



**Annual Civil Rights Training Checklist**  
For Frontline Staff/Volunteers/Managers  
Who Assist With The Emergency Food Assistance Program (TEFAP)  
and/or the Commodity Supplemental Food Program (CSFP)

Please initial on the left of each statement indicating that you have read and understood the content.

Section 1 – All Frontline Staff, Volunteers, and Program Managers

- \_\_\_\_\_ **Goals of Civil Rights** – Fairness and equality of treatment and benefit delivery.
- \_\_\_\_\_ **Types of Discrimination** – Disparate treatment (treating a person differently from others); disparate impact (neutral rule impacts disproportionately on a group); reprisal/retaliation against complainant or his/her family, associates, or others involved in complaint process or exercising civil rights.
- \_\_\_\_\_ **Exceptions** – Congress can establish a program that is intended for certain groups of people and it is not discrimination to exclude those who do not meet the eligibility requirements. For example, Congress can set age limits and this is not age discrimination for those who do not meet the age limits.
- \_\_\_\_\_ **When Do Civil Rights Rules Apply?** Federal civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodity foods, training, equipment, and other goods and services.
- \_\_\_\_\_ **Legal Prohibitions** – The policy of WSDA Food Assistance is to not discriminate against any class of persons in all services to clients. WSDA expects local programs to provide food to every person who seeks it, regardless of their status as a member of any class of persons. Any agency that directly or through a subcontractor is found after investigation to be discriminating against any class of people is at risk of termination from the program.
- \_\_\_\_\_ **Federally Protected Classes** – Under federal law, specific classes of persons have a right to file a federal discrimination complaint with USDA if a local program using federal resources discriminates against them. Under federal law, for the purposes of TEFAP and CSFP, the protected classes under which a client may file a discrimination complaint are: race, color, national origin, sex, disability, age, and reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
- \_\_\_\_\_ **Washington's Protected Classes** – Washington's nondiscrimination law includes the above protected classes as well as: familial or parental status, marital status, political beliefs, creed, honorably discharged veteran or military status, sexual orientation/gender identity, the use of a trained guide dog or service animal by a person with a disability, all or part of the individual's income is derived from any public assistance program, and reprisals.
- \_\_\_\_\_ **Filing a Federal Civil Rights Complaint** – Advise people who allege discrimination based on one or more of the federally protected classes listed above on how to file a complaint by using the USDA Program Discrimination Complaint Form (AD-3027), found online at [www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer](http://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer) 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:
- Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue SW  
Washington, DC 20250-9410
- Fax: (202) 690-7442; or
- Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)
- USDA is an equal opportunity provider.

\_\_\_\_\_ **Filing a State Discrimination Complaint** – Advise people who allege discrimination based on one or more of the state-protected classes of people listed above that they may file a discrimination complaint with the Washington State Human Rights Commission. A description of the processes and a link to the forms are online and can be found at: <http://www.hum.wa.gov/discrimination-complaint>.

\_\_\_\_\_ **Verbal Complaints** – In the event that a complainant makes the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made must write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide the following information:

- Name, address, telephone number, or other means of contacting the complainant.
- Specific location and name of the state agency, local agency, or other sub-recipient delivering the service or benefit.
- Nature of the incident or action that led the complainant to feel discrimination was a factor, and an example of the method of administration that is having a disparate effect on the public, potential eligible persons, applicants, or participants.
- Basis on which the complainant believes discrimination exists. The bases for nondiscrimination are race, color, national origin, age, disability, or sex.
- Names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action.
- The date(s) during which the alleged discriminatory actions occurred, or if continuing, the duration of such actions.

\_\_\_\_\_ **Additional Nondiscrimination Laws** – In addition to federal and state law, local programs may be subject to city or county nondiscrimination laws. Programs should check with their local government to confirm whether there are any local nondiscrimination laws. Agencies must comply with local laws.

