Civil Rights Training
Discrimination Definition

Discrimination is the treatment or consideration of, or making a distinction in favor or against, a person based on the group, class, or category to which that person belongs.

Unlawful discrimination in any form is strictly prohibited whether a program is fully or partially federally funded.
Protected Classes

- Race
- Color
- National Origin
- Sex
- Age, or
- Disability
Why is there Civil Rights training?

TAFB is a TEFAP distributor – we distribute USDA food to our partners

Civil Rights laws were enacted to remedy certain basic inequities in the legal, political and social systems of our nation.

Food and Nutrition programs are funded by federal dollars with USDA serving as the pass-through agency. Since these dollars are from taxpayers across the nation, taxpayers are entitled to equal use of the programs. In essence, the tax dollars are to be used for the benefit of ALL eligible persons.
Training Your Staff

You must train all staff and volunteers annually

Document your training efforts

• Trainer’s name
• Training date
• Title of training
• Topics covered
• Participant’s name
• Participant’s signature
The Texas Department of Agriculture’s (TDA) Food and Nutrition Division serves millions of Texans through the administration of 12 federal nutrition programs and the oversight of more than $1.8 billion in federal money annually used to fund the programs.

- Child and Adult Care Food Program
- Special Milk Program
- National School Lunch Program
- School Breakfast Program
- Summer Feeding Programs
- Fresh Fruit and Vegetable Program
- Food Distribution Program for Schools
- The Emergency Food Assistance Program
- Commodity Supplemental Food Program
- Food Assistance for Disaster Relief
- Farmers Market Nutrition Program
- Senior Farmers Market Nutrition Program
Requirements

• Public Notification

• “And Justice for All” Posters in a prominent position that clients can read easily

• Non-Discrimination Statement – needed on all paperwork

• Complaint Filing

   Spelled out on poster and non-discrimination statement
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.

This institution is an equal opportunity provider.
Accommodations and Program Accessibility

Physical Accessibility

Meal Modifications

Language Accommodations

Self-Evaluation of Services
Customer Service

Good Customer Service is:

• Effectively communicating with customers
• Responding to their needs
• Valuing their worth
• Instilling excellence through courtesy, confidence and enthusiasm.
Customer Service / Best Practices

- Treating all customers with respect and dignity
- Exercising good listening skills by being attentive to the customer and their needs
- Learning to empathize with the customer when necessary
- Responding to questions in a non-threatening manner ensuring your voice and tone are calm and clear
- Communicating rules as well as client rights and responsibilities clearly and precisely
- Recognizing and appreciating that customers have many varied needs and few resources
- Recognizing when a person feels that they have been treated in a rude and discourteous manner
Complaints

- You cannot process your own civil rights complaint
- Right to file a complaint within 180 days of action
- Resolution is always encouraged at the lowest possible level
Conflict Resolution

- Win/Win Approach
- Creative Response
- Empathy & Active listening
- Appropriate Assertiveness
- Cooperative Power
- Managing Emotions
- Willingness to resolve
Compliance Requirements

• Data Collection and Maintenance
  Keep all picking sheets, invoices, statements, temperature logs for 3 years and 90 days.

• Coordinators

• Administrative and Site Compliance Reviews
Recommendations

• Share Civil Rights Guide with all staff and Volunteers
• Nondiscrimination Statement (Chapter 3)
• Place poster in prominent location
• Educate intake volunteers about income guidelines.
• Conduct a Self Evaluation and maintain records of it. See: Chapter 4 – Page 3
Questions?

Resources;

• Squaremeals.org