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Civil Rights

USDA Civil Rights 2024

Illinois Department of Human Services

- I want to **THANK YOU** for all you do to help prevent hunger in your community.
- Your work and volunteerism does not gone unnoticed and is appreciated by those you serve and by us here at the State.

Civil Rights Attendance Log

Training Attendance Sheet

TEFAP Distribution Site staff and volunteers: Please ensure you sign the attendance sheet pictured below. This training is required annually and the attendance log will be submitted to IDHS.



Print Name	Signature	Date (Month/Day/Year)

By signing, I acknowledge that I have completed the Civil Rights training and agree to the guidelines.



Purpose

Civil Rights

This training has been formulated to convey policy and provide guidance to ensure compliance and prohibit discrimination.

The goals of Civil Rights are to:

- a. Ensure equal and consistent treatment for all applicants and participants.
- b. Provide knowledge of program participants' rights and responsibilities,
- c. Eliminate illegal barriers that prevent or deter people from receiving benefits.
- d. Promote dignity and respect for everyone.

- **CIVIL RIGHTS**

- Program Authorities
- Understanding Discrimination of the Protected Classes
- Additional Types of Discrimination
- Examples of Discriminatory Acts
- Civil Rights Scenarios
- Customer Service and Conflict Resolution
- 6 Areas of Civil Rights Compliance

- Title VI of the Civil Rights Act of 1964
 - Race, Color, and National Origin
- Civil Rights Restoration Act of 1987
 - Clarifies the scope of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973 & Americans w/Disabilities Act (ADA) of 1990 and ADA Amendments Act of 2008
 - Disability
- Title IX of the Education Amendments of 1972
 - Sex
- Age Discrimination Act of 1975
 - Age
- 7 CFR 15(a)(b)(c)
 - USDA implementing regulations for Federally assisted programs
- 7 CFR 16, “Equal Opportunity for Religious Organizations”
 - Gives equal footing to religiously affiliated organizations and beneficiaries freedom from religious discrimination.
- 28 CFR 35
 - Covers nondiscrimination based on disability in State/local government services (public entities)
- 28 CFR 42
 - Covers nondiscrimination in Federally assisted programs

Program Authorities (con't)

- Executive Order 13166
 - -"Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, August 11, 2000)
- Executive Order 13988
 - "Preventing and Combating Discrimination on the Basis of Gender Identity or Sexual Orientation" (86 FR 7023, January 20, 2021)
- "USDA Guidance to Federal Financial Assistance Recipients Regarding the Title VI
 - Prohibition Against National Origin Discrimination Affecting Persons With Limited English Proficiency (79 FR 229, November 28, 2014)
- USDA Departmental Regulation 4300-003
 - Equal Opportunity Public Notification Policy
- USDA Departmental Regulation 4330-002
 - Prohibits discrimination in programs and activities funded in whole or in part by the USDA
- FNS Instruction 113-1 and Appendix C
 - Civil Rights compliance and enforcement
- The Emergency Food Assistance Act of 1983 (Public Law 98-8), as amended.(TEFAP)
 - 7 CFR Parts 250 & 251 (TEFAP)

Understanding Discrimination in the Protected Classes

Protected Classes

Our neighbors are shielded against discrimination for the following 6 protected classes under federal law.



Race

Color

National Origin

Sex

Disability

Age

What is discrimination?

Differing treatment of individuals or a group of individuals of a protected class; either intentionally, by neglect, or by the actions or lack of actions due to the individual(s) being a member of a protected class.

- USDA prohibits discrimination against its customers. The customers may file a complaint if they suspect or experience discrimination.
- The Office of the Assistant Secretary for Civil Rights (OASCR), through the Center for Civil Rights Enforcement, will investigate and resolve complaints of discrimination in programs operated or assisted by USDA.

