Civil Rights Compliance for Child Nutrition Operators

ONLINE COURSE

Arizona Department of Education

Disclaimer

This training was developed by the Arizona Department of Education (ADE) Health and Nutrition Services Division (HNS). The content in this training is intended for School Food Authorities (SFAs) operating the National School Lunch Program (NSLP), as well as organizations operating the Child and Adult Care Food Program (CACFP) and the Summer Food Service Program (SFSP) under the direction of ADE. The information in this training is subject to change. Attendees are encouraged to access professional development materials directly from the training library to prevent the use of outdated content.

Objectives

At the end of this training, attendees should be able to:

- Know how to treat all applicants and beneficiaries equal;
- Understand rights and responsibilities;
- Eliminate illegal barriers that prevent or deter people from receiving meals;
- Show respect for all.

TRAINING HOURS

Information to include when documenting this training for Professional Standards:

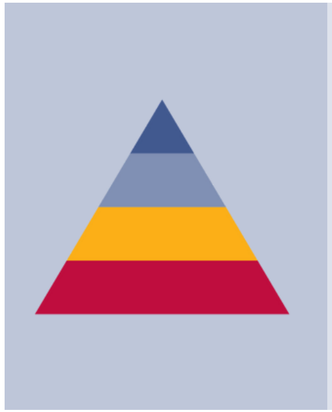
Training Title: Online Course: Civil Rights Compliance for Child Nutrition Programs

Key Area: 3000 – Administration

Learning Code: 3420

Length: 1 hour

Definitions



Discrimination
Discrimination is a different treatment that 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 six protected classes: race, color, national origin, sex (including gender identity and sexual orientation), age, or disability.

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.

Protected Class
A protected class refers to any person or group of people who have a characteristic for which discrimination is prohibited based on law, regulation, or executive order.

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CIVIL RIGHTS COMPLIANCE
FOR CHILD NUTRITION OPERATORS

Civil Rights Overview

Introduction to Civil Rights

In the operation of the **Child Nutrition Programs (CNPs)**, no individual in the United States shall solely by reason of his or her race, color, national origin, sex (including gender identity and sexual orientation), age, or disability, be excluded from the participation in, denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

Civil rights aim to protect individuals from discrimination.

Discrimination

There are three types of discrimination:

1 **DISPARATE TREATMENT**
Violations occur when an individual of a protected group is singled out and treated less favorably than others similarly situated on the basis of an impermissible criterion under Title VII.

2 **DISPARATE IMPACTS**
Practices that may be considered discriminatory and illegal if they have a disproportionate "adverse impact" on members of a minority group.

- A disparate impact is unintentional, whereas a disparate treatment is an intentional decision to treat people differently based on their race or other protected characteristics.

3 **REPRISAL/RETALIATION**
All laws make it illegal to fire, demote, harass, or otherwise “retaliate” against people because they filed a charge of discrimination.

Protected Classes

It is important to be aware of the characteristics that are considered protected classes. The six protected classes of discrimination in the CNPs include:

- **Race**
- **Color**
- **National Origin**
- **Sex** (including gender identity and sexual orientation)
- **Age**
- **Disability**

These characteristics are prohibited from discrimination.

CIVIL RIGHTS COMPLIANCE
FOR CHILD NUTRITION OPERATORS

Areas of Compliance

Civil Rights Compliance

The areas of civil rights compliance include:

- Assurances
- Training
- Race and Ethnicity Data Collection
- Public Notification Requirements
- Complaints of Discrimination
- Compliance Reviews
- Resolution of Noncompliance
- Disability Compliance
- LEP
- Conflict Resolution
- Customer Service

Assurances

To qualify for Federal financial assistance, the program application must be accompanied by a written assurance that the program or facility will be operated in compliance with civil rights laws and in implementing nondiscrimination regulations. These assurances are binding on the program applicant and its successors, transferees, and assignees as long as they receive assistance or retain possession of any assistance from USDA.

