- Date training was given
- Topics covered in the training
- Names of all the people being trained
  - Use simple sign-in sheets which all participants sign at the end of the training session
- Keep your sign-in sheets in your files along with a copy of the training.



# CIVIL RIGHTS REQUIRED TRAINING TOPICS

- Collection and use of data
- Effective public notification systems
- Complaint procedures
- Compliance review techniques
- Resolution of noncompliance
- Reasonable accommodation of people with disabilities
- Language assistance
- Conflict resolution and
- Customer service



# TRAINING TIPS

- Be sensitive, civil rights can be very personal and people approach it from different angles
- Answer questions directly and clearly
- If you don't know the answer DO NOT make something up – agree to get the answer and then follow up
- Contact Iowa Department of Human Services for help.

# What is Federal Financial Assistance?

Federal financial assistance is anything of value received from the federal government such as:

- Cash grants and loans
- USDA food/commodities
- Training
- Property donations,
- Permission to use federal property
- Similar items and services



# CIVIL RIGHTS LAWS

- Title VI – Civil Rights Act of 1964 states *No person in the United States shall be discriminated against on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity.*
  - Example: Race/color: Treating or speaking to a child differently (using slang for example) or in a friendlier manner because of race or color.





# Language

Agencies of TEFAP & CSFP have a responsibility to make sure the following people are served in other languages:

- Limited English proficiency (LEP)
- Those who do not speak English as their primary language
- Those who have a limited ability to read, speak, write, or understand English

Additional resources available at:

[www.fns.usda.gov/cr/LEP\\_entry.htm](http://www.fns.usda.gov/cr/LEP_entry.htm)

# Language



Provide information in other language when:

- High number of LEP persons are in your eligible population
- The person has contact with program often

**SHORTAGE OF MONEY DOES NOT  
ELIMINATE REQUIREMENT!!!**

# Language

- Minor children should not be used as interpreters
- Volunteers may be used, but make sure they understand confidentiality!
- See [www.lep.gov](http://www.lep.gov) for more information



# CIVIL RIGHTS LAWS

- The Age Discrimination Act of 1975 provides: *No person in the United States, shall, on the basis of age, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving Federal financial assistance.*



# CIVIL RIGHTS LAWS

- Title IX of the Education Amendments of 1972 states: *No person in the United States shall, on the basis sex (gender), be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any educational program or activity receiving Federal financial assistance.*
  - Example: You shouldn't offer smaller portions to women compared to men. The same size portion should be offered to each.



# CIVIL RIGHTS LAWS

- Section 504 of the Rehabilitation Act of 1973 added disability to Title VI.
- Title II and Title III of the Americans with Disabilities Act of 1990 extended the requirements to all services, programs and activities of state and local governments and prohibits discrimination based on disability in other public services.

# Reasonable Accommodations



- Make sure people with disabilities can get into your agency from the parking lot, entrances, hall, elevators, rest rooms, and allows service animals
- Arrange ways for people to get services
  - Example: You come up to main floor if your program is in the basement and you don't have an elevator.
- FedRelay [www.gsa.gov/fedrelay](http://www.gsa.gov/fedrelay)  
Telecommunications services to allow individuals who are deaf, hard of hearing, and/or have speech disabilities.



# WHAT IS A PROTECTED CLASS?

- Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order.
- Protected classes in TEFAP & CSFP are race, color, national origin, age, sex, and disability.



# 2004 “Equal Opportunity for Religious Organizations”

- Laws protect faith-based organizations
- Church and community organizations are treated the same
- Prohibits discrimination against an organization on the basis of religion, religious belief or character in the distribution of funds
- Any faith organization can use space in their building without removing religious art or symbols

# Law Protects People

- No organization that receives direct assistance from the USDA can discriminate against a participant or potential participant on the basis of religion or religious belief.
- Faith-based organizations can do their mission, as long as USDA funds (or activities) do not support worship, religious instruction or pressuring people to take their beliefs.

# ASSURANCES

- Help to clarify expectations
- Intended to help stop discrimination against applicants and participants
- Intended to prevent future discrimination
- Help address effects of past discrimination



# Collection and Use of Data

- Required for CSFP
- Currently participants self-declare for TEFAP
- In general, any data collected about beneficiaries should be kept secure and confidential.

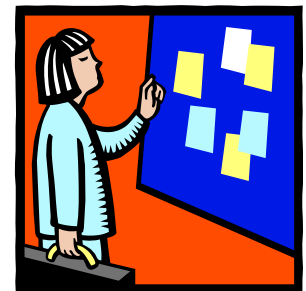


- Used to determine if more people could be reached in your community.
- Identify who needs to be reached yet.

