



COLORADO
Office of Economic Security
Division of Food & Energy Assistance

USDA Civil Rights Volunteer Training

By volunteering for this program, you are assuring the organization that you have completely read this training and when signing the training log, you agree to not engage in discrimination.

WHAT IS DISCRIMINATION?

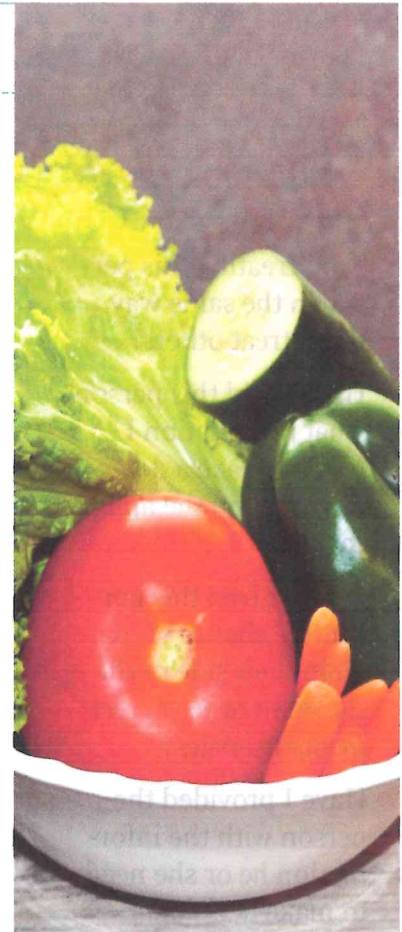
Discrimination occurs when an individual's civil rights are denied or interfered with because they belong to a particular group or class. Everyday Eats (CSFP) and TEFAP applicants and participants must be advised of their right to file a complaint of discrimination and they must be allowed to do so. If you overhear a complaint or see an act of discrimination, please contact your supervisor or a staff member immediately.

TYPES OF DISCRIMINATION

Disparate Treatment: Direct discrimination of someone that denies or interferes with their rights because they are a member of a protected class. *Example: I don't like women so I will ask them for more documentation than men.*

Disparate Impact: This discrimination occurs when an organization's rules or practices intentionally or unintentionally affect a protected class. *Example: The Russian family will have to come back this afternoon since that's when our translator is here, even though it means we will already have given away our best food.*

Retaliation: When someone receives negative treatment because they filed a civil rights complaint or cooperated in an investigation of a civil rights complaint. *Example: I am only giving you dried beans, because you are a friend of the family who filed a complaint last month.*



WHAT ARE THE PROTECTED CLASSES?

Race
Color
National Origin
Age
Disability
Sex (incl. gender identity & sexual orientation)

COMPLIANCE REVIEW

Not only do we value treating everyone fairly, but our agency is regularly monitored for compliance with these and other program regulations. If we are found to be non-compliant, the programs could be taken away.

TO MINIMIZE THE RISK OF A CIVIL RIGHTS DISCRIMINATION COMPLAINT, ASK YOURSELF THE FOLLOWING QUESTIONS EACH TIME YOU VISIT WITH AN EVERYDAY EATS OR TEFAP APPLICANT AND/OR PARTICIPANT:

Am I treating this person in the same way that I treat others?

Have I told this person what information I need to make a determination on the application?

Have I given this person the chance to explain their side of the situation or to correct inconsistencies?

Have I provided the person with the information he or she need to make decisions?

Am I treating others as I wish to be treated?

PUBLIC NOTIFICATION

The purpose of this system is to inform applicants, participants, and potentially eligible persons of the program availability, program rights and responsibilities, the policy of nondiscrimination, and the procedure for filing a complaint. The full nondiscrimination statement, including the complaint process, can be found on the applications for Everyday Eats and TEFAP. It is also available on the "And Justice For All" poster. Make sure that you display the "And Justice For All" poster where your clients can see it during every food distribution.

EQUAL & LANGUAGE ACCESS



Equal Access: Accommodations must be made for persons with disabilities. Please assist clients with disabilities to make sure that they are able to access food. If your agency does not provide delivery of food boxes, then use a proxy process. The client may complete a proxy form or provide a written note to designate someone (the proxy) to sign required documents and pick-up the food. Make sure to keep the proxy form or note with your records.

Language Access: Translation and interpretation services must be available to all applicants and participants with limited English proficiency. Translation services are available through the Regional Food Bank. Another quick resource is Google Translate.

USDA NONDISCRIMINATION STATEMENT

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.