- A civil rights assurance is incorporated in the **Permanent Agreement** between ADE and sponsors.

- See form **FNS-74** for program-specific assurance language.

Compliance Agreements

CNP operator agreements must include a civil rights assurance of nondiscrimination.

CNP operators who contract with food service management companies, caterers, or vendors to provide food for program participants are responsible for ensuring their food providers comply with civil rights requirements.

These assurances are binding on the program applicant and its successors, transferees, and assignees as long as they receive assistance or retain possession of any assistance from USDA.

Assurance Statement vs. Non-Discrimination Statement

The **assurance statements** must be included in all **contracts** and written **agreements** involving Child Nutrition Programs in which a State agency, local agency, or other subrecipient legally agrees to administer FNS program services and benefits in accordance with all laws, regulations, instructions, policies, and guidance related to nondiscrimination in program delivery.

All information **materials** and sources, including **Web sites**, used by FNS, State agencies, **local agencies**, or other subrecipients to inform the public about FNS programs must contain a **nondiscrimination statement**. It is not required that the nondiscrimination statement be included on every page of the program information Web site.

- At the minimum, the nondiscrimination statement, or a link to it, must be included on the home page of the program information. If the material is too small to permit the full statement to be included, the material will at a minimum include the statement, in print size no smaller than the text, that “This institution is an equal opportunity provider.”

Civil Rights Training Requirements

In part to agreeing to comply with civil rights regulations, training is required. This training is so individuals involved in all levels of administration of programs receiving Federal financial assistance understand Federal laws, regulations, instructions, policies, and other guidance.

Training is required annually to ensure all staff are aware of and understand the civil rights requirements. CNP operators must train:

- **Staff** each year.
- **New employees** before participating in program activities.
- **Volunteers** are appropriate to their roles and responsibilities.

Quiz Time

As a CNP operator, what is one of your main jobs to ensure compliance within civil rights requirements?

A **Make sure all staff are properly trained on civil rights.**

B **Know racial and ethnic data of every student.**

C **Ask the principal if he knows civil rights requirements.**

D **Don't worry about civil rights.**

Quiz Time

As a CNP operator, what is one of your main jobs to ensure compliance within civil rights requirements?

A **Make sure all staff are properly trained on civil rights.**

B **Know racial and ethnic data of every student.**

C **Ask the principal if he knows civil rights requirements.**

D **Don't worry about civil rights.**

Civil rights training is required for all CNPs, including NSLP, each year and should be administered by all CNP operators.

Data Collection and Reporting

CNP operators are required to obtain data by ethnic and racial category on potentially eligible populations, applicants, and participants in their program service area.

The purpose is to determine how effectively FNS programs are reaching potential eligible persons and to identify where outreach may be needed.

Data must be collected and retained by the CNP operator for each program specified in the program regulations, instructions, policies, and guidelines.

Records must be maintained for five years.

Race and Ethnic Data Collection

CNP operators must report both the ethnicity and race of all program participants. Visual observation and identification are not allowable methods of collecting race and ethnicity data in the CACFP and SFSP. Allowable methods include using data from sources in which respondents self-identify race and ethnicity.

- **CACFP and SFSP program operators** must provide this information on the initial application and on subsequent renewal applications.

- **NSLP program operators** may use visual observance if necessary and must collect this information every year by December 15 and retain it on file for Administrative Reviews.

WHEN REPORTING THIS INFORMATION

CNP operators will need to understand the difference between ethnicity and race. Ethnicity must always be reported first.

