

The Emergency Food Assistance Program T.E.F.A.P. Annual Civil Rights Training



NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES


Helping People Live Better Lives.

Civil Rights Program Authorities

- ✓ Title VI of the Civil Rights Act of 1964
 - ✓ Civil Rights Restoration Act of 1987
 - ✓ Section 504 of the Rehabilitation Act of 1973
 - ✓ Americans with Disabilities Act
 - ✓ Americans with Disabilities Act Amendments Act
 - ✓ Title IX of the Education Amendments of 1972
 - ✓ Age Discrimination Act of 1975
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Civil Rights Program Authorities

Continued

- ✓ The Personal Responsibility and Work Opportunity Reconciliation Act of 1996
 - ✓ 7 CFR Parts 15, 15a and 15b
 - ✓ TEFAP Specific (7 CFR Parts 250-251)
 - ✓ FNS 113-1 and its Appendix (C for TEFAP)
 - ✓ Executive Order 13166 – (LEP)
 - ✓ 7 CFR Part 16, Equal Opportunity for Religious Organizations
 - ✓ USDA Departmental Regulation 4330-2
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Civil Rights Areas of Compliance

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Training

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for Persons with
Disabilities

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Language
Assistance

Equal Opportunity
for Religious
Organizations

Conflict
Resolution and
Customer Service



Assurances

To qualify for Federal financial assistance, written assurance that the program will be operated in a non-discriminatory manner must be included in all agreements between agencies.



Civil Rights Training

Staff and Volunteers at all TEFAP eligible distribution sites MUST receive Civil Rights Training

- **All persons that directly deal with guests and/or handles confidential information is required to receive this training annually**
- **The Training Must Include the following topics:**
 - “And Justice For All” Poster*
 - Complaint Procedures*
 - Limited English Proficiency (LEP)*
 - Reasonable Accommodations for Disabled Persons*
 - A Plan for Conflict Resolution and Customer Service*
- **Acceptance of “Federal Financial Assistance,” no matter how minimal, requires the recipient agency to assure compliance with Federal Civil Rights Laws and Requirements**
 - This includes TEFAP – USDA Foods, funding and equipment

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.asez.usda.gov/complaint_filing_quest.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
1420 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:
(202) 690-7442; or

email:
program.intake@usda.gov

This institution is an equal opportunity provider.

Conforme a las leyes federales y a los derechos civiles, reglamentos y políticas del Departamento de Agricultura de los Estados Unidos (U.S. Department of Agriculture, 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 requieran medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidenses, 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.asez.usda.gov/files/efilead/efileadoc/2012/Spanish_Form_3027_Complaint_8.8.12.0.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:

correo:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1420 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:
(202) 690-7442; o

correo electrónico:
program.intake@usda.gov

Esta institución ofrece igualdad de oportunidades.

USDA Nondiscrimination Statement

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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:

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

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Elements of Public Notification

All FNS programs (i.e. TEFAP) must include a public notification system

Elements of public notification include:

