

A close-up, low-angle photograph of the Statue of Liberty against a clear blue sky. The statue's right arm is raised, holding the torch, and its crown with seven spikes is visible. The lighting is bright, highlighting the texture of the copper and the folds of the robe.

Civil Rights

in the

Child Care Food Program (CCFP)

The Statue of Liberty is shown in a light blue, semi-transparent overlay on the left side of the slide. It is holding a torch in its right hand and a tablet in its left. The background is a solid dark blue.

Why is Civil Rights important?

Ensures equal access to the
Child Care Food Program

The background of the slide features a faded, light blue image of the Statue of Liberty, showing her head with the crown, her right arm raised holding the torch, and her left arm holding a tablet. The image is positioned on the left side of the slide.

What is Discrimination?

The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes

Six Protected Classes

- Race
- Color
- National Origin
- Age
- Sex
- Disability

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Civil Rights Assurances

A civil rights assurance is incorporated in all agreements between the state agency and contractor in order to ensure that ALL children have access to the child nutrition programs.

Agreements between sponsors and their facilities also include civil rights assurances.

Public Notification System

Display in a prominent place the
“**And Justice For All**” poster
(Does not pertain to Day Care Home Providers)
Request Posters from Field Operations
Administrative Assistant, 850.245.4323



Standard poster comes in English or Spanish. Other translations found:

<http://www.fns.usda.gov/cr/justice.htm#Translations>

USDA
United States Department of Agriculture

AND JUSTICE FOR ALL

In accordance with Federal 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, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

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 responsible State or local Agency that administers the program or USDA's TARGET Center at (800) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information is available in languages other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or 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 (800) 632-9892. Submit your completed form or letter to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
fax:
(202) 690-7442; or
email:
program.inh@usda.gov.
This institution is an equal opportunity provider.

Conforme a las leyes federales y a los derechos civiles, el Departamento de Agricultura de los Estados Unidos (U.S. Department of Agriculture, USDA) se prohíbe a esta institución discriminar por motivo de raza, color, nacionalidad, sexo, edad, discapacidad y represalio o tomar represalias por actividades realizadas en el pasado relacionadas con los derechos civiles. (No todos los principios de prohibición se aplican a todos los programas.)