RACE

All participants may be one or more of the following:

- American Indian or Alaskan native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

ETHNICITY

All participants are one or the other:

- Hispanic or Latino
- Not Hispanic or Latino

Public Notification

All FNS assistance programs must include a public notification system to notify the public of program availability, program rights and responsibilities, the policy of nondiscrimination, and complaint procedures. This is done through:

- Media release
- **"And Justice for All"** poster
- Utilizing the nondiscrimination statement on program materials

ELEMENTS OF PUBLIC NOTIFICATION

There are three elements CNP operators must comply with when it comes to the public notification requirement:

- Program availability
- Nondiscrimination statement
- Compliant procedures

Program Availability

CNP operators must:

- Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.
- Make program information available to the public upon request.
- Provide a public release to inform potentially eligible persons of program eligibility, benefits and services, the location of delivery, and hours of service.
- Inform potentially eligible persons, applicants, participants, and organizations of programs or changes in programs.
- Convey the message of equal opportunity in all resources used to provide program information.
- Prominently display the “And Justice for All” poster.
- Provide appropriate information, in alternative formats for persons with disabilities and in the appropriate language(s) for people with limited English proficiency.

Nondiscrimination Statement

All information materials and sources used to inform the public about CNPs must contain a nondiscrimination statement. At the minimum, the nondiscrimination statement, or a link to it, must be included on the home page of the program information.

- It does not need to be on every page of the program information website.
- There is a long and a short version of the nondiscrimination statement.
  - The short version may be used if the material is too small to permit the long statement and it must be used in a print size no smaller than the smallest text of the document.

LOCATIONS

At a minimum, the nondiscrimination statement should be on:

- Application form(s)
- Notification of eligibility or ineligibility
- Notice of adverse action form
- Program (home) web page
- Public information, including program literature and menus

Operators must post the “And Justice for All” poster in a prominent place, easily visible to program recipients.

Nondiscrimination Statement English

LONG VERSION

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/ad-3027.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:

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

3. Email: program.intake@usda.gov.

This institution is an equal opportunity provider.

SHORT VERSION

This institution is an equal opportunity provider.

Nondiscrimination Statement Spanish

LONG VERSION

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida de discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación sexual), discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles.

La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en: https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles.

El formulario AD-3027 completado o la carta debe presentarse a USDA por:
Correo: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410
o´
Fax: (833) 256-1665 o´ (202) 690-7442;
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Esta institución es un proveedor que ofrece igualdad de oportunidades.