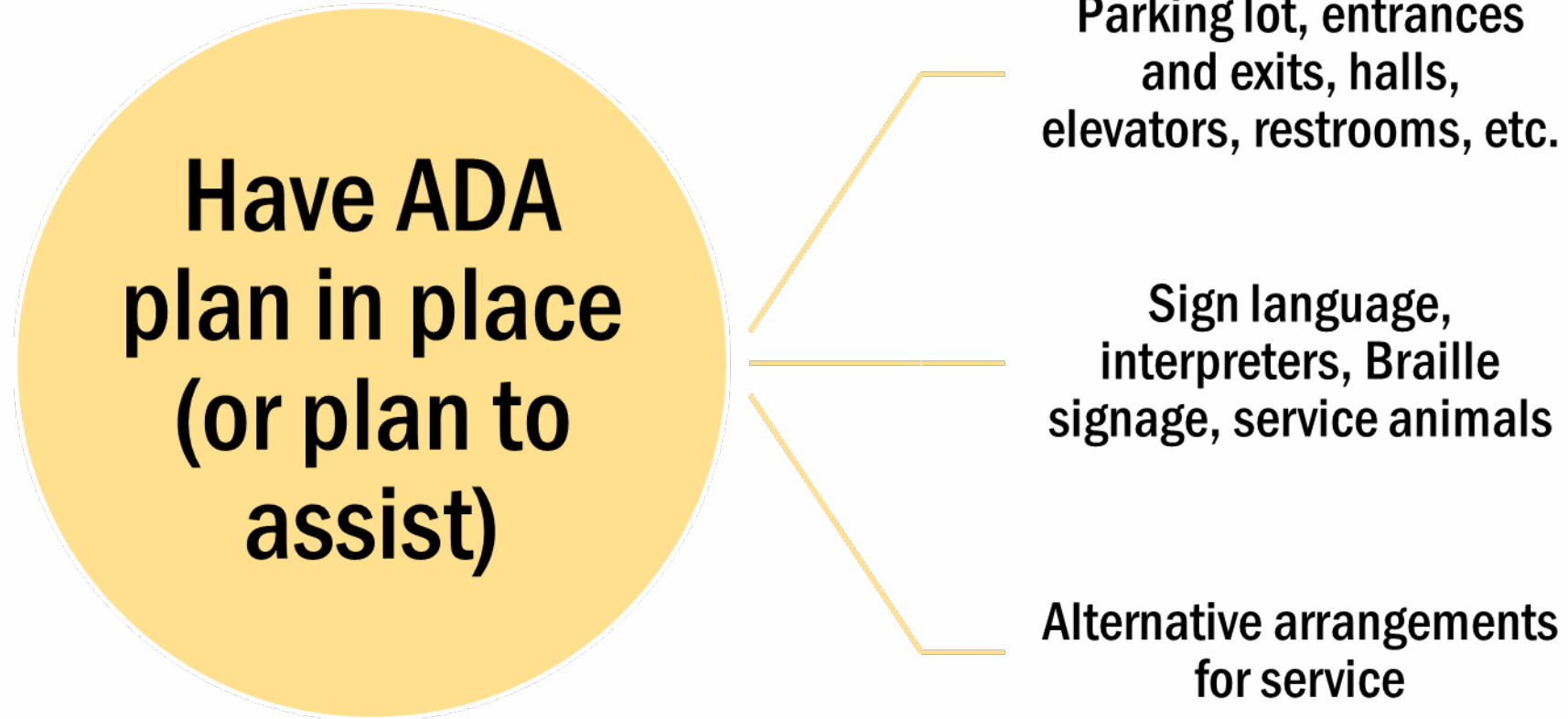
- ▶ Program availability –
 - Inform applicants, participants and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation
 - Convey the message of equal opportunity in all photos or graphics used to provide program or program-related information
- ▶ Complaint information –
 - Participants must be advised of their rights and complaint procedures (including how to file a complaint)
- ▶ Nondiscrimination statement –
 - Must be included on the first or home page of the program information

American Disabilities Act (ADA)



Public accommodations (businesses and non-profit organizations) must provide goods and services to people with disabilities on an equal basis with the rest of the public.

Access for People with Disabilities




What Is Limited English Proficiency (LEP)?

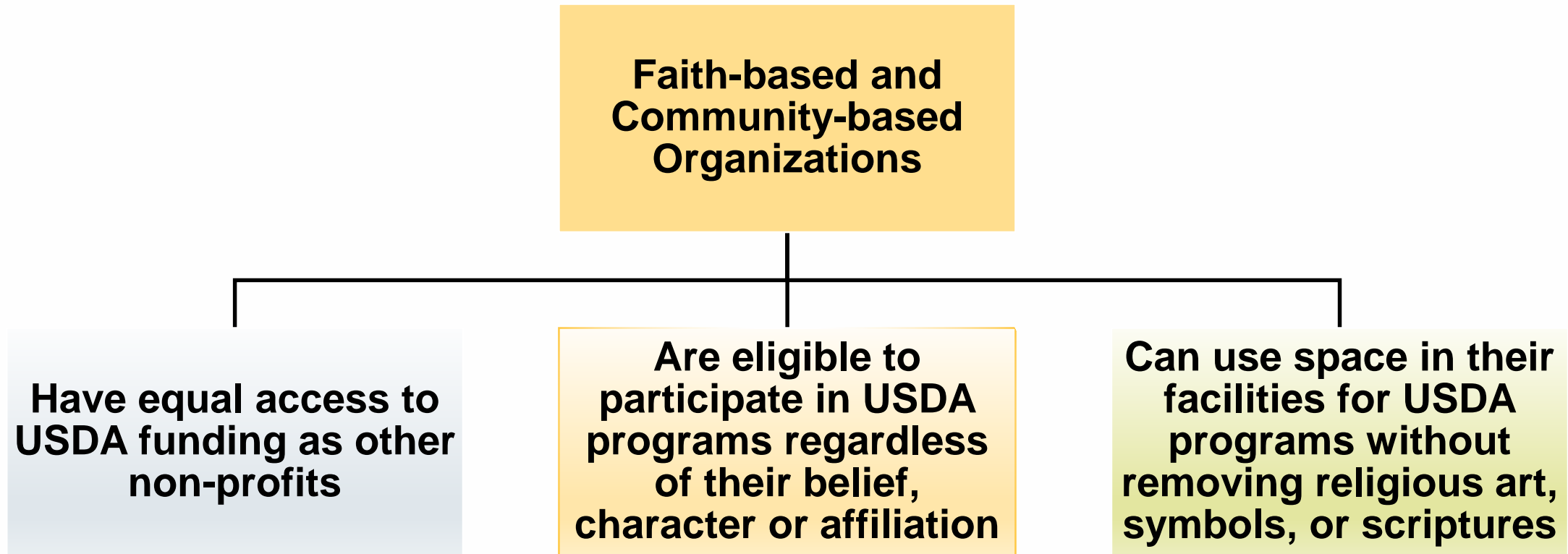
Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

All organizations receiving Federal financial assistance have a responsibility to take reasonable steps to ensure “meaningful” access to their programs and activities by persons with LEP.