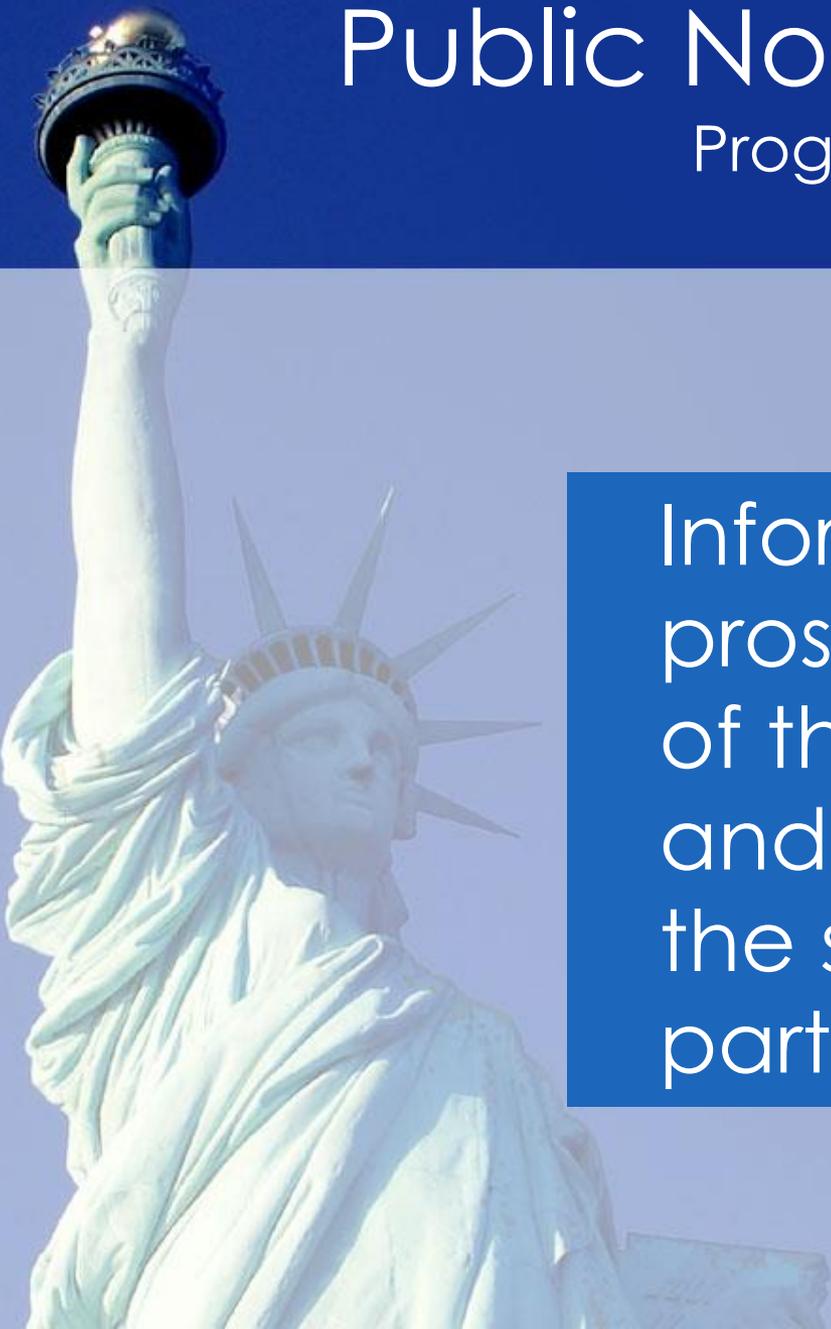
Las personas discapacitadas que requieran medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidenses, etc.) deberán comunicarse con la agencia estatal o local responsable de administrar el programa o al TARGET Center del USDA al (800) 720-2600 (voz o TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339. La información del programa también está disponible en otros idiomas además del inglés.

Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en http://www.ascr.usda.gov/complaint_filing_cust.html, o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al (800) 632-9892. Envíe su formulario o carta completos al USDA por correo:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
fax:
(202) 690-7442; o
correo electrónico:
program.inh@usda.gov.
Esta institución ofrece igualdad de oportunidades.