# PUBLIC NOTIFICATION Program Availability



- Display the “And Justice for All” poster.
- Tell applicants, participants, potentially eligible persons, and grassroots organizations of program rights and responsibilities or changes in programs.
- Provide information in other formats for persons with disabilities.
- Other languages available.



# POSTERS



Federal Relay Services  
[www.gsa.gov/fedrelay](http://www.gsa.gov/fedrelay)

# PUBLIC NOTIFICATION

## Complaint Information

Let applicants and participants at your site know:

- Their right to file a complaint
- How to file a complaint
- The complaint procedures



# Complaints

- ✓ Never discourage groups or individuals from filing complaints or from telling about situation of discrimination
  
- ✓ Complaints may be filed based on:
  - ✓ Race
  - ✓ Color
  - ✓ National origin
  - ✓ Age
  - ✓ Sex
  - ✓ Disability



# How to File a Complaint

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> or at any USDA office, or call (866) 632-9992 to request the form.

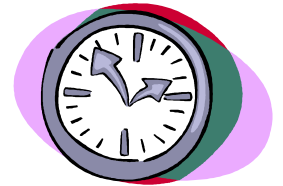
You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email 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.

# What to do if a complaint is made:

- Immediately notify the Department of Human Services
- Provide forms for written complaints
  - Written complaints will be accepted and forwarded upon receipt.
- Take detailed notes of complaints
  - If someone is complaining in a telephone conversation and refuses or is not putting it in writing, the staff person on the call will need to write up the details of the complaint. These complaints will be accepted and forwarded immediately upon receipt.



# Complaint Form

## Civil Rights Complaints Form basic components

- Full name of person filing complaint: \_\_\_\_\_  
First Middle Last
- Address of person filing complaint: \_\_\_\_\_  
Street / P.O. Box City State Zip
- Daytime phone number of person filing complaint: (\_\_\_\_) \_\_\_\_\_
- Name and location of the agency / entity delivering the service or benefit: \_\_\_\_\_  
\_\_\_\_\_
- Describe the nature of the incident or action that led to the complaint or provide an example of the method of administration which is having a disparate effect on the public, potential participants, or participant \_\_\_\_\_  
\_\_\_\_\_
- On what basis does the complainant feel discrimination exist? (race, color, national origin, sex, age, or disability):  
\_\_\_\_\_
- Provide the name(s), title(s) and business address(es) of persons who may have knowledge of the discriminatory action: \_\_\_\_\_  
\_\_\_\_\_
- Indicate the date(s) during which the alleged discriminatory actions occurred, or if continuing, the duration of such actions:  
\_\_\_\_\_
- \_\_\_\_\_  
Name of person completing the report Title of person completing the report Date

# Information needed:

- Who is complaining
  - Name
  - Address
  - Telephone number
- Where it happened
  - What agency
  - What address
- What happened
- Basis for the claim
  - Race
  - Age
  - Disability, etc.
- Name of anyone who saw or heard what happened
- When it happened
  - Date
  - Time



# **PUBLIC NOTIFICATION**

## **Nondiscrimination Statement**

- Nondiscrimination statement is required on all agency publications, posters, websites, and informational materials. At a minimum, the website must have the nondiscrimination statement or a link to it on the home page.
- Must show the message of equal opportunity in all photos and other graphics that are used in publications.
- Make sure font size of the non-discrimination statement is the same size font as the rest of the information in the publication.

# NON-DISCRIMINATION STATEMENT



“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.”

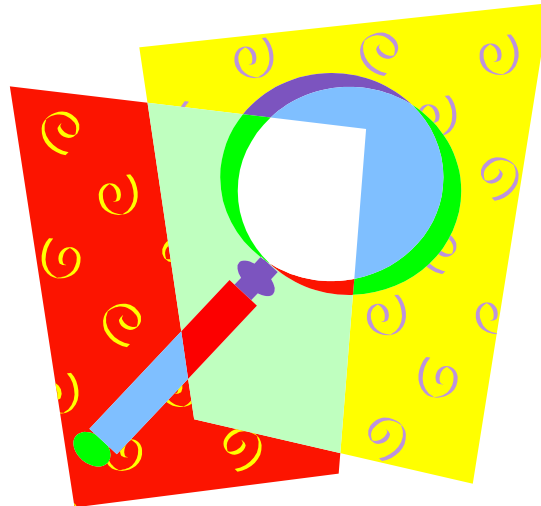
To file a complaint of discrimination, write U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

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# COMPLIANCE REVIEWS

- Pre-award, post-award, and special
- Check for non-discrimination and ensure civil rights requirements are being followed



# Examples of Noncompliance

Not allowing someone or a household to apply for the program on the basis of a protected class.