“Reasonable Steps” are contingent upon:

- ✓ The number or proportion of LEP person eligible to be served or likely to be encountered by the program or recipient
 - ✓ The frequency with which LEP individuals come in contact with the program
 - ✓ The nature and importance of the program, activity, or service provided by the program to people’s lives
 - ✓ The resources available to the recipient and costs. A shortage of resources does not eliminate the requirement for an agency to take reasonable steps.
 - ✓ Children who are minors should not be used as interpreters
 - ✓ Volunteers may be used, but make sure they understand confidentiality
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Equal Opportunity for Religious Organizations



Religious Activities Do's & Don'ts

It is acceptable to...	It is unacceptable to...
Have a cross hanging on a wall at the USDA Foods distribution facility.	Require recipients to stand by the cross and recite a prayer prior to receiving USDA Foods.
Have a menorah on a table at the USDA Foods distribution facility during the holiday season.	Refuse USDA Foods to recipients who do not practice the Jewish faith.
Have a display stand at the front/back of the USDA Foods distribution facility that contains faith-based pamphlets for anyone interested.	Insert faith-based pamphlets in bags or boxes when distributing USDA Foods.
Have a prayer service on the second level of a church building while the distribution of USDA Food is happening on the lower level.	Have a prayer service in the same room and at the same time as the distribution of USDA Foods.
Invite recipients to participate in a voluntary prayer before, and clearly separate from the distribution of USDA Foods.	Lead recipients in a prayer at the beginning of the distribution of USDA Foods.

Recipient Protections: Written Notice

Per 7 CFR Part 16.4 (f):

Faith-based or religious organizations that receive USDA Foods or administrative funds for TEFAP must give written notice in the manner prescribed by FNS Policy Memo FD-138 to all beneficiaries and prospective recipients of the right to be referred to an alternate provider when available.

The Emergency Food Assistance Program (TEFAP) – Written Notice of Beneficiary Rights

Name of Organization:

Contact Information for Program Staff: Name
Phone Number
Email Address

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that—


- We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be purely voluntary;
- We must separate in time or location any privately funded explicitly religious activities from activities supported with USDA direct assistance;
- If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance, an alternate provider will be available; and
- You may report violations of these protections (including denials of services or benefits) by an organization to the State agency (<http://www.fns.usda.gov/fdd/food-distribution-contacts>). The State agency will respond to the complaint and report the alleged violations to their respective USDA FNS Regional Office (<http://www.fns.usda.gov/fns-regional-offices>).

We must provide you with this written notice before you enroll in TEFAP or receive services from TEFAP, as required by 7 CFR part 16.

Alternate Service Location(s) or State Agency Contact Information:


Name of Organization and Contact Person
Phone Number
Email Address

Complaint Procedures

- Any person has the right to file a complaint within 180 days of the alleged discriminatory action.
 - Ask the client or participant, if they need assistance in completing the form.
 - Every effort should be made to have the complainant provide information found on the complaint form.
 - Complaints may be written, verbal, or anonymous.
 - If the person making the complaint does not want to put it in writing, the person receiving the complaint must complete a written report for them to the best of their ability.
 - A Civil Rights Complaint Form is available in the FNS Instruction 113-1 of from the USDA website: https://www.ascr.usda.gov/sites/default/files/Complain_combined_6_8_12_508_0.pdf
- 


Complaints of Discrimination

Differently treated based on TEFAP protected classes

- ✓ Race
 - ✓ Color
 - ✓ National Origin
 - ✓ Age
 - ✓ Sex
 - ✓ Disability
- 

Complaints of Discrimination

Types of Discrimination:

- ❖ Differential Treatment – refusing service or using different eligibility criteria for certain applicants
 - ❖ Disparate Impact – discrimination that is not intentional, but has that effect
 - ❖ Reprisal/Retaliation – negative treatment of someone because they filed a complaint
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Complaint Procedures

Complaints may be sent directly to:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave. SW
Washington, DC 20250-9410
Toll Free (866) 632-9992 (Voice)

https://www.ascr.usda.gov/sites/default/files/Complain_combined_6_8_12_508_0.pdf

Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at: (800) 877-8339

Customer Service.....How Is Your Attitude?