File AD-3027—And Justice For All—October 2010

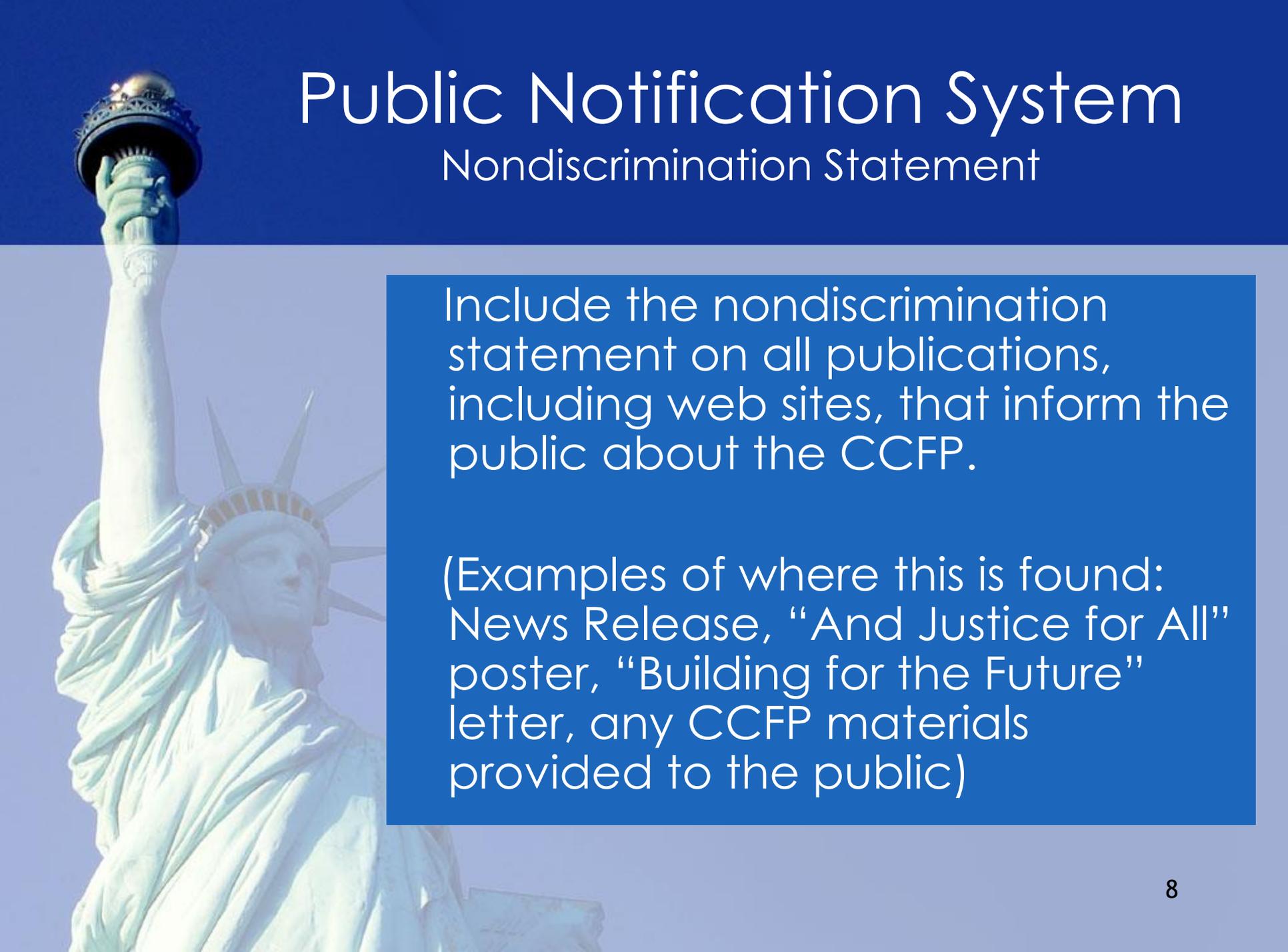
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Public Notification System

Program Availability

Inform participants and prospective participants of their program rights and responsibilities and the steps necessary for participation.

The background of the slide features a large, semi-transparent image of the Statue of Liberty, showing her head with the crown and her right arm raised holding the torch. The image is set against a blue gradient background.

Public Notification System

Nondiscrimination Statement

Include the nondiscrimination statement on all publications, including web sites, that inform the public about the CCFP.

(Examples of where this is found: News Release, “And Justice for All” poster, “Building for the Future” letter, any CCFP materials provided to the public)



Public Notification System

Nondiscrimination Statement

NEW Full Statement (Updated 10-2015):

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](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, 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

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Public Notification System

Nondiscrimination Statement

Minimum Statement:

(use only if limited space is available)

“This institution is an equal opportunity provider”
or “The Child Care Food Program is an equal
opportunity provider.”

Public Notification System Nondiscrimination Statement



Child Care Food Pro...

www.floridahealth.gov/programs-and-services/childrens-health/child-care-food-program/index.html

Apps ★ Bookmarks Chilly at Work? ... Why are my .pd... Halloween Awa... AMP Jeopardy ... Other bookmarks

Counties ▾

USDA Non-Discrimination Statement

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Mail to: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
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Washington, D.C. 20250-9410;
(202) 690-7442; or

At a minimum, the nondiscrimination statement, or a link to it, must be included on the home page of the program information

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Public Notification System

Complaint Information

Participants must be advised of their rights and the complaint procedures including how to file a complaint

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Handling Complaints

Right to File a Complaint:

Any person alleging discrimination based on race, color, national origin, age, sex, or disability has a right to file a complaint within 180 days of the alleged discriminatory action.

