

# Civil Rights

in the

Child Care Food Program  
(CCFP)



The Statue of Liberty is shown in a light blue, semi-transparent style against a dark blue background. It is positioned on the left side of the slide, with its right arm raised holding the torch and its left arm holding a tablet. The background is a gradient from dark blue at the top to a lighter blue at the bottom.

# Why is Civil Rights important?

Ensures equal access to the  
Child Care Food Program

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# 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  
Request Posters from Carla Thomas  
850.245.4323



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

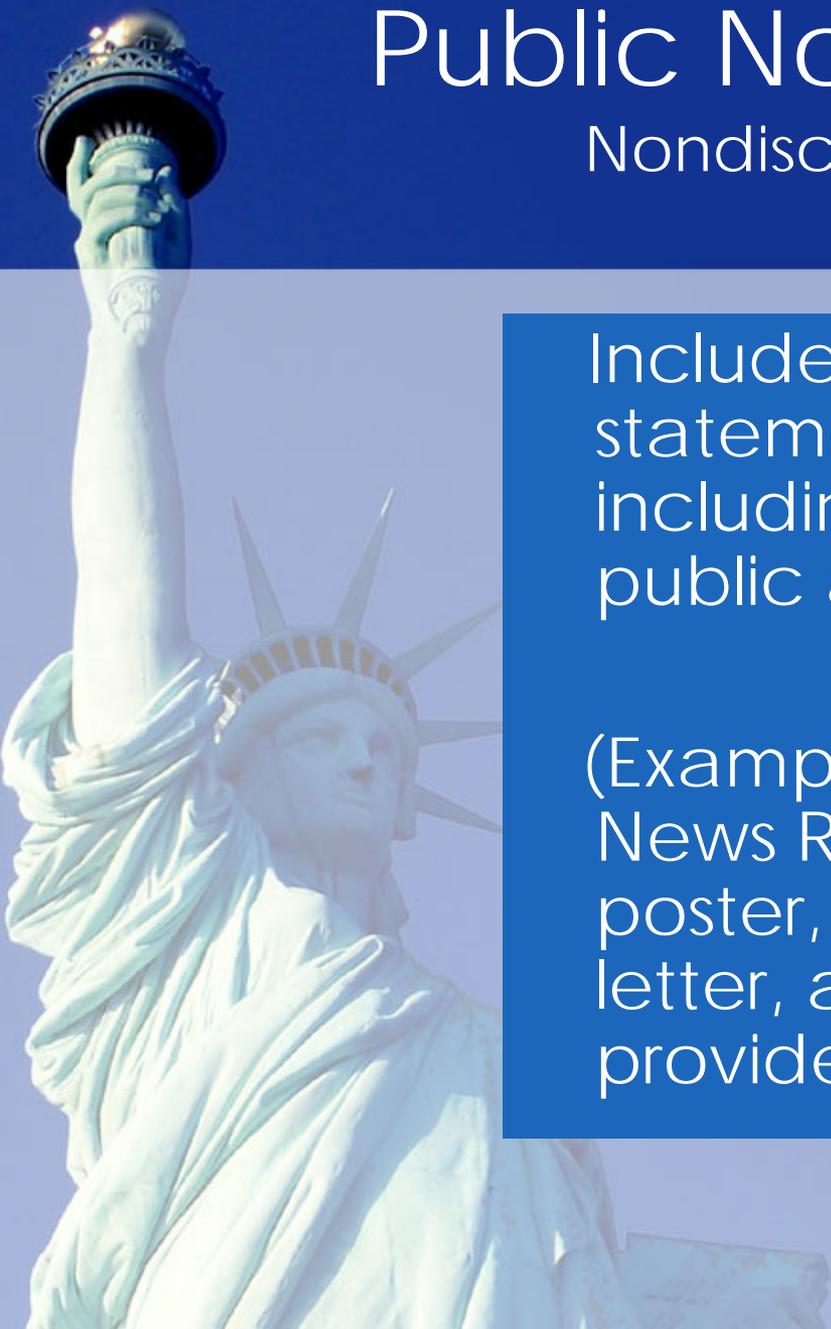
<http://www.fns.usda.gov/cr/justice.htm#Translations>

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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 faded, light blue image of the Statue of Liberty, showing her head with the crown and her right arm raised holding the torch.