Treat all people with dignity and respect.

Answer questions in a voice that is nonthreatening

Clearly explain to everyone the rules as well as their rights and responsibilities.

Find and use tools and techniques to improve customer service.

Recognize when stress creates a problem in giving service excellence

Treat everyone with dignity and respect and make people feel welcomed. Be patient and polite.

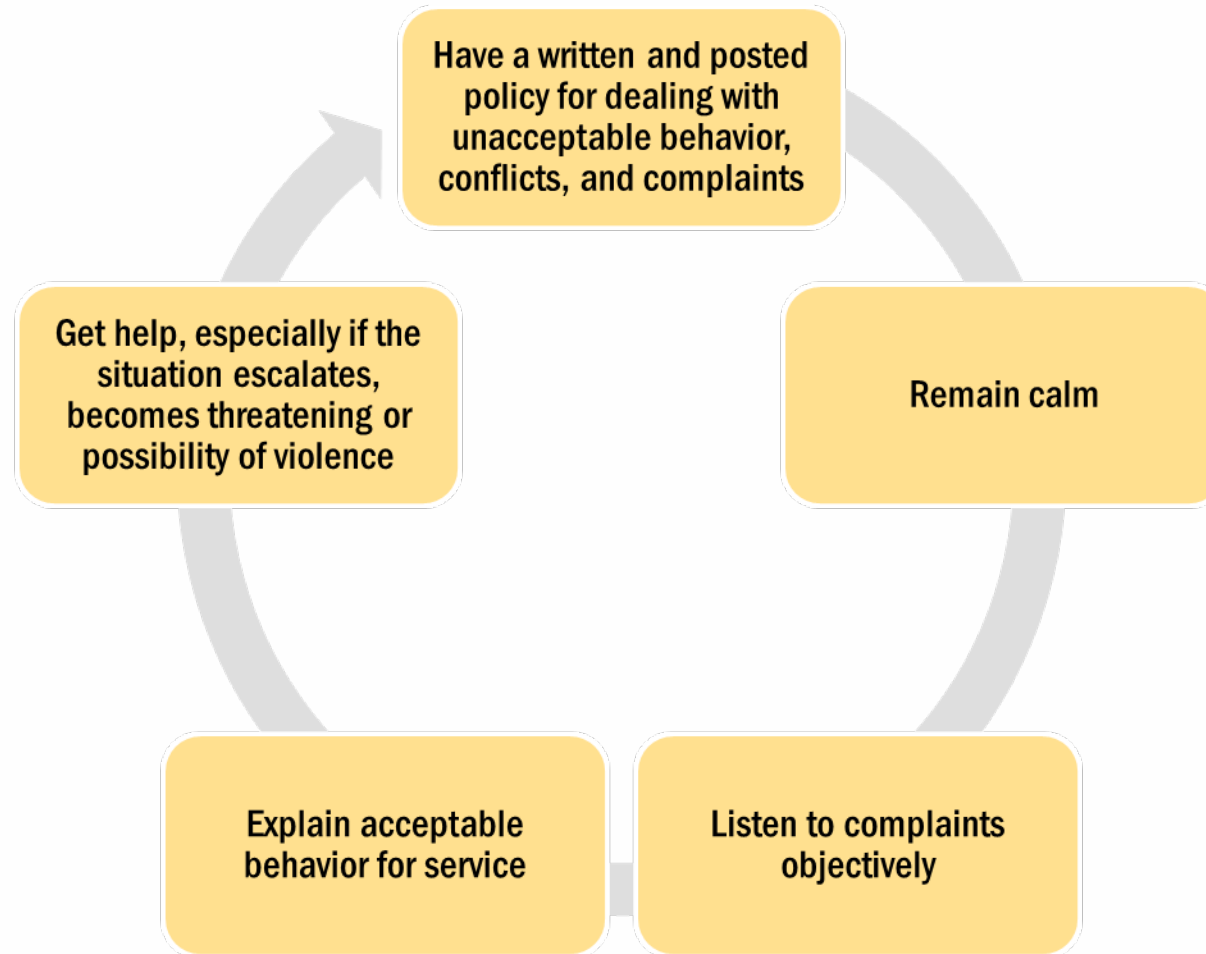
Make sure that the USDA foods participants receive equal treatment and service.

“Equal” does not mean “Identical”. For example, one participant receives corn, another receives green beans.

Do not do special favors for anyone that you are not prepared to provide for everyone.

Disabilities and Language needs are not considered “special favors” since they are required.

Conflict Resolution



Questions and Answers



Thank you for completing your Civil Rights training

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NebraskaDHHS



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dhhs.ne.gov

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