

A low-angle, close-up photograph of the Statue of Liberty's head and crown against a clear blue sky. The statue's face is in profile, looking upwards and to the right. The crown's spikes are visible behind her head. The right arm is raised, holding the torch, though the torch itself is not fully visible.

Civil Rights

in the

Child Care Food Program (CCFP)

The Statue of Liberty is shown from the waist up, holding the torch aloft in her right hand. She is wearing her iconic crown with seven spikes. The background is a clear blue sky.

Why is Civil Rights important?

Ensures equal access to the
Child Care Food Program

A faded, light blue image of the Statue of Liberty is positioned on the left side of the slide, extending from the bottom to the top. The statue is shown from the waist up, holding the torch aloft in its right hand. The background of the slide is a solid dark blue.

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

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- A large, faint image of the Statue of Liberty is visible on the left side of the slide, extending from the bottom left towards the top left.
- Race
 - Color
 - National Origin
 - Age
 - Sex
 - Disability

A faint, light blue background image of the Statue of Liberty, showing the torch and the crown.

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.

Display in a prominent place the
“And Justice For All” poster
 (Does not pertain to day care home providers)
 Request Posters from our Tallahassee
 office by calling 850.245.4323



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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.

A faint, light blue background image of the Statue of Liberty, showing her head, crown, and raised torch arm.

Public Notification System

Nondiscrimination Statement

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

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

The image shows the torch of the Statue of Liberty, held high against a blue sky. The torch is the central focus on the left side of the slide, with its flame visible at the top.

Public Notification System

Nondiscrimination Statement

Full Nondiscrimination Statement (Updated 05/2022):

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, 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, audiotope, 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: [USDA Program Discrimination Complaint Form](#), 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:

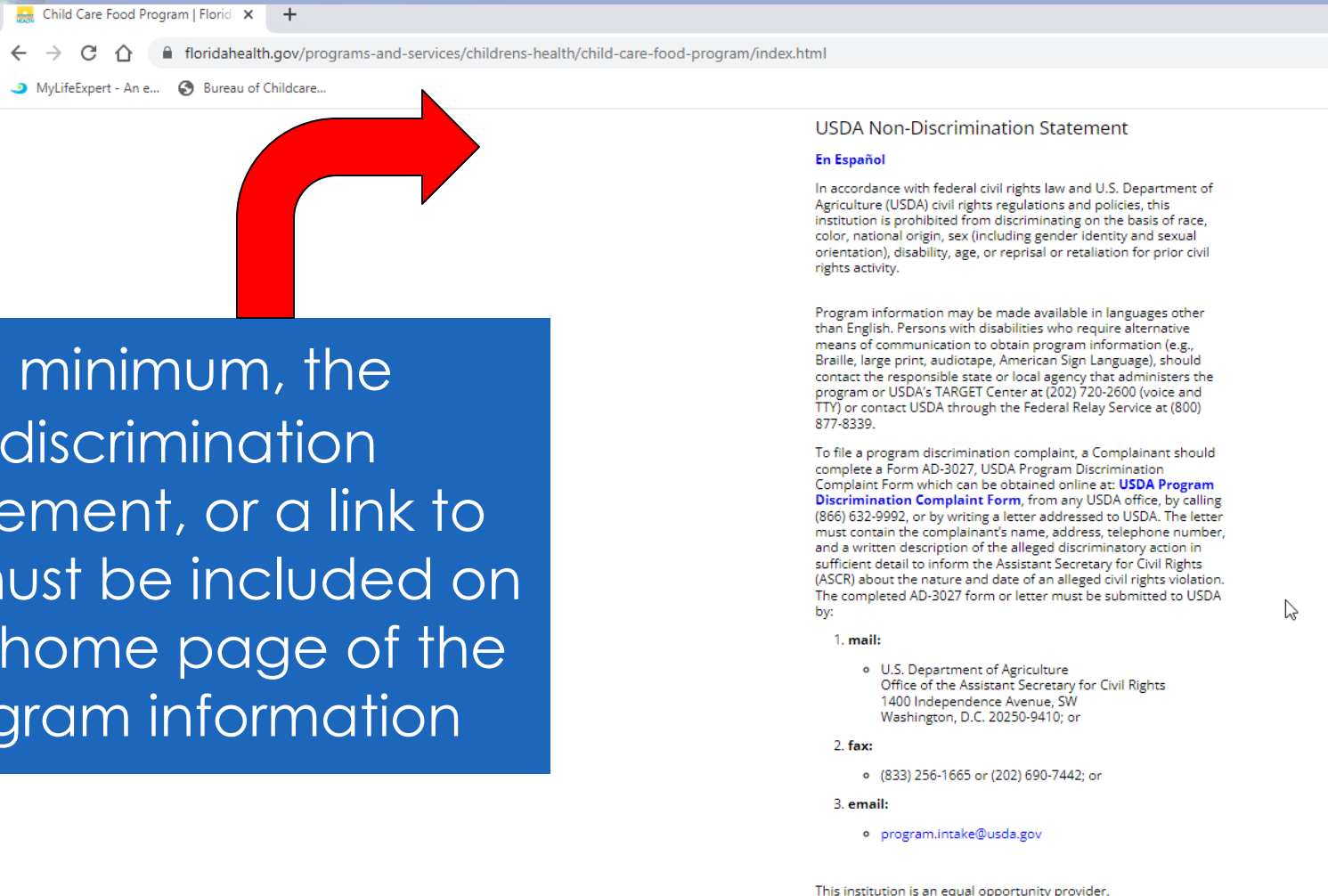
1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.

