**2023-2024 Annual USDA Training**

**for Head Start and GSRP**

**Civil Rights**



Money for food programs comes from the

United States Department of Agriculture (USDA).

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Money then goes to the

Michigan Department of Education (MDE).

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MDE administers the

Child and Adult Care Food Program (CACFP).

We are required to contract with a food program (CACFP) and that means rules and regulations!

This annual training is one of the regulations.

Civil Rights is an important topic

of the training and involves consideration

of the non-discrimination statement.

**NON DISCRIMINATION STATEMENT**

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](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf), (AD-3027) (<http://www.ascr.usda.gov/complaint_filing_cust.html>) online, 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](mailto:program.intake@usda.gov).

Short version: “This institution is an equal opportunity provider.”

The statement is also available in Spanish and other languages.

It is in our Parent Handbook and on our website.

The And Justice For All poster (with the non-discrimination statement) must be conspicuously displayed in classrooms and administration offices.

Place the poster at a comfortable reading level.

Every classroom must have the 11” x 17” poster displayed.



**Nine details regarding Civil Rights:**

**Collecting and using data:**

Data is collected on ethnicity and race (On the food program enrollment form).

**Effective public notification systems:**

Display the “And Justice for All” poster, use the non-discrimination statement, provide information in other languages and alternative formats as needed, and convey equal opportunity in all photos and other graphics on websites, publications, etc.

**Complaint procedures:**

Procedures must be established to accept complaints or grievances based on all the bases listed in the non-discrimination statement. CACFP participants must be advised of their right to file a complaint, how to file a complaint, and the complaint procedures.

**Compliance review techniques:**

Ensure civil rights requirements are being followed during review process.

**Resolution of non-compliance:**

Inappropriate (discriminatory) actions must cease once identified. A corrective action plan is required and appropriate procedures must be implemented.

**Requirements for reasonable accommodation of persons with disabilities:**

Entrances and exits to accommodate the disabled, Braille signage, and alternative arrangements for service must be available when needed *including accommodations for food-related disabilities.*

*(Accommodations may include appropriate food for allergies and other medical conditions; cutting food into smaller bites for children who have difficulty swallowing; whatever a doctor or medical authority says we need to do for the wellbeing of that child regarding food.)*

**Requirements for language assistance:**

Bilingual personnel and materials must be provided depending on need, resources available, and cost.

**Conflict resolution:**

Use alternative dispute resolution techniques when necessary. Treat others with respect.

**Customer service:**

Treat others the way they want to be treated or at least be aware of what that is.

**Civil Rights Video:** [**https://www.youtube.com/watch?v=iowTO7KNs3c&list=PLQNv-MrTjyhJkfQ1ZaAlBu4pjv1YCJsfI&index=3**](https://www.youtube.com/watch?v=iowTO7KNs3c&list=PLQNv-MrTjyhJkfQ1ZaAlBu4pjv1YCJsfI&index=3)

**NMCAA - Civil Rights Complaint Procedure**

What to do if you believe you have been treated unfairly is included on all materials relating to the CACFP that are available to the public. This includes the NMCAA website, parent handbook and any other applicable materials such as the CACFP enrollment form.

Individuals with complaints or grievances based on any of the conditions listed in the Non-Discrimination Statement will be informed of their right to complain and encouraged to look at the Justice for All poster for instructions on how to do so. Individuals may also contact Shannon Phelps, Abria Morrow, or Kim Aultman at NMCAA to voice their concerns regarding the food program or other matters. NMCAA staff will notify Shannon Phelps, Abria Morrow, or Kim Aultman when they are aware that a complaint or grievance has been made.

Complaints

When clients make a complaint about ‘unfairness’ or discrimination regarding food/food service

* Tell them they have a right to make a complaint
* Refer them to the poster for information about how to complain to USDA
* Refer them to your supervisor or have the supervisor call them to determine if we can resolve the issue.