Example: All people should receive an application for the food nutrition program when they ask for it, regardless of where they live or their nationality.





# Examples of Noncompliance

- Selecting members for planning and advisory committees in a way excluding persons from membership on the basis of a protected class.
  - Example: Be sure appropriate measures are taken to include members from all race, age and sex categories
- Overtly identifying a participant on the basis of a protected class.
  - Don't assume people who are "handicapped" are eligible for the FNS programs.

# RESOLUTION OF NONCOMPLIANCE

- CORRECTIVE ACTIONS:
  - Stop inappropriate actions
  - Start appropriate procedures
  
- FAILURE OR REFUSAL TO PUT CORRECTIVE ACTIONS IN PLACE CAN RESULT IN LOSS OF FEDERAL ASSISTANCE!



# CUSTOMER SERVICE

## PLATINUM RULE

“Treat others the way they want to be treated  
(or at least be aware of what that is).”



# The Customer and Customer Service

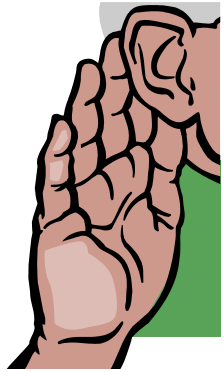
- The term customer is described as anyone you work with.
- Anyone you work with outside your immediate organization or team is your external customer.
- Persons within your organization are internal customers.
- Treat all well and in good faith and honesty

# SERVICE EXCELLENCE

How you can make a difference!



- Treat all people with dignity and respect
- Answer questions in a voice that is non-threatening
- Clearly tell everyone the rules and rights and responsibilities
- Find and use tools and techniques to improve customer service.
- Recognize when stress creates a problem in giving service excellence.



# Making a Difference!

Recognize and appreciate the fact customers have many different needs and few places to get assistance from.

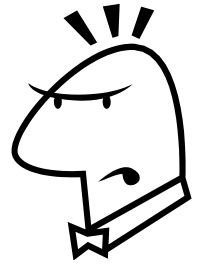
- Notice when a person feels they have been treated in a rude manner.
- Learn to put yourself in their place when necessary.
- Develop good listening skills.
- Learn to deal with dissatisfied customers.
- Improve customer satisfaction.

# CONFLICT RESOLUTION

- Remain calm
- Explain the situation
- Get help, especially if threats or if violence is possible



# Dealing with the Angry Customer



- **What is the problem?** Using information given you – determine what is wrong.
- **Determine a solution.** Know your organizations policy on handing situations and information needed to offer a solution.
- **Gain approval from the customer.** Check with the customer for their approval on a solution.
- **Make an agreement.** You and the customer should determine what is to be done, when it is to be done, and by whom and alternatives if needed.
- **Follow up.** Personally make sure that the customer has been satisfied; and provide feedback.



# Develop a Customer Service Checklist

Consider making a list of customer service techniques, attitudes and behaviors for staff working with participants and callers to your site for information and USDA foods.

The checklist should be job related in order to provide good customer service and to lower complaints and improve customer satisfaction.

# RESOURCES

- <http://www.fns.usda.gov/cr>
- <http://www.ascr.usda.gov>
- [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html#processing](http://www.ascr.usda.gov/complaint_filing_cust.html#processing)
- <http://www.fns.usda.gov/cr/Documents/113-1.pdf>

# Thank you!

If you have any questions concerning civil rights, please contact Tiffany Vasey, Iowa Dept of Human Services

[tvasey@dhs.state.ia.us](mailto:tvasey@dhs.state.ia.us)

515-281-6820

# ACKNOWLEDGEMENT PAGE

We do require that everyone who receives our TEFAP Agency Civil Rights Training complete this acknowledgement form.

*I have received and understand all of the components of the TEFAP Agency Civil Rights Training and will carry out the tasks required of me to maintain compliance in serving all program participants.*

Name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please complete this form and return it to either : Food Bank of Siouxland, Jake Wanderscheid 1313 11<sup>th</sup> Street Sioux City Iowa 51102, Fax to: (712) 255-3116, or email: [jacob@siouxlandfoodbank.org](mailto:jacob@siouxlandfoodbank.org).