



Georgia Division of Family & Children Services

Bobby Cagle, Director

USDA Civil Right Training

Prepared by: The state of Georgia

Purpose: USDA Civil Rights Training

Date: Federal Fiscal Year 2018



Division of Family & Children Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- Provide access to resources that offer support and empower Georgians and their families.
- Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.
- Promote accountability, transparency and quality in all services we deliver and programs we administer.
- Develop our employees at all levels of the agency.



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TEFAP CIVIL RIGHTS COMPLIANCE TRAINING



- FNS Instruction 113-1
- Civil Rights Compliance and Enforcement
- Nutrition Programs Activities



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Purpose

The purpose of this Civil Rights instruction is to establish and convey policy and provide guidance and direction to the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) and its recipients and customers, and ensure compliance with and enforcement of the prohibition against discrimination in TEFAP all FNS nutrition programs and activities, whether federally funded in whole or not.



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Protected Classes

Program benefits and participation are made available without regard to:

- Race
- Color
- National Origin
- Age
- Sex
- Disability
- Gender Identity
- Religion
- Reprisal
- Political Beliefs
- Martial Status
- Familial or Parental Status
- Sexual Orientation
- Public Assistance Income
- Protected Genetic Information in employment, program or activity conducted or funded by the Department



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Public Notification

- TEFAP State or local agencies and their sub-recipients must have a public notification system
- The Purpose of this system is to inform applicants, participants and potentially eligible persons of:
 - Program availability (including dates, times and locations of TEFAP distributions)
 - Program rights and responsibilities
 - Policy of non-discrimination
 - Policy for filing a complaint



Language Assistance

- State agencies, local agencies or other sub-recipients are required to provide access to TEFAP services to Limited English Proficiency (LEP) persons and participants
- Take reasonable steps to assure access is provided



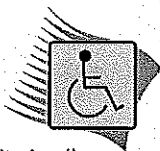
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Reasonable Accommodation for Persons with Disabilities

- Americans with Disabilities Act
- Section 504 of the Rehabilitation Act of 1973
- 7CFR Part 15b
Prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by state and local governments. Reasonable accommodations that do not cause undue hardship must be provided.



Written Notice of Beneficiary Rights

This letter must be prominently displayed at all religious based (or appear to be religious based) organizations so that participants can see it at the point where services are rendered

The Emergency Food Assistance Program (EFAP) - Written Notice of Beneficiary Rights

Name of Organization: _____
 Contact Information for Program Staff: Name _____
 Phone Number _____
 Email Address _____

Because EFAP is supported in whole or in part by federal assistance from the Federal Government, we are required to let you know about:

- We may not discriminate against you on the basis of religion or religious belief, affiliation with a religious belief, or a refusal to attend or participate in religious practice.
- We may not require you to attend or participate in any religious religious activities that are not required by law and are not necessary to your participation in the program.
- We may not require you to attend or participate in any religious religious activities that are not required by law and are not necessary to your participation in the program.
- If you object to the religious activities or practices, we must make reasonable efforts to identify other programs available to which you may be referred. We cannot guarantee, however, that in every instance, an alternative program will be available, and the emergency food assistance program may not be available to you if you object to the religious activities or practices.
- Our program is subject to the Equal Opportunity Policy. The State agency will accept no discrimination and report the adopted policies to the Department of Family and Children Services.

We will cooperate with the written notice posted in EFAP or other services from EFAP, as required by 7CFR 15b.64.

State Agency Contact Information:
 Name of Organization and Contact Person: Georgia EFAP Coordinator
 Phone Number: (404) 656-6568
 Email Address: Georgia.EFAP@dcfs.ga.gov

This Institution is an Equal Opportunity Provider

Beneficiary Referral Request

If a potential participant feels uncomfortable receiving services at a religious agency (or agency appearing to be religious), complete this form for referral to a secular food pantry for services

Beneficiary Referral Request
 The Emergency Food Assistance Program (EFAP) - Beneficiary Referral Request

Name of Organization: _____
 Contact Information for Program Staff: Name _____
 Phone Number _____
 Email Address _____

For the purpose of this form, a religious agency is defined as an agency that is operated by a religious organization, or an agency that is operated by a religious organization and is operated by a religious organization.

