USDA CIVIL RIGHTS TRAINING
<table>
<thead>
<tr>
<th>Equitable Treatment</th>
<th>Rights and Responsibilities</th>
<th>Elimination of Illegal Barriers</th>
<th>Customer Service</th>
</tr>
</thead>
</table>
Protected Bases

Accepted Nationally
- Race
- Color
- Age
- National Origin
- Disability
- Sex (including pregnancy)
- Gender Identity
- Religion
- Retaliation
- Genetic Information

Accepted in Oregon
- Marital Status
- Familial or Parental Status
- Sexual Orientation
- Income
- Political Beliefs

Other Considerations
- Immigration Status
- Ethnicity
- Education
- Geographical Location
- Poverty
- Ability to Care for Oneself
Types of Discrimination

Differential Treatment

Disparate Impact

Reprisal or Retaliation
Differential Treatment

Refusing Service

Different eligibility for certain applicants
Disparate Impact

Discrimination that is not intentional, but has that effect

A rule that impacts a protected class disproportionately
## Reprisal or Retaliation

<table>
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<tr>
<th>Negative treatment of someone because of a complaint</th>
<th>Denial of service, harassment, intimidation, etc.</th>
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- Negative treatment of someone because of a complaint
- Denial of service, harassment, intimidation, etc.
Special Needs Clients and Reasonable Accommodations
Alterabilities

Sight

Hearing

Walking

Breathing

Cognitive

Caring for Oneself
# Civil Rights Compliance Requirements

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Annual Training</td>
</tr>
<tr>
<td>Public Notification</td>
</tr>
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</tr>
<tr>
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</tr>
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Annual Training
Requirements

- Annual Training
- Public Notification
- Limited English Proficiency Plan
- Filing Complaints
Public Notification

Inform FOOD for Lane County and the public of temporary or permanent changes in programs

Provide alternative formats for persons with disabilities or with Limited English Proficiency

Post Justice for All poster where clients can see it

Include Non-Discrimination Statement on all websites and publications
Non-Discrimination Statement

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.

This institution is an equal opportunity provider.
Non-Discrimination Statement

“This institution is an equal opportunity provider”
### Requirements

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Lane County’s primary languages in the home

A strategy to identify persons who need language assistance

Provide meaningful assistance to those with Limited English Proficiency

English only 91%
Spanish 5%
Asian & Pacific Islander 2%
Indo-European 1%
Other 1%
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Types of Complaints

- Customer Service
- Civil Rights
Handling Civil Rights Complaints

**Address the complaint**
- Be patient, listen, and breathe
- Be understanding
- Explain the program rules

**Assist with a complaint form**
- Get client contact info
- Clearly explain who, what, when, and why
- You must fill out the complaint form if they refuse

**Assist in resolution**
- Notify FOOD for Lane County and the Department of Human Services
- Identify ways to prevent discrimination or perceived discrimination from happening again

Be patient, be understanding, and be understanding. Clearly explain who, what, when, and why.
For your consideration...

• Be aware of one’s own biases
  – Challenge your generalizations about people
  – Use non-judgmental questions
• Don’t assume everyone is like you, or like each other
• Treating each individual fairly in order to provide an equitable outcome as all others
• Be consistent and predictable
Being trauma-informed...

• Practice looking at reactions or behavior through a “trauma-informed” lens
  • Think “What happened to this person?” instead of “What’s wrong with this person?”
  • How might this behavior or way of navigating the world helped this person survive in the past?
• Help people feel safe; value privacy
• Provide choices; work collaboratively to find solutions; value and incorporate client feedback
• Be consistent and predictable; validate people’s experiences
For self-reflection:

Am I able to provide an equitable outcome for each person?

Have I checked my personal assumptions about individuals or groups of people?

Has my agency created a trustworthy, trauma-informed environment for all clients?
Thank you