Race Discrimination

Race discrimination occurs when an applicant or employee/volunteer is treated differently based on ancestry, physical, or cultural characteristics associated with a certain race, such as **skin color, hair texture or styles, or certain facial features.**



TEFAP is exempt from race and ethnicity data collection
[\(FNS Instruction 113-1, Appendix C, Section D\)](#)



Federal data on race and ethnicity uses these five racial categories: American Indian or Alaska Native; Asian; Black or African American; Native Hawaiian or Other Pacific Islander; and White; “Hispanic or Latino” and “Not Hispanic or Latino” (select 1)

Color Discrimination

- Color discrimination occurs when an applicant or employee/volunteer is treated differently from others based on **his/her skin pigmentation (lightness or darkness of the skin)**, complexion, shade, or tone.
- Color discrimination can occur between **persons of different races or ethnicities, or even between persons of the same race or ethnicity.**

National Origin Discrimination

- National origin discrimination involves treating applicants or employees/volunteers unfavorably because they are from a particular **country or part of the world, because of ethnicity or accent, or because they appear to be of a certain ethnic background (even if they are not).**
- It can also involve treating people **unfavorably because they are married to (or associated with) a person of a certain national origin.**
- Discrimination can occur when the victim and the person who inflicted the discrimination are of the **same national origin.**

Disability Discrimination

- Disability discrimination includes treating an applicant or employee/volunteer unfavorably based on a person's **physical or mental impairment which substantially limits one or more *major life activities**, the person has a record of such an impairment, or is regarded as having such an impairment.

*Major life activity defined: A function such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working, also functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions (ADA Amendments Act of 2008.)

Sex Discrimination

- Sex discrimination involves treating an applicant or employe/volunteer unfavorably because of that **person's sex, sexual orientation, gender identity, or pregnancy.**

[Sex-Based Discrimination | U.S. Equal Employment Opportunity Commission \(eoc.gov\)](#)

Age Discrimination

- Age discrimination involves treating an applicant or employee/volunteer unfavorably **based on age**. It also means excluding **people over 40 from participation in, denying the benefits of,** or subjecting to discrimination under any program or activity receiving Federal financial assistance.

Additional types of Discrimination

(these are not federally protected classes for the TEFAP program, but a complaint can still be filed).

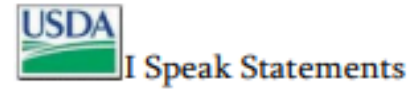
Religious Discrimination

- Religious discrimination involves **treating an applicant or employee/volunteer unfavorably because of his or her religious beliefs.** The law protects not only people who belong to traditional, organized religions, such as Buddhism, Christianity, Hinduism, Islam, and Judaism, but **also others who have sincerely held religious, ethical or moral beliefs.**
- Religious discrimination can also involve treating someone differently because that **person is married to** (or associated with) an individual of a particular religion.
- [Religious Discrimination | U.S. Equal Employment Opportunity Commission \(eoc.gov\)](https://www.eeoc.gov/religious-discrimination)

Limited English Proficiency (LEP)

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

Additional Types of Discrimination



Resources for LEP Neighbors:
You must take reasonable steps to provide program information, materials and services to persons with LEP.

The "I Speak" resource document is available to help identify the primary language of non-English speakers.

<https://www.fns.usda.gov/civil-rights/ispeak>

Please check the USDA FNS website for additional resources in multiple languages
www.fns.usda.gov/tefap

The **IDHS help line** can connect your client with an interpreter and offer other types of assistance in English and Spanish: (800) 843-6154