\_\_\_\_\_ **Maintain Confidentiality** – Do not talk about or make remarks about people receiving benefits. Never share information with others even if your intention is to help recipients with other services or assistance. Refer all requests for information about recipients from other agencies or programs to managers. Always get a recipient's written approval to share their information or make referrals on their behalf. What happens at the site stays at the site. The exception, of course, is any illegal behavior that should be reported to local, state, or federal officials.

\_\_\_\_\_ **Cooperate with State and Federal Reviewers** – USDA and Washington State Department of Agriculture are required to conduct periodic compliance reviews to help ensure compliance with program and civil rights rules.

\_\_\_\_\_ **Local Agencies Must Take Action** – Local Agencies must accept and process all complaints (program, vendor, or civil rights) received by the agency regardless of whether the complaints are written, verbal, or anonymous. Details for filing complaints are outlined in Section XV of the [FNS Instruction 113-1](#). The complaint may be sent directly to:

Food and Nutrition Service Civil Rights Division (CRD)  
3103 Park Center Drive  
Suite 808  
Alexandria, VA 22302

\_\_\_\_\_ **Corrective Action for Non-Complying Agencies** – If there is noncompliance with federal nondiscrimination law by a contractor or subcontractor, the state agency will file a report with the FNS Regional Administrator at USDA and will immediately seek correction of the violation by voluntary compliance. Failure of a contractor or subcontractor to correct any non-compliance with civil rights rules may lead to legal actions and termination from the federal programs TEFAP and CSFP, as applicable.

\_\_\_\_\_ **Services for People with Disabilities** – Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 (English) or (800) 845-6136 (Spanish).

\_\_\_\_\_ **Sexual Harassment is Prohibited** – Do not engage in or tolerate unwanted or unwelcomed sexual behavior, including jokes, touching, request for sexual favors, etc. Report all violations to your manager, or the Washington State Human Rights Commission, or the U.S. Equal Employment Opportunity Commission.

\_\_\_\_\_ **Response to Conflicts** – If a conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation if there is no immediate resolution.

\_\_\_\_\_ **Treat all People with Dignity and Respect** – Follow the golden rule and treat people the way you would like to be treated.

Section 2 – All Program Managers Responsible for Client Services Must:

\_\_\_\_\_ **Conduct Outreach** – to ensure that potential eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits. Ensure that your agency gives recipients information on what constitutes discrimination and how to file discrimination complaints at the time that they apply for services.

\_\_\_\_\_ **Make Sure People with Disabilities are Accommodated** – Sites should be accessible to people with all types of disabilities (e.g., mobility, sight, hearing, etc.) or alternate means of service delivery should be advertised and provided.

\_\_\_\_\_ **Provide Language Assistance** – to persons with limited English proficiency (LEP) who could not gain meaningful access to the program without language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.

\_\_\_\_\_ **Display the USDA "And Justice for All" Nondiscrimination Poster** – in a place where it can be seen by all who visit the premises. Only display original posters; no photocopies.

\_\_\_\_\_ **Include the USDA Nondiscrimination Statement** – on all materials that mention USDA funded programs and make sure the statement is also on websites that mention USDA funded programs.

\_\_\_\_\_ **Display both the USDA Nondiscrimination Statement and Current Income Guidelines** – at the point (location) of client intake, for TEFAP, and during the application process for CSFP. The full USDA Nondiscrimination Statement is available in additional languages on the Food and Nutrition Service Website at: [www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations](http://www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations).

\_\_\_\_\_ **Ensure Documentation & Reporting of All Civil Rights and Nondiscrimination Complaints** – Your agency must inform the WSDA's Food Assistance Program Manager of any complaints and violations, regardless of the type (program, civil rights, or USDA food) using one of the WSDA Food Assistance complaint forms.

\_\_\_\_\_ **Collect Racial and Ethnic Data** – in CSFP and use it to target outreach and to assess participation.

\_\_\_\_\_ **Make Sure Individual Data is Kept Confidential and Secure.**

\_\_\_\_\_ **Additional Information** – can be found in [FNS Instruction 113-1](#) regarding Civil Rights Compliance and Enforcement.

**I have read and understood the content of this civil rights training. I agree to follow the civil rights instructions as listed above.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