If you are a religious agency, please provide the following information:

1. Name of the religious agency: _____
 2. Address: _____
 3. Phone Number: _____
 4. Email Address: _____

If you are a secular food pantry, please provide the following information:

1. Name of the secular food pantry: _____
 2. Address: _____
 3. Phone Number: _____
 4. Email Address: _____

This Institution is an Equal Opportunity Provider

Assurances



To qualify for federal financial assistance, an application must be accompanied by a written assurance that the entity to receive financial assistance will be operated in compliance with all non-discrimination laws, regulations, instructions, policies, and guidelines

Assurances (continued)



- FNS will obtain a written assurance from each state agency and will ensure that state agencies obtain assurances from recipient/partner agencies

and

- A civil rights assurance must be incorporated in all agreements between state agencies and local agencies



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Compliance Reviews



- State agency review local agencies
- Local agencies review their sub-recipients
- State agency must report significant findings to the reviewed entity and FNS



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Resolution of Noncompliance

Definition of "Noncompliance"



A factual finding that any civil rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a state agency, local agency or sub-recipient.

To Achieve Voluntary Compliance

The State Agency Must:

- Provide immediate written notice to the local agency or sub-recipient indicating:
 - The areas of noncompliance, and
 - The action required to correct the situation
- Negotiate with the local agency or sub-recipient to achieve compliance



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Complaints of Discrimination



Any acts of discrimination...



"The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department"



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Complaint Process

Civil rights complaints are very serious. Many times, the complainant may misunderstand processes and procedures, however, their concern is valid and must be processed according to established procedures.

1. Make sure you understand the person's concern
2. Record details of the incident leading to the complaint, documenting the date, time, parties involved, and the issue in detail
3. Try to reconcile the issue
4. If unable to reconcile, give the individual a document with the non-discrimination statement on it, refer them to the "And Justice for All" poster and explain their right to file a complaint
5. Notify the state TEFAP coordinator immediately. Follow-up with an email with the details. Send to TEFAP Coordinator and Georgia.TEFAP@dhs.ga.gov



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Complaints of Discrimination (continued)

Must be reported to:

US Department of Agriculture, Director
Office of Adjudication
1400 Independence Avenue, SW
Washington, DC 20250-9410



Or by fax at

(202) 690-7442

Or by email at

program.intake@usda.gov



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Conflict Resolution

- Conflict – A disagreement through which the parties involved perceive a threat to their needs, interests or concerns
 - Conflict can be large or small; originate in one person, between two or more people or between two or more groups
 - Conflict can be resolved depending on how its managed
- Define the problem. Find the cause. Select an approach to resolve it. Implement it – take action

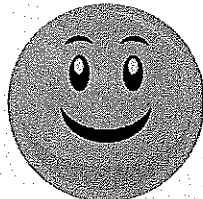


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The Code of Quality Customer Service

Always:

- Smile and Be Pleasant
- Treat Everyone with Respect and Courtesy
- Be Caring and Understanding
- Be a Good Listener
- Offer Assistance
- Serve Clients in A Timely Manner
- Apologize for Any Inconvenience
- Make Clients Feel Appreciated



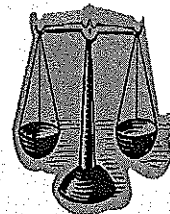
Remember: Your Client Is Your Most Important Asset!



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Civil Rights Training

- All levels of TEFAP administration must receive Civil Rights training
- The SDA will train the EFO. The EFO must train the recipient/partner agencies and other "front-line" staff who interact with program applicants or recipients
- Maintain documents after training is performed (i.e. sign-in sheets of attendees, agenda, etc.)



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Civil Rights Training Topics

Specific subject matter required, but not limited to:

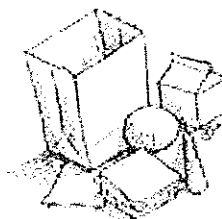
- Effective public notification systems
- Requirements for language assistance
- Requirements for reasonable accommodations of persons with disabilities
- Compliance review techniques
- Resolution of noncompliance
- Complaint procedures
- Conflict resolution
- Customer service



For Additional Civil Rights Compliance Information

Contact:

Shelia Taylor
Business Operations
Specialist
(404) 657-3745



Georgia Department of Human Services
DFCS/OFI/FANU/TEFAP
2 Peachtree St. NW, Suite 21
Atlanta, GA 30303



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