<input type="checkbox"/> Unë flas shqip (Albanian)	<input type="checkbox"/> Ἰ σπώ Κιào Win. (Kru)
<input type="checkbox"/> አማርኛ እናገራለሁ (Amharic)	<input type="checkbox"/> ຂ້າພະເຈົ້າເວົ້າ ພາສາລາວ. (Lao)
<input type="checkbox"/> أنا أتكلم اللغة العربية. (Arabic)	<input type="checkbox"/> Yie gorngv Mienh waac. (Mien)
<input type="checkbox"/> Eu jununuf inf հայերեն (Armenian)	<input type="checkbox"/> म नेपाली बोल्छु (Nepali)
<input type="checkbox"/> আমি বাংলা জানি। (Bengali)	<input type="checkbox"/> Mówię po polsku. (Polish)
<input type="checkbox"/> Ja govorim bosanski jezik (Bosnian)	<input type="checkbox"/> Eu falo Portugês. (Portuguese)
<input type="checkbox"/> ကျွန်ုပ်တို့ပြောသောစကားပြောသည်။ (Burmese)	<input type="checkbox"/> ਦਿ ਸਪੇਆਵ ਪੰਜਾਬੀ (Punjabi)
<input type="checkbox"/> 我说中文 (Chinese Simplified)	<input type="checkbox"/> Cunosc limba Română. (Romanian)
<input type="checkbox"/> 我說中文 (Chinese Traditional)	<input type="checkbox"/> Я говорю по-русски. (Russian)
<input type="checkbox"/> Ja govorim hrvatski. (Croatian)	<input type="checkbox"/> Ou te tautala faa Samoa. (Samoan)
<input type="checkbox"/> اینجانب به زبان فارسی صحبت می کنم (Farsi)	<input type="checkbox"/> Govorim srpski. (Serbian)
<input type="checkbox"/> Je parle français. (French)	<input type="checkbox"/> Waxaan ku hadlaa Somali. (Somali)
<input type="checkbox"/> Je parle le Français haïtien (French Creole)	<input type="checkbox"/> Yo hablo español. (Spanish)
<input type="checkbox"/> Μιλώ ελληνικά. (Greek)	<input type="checkbox"/> أحدث السودانية (لغوي سوداني) (Sudanese)
<input type="checkbox"/> હું ગુજરાતી બોલું છું (Gujarati)	<input type="checkbox"/> Marunong po akong magsalita ng Tagalog. (Tagalog)
<input type="checkbox"/> Mwen pale Kreyòl. (Haitian Creole)	<input type="checkbox"/> ฉันพูดภาษาไทย(Thai)
<input type="checkbox"/> म हिंदी बोलता हूँ (Hindi)	<input type="checkbox"/> እነ ትግርኛ ይዘረብ እዩ. (Tigrinya)
<input type="checkbox"/> Kuv hais lus hmoob. (Hmong)	<input type="checkbox"/> Я розмовляю українською. (Ukrainian)
<input type="checkbox"/> Ana m a sụ Igbo (Igbo)	<input type="checkbox"/> میں اردو بولتا/ بولتی ہوں۔ (Urdu)
<input type="checkbox"/> Parlo Italiano (Italian)	<input type="checkbox"/> Tôi nói tiếng Việt. (Vietnamese)
<input type="checkbox"/> 私は 日本語 を話します (Japanese)	<input type="checkbox"/> Ἰ α ἱ ψ ἱ ἰ ἱ (Yiddish)
<input type="checkbox"/> Mi chat Jamiékan langwjj (Jamaican Creole)	<input type="checkbox"/> Mo gbọ Yoruba (Yoruba)
<input type="checkbox"/> ខ្ញុំនិយាយភាសាខ្មែរ (Khmer)	
<input type="checkbox"/> 본인의 모국어는 한국어 입니다 (Korean)	
<input type="checkbox"/> نه ز زماني گوردی ده ناخفم. (Kurdish)	

Examples of Discriminatory Acts

Discriminatory Acts

- Serving a non-minority before a minority who had arrived first. Or, crossing the street, going on break, or clutching personal belongings when in the presence of a minority.
- **Saying epithets or discriminatory phrases based on stereotypes of protected classes such as:** Oriental, Colored, the N-word, or Thug, or referencing gang involvement. Suggesting that someone is a welfare-queen or Indian giver. Saying: “That’s so gay.” “She welshed on the bet.” “You people ...” “We got gypped.” “That’s so ghetto.” Also, imitating accents or dialects is offensive and unallowable behavior.
- **Making malicious jokes about racial stereotypes** and saying that, “It’s all in good fun” or “it was just a joke”.
- **Assumption of someone’s abilities or lack thereof due to their race** or national origin. “You’re good with IT and computers, right? Can you help me with my logon?”

Civil Rights Scenarios

1. Reflect on this scenario. What could Moana have done differently to avoid the risk of violating the Black neighbors' civil rights? If you have witnessed a similar event, what was the outcome?

- A group of native Pacific Islanders moved to the Austin neighborhood in Chicago (which is 75% African American) from Hawaii after the Lahaina fires destroyed their homes.
- Moana arrived from Hawaii last year and was excited that there was an influx of people from her Hawaiian community that resettled near her home. She decided to give back by volunteering at the Austin pantry where she befriended Daisy, a fellow Pacific Islander.
- One day, while Moana was volunteering, Daisy had just dropped her kids off to school and was running late to pick up her food box because of traffic. Moana put a food box aside for Daisy and told the Black neighbors in line that the food pantry was out of boxes.
- Once Daisy arrives, Moana serves Daisy in front of the neighbors who did not receive food.

