

Civil Rights Training

2024



What are Civil Rights?

- Civil rights are the non-political rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and Acts of Congress.
 - Equal and consistent treatment for all applicants and beneficiaries
 - Knowledge of rights and responsibilities
 - Elimination of illegal barriers that prevent or deter people from receiving food
 - Dignity and respect for all
 - Awareness of perceptions of favoritism, even if it is unintentional

When is Training Required?

- State agencies are responsible for training sub recipient agencies on an annual basis.
- Sub recipient agencies are responsible for training their program staff and local sites, including “frontline staff” who interact with applicants or participants on an annual basis.
- New employees before participating in Program activities.
- Volunteers must receive training appropriate to their roles and responsibilities.

Civil Rights Legal Authorities

- Title VI of the Civil Rights Act of 1964
 - **Race, Color, and National Origin**
- Civil Rights Restoration Act of 1987
 - **Clarifies the scope of the Civil Rights Act of 1964**
- Section 504 of the Rehabilitation Act of 1973, Americans w/Disabilities Act (ADA) of 1990, Americans with Disabilities Act Amendments Act of 2008
 - **Disability**
- Title IX of the Education Amendments of 1972
 - **Sex**
- Age Discrimination Act of 1975
 - **Age**

What is Discrimination?

Discrimination is defined as different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions based on a protected class.

1. **Differential Treatment-** Discriminating behavior of an individual or class of people based on a particular belief
2. **Disparate Impact-** Rules, policies or guidelines not intended to cause discrimination but exclude a particular class of people
3. **Retaliation-** Deliberate discrimination as a response or revenge

Protected Class

- Race
- Color
- Sex (including sexual orientation & gender identity)
- Age
- National Origin
- Disability
- Reprisal or retaliation for prior civil rights activity

How Discrimination Occurs

when an individual or group of individuals are:

Delayed benefits or services

Denied benefits or services

Treated Differently than others to their disadvantage

Given Disparate treatment

What is Disability Discrimination?

- A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.
- Major life activity means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

Accommodations Include:

- Braille, large print, & audio tape
- Sign language interpreters

Disability Discrimination

- Sections 504 of the Rehabilitation Act of 1973 and USDA implementing Regulation, 7 CFR Part 15b
 - prohibits discrimination based on disability in programs or activities receiving Federal financial assistance.
- Americans with Disabilities Act (ADA), 28 CFR Part 35, Title II, Subtitle A
 - prohibits discrimination based on disability in all services, programs and activities provided to the public by State and local governments.

These Civil Rights laws protect persons with disabilities if they are potential applicants or participants in any federal funded programs.

Civil Rights Compliance



Public Notification



Include Non-Discrimination Statement on all publications



Have a plan to address Limited English Proficiency requirements



Educate staff and volunteers annually on civil rights and customer service, and how to respond to a request to file a civil rights complaint

Public Notification

01

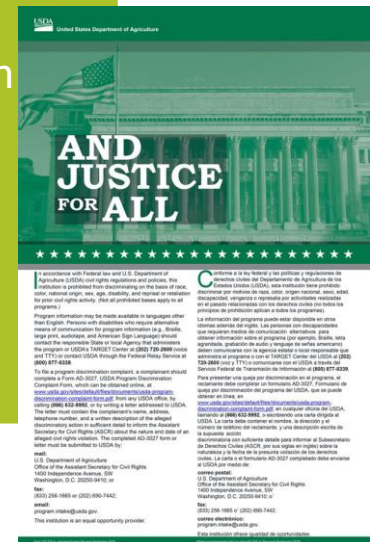
Program Availability-
Inform applicants,
participants, and
potentially eligible persons
of their program rights and
responsibilities and the
steps necessary for
participation.

02

Provide appropriate
information in alternative
formats for persons with
disabilities or with Limited
English Proficiency

03

Ensure that the “And
Justice for All” poster is
posted where clients can
see it



Nondiscrimination Statement – TEFAP & CSFP

In accordance with federal civil rights 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 (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), 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.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf> from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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: [\(833\) 256-1665](tel:8332561665)

Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Nondiscrimination Statement – SNAP & FDPIR

In accordance with federal civil rights 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 (including gender identity and sexual orientation), religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), 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.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (833) 620-1071, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to:

mail:

Food and Nutrition Service, USDA
1320 Braddock Place, Room 334
Alexandria, VA 22314; or

fax:

(833) 256-1665 or (202) 690-7442; or

email:

FNCSIVILRIGHTSCOMPLAINTS@usda.gov

This institution is an equal opportunity provider.