Complaints:

- Written or verbal
- Anonymous complaints should be handled as any other complaint
- State agencies can develop complaint forms, but the use of such forms cannot be a prerequisite for acceptance of a complaint

Handling Complaints

Bureau of Child Care Food Programs

COMPLAINT RECEIPT FORM

Date complaint received: _____ Time complaint received: _____

Complaint received by: _____

Complainant (caller):

Name: _____

Okay to be contacted? Yes No; If Yes, Phone #: _____

Email Address: _____

Subject of complaint (if any):

CCFP Authorization Number: (if applicable) _____

Name of Individual or Facility: _____

Address: _____

Phone Number: _____ County: _____

***Is this a Civil Rights complaint?** Yes No

If "Yes", please indicate the type of Civil Rights Complaint and describe:

Race Color Sex Age National Origin Disability

Date of the alleged discriminatory action: _____

Brief Description:

(*Civil Rights complaints will be forwarded to the USDA Regional Office in Atlanta.)
If "No", please state the nature of the complaint below.

Nature of complaint (Please be concise and state the facts; such as who, what, when, where, how, etc.):

Our form is not required but it shows the information to be collected. A copy of this form can be found next to this presentation on the CCFP website and in MIPS.

A copy of the USDA Complaint Form can be found:

https://www.ascr.usda.gov/sites/default/files/Complain_combined_6_8_12_508_0.pdf

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Handling Complaints

A complaint can be made to any
CCFP staff

All civil rights complaints must be
forwarded to the appropriate
Regional or FNS OCR Director

CCFP contractors have to notify the state
agency of a civil rights complaint
immediately

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Compliance Reviews

Civil rights compliance must be evaluated during:

Pre-approval Reviews (Question on the pre-approval form and observation of practices)

Post-award or Routine Compliance Reviews (Site, Sponsor and Provider Review Forms)



Resolving noncompliance

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 contractor or its sponsored facilities

Noncompliance may be the result of:

- A review of civil rights compliance during routine reviews
- A special review or
- An investigation

Once noncompliance is determined, steps must be taken to immediately obtain voluntary compliance

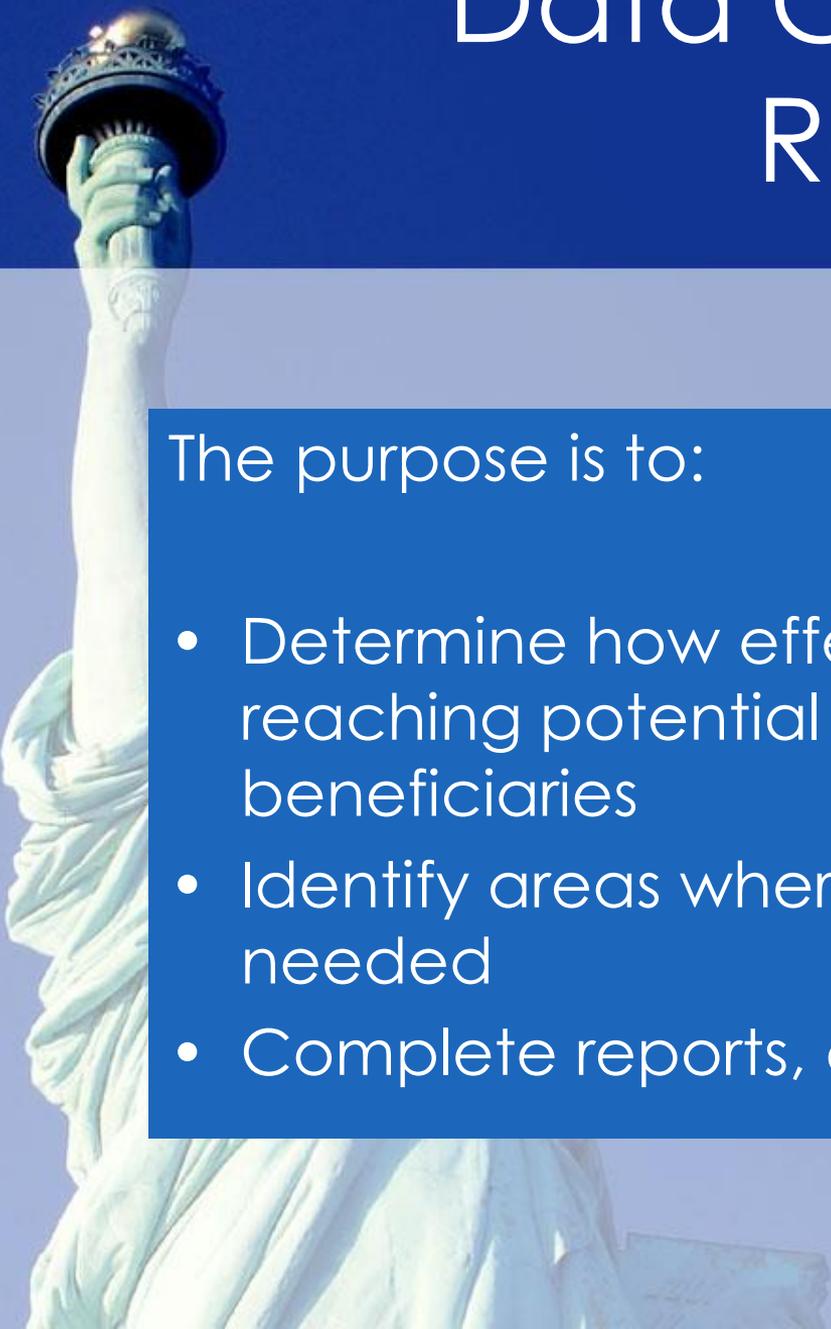
Continued noncompliance may lead to suspension or final termination