2. Reflect on this scenario. How can this be addressed?

- The city of Chicago has an influx of new arrivals residing in shelters from Venezuela. The shelter is in a predominantly Asian community. The Asian neighbors and volunteers are upset that they must share food with the new arrivals.
- The volunteers refuse to serve the Venezuelans saying, "You already receive prepared food from the city!"

3. Have you seen this occur at a TEFAP site? How could this have been handled differently? What resources can be used to better serve this neighbor?

- A neighbor tries to speak with a volunteer at a food pantry in a language other than English, but the volunteer cannot understand her. The volunteer apologizes in English and says, "We do not have anyone available who speaks your language".
- The neighbor leaves without being served.

4. Have you seen this type of violation occurring at the TEFAP sites? How could have this been handled better?

- Ms. Poppy shops at the food pantry monthly to help supplement food at her family's household. She has four children and takes care of her two aging parents.
- The staff and Ms. Poppy have good rapport because she has been a regular shopper for the last five years. When she arrives at the food pantry, the staff greets her and asks "Ms. Poppy, are you pregnant AGAIN?"

**5. Have you seen this type of violation occurring at TEFAP sites?
What steps should be taken in this situation?
How can this person be accommodated?
If accommodations are not made, then is this a Civil Rights violation?**

- A neighbor in a wheelchair complains that the site where he was told to pick up his food package is not accessible because it does not have a wheelchair ramp.

6. Have you seen this type of violation occurring at TEFAP sites? Have you been in this situation before? How could this have been handled differently?

- Mr. Larry travels to the food pantry monthly and slowly pushes his cart. It takes him tremendous effort to get from his house to the pantry and return home.
- The volunteer sees Mr. Larry struggling during his shopping visit, and says to him, "You **HAVE** to get a proxy!"

7. Have you seen this type of violation occurring at TEFAP sites? Is this an allowable act? What can you do to resolve this issue?

- A neighbor complains that the church where she picks up her food requires her to participate in a prayer service before taking her food home.
- Per 7 CFR Part 16.4:
 - Organizations may not engage in explicitly religious activities as part of TEFAP or CSFP. This includes activities that involve overt religious content, such as worship, religious instruction, or proselytization.
 - If there is an explicitly religious activity that takes place at the distribution site, it must be separate in time or location from the provision of TEFAP or CSFP services.

8. Have you seen this type of violation occurring at TEFAP sites? Is this an allowable act? What can you do to resolve this issue?

- Jane, a volunteer at a local pantry, is running low on TEFAP foods. There are only a few people left in line, but she realizes that she will not have enough to provide to the elderly lady at the end of the line.
- Ahead of the elderly lady, two well-dressed men wearing nice watches and clothes are talking and laughing. Jane decides to set aside a box for the elderly lady and tells the men in front of her that the pantry has run out of food.
- She waves to the elderly lady to alert her that she has a box for her after the men have left.

Customer Service and Conflict Resolution

What are some effective ways to provide good customer service and resolve conflicts?

Customer Service: Making a Difference

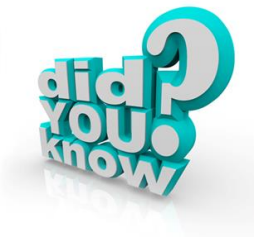
- Treat all persons with dignity and respect
- Answer questions in a voice that is non-threatening
- Find and use tools and techniques to improve customer service
- Recognize that participants have varied needs and (sometimes) few resources
- Notice when a person feels they have been treated in a unacceptable manner
- Develop good listening skills
- Look at things from others' perspectives
- Learn to deal with a dissatisfied customer
- Improve customer satisfaction
- Ask yourself, "Am I treating this person in the same manner as I treat others?"

Conflict Resolution: Key Points

- Typically, customers who are behaving in a difficult manner usually have not had their expectations met or do not fully understand the role of the worker.
- Often, the customer is focused on getting immediate assistance with solving a problem and does not feel the worker is helping.
- Generally, people do not want to be difficult or argumentative with a caring individual. The customer may not be aware of how their negative behavior is affecting others.