Public Notification System

Nondiscrimination Statement

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



The screenshot shows a web browser window with the address bar displaying floridahealth.gov/programs-and-services/childrens-health/child-care-food-program/index.html. The page content includes a section titled "USDA Non-Discrimination Statement" with a link for "En Español". Below this, there is a paragraph explaining the institution's prohibition on discrimination based on race, color, national origin, sex, disability, age, or reprisal or retaliation. Further down, it states that program information may be made available in languages other than English and provides contact information for the USDA's TARGET Center. A red arrow points from the text on the left to the "USDA Non-Discrimination Statement" section on the right.

USDA Non-Discrimination Statement

[En Español](#)

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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



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:

- Can be 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

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Handling Complaints

A complaint can be made to any CCFP staff

All civil rights complaints must be forwarded by CCFP staff to the appropriate Regional or FNS Office of Civil Rights Director

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

A faint, light blue background image of the Statue of Liberty, showing the torch and the crown.

Handling Complaints

The USDA Program Discrimination Complaint Form can be found next to this presentation on the CCFP website, or at:

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

A faint, light blue background image of the Statue of Liberty is visible on the left side of the slide. The statue's torch is at the top left, and its crown and face are visible below it. The background is a solid dark blue.

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

A faint, light blue background image of the Statue of Liberty, showing its head, crown, and raised torch arm.

Data Collection and Reporting

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

Data must be provided to the state agency upon request.

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

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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.

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

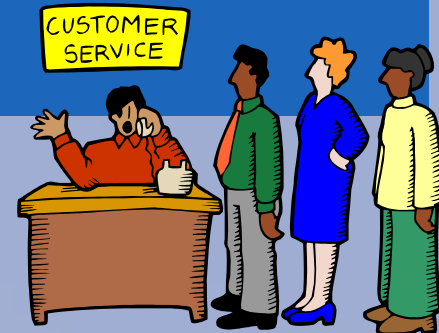
Ensures a level playing field for the participation of faith-based organizations and other community-based organizations (FB/CBO) in USDA programs

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>



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

8/5/2016

Once you have completed the training, print and complete the Professional Standards Training Roster and provide a copy to your after-school care manager for their records.

A faint, light blue background image of the Statue of Liberty, showing the torch and the upper part of the statue's body.

Thank You!

Florida Department of Health
Bureau of Child Care Food Programs
4052 Bald Cypress Way, Bin #A-17
Tallahassee, FL 32399-1727
Contact Us: 850-245-4323