



CACFP Civil Rights Requirements

Performance Standard

CACFP Center Manual Chapter 11

Policy

Community Action Organization is required to ensure that the benefits of the Child and Adult Care Food Program (CACFP) are made available to all eligible participants, and that meals are served in a way that allows equal participation regardless of race, color, national origin, age, sex (including sexual orientation and gender identity), or disability.

When individuals or a group of individuals in a protected class (race, color, national origin, age, sex (including sexual orientation and gender identity), or disability) complain they have been discriminated against, it is Community Action Organization's responsibility to assist the complainants to report the alleged incident(s), investigate the incident in a fair and impartial manner, and to work with the Oregon Department of Education Child Nutrition Programs (ODE CNP) and/or the USDA to resolve the complaint.

Discrimination is when an individual or a group of individuals are:

- Denied a benefit or service that others receive
- Delayed receiving a benefit or service that others receive, or
- Treated differently than others.

Any person who believes they have been discriminated against based on race, color, national origin, sex (including sexual orientation and gender identity), age, or disability has a right to file a complaint within 180 days of the alleged discriminatory action. Complainants may choose to directly contact USDA with their complaint, they may notify ODE CNP or they may notify Community Action Organization of their complaint.

How to Recognize a Civil rights Complaint

If a person says their civil rights are being affected the complaint must be treated as a civil rights complaint. Other legitimate complaints may only be voiced or observed as being unequal treatment.

Potential issues for a civil rights complaint may start with a phone call, letter, email, fax or any form of communication where someone feels they or someone they know has received unequal treatment in the operation of the Child Nutrition Program, i.e. program administration, food service or employment.

Civil rights Binder

A civil rights binder will be kept on hand in every classroom and/or every Community Action Head Start center and should be referred to if a civil rights complaint is received.

The civil rights binder should contain the following, and will be updated by the CACFP Supervisor yearly or as needed:

1. Civil Rights Complaint Procedure
2. Civil Rights Complaint Log

Community Action Head Start Washington County, Oregon

3. Civil Rights Complaint Forms in English and in Spanish
4. Civil Rights Reference Material from the CACFP Center Manual Chapter 11
5. Civil Rights Policy and Procedure

Civil rights Training

All Head Start staff will be trained on the CACFP Civil rights requirements during annual pre-service. Any new staff will be trained within 90 days of hire. The CACFP Supervisor will be responsible for training all staff and maintaining training documentation as required per CACFP regulations.

Civil rights Complaint Procedure

1. The civil rights complaint is received either verbally or written and the alleged discriminatory action has occurred within the last 180 days.
2. Head Start staff will consult their civil rights binder section 1 for the civil rights Complaint Procedure.
3. Head Start staff will document the complaint in the complaint log, located in the classroom's civil rights binder. The log should include: the date the complaint was received, name of complainant (optional), date the complaint form was provided, and the date the complaint form was forwarded to ODE (as applicable).
 - a. The completed complaint log will be interoffice mailed to the CACFP Supervisor to be kept on file in the main CACFP office.
4. Head Start staff will provide the complainant with a civil rights complaint form, located in the classroom's civil rights binder. Forms in additional languages can be found on the ODE CNP website. If the complainant completes a civil rights complaint form, they can return the completed form to Head Start staff, mail the form to ODE CNP, or mail the form directly to USDA. The CACFP Supervisor will forward all discrimination complaints received to the Oregon Department of Education within three working days.

The civil rights complaint form should contain the following information:

- Name, address, telephone number of the complainant, if provided by complainant (complainants are not required to provide this information)
 - Specific location
 - The nature of the incident, action or method of administration that led the complainant to feel discriminated against
5. Head Start staff will notify the CACFP Supervisor and their respective supervisor about the civil rights complaint and will keep them updated as the situation progresses.

Non-Discrimination Statement

All Head Start classrooms and Community Action Head Start centers will display the non-discrimination poster, "And Justice For All", where parents, adult participants and the general public can see and read it. The non-discrimination statement must be included on any published materials whenever the CACFP or USDA is mentioned. Information that is directed to parents, employees, potential participants/ employees or other public groups and that mentions the CACFP or USDA meals must also include the non-discrimination statement. The CACFP Supervisor will be responsible for ensuring this requirement is met.

USDA Non-Discrimination Statement- Short Form

Any published material that is shorter than one page front and back should include the abbreviated non-discrimination statement:

"This institution is an equal opportunity provider."

**Community Action Head Start
Washington County, Oregon**

USDA Non-Discrimination Statement- Long Form

The paragraph below contains the official USDA non-discrimination statement for Oregon. Paragraphs must be included verbatim on any document where the long form is required:

“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, 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 [USDA Program Discrimination Complaint Form](#), USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.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.”