Conflict Resolution: Communication components to defuse a difficult situation...

- Words
- Tone of Voice
- Body Language
- A combination of these components when having face-to-face interactions with our customers.
- Each component “says” something to our customer.



More than 93% of all communication is nonverbal.

More on this: <https://www.psychologytoday.com/us/blog/surprise/202003/the-body-language-myth>

Conflict Resolution: Tips for working with people during difficult situations:

- Remain calm.
- State that you want to help and ask how you can be of assistance.
- Using information provided, determine what the issue is.
- Take time to try to understand the person's point of view. Listen for details about the concern, situation, or request. Repeat the concern or request to make sure you understand the person's expectations
- When appropriate, apologize for the situation.
- Offer solutions. Take responsibility for finding a solution, or for putting a solution into action.
- Don't take the situation personally.
- Follow up. Personally make sure that the customer has been satisfied; and provide feedback.

Conflict Resolution Tips

- If you have tried to assist the person by providing the best customer service you can, and the person remains argumentative or outright abusive, then do not allow yourself to be abused, and do not argue back.
- Keep your own sense of self-confidence but remain helpful.
- Anytime you feel that someone is truly physically threatening, get away from the person and call the Police

Six Areas of Civil Rights Compliance



Six Areas of Civil Rights Compliance

- Public Notification
- Data Collection
- Annual Training
- Compliance Reviews
- How to recognize and handle Civil Rights Complaints
- Assurances

Public Notification

- All FNS assistance programs must include a public notification system to inform applicants, participants, and potentially-eligible persons of:
 - Program Availability
 - Program Rights and Responsibilities
 - The Policy of Nondiscrimination
 - The Procedure for Filing a Complaint

Elements of Public Notification

State agencies and their subrecipients must:

- Make **program information available** to the public upon request
- Prominently display the **“And Justice for All”** poster
- Inform **potentially eligible persons**, applicants, participants and grassroots organizations of programs or changes in programs
- Convey the **message of equal opportunity in all photos** and other graphics that are used to provide program or program-related information
- Notify persons with disabilities about the **availability of reasonable modifications and auxiliary aids and services.**
- Notify persons with LEP of their **right to free language assistance** services.



“ And Justice for All” Poster

The poster is **part of the public notification process and provides participant rights and responsibilities** as well as information on filing a Civil Rights complaint.

The poster must be displayed in a prominent location at the point of service and visible to all program volunteers and participants.
AD-475A

USDA
United States Department of Agriculture

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.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, and 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.ascr.usda.gov/sites/default/files/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:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

fax:
(833) 256-1665 or (202) 690-7442;

email:
program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; o'

fax:
(833) 256-1665 o' (202) 690-7442;

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

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/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.

Nondiscrimination Statement (*Spanish*)

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta entidad está prohibida de discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación sexual), discapacidad, edad, o represalia o retorsión por actividades previas de derechos civiles.

La información sobre el programa puede estar disponible en otros idiomas que no sean el inglés. Las personas con discapacidades que requieren medios alternos de comunicación para obtener la información del programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas americano (ASL), etc.) deben comunicarse con la agencia local o estatal responsable de administrar el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comuníquese con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe llenar un formulario AD-3027, formulario de queja por discriminación en el programa del USDA, el cual puede obtenerse en línea en:

<https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, de cualquier oficina de USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida a USDA. La carta debe contener el nombre del demandante, la dirección, el número de teléfono y una descripción escrita de la acción discriminatoria alegada con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y fecha de una presunta violación de derechos civiles. El formulario AD-3027 completado o la carta debe presentarse a USDA por:

- (1) correo: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (833) 256-1665 o (202) 690-7442; o
- (3) correo electrónico: program.intake@usda.gov.

Nondiscrimination Statement (Short Version)

- **This institution is an equal opportunity provider**
- **Esta institución es un proveedor que ofrece igualdad de oportunidades. (Spanish)**
- *Can be used in special circumstances only
(Ask your state TEFAP representative for more information about this).
- Translations available here:
 - [Nondiscrimination Statement | Food and Nutrition Service \(usda.gov\)](#)

The non-discrimination statement must be printed on all public material in accordance with the federal civil rights law and the USDA civil rights regulations and policies.

