

CIVIL RIGHTS TRAINING - ACTIVITY 3

Fill in the blanks using words from the Word Bank on page 4 to complete the sentences.

A. DATA COLLECTION AND REPORTING

- Child Nutrition Programs (CNP) is required to obtain data by race and ethnicity on applicants and participants in their program service area.
- This requirement is met through the collection of _____ and information provided on the Civil Rights _____ submitted during the program application and renewal process.

B. PUBLIC NOTIFICATION SYSTEMS

- Program availability – CNPs that distribute program benefits and services must take specific action to inform applicants and participants of their program rights and responsibilities and the steps necessary for participation by:
 - Prominently displaying the USDA _____ poster; and
 - Providing a _____ to inform potentially eligible persons of program eligibility, benefits and services, the location of local facilities or service delivery points, and hours of service.
- Nondiscrimination statement – all information materials and sources used to inform the public about CNPs must contain a nondiscrimination statement. _____ must contain the nondiscrimination statement, or a link to it, on the home page of the program information.

If material is too small to permit the full statement, you may at a minimum include the statement, in print size no smaller than the text:

“This institution is an equal opportunity provider.”

C. COMPLAINT PROCEDURES

- Complaint Information – Applicants and participants must be advised at the service delivery point of:
 - *Their right to file a complaint* – any person has the right to file a _____ complaint. A civil rights complaint must be based on one of the following; race, color, national origin, sex, age or disability. The complainant must be advised of confidentiality and Privacy Act applications.
 - *How to file a complaint* – verbal or written complaints must contain:
 1. _____ (Name, address, and telephone number) or other means of contacting the person alleging discrimination
 2. The _____ and name of the organization or office that is accused of the discriminatory practices

3. The _____ of the incident or action or the aspect of program administration that led the person to allege discrimination
 4. The _____ for the alleged discrimination (race, color, national origin, sex, age, or disability)
 - *Complaint procedures* - complainant must file complaint within ___ days from the act of discrimination. If a complainant makes a verbal complaint or refuses to place allegations in writing, the person to whom the allegations are made must write up the elements of the complaint for the complainant.
- If a participating entity receives a complaint of discrimination, the person alleging the complaint must be provided with the nondiscrimination statement and a copy of the _____ for complaints of discrimination.
 - Complaints should be forwarded promptly to the State Agency or directly to USDA using the address in the nondiscrimination statement.
 - All written or verbal complaints alleging discrimination on the basis of race, color, national origin, age, sex, or disability, must be processed within ____ days of receipt.

D. COMPLIANCE REVIEW TECHNIQUES

- Pre-award: A CNP's review of CR procedures to determine compliance prior to receipt of _____.
- Post-award: A CNP's routine review which includes an evaluation of CR compliance.
- Special: A Federal review conducted when CR concerns having a direct effect on the delivery of CNP _____ or _____ have been identified.

E. RESOLUTION OF NONCOMPLIANCE

- Once noncompliance is determined, steps must be taken immediately to obtain _____ compliance.
- The effective date of the finding of noncompliance is the date of the _____ notice of noncompliance to the State Agency, local agency, or other subrecipient.
- The State Agency must provide immediate written notice to the local agency or other subrecipient indicating the area of noncompliance and the action required to correct the situation.
- Corrective action must be completed within ___ days of the finding.
- Failure or refusal can result in loss of federal assistance from all federal sources.

F. REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

- In order to provide an _____ for program participation CNPs must make reasonable accommodations to the known physical or mental limitations of an otherwise qualified applicant/employee who has a disability unless the accommodation would impose an undue hardship on the operation of the program.
- _____ and _____ may include but are not limited to; providing qualified interpreters, taped text, braille, removing physical barriers, and accommodating service animals.

G. LANGUAGE ASSISTANCE

- Generally service must be provided, but there is flexibility in how it is provided.
- How it is provided may be determined by:
 - An _____ of _____.
 - Number or proportion of LEP persons served or encountered in the eligible population.
 - Frequency with which LEP individuals come in contact with the program.
 - Nature and importance of the program, activity, or service provided by the program.
 - Resources available to the recipient and costs.
- In general, each certification office that provides service to an area containing approximately 100 single-language minority low-income households must routinely provide both _____ certification materials and bilingual staff or interpreters.
- _____ include the application form, change report forms, (i.e., monthly, quarterly, or change reports) and notices to the household.

H. CONFLICT RESOLUTION

- USDA encourages the _____ of _____ at the lowest possible level and as quickly as possible.
- Create a written code of conduct and post it with your policy for dealing with unacceptable behavior and conflict.
- Use alternative dispute resolution (ADR) techniques.

I. CUSTOMER SERVICE

- Live by the platinum rule “treat others the way *they* want to be treated”.
- Good customer service will help reduce or eliminate complaints of discrimination.
- All _____ must be treated in the same manner.

Word Bank

1. certification materials
2. enrollment applications
3. bilingual
4. services or benefits
5. public release
6. procedure
7. written
8. contact information
9. 90
10. nondiscrimination
11. 180
12. auxiliary aides and services
13. federal funds
14. location
15. participants
16. voluntary
17. 60
18. assessment of needs
19. websites
20. nature
21. data collection form
22. resolution of complaints
23. discrimination
24. basis
25. equal opportunity