



CONNECTICUT STATE DEPARTMENT OF EDUCATION

# Civil Rights

*Your Responsibilities in the  
School Nutrition Programs*



August 2023

# Topics



- Civil Rights Overview
- Assurances
- Public Notification
- Data Collection
- Language Assistance
- Accommodations
- Customer Service
- Conflict Resolution
- Complaint Procedure
- Compliance Reviews/Resolution



# Civil Rights Legislation



Law	Addresses
■ Title VI – Civil Rights Act of 1964	Race, color and national origin
■ Civil Rights Restoration Act of 1987	Clarifies scope of Civil Rights Act of 1964
■ Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act (ADA) of 1990, and ADA Amendments Act of 2008	Disability
■ Title IX of the Education Amendments of 1972	Sex (including gender identity and sexual orientation)
■ Age Discrimination Act of 1975	Age



# Civil Rights Program Authorities



- **28 CFR Part 42: Nondiscrimination in Federally Assisted Programs**
- **U.S. Department of Agriculture (USDA) Food and Nutrition Service (FNS) Instruction 113-1 Appendix B**
- **Executive Order 13166: Addresses/improves access requirements for persons with Limited English Proficiency (LEP)**



# Civil Rights Program Authorities



- **USDA LEP Policy Guidance  
(79 Federal Register No. 229. Friday,  
November 28, 2014)**
- **7 CFR Part 16: “Equal Opportunity for  
Religious Organizations”**



# Civil Rights Program Authorities



- **USDA Regulation 4330-2: Prohibits discrimination in programs and activities receiving Federal financial assistance from USDA**
- **Bostock v. Clayton County, 140 S. Ct. 1731, 590 U.S.\_\_\_\_(2020)**



# USDA Civil Rights Policy



## FNS Instruction 113-1

- To establish and convey policy and provide guidance and direction to the USDA FNS and its recipients and customers and ensure compliance with and enforcement of the prohibition against discrimination in all FNS programs and activities whether federally funded or not

<https://www.fns.usda.gov/fns-instruction-113-1>



# USDA Civil Rights Policy



## FNS Instruction 113-1 applies to

- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- Special Milk Program (SMP)
- Fresh Fruit and Vegetable Program (FFVP)
- Afterschool Snack Program (ASP)
- Seamless Summer Option (SSO) of the NSLP

<https://www.fns.usda.gov/fns-instruction-113-1>



# Purpose of Civil Rights



- **Equal opportunity to participate in and access benefits and services**



# Civil Rights Overview



USDA protected classes	CSDE protected classes
<ul style="list-style-type: none"><li>■ Race</li><li>■ Color</li><li>■ National origin</li><li>■ Sex (including gender identity and sexual orientation)</li><li>■ Disability</li><li>■ Age</li><li>■ Reprisal or retaliation for prior civil rights activity</li></ul>	<p><b>All federal, plus</b></p> <ul style="list-style-type: none"><li>■ Religious creed</li><li>■ Ancestry</li><li>■ Marital status</li><li>■ Gender expression</li><li>■ Genetic information</li></ul>



# What is Discrimination



**The act of distinguishing one person or group of persons from others based on the protected bases**

- **Intentional, e.g., not accommodating a disabled child with a dietary need is verified by a recognized medical authority**
- **Neglect or omission**
- **Effect of actions or lack of actions, e.g., intentionally delaying approval of an eligibility application**



# Assurances



To qualify for federal financial assistance, all programs need a written assurance that the program or facility will be operated in compliance with the civil rights laws and implementing nondiscrimination regulations



# Assurances



- A civil rights assurance must be incorporated in all agreements between state and local agencies
  - Included in CSDE's Permanent Agreement for Child Nutrition Programs (CNP)
- FNS Instruction 113-1 Appendix B contains required language for NSLP, SMP, SBP, FFVP, and ASP



# Assurances



- Retailer and vendor agreements and contracts (including food service management company (FSMC) contracts) must also include an assurance of nondiscrimination
- **Example:** If school food authority (SFA) contracts with FSMC to provide food service to students, *SFA is responsible* for ensuring that FSMC complies with civil rights requirements



# Assurances



- Prescribed language must be included in all
  - contracts
  - Memoranda of Understanding (MOU)
  - Memoranda of Agreement (MOