



COMMODITY SUPPLEMENTAL FOOD PROGRAM
POLICY AND PROCEDURE MANUAL

SUBJECT: Civil Rights	Chapter: 11
	Section: 11.1
REFERENCES: 7 CFR parts 247.13 and 247.37 and FNS Instruction 113-1 dated 9-29-2005	Page: 1 of 3
	Revised: 04-2014

PURPOSE: To outline actions required to assure Civil Rights requirements are met.

POLICY: State and local agencies will comply with Title VI of the Civil Rights Act of 1964 (P.L.88-352) and all requirements imposed by federal and state regulations.

PROCEDURES:

- A. Each local agency, distribution site, and certification site must display the “And Justice for All” Poster (Attachment 11.1) available on the web at <http://www.fns.usda.gov/cr/justice.htm> including translations into several different languages. in a prominent location.
- B. Each local agency and/or each distributing agency shall collect the number of participants receiving food packages by racial/ethnic category during the month of April each year. This count may be collected as a manual head count of food package recipients, or may be collected from a review of certification forms. Counts must be submitted by June 15th each year to the State Agency on Attachment 11.3 – Form FNS-191 Racial/Ethnic Group Participation using the instructions and categories provided.
- C. Written materials used to promote or advertise the program must contain the non-discrimination statement and procedures for filing a complaint. If the material is too small to permit the full statement to be included, the material must include the full authorized statement reads as follows:

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. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, 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 to us by mail at 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.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

“To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.”



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- D. All staff should receive annual training on all aspects of civil rights compliance. Staff should be able to identify a civil rights complaint if received. They should know what to do if they receive a complaint and they should understand that it is the basic right of the individual to file a complaint. There is an on-line resource for annual Civil Rights Compliance Training at:
<http://health.mo.gov/living/wellness/nutrition/foodprograms/csfp/publications.php>.
- E. Where a significant proportion of the population of the area served by the local agency is composed of non-English or limited English speaking persons who speak the same language, program information, except certification forms, shall be provided in the appropriate language orally and in writing. Bilingual staff members or interpreters shall be available to serve these persons.
- F. Local agency compliance to Civil Rights requirements is reviewed during the management evaluation and documented on the Monitoring Review form. See Section 6.1 and attachment 6.1. Local agencies must monitor compliance to Civil Rights requirements by sub-agencies at least annually. See Section 6.2 and attachment 6.2.
- G. All complaints alleging discrimination based on race, sex, age, color, national origin or disability will be accepted, either verbally or written. In the event of a verbal complaint, 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:
1. Name, address, and telephone number or other means of contacting the complainant,
 2. The specific location and name of the State agency, local agency, or other subrecipient delivering the service or benefit,
 3. The 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,
 4. The basis on which the complainant believes discrimination exists. The bases for nondiscrimination are race, color, national origin, age, disability or sex.
 5. The names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action, and



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6. The date(s) during which the alleged discriminatory actions occurred or, if continuing, the duration of such actions.
- H. All complaints received by the local agency or MDHSS, either verbal or written, which allege discrimination shall be referred to the MDHSS Human Relations Officer III, in the Office of Personnel and processed in accordance with the complaint processing procedures and timelines in FNS Instruction 113-1.