

A Quick Guide to Civil Rights Annual “Front Line Staff” Training

“Front line staff” and their supervisors must receive civil rights training annually. These are employees who interact with program applicants or participants regarding program services and benefits. At a minimum, these employees should review this information and sign-off each year.

Federal law prohibits discrimination based on race, color, national origin, sex, disability, or age. To ensure equal access to Child Nutrition Programs, program sponsors MUST:

- 1. Inform parents/guardians and the public how to apply for the program.**
 - Know where Child Nutrition information is for eligible persons, program applicants and participants.
 - Place the “And Justice for All” poster where it can easily be seen.
 - Use the Nondiscrimination Statement on all materials and websites that mention the Program.
 - Ensure all participants know the Civil Rights/ADA contact at the school/district.
 - A media release is provided annually to local media outlets in Kansas.

- 2. Notify parents/guardians and public how to file a civil rights complaint.**
 - Inform parents/participants in writing about the right to file a complaint of discrimination.
 - Offer the participants a civil rights complaint form and refer the complainant to the address and telephone numbers provided on the “And Justice for All” poster.
 - All complaints must be in writing verbal or written complaints must be forwarded to the Civil Rights Division of USDA or to the KSDE

- 3. Identify and accommodate language needs.**
 - Find out what languages are spoken in the service area.
 - Make sure that everyone knows what to do when a Limited English Proficient (LEP) parent/sponsor needs help in completing the application.
 - Provide translated materials if there are many people who speak another language.
 - Schools/districts are responsible for providing interpreters, as needed.

- 4. Accommodate children with medical or dietary disabilities.**
 - Ensure that procedures are in place to accommodate children with a documented disability; schools/sponsors should work in partnership with the parent/guardian.
 - Provide alternative meal substitutions according to the physician’s requirements.
 - Keep a written record of the accommodations.

- 5. Collect data on race and ethnicity.**
 - If collected on the application and the parent declines to record the information, the person taking the application must do so.
 - The applicant’s voluntary information may not be second guessed.
 - Race and Ethnicity data must be collected and maintained for 5 years.

- 6. Resolve issues quickly if a student/guardian/parent states he/she has been treated differently because of race, color, national origin, age, sex or disability.**
 - Listen to the person.
 - Open ended questions.
 - Validate the person’s concerns.
 - Empower, empathize, and educate.

7. Make customer service a priority

- Good customer service will help reduce or eliminate complaints of discrimination.
- All participants must be treated in the same manner.
- Effective communication is key to good customer service.

8. Comply with all Civil Rights requirements

- Evaluated during reviews conducted by KSDE.
- Noncompliance is a factual finding that any Civil Rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a Sponsor and/or facility.
- If determined, KSDE will take corrective action to obtain voluntary compliance.

Non-discrimination Statement: This explains what to do if you believe you have been treated unfairly. 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/ad-3027.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.