NORTH DAKOTA DEPARTMENT OF PUBLIC INSTRUCTION
CHILD NUTRITION AND FOOD DISTRIBUTION

Household USDA Programs: The Emergency Food Assistance Program (TEFAP) and Commodity Supplemental Food Program (CSFP)
2019
CIVIL RIGHTS TRAINING

The U.S. Department of Agriculture prohibits discrimination in the CSFP and TEFAP programs on the basis of race, color, age, national origin, sex, disability or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

1. Collection and use of data

a) Any data collected about beneficiaries should be kept secure and confidential
b) Data can be used to determine if more people could be reached in your community
    a. CSFP agencies are required by USDA to complete a racial ethnic data form annually

2. Effective public notification systems

a. Place the nondiscrimination "*Justice For All*" poster in a prominent area where participants and potential participants have ready access
b. The public notification system contains the following basic elements
    i. Program Availability
    ii. Complaint information
    iii. Nondiscrimination Statement

3. Complaint procedures

a. The person alleging the complaint must be provided with the nondiscrimination statement and procedure
b. The nondiscrimination statement has the complaint process (the statement is on the "*Justice For All*" poster)
c. A complaint alleging discrimination must be made within 180 days of the event
d. Complaints should be forwarded to the State Agency or directly to USDA using the address in the nondiscrimination statement
e. Never discourage groups or individuals from filing complaints or from voicing allegations of discrimination

4. Compliance review techniques

a. The State Agency reviews civil rights as part of the compliance monitoring
b. Local agencies must check for civil rights when doing TEFAP ERA reviews or when evaluating distribution sites for CSFP
c. Local agencies must ensure that their staff and volunteers complete the annual civil rights training by providing access to the training document and allowing them to complete the training

5. Resolution of noncompliance

a. Resolve all civil rights issues (examples- proper access for those with disabilities and language assistance)
b. Be response to corrective action regarding civil rights

6. **Requirements for reasonable accommodation of persons with disabilities – such as:**
    a. Ensure that people with disabilities can get into your food pantry or warehouse from the parking lot, entrances, hall, elevators, rest rooms, as well as allowing service animals
    b. Arrange ways for people to get services (example-if your program is in the basements and you don't have an elevator, staff should be available on the main floor to assist clients)
    c. Equal access and service
7. **Requirements for language assistance**
    a. Local agencies must take reasonable steps to ensure meaningful access to the information and services provided for people with limited English proficiency.
    b. Forms are available in different languages, please contact the State Agency
8. **Conflict resolution**
    a. Assess the nature of the problem
    b. Take appropriate steps to notify all pertinent parties that there is a problem and work together to make a solution
    c. Follow-up
9. **Equal Opportunity Rules for Religious Organizations**
    a. No organization, in the administration or distribution of Federal funds, will be discriminated against on the basis of religion, or religious belief
    b. Religious organizations retain their independence to carry out their mission, provided that direct USDA funds do not support any inherently religious activities such as religious instruction or recruiting
    c. Faith-based organizations can use space in their facilities to provide USDA-funded services without removing religious art, icons, scriptures or other religious symbols
    d. No organization that receives USDA funds can discriminate against a program beneficiary, or prospective beneficiary on the basis of religion or religious beliefs
10. **Customer service**
    a. All participants must receive benefits according to the USDA program regulations and by using no other standards or guidelines
    b. Participants with special needs will have their needs addressed based on the severity of the need.
    c. All participants must be treated with courtesy and respect

Examples of Discrimination:

- A gay couple comes in for food and their lifestyle is contrary to the teachings of your faith-based organization. You require that they undergo counseling prior to receiving a food pack.
- A woman walks up to the food pantry and there is a very long line. The food pantry director notices her and lets her jump to the front of the line.
- A customer participating in a food program where address verification is required, comes in without an address verification. He is given an emergency bag of food and told to bring his verification with him next time. A half of an hour later another customer comes in without an address verification. This customer does not get served.

- A participant tries to speak with a volunteer at a food pantry in a language other than English, but the volunteer cannot understand the participant. The participant leaves without being served.
- A reviewer from the State visits a pantry site and sees the "Justice for All" poster displayed in the manager's office, which is located in an area that is usually off limits to program applicants and participants.

Document Annual Civil Rights Training Completion – Please email this portion to Melissa Anderson at mdanderson@nd.gov or fax to 701-328-9566

I certify that I have read and understand the above information regarding Civil Rights in TEFAP and CSFP programs.

Signature: _____ Print Name: _____

Date: _____ Food pantry name/local agency name: _____

Circle the program your food pantry or local agency participates: TEFAP or CSFP

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.