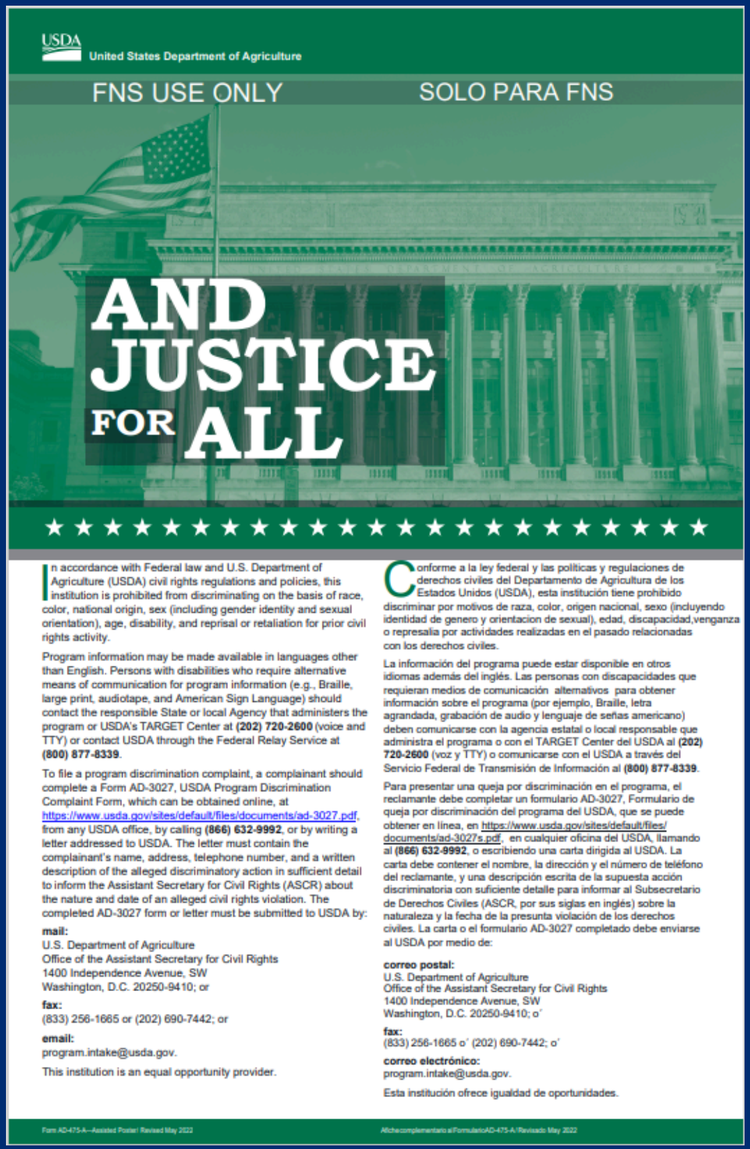
SHORT VERSION

Esta institución es un proveedor que ofrece igualdad de oportunidades.

"And Justice For All Poster"

The "And Justice For All Poster" must be displayed in a prominent location for all to view.

- The **green version** is the correct color for the CNPs 11” width x 17” height.
- **Contact** your assigned HNS Specialist to order copies.



USDA United States Department of Agriculture

FNS USE ONLY SOLO PARA FNS

AND JUSTICE FOR ALL

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La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con 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**.

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program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Form AD-475-A—Assisted Poster! Revised May 2022

Afiche complementario al Formulario AD-475-A/Revisado May 2022

Complaint Procedure

Any person has the right to file a discrimination complaint. Advise applicants and participants at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures.

Complaints must be filed within 180 days of the alleged act of discrimination.

Anyone, including the public, participants, and CNP operators, can file a complaint through ADE and/or USDA.

FILING A COMPLAINT

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: How to File a Complaint, 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:** (833) 256-1665; or (202) 690-7442

3. **email:** program.intake@usda.gov.

Complaint Requirements

The verbal or written complaint must contain:

- **Contact information** (name, address, phone number) – Unless making an anonymous report.
- **Location** of incident.
- **Nature** of incident.
- **Basis** for alleged discrimination.
- **Names, titles, and business addresses** of persons who may have knowledge of the discriminatory action.
- **Date(s)** during which the alleged actions occurred.

Receiving a Complaint

If a complaint of discrimination is received, the sponsor must:

- **Provide** the person with a copy of the Procedures for Complaints of Discrimination.
- **Document and maintain** all potential complaints in a Civil Rights Complaint Log and keep the complaint log and forms in a central location.
- **Forward complaints** promptly to your assigned HNS specialist.

The complaint will be recorded in ADE's Civil Rights Complaint Log and forwarded to USDA for investigation.

Quiz Time

1 A community group asks for a list of Hispanic participants so it can provide holiday presents to them. Is this a civil rights complaint and should it be reported?

A **Yes**

B **No**

2 A parent says her child is being denied their religious right to be able to eat only vegetarian meals. Is this a civil rights complaint and should it be reported?

A **Yes**

B **No**

Quiz Time

1 A community group asks for a list of Hispanic participants so it can provide holiday presents to them. Is this a civil rights complaint and should it be reported?

A Yes

B No

This is a confidential list and raises issues of national origin.

2 A parent says her child is being denied their religious right to be able to eat only vegetarian meals. Is this a civil rights complaint and should it be reported?

A Yes

B No

Religion is not a protected class in the CNPs under FNS Instruction 113-1 Civil Rights Compliance and Enforcement Nutrition Programs. HNS suggests the CNP operator tries to work with the family to accommodate their religious needs.

Compliance Reviews

Reviews include areas of civil rights.

Sample review questions may include:

- Do printed materials contain the nondiscrimination statement?
- Is the And Justice For All poster displayed appropriately?
- Are program informational materials available to all?
- Is data on race and ethnicity collected appropriately?
- How are applicants and participants advised of their right to file a civil rights complaint of discrimination?
- Are reasonable modifications appropriately made for people with disabilities?

