

Civil Rights Training

Subject matter must include, but not be limited to:

Collection and use of data

- Sponsors are required to obtain racial and ethnic data for each participant. The racial/ethnic data is collected annually for each participant on the Enrollment & Income Eligibility Form for centers and the Enrollment Form for home providers.
- Separate categories are to be used when collecting and reporting race and ethnicity. Ethnicity is collected first: Hispanic or Latino **or** Not Hispanic or Latino. The race designation(s) is collected second: (1) White, (2) Black or African American, (3) American Indian or Alaskan Native, (4) Asian, or (5) Native Hawaiian or other Pacific Islander. The respondent may select one or more racial designations. Self-identification and self-reporting are the preferred methods of obtaining data. Visual observation shall be used when the applicant does not self-identify.
- Records are to be kept for 3 years plus the current year. The information contained in the E/IEF, including the racial/ethnic data, is confidential and protected by the National School Lunch Act. The sponsor must take steps to safeguard the records and restrict access of the records to only authorized personnel.

Effective public notification systems

- *Program Availability*
Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.
- *Complaint Information*
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.
- *Nondiscrimination Statement*
All information to the public regarding the CACFP must contain the nondiscrimination statement (menus, parent handbooks, websites, etc.):

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:

- (1) **mail**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
- (2) **fax:**
(833) 256-1665 or (202) 690-7442; or
- (3) **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.

Complaint procedures

- To file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.
- Civil rights complaints may be made to federal, state, or local agencies. Any complaint received by KSDE will be forwarded to the USDA Mountain Plains Regional Office in Denver, Colorado.
- The Civil Rights Complaint Form (Administrative Handbook, Form 6-D) may be provided to any individual wishing to make a complaint of discrimination. If the complaint is made verbally or through a phone conversation, the person accepting the complaint may complete the form. The completed form and any corresponding documents should be forwarded immediately to USDA. USDA will address any complaint following established methods and regulations. Use of the Civil Rights Complaint Form cannot be required for acceptance of a complaint, however, it may assist the local agency, state agency and USDA in determining the course of action to take.

Compliance review techniques

The following items are reviewed by KSDE and by the local agency:

- Eligible persons and households have an equal opportunity to participate
- Office displays the “And Justice For all” poster in a prominent location
- Nondiscrimination statement used on materials for the public
- Availability of CACFP information to eligible persons, program applicants and participants
- Racial/ethnic data collected and maintained for 3 years
- Complaint process is handled in accordance with civil rights guidance
- Civil Rights training for all staff who interact with participants and parents has been conducted annually

Resolution of noncompliance

Noncompliance is a factual finding that any Civil Rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a Sponsor and/or facility.

Once noncompliance is determined, KSDE will take steps to immediately obtain voluntary compliance from the Sponsor/facility. The sponsor will be required to take action to correct the situation. If the sponsor has not completed the corrective actions, KSDE will utilize the guidance from the Civil Rights Instruction to notify and seek involvement from the Regional Administrator of the situation.

Requirements for reasonable accommodation of persons with disabilities

- The sponsor must take reasonable steps to ensure that all persons have meaningful access to the programs, services, and information. Access includes, but is not limited to, parking lot, entrances, halls, and restrooms.
- Food accommodations must be made for participants with dietary restrictions. Accommodation will need to be tailored to meet the individual situations and menu changes made.

Requirements for language assistance

The sponsor must take reasonable steps to ensure that all persons have meaningful access to the programs, services, and information. A participant or household should not be required to use friends or family members as interpreters. The sponsor shall ensure that all persons who require interpretive, reading services or translators are provided with these services. The person providing these services, as well as the participant, shall be made aware of the participant's right of confidentiality. Under no circumstances should the participant be charged with the fees associated with providing the interpretive, reading or translation services.

Conflict resolution

To defuse the situation, follow a strategy that will move you out of the conflict. Remain calm, do not raise your voice, and be aware of your body language. Use the LOVE technique:

- **L**isten to the person
- **O**pen ended questions
- **V**alidate the person's concern
- **E**mpower, empathize, and educate

Customer service

- Communication is the exchange of ideas, messages, or information, as by speech, signals, or writing. Communication involves transmitting to others, to make known, either verbally or nonverbally. ***Effective communication is a key to good customer service.***
- Key ideas for effective communication: tone, volume, and pace of your voice; nonverbal posture, and facial expressions.
- Use reflective listening by listening and then restating what was heard. Focus on what the person is saying and not their emotion/appearance. If someone is extremely upset, remain calm and do not become defensive.