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Data Collection and Reporting

Each contractor is required to collect racial/ethnic data and maintain the data on file for three years plus the current year

This information is reported on site/provider information forms and site/provider review forms

The background of the slide features a vertical image of the Statue of Liberty, showing her right arm raised holding the torch. The image is partially obscured by a blue gradient overlay that contains the text.

Data Collection and Reporting

The purpose is to:

- Determine how effectively FNS programs are reaching potential eligible persons and beneficiaries
- Identify areas where additional outreach is needed
- Complete reports, as required

The image shows the upper portion of the Statue of Liberty, including her right arm holding the torch and her left arm holding the tablet. The statue is set against a clear blue sky. The background of the slide is a gradient of blue, with a darker blue at the top and a lighter blue at the bottom.

Language Assistance

Contractors have a responsibility to take steps to ensure meaningful access to their programs and activities by persons with Limited English Proficiency (LEP).

LEP describes individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Some translated forms and documents are available from MIPS or the CCFP office



Reasonable accommodations for persons with disabilities

Americans with Disabilities Act - prohibits discrimination based on a disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services. This means that agencies must ensure persons with disabilities have:

- Program accessibility (phone, mail, etc.)
- Effective communication with agency staff
- Easy access to the building itself



Equal opportunity for religious organizations

Ensures a level playing field for the participation of faith-based organizations and other community-based organizations (FB/CBO) in USDA programs

Creates new opportunities to serve more people in need

USDA is working to ensure that FB/CBO have equal access to USDA funding opportunities, especially those groups that have not partnered with the government before

Good Customer Service



Providing good customer service is key to avoiding the appearance or perception by anyone of unlawful discriminatory statements or actions



Resolving conflict

Conflict comes about from differences - in needs, values and motivations. Sometimes through these differences we complement each other, but sometimes we will conflict.

Conflict is not a problem in itself - it is what we do with it that counts.

For more information on strategies to resolve conflicts

- <http://www.crnhq.org/12-Skills-Summary.aspx?rw=C>

The image shows the right arm of the Statue of Liberty, holding the torch, against a blue sky background. The torch is at the top left, and the arm extends downwards.

Civil Rights Training

All staff must receive training on all aspects of civil rights compliance on an annual basis, including:

- Effective public notification systems
- Complaint procedures
- Compliance review techniques
- Resolution of noncompliance
- Collection and use of racial/ethnic data
- Requirements for language assistance
- Requirements for reasonable accommodation of persons with disabilities
- Customer service
- Conflict resolution