

## Civil Rights Coordinator Designation Form – TEFAP Nonprofit Partner

### **Nonprofit Partner Responsibilities**

Each state agency, local agency, or any other nonprofit partner must ensure that it performs certain duties to both prevent and resolve all complaints related to programs and civil rights. Each site must appoint a Civil Rights Coordinator to perform these duties. These duties include:



- Ensuring the Food Bank is made aware who the current, designated Civil Rights Coordinator is
- Providing mandatory civil rights training to all staff and volunteers annually
- Implementing procedures to determine and process civil rights complaints
- Implementing procedures to determine and process all other complaints
- Notifying the public, participants, and potential participants, upon request, of information about program requirements and the procedures for filing a complaint in English and/or in the appropriate language for persons with limited English proficiency
- Ensuring that the public, participants, and potential participants are notified that a complaint can be filed anonymously or by a third party
- Ensuring that participants with disabilities are not excluded from enjoying the benefits or services due to inaccessibility of facilities. Every part of a facility must be accessible to and usable by persons with disabilities
- Displaying And Justice For All posters in areas visible to program recipients, such as the food distribution area and food service area
- Ensuring that appropriate translation services (or translated documents) are available on site when a significant number of persons in the surrounding population have limited English proficiency
- When possible, recruit volunteers who can speak the language of the participants
- Establishing participation procedures that do not restrict enrollment of minority persons or persons with disabilities. This includes preventing staff from incorrectly denying applications of minority persons and persons with disabilities, and ultimately ensuring that minority persons and participants with disabilities have equal access to all programs
- Additionally, in order to meet federal civil rights requirements for the USDA, each Food Bank partner site is to maintain a complaint log and work with the appropriate Food Bank staff to resolve the complaint. A complaint log has been provided in the train-the-trainer binder. Try to be as detailed as possible when logging and reporting information about the complaint. This will help resolve the situation in a more efficient manner.

### Civil Rights Coordinator Designation

The below named person will perform all duties listed above for the nonprofit partner.

Nonprofit Partner Name: \_\_\_\_\_ Agency Ref #: EFAP-D \_\_\_\_\_

Name: \_\_\_\_\_ Title: Civil Rights Coordinator

E-mail: \_\_\_\_\_ Phone: \_\_\_\_\_