Findings During Review

If noncompliance is determined,
ADE will immediately take steps to obtain voluntary compliance.

- **Written notice** to the CNP operator indicating the area of noncompliance and the action required to correct the situation will be provided.
- **Corrective action** must be completed within 60 days from the date on the notice from ADE.
- **Failure or refusal** can result in loss of federal assistance from all federal sources.

Disability Compliance

The ADA Amendments Act broadened the list of **Major Life Activities** to include a new category called **Major Bodily Functions**.

Major Bodily Functions include functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions.

Individuals who take measures to improve or control any of the conditions recognized as a disability are still considered to have a disability and require accommodation.

Menu Modification for Disabilities

CNP operators are required to provide reasonable modifications to program meals or the meal service to accommodate participants with disabilities.

This includes providing special meals, at no extra charge, to participants with a disability when the disability restricts the participant's diet. This includes, but is not limited to, food allergies and intolerances.

CNP operators, at a minimum, must notify parents and/or guardians of the process for requesting meal modifications to accommodate participants with disabilities. For complete guidance on accommodating children with disabilities, please review USDA's Accommodating Children with Disabilities in the School Meal Programs Guidance.

Menu Modification Requirements

Participants seeking a modification for a food-related disability must provide a statement from a licensed medical authority identifying the food-related disability and indicating the required meal modification.

- It should include a **description of the impairment** in sufficient detail to allow the CNP operator to understand how it restricts the participant's diet.
- It should include an **explanation of what must be done to accommodate** the disability.
  - If the statement is unclear, CNP operators should get clarification to ensure a safe meal can be provided.

Making Menu Modification

Do not unduly delay a participant's meal modification while waiting for the family to submit a medical statement. Simply document the initial conversation with the family when staff first learned of the need for accommodation.

The medical statement must be received. Follow up with the family if the medical statement is not received as anticipated:

- Maintain a record of this contact.
- Continue to diligently follow up with the family until a medical statement is obtained or the request is rescinded.
- If properly documented, modified meals not meeting the meal pattern can be claimed for reimbursement.

Reasonable Modifications

To provide an equal opportunity for program participation, CNP operators must make reasonable modifications to the known physical or mental limitations of an otherwise qualified applicant/employee who has a disability unless the modification would impose an undue hardship on the operation of the program.

Make accommodations for disabilities as soon as possible to ensure the safety of the participant.

Disability Aids and Outside Assistance

CNP operators may need to use auxiliary aids and services such as:

- Providing qualified interpreters
- Taped text
- Braille
- Removing physical barriers
- Accommodating service animals.

CNP operators may need to provide qualified sign language interpreters for persons with hearing disabilities to effectively communicate with these applicants and participants.

Limited English Proficiency

ADE and CNP operators have a responsibility to take reasonable steps to ensure meaningful access to their programs and activities by persons with LEP.

CNP activities include, but are not limited to:

- **APPLICATIONS**
- **OUTREACH**
- **NUTRITION EDUCATION**

Language Assistance

Generally, this service must be provided, but there is flexibility on how it's provided. How it is provided may be determined by:

- An **assessment** of needs.
- **Number of LEP persons** served in the eligible population.
- The **frequency** with which LEP persons come into contact with the program.
- **Nature and importance** of the program, activity, or service provided by the program.
- **Resources** available to the recipient and costs of these services.

RESOURCES

The HNS website provides Income Eligibility Meal Benefit Forms, instructions, and FAQs in English and Spanish.

- azed.gov/hns/cacfp/programforms
- azed.gov/hns/nslp/forms

The USDA website also provides Income Eligibility Meal Benefit Forms and instructions in other languages.

- fns.usda.gov/cacfp/english-meal-benefit-incomeeligibility-form
- fns.usda.gov/cn/translated-applications 48

Language Interpreters

Children, friends, and family should not be used as interpreters; however, bilingual volunteers may be used, but they must be qualified and understand interpreter ethics. Interpreters should be provided at no cost to the household.

- Language line phone services may be available for a subscription fee through your local telephone service provider.

- A shortage of resources does not eliminate the interpretation or translation requirement.

Operators may share resources to save money.
For example:
- Use an interpreter from another area
- Train bilingual staff to be interpreters
- And/or Contact organizations to discuss translation assistance from within the community.

CIVIL RIGHTS COMPLIANCE
FOR CHILD NUTRITION OPERATORS

Conflict Resolution

Resolving Civil Rights Issues

Resolving Civil Rights Issues

- **If the person feels the complaint has been adequately resolved onsite,** they can choose not to move forward with the complaint.
- **If the person <u>does not</u> sufficiently feel the complaint was resolved,** the CNP operator must move forward with the complaint reporting process.

Create a written code of conduct and post it with the policy for dealing with unacceptable behavior and conflict.

SKILLS TO RESOLVE ISSUES

- Use a **win/win** approach and solve the conflict as partners rather than opponents.
- **Transform problems** into creative opportunities.
- **Develop communication tools** to build rapport and use listening to clarify understanding.
- **Apply strategies to attack the problem** and not the person.
- **Plan and apply** effective strategies to reach an agreement.
- Go to **crnhq.org** for more ideas!

Reducing Opportunities of Conflict

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

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

Customer Service

To reduce the risk of a civil rights discrimination complaint, consider the following suggestions each time an applicant and/or participant comes to your program:

- **Live by the rule:** Treat others the way they want to be treated.
- **Good customer service** will help reduce or eliminate complaints of discrimination.
- **All participants must be treated in the same manner** (e.g., seating arrangements, serving lines, services, and facilities, assignment of eating periods, methods of selection for application approval processes).
- **All participants must be allowed equal opportunities** to participate in CNPs regardless of race, color, national origin, sex, age, or disability.

CIVIL RIGHTS COMPLIANCE
FOR CHILD NUTRITION OPERATORS

Summary

Civil Rights Requirements

- Provide Child Nutrition Programs in a nondiscriminatory manner.
- Nondiscrimination statement must be on all printed materials available to the public which mention USDA, CACFP, NSLP and/or SFSP, including websites.
- Provide informational materials in the appropriate translation concerning the availability and nutritional benefits of the CNPs.
- Prominently display the “And Justice for All” poster.
- Train staff annually on civil rights and maintain the agenda, sign-in sheet, and training materials.
- Annually complete the civil rights data collection.
- Develop & fully implement your Civil Rights Complaint Procedure.
- Make available to all staff: civil rights complaint forms, civil rights log, and civil rights complaint procedure.
- Offer meals to all CNP participants. Make substitutions for participants with disabilities.
- Refer all civil rights complaints to your assigned HNS specialist.

Congratulations

You have completed the Online Course:
Civil Rights Compliance for Child Nutrition Operators

In order to count this training towards your Professional Standards training hours, the training content must align with your job duties.

Information to include when documenting this training for Professional Standards:

Training Title:
Online Course: Civil Rights Compliance for Child Nutrition Programs

Key Area: 3000 – Administration

Learning Code: 3420

Length: 1 hour

Please note, attendees must document the amount of training hours indicated on the training despite the amount of time it takes to complete it.

Training Certificate

Please click on the link below to complete a brief survey about this training. Once the survey is complete, you will be able to print your certificate of completion from Survey Monkey.

azed.surveymonkey.com/r/CivilRightsComplianceTraining

The information below is for your reference when completing your survey:

- **Training Title:** Online Course: Civil Rights Compliance for Child Nutrition Programs
- **Professional Standards Learning Code:** 3420

Technical Assistance

If you have any questions about civil rights, view the HNS Civil Rights webpage:

azed.gov/hns/civilrights

You can also contact your Health and Nutrition Services Specialist if you have additional questions about civil rights compliance.

THANK YOU

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/ad-3027s.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; or

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

Email: program.intake@usda.gov

This institution is an equal opportunity provider.