# 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:

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](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](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

USDA is an equal opportunity provider and employer.



# 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 Proc x  
www.floridahealth.gov/healthy-people-and-families/child-care-food-program/index.html

- [Complete Field Staff List](#)

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### USDA Non-Discrimination Statement

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.)

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Florida are at an unhealthy weight.

Connect with Florida Health

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

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

## 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.): \_\_\_\_\_

This form is not required but it shows the information to be collected

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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

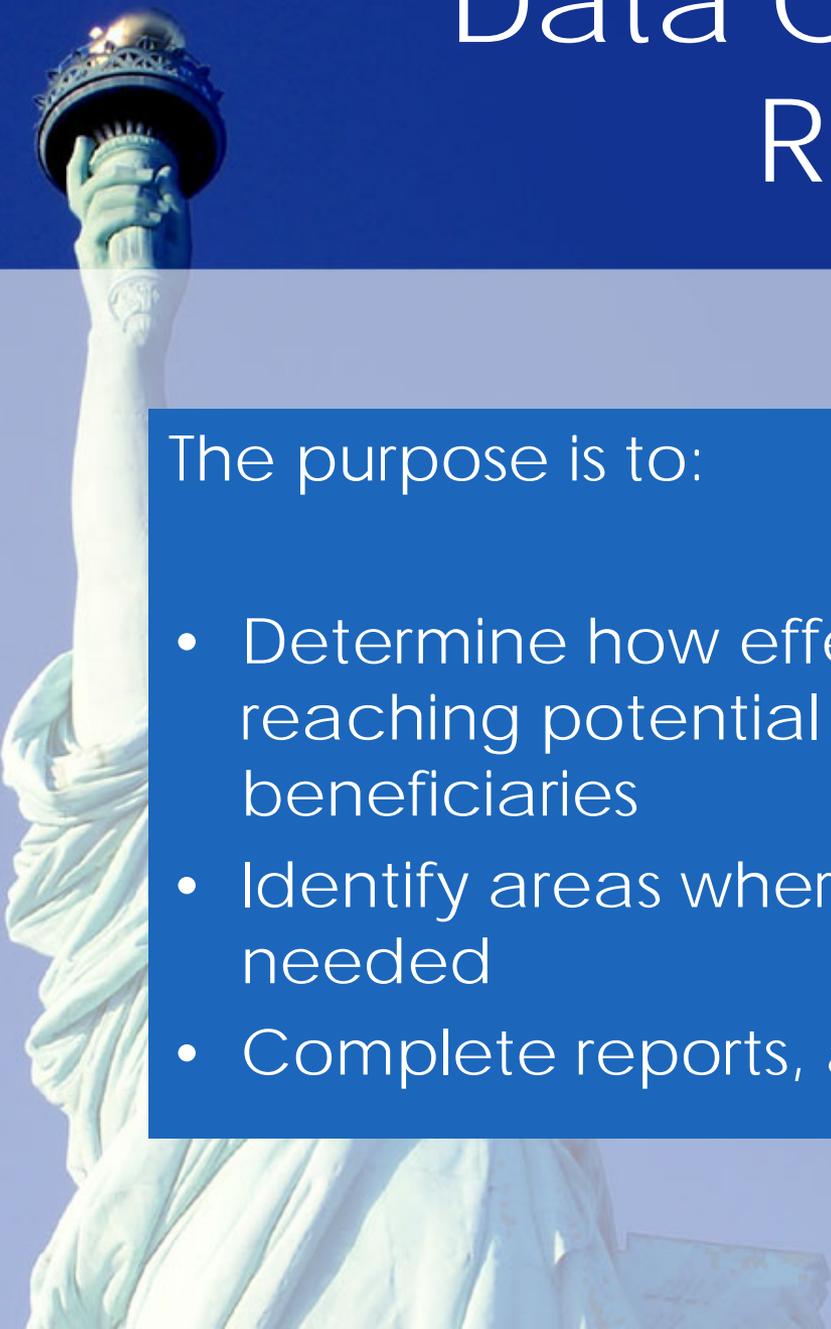
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# Data Collection and Reporting

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

# Data Collection and Reporting

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 dark blue horizontal bar at the top and a larger dark blue rectangular box on the right side containing text.

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

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# 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.

Translated materials are available from the CCFP



# 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/twelveskills.html>



# 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