Nondiscrimination Statement – short notice

“This institution is an equal opportunity provider”

- May be used where the longer statement does not fit
- Must be in font size no smaller than font size used in rest of publication
- It is required to maintain a file with samples of pamphlets or fliers showing the non-discrimination statement

Complaints of Discrimination

- Complaints shall be accepted and forwarded to USDA;
- Complaints must be filed within 180 days from the alleged act of discrimination;
- Complaints may be written, verbal, or anonymous;
- State agencies or sub recipient agencies may develop their own complaint forms, but the use of such forms cannot be a pre-requisite for acceptance;
- A separate Civil Rights complaint log shall be maintained by the State & sub-recipient agency;
- Confidentiality is extremely important and must be maintained.

Complaints and Conflict Resolution

- Be patient, be polite, and breathe
- Avoid sarcasm
- Be empathetic. Understand that people may not know the rules or understand how programs work. They may feel uncomfortable coming to ask for help
- Smile when appropriate-help people to feel welcome and valued
- Explain policy and let them know we may get in trouble if we do anything that violates the rules
- Don't be afraid to apologize
- Don't feel you need to have the last word
- File a complaint form, if needed

Complaint Process

Complaints should include:

- Name, address and telephone number of the complainant
- Location and name of the organization or office
- The nature of the incident or action
- The names, titles, and business addresses of persons who may have knowledge of the discriminatory action
- The date(s) which it occurred
- The basis for the alleged discrimination

Things to Remember

To reduce the risk of a civil rights discrimination complaint, ask yourself the following questions each time an applicant comes to your program:

- Am I treating this person in the same manner that I treat all others?
- Have I given this person the opportunity to clarify all relevant factors/inconsistencies?
- Have I told this person exactly what information I need for the intake process?
- Have I provided the person with information he or she needs to make necessary decisions?

Limited English Proficiency (LEP)

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

Recipients of Federal financial assistance have a responsibility to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency.

Ensuring Access for Persons with Limited English Proficiency (LEP)

- **Legal Requirements:**

Title VI, Executive Order 13166, and their implementing regulations mandate that state agencies, local agencies, and other sub-recipients take reasonable steps to ensure "meaningful" access to programs and activities for persons with LEP.

(Reference: FNS Instruction 113-1, Section VII)

Factors to Consider in Addressing LEP:

- **Number or proportion** of LEP individuals in the eligible population.
- **Frequency of contact** with the program by LEP individuals.
- **Importance** of the program, activity, or service provided.
- **Resources and costs** available to the recipient.

Civil Rights and Faith-Based Organizations

- **Main Points:**

- 1. Non-Discrimination Policy:**

- 1. Agencies receiving products or administering government programs (TEFAP, CSFP, CACFP, or SFSP) must not discriminate based on religion or religious beliefs.

- 2. Use of Religious Space:**

- 1. Faith-based sites can utilize space in their facilities without the need to remove religious symbols or art.

- 3. Religious Proselytization (Definition):**

- 1. Defined as "attempting to convert someone to a religion, belief, faith, or cause."

- 2. Prohibited Actions:**

- 1. Religious flyers cannot be placed in food boxes or distributed with program materials.

- 3. Permissible Practices:**

- 1. Faith-based organizations can maintain their independence and carry out their mission, provided that clients are not required to attend any religious service or class to receive food assistance.
 - 2. Offering prayer is allowed **if requested by the client.**

Custom Service

Excellent Service is-

- Effectively communicating with customers
- Responding to their needs
- Valuing their worth
- Instilling excellence through courtesy, confidence, and enthusiasm for what we do.

PLATINUM RULE

Treat others the way they want to be treated.

Thank you!

- Your commitment to civil rights ensures that we serve our communities with fairness, dignity, and respect.
- Together, we can make a difference by upholding these values in all our programs and services.

Stay Engaged:

- If you have any questions or need further clarification, please reach out at programs@foodbankofalaska.org

FOOD BANK
of **ALASKA**