At a minimum, the full Nondiscrimination Statement must be on:

- Application form(s)
- Notification of eligibility or ineligibility
- Notification of adverse action
- Program (Home) webpage (or a link to it)
- Public information, including program literature

Data Collection:

TEFAP is exempt from race and ethnic origin data collection, per [FNS Instruction 113-1 Appendix C, Section D, DATA COLLECTION AND REPORTING](#)

FNS INSTRUCTION 113-1
APPENDIX C

FOOD DISTRIBUTION

- The Emergency Food Assistance Program (TEFAP)
- Food Distribution Program on Indian Reservations (FDPIR)
- Commodity Supplemental Food Program (CSFP)
- Nutrition Assistance to Pacific Islands
- Food Assistance in Disasters and Situations of Distress

D DATA COLLECTION AND REPORTING (Section VI)

State agencies and local agencies or other subrecipients that operate FDPIR and CSFP must collect and maintain racial or ethnic data as specified below. The other commodity programs listed under this Appendix are exempt from this requirement.

Annual Training:

State agencies are responsible for training local agencies on an annual basis.

- Includes “frontline staff” and those who supervise frontline staff
- New employees must receive Civil Rights training before participating in Program activities.
- Volunteers (if any) must also receive training appropriate for their roles and responsibilities.

Compliance Reviews:

- Examine the activities of State agencies, subrecipients and local sites to determine Civil Rights compliance.
 - FNS Civil Rights and Program staff review State agencies.
 - FNS staff and State agencies review local agencies.
 - Local agencies review their subrecipients.
 - Assess all Civil Rights compliance areas.

(Reference: Compliance review as per FNS Instruction 113-1 and program-specific regulations and policies).

How to File a Program Discrimination Complaint

- To file a program discrimination complaint, use the IDHS forms available on-line: [IDHS: Forms \(state.il.us\)](https://www.idhs.state.il.us).
- Search 4530 to get a list of our forms.
- Submit your completed form or letter to DHS.IEFP@illinois.gov

Search Forms

1. by Name/Number - in the "Form" field enter all or part of the form name or number.
2. by Division - choose the desired division from the "Division" field.
3. [Search Forms Help](#)
4. if 'CONVERT TO DOCUSIGN' is listed next to a form, this means the form can be processed through DocuSign. To use DocuSign please visit [DocuSign Forms](#).

Important! Please use *Adobe Acrobat or Reader* to open PDF forms. See [How to Open PDF Forms](#).

Form:

Division:

Language:

Results

- [IL444-4530 - THE EMERGENCY FOOD ASSISTANCE PROGRAM - CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM.\(pdf\)](#) - (R-08-17)
- [IL444-4530 A - THE EMERGENCY FOOD ASSISTANCE PROGRAM - CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM.\(ARABIC\).\(pdf\)](#) - (R-08-17)
- [IL444-4530 C - THE EMERGENCY FOOD ASSISTANCE PROGRAM - CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM.\(CHINESE\).\(pdf\)](#) - (R-08-17)
- [IL444-4530 P - THE EMERGENCY FOOD ASSISTANCE PROGRAM - CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM.\(POLISH\).\(pdf\)](#) - (R-08-17)
- [IL444-4530 R - THE EMERGENCY FOOD ASSISTANCE PROGRAM - CIVIL RIGHTS AND DISCRIMINATION COMPLAINT FORM.\(RUSSIAN\).\(pdf\)](#) - (R-08-17)
- [IL444-4530 S - EL PROGRAMA DE ASISTENCIA ALIMENTARIA DE EMERGENCIA - FORMULARIO PARA QUEJAS POR DISCRIMINACIÓN Y DERECHOS CIVILES.\(pdf\)](#) - (R-08-17)

Be prepared. When you are being reviewed, the following questions will be asked:

- Is the USDA Non-Discrimination poster displayed in a high traffic area? (And Justice for All poster)
- Is the Non-Discrimination statement included on all printed materials such as applications, pamphlets, forms, or any other program materials including websites?
- Are accommodations made to assist non-English speaking individuals? If yes, what methods are used?

If there are civil rights findings:

- Steps must be taken immediately to obtain compliance.

Note: A finding's effective date is the date that you were notified of the finding and we (the State and you) must notify FNS in writing if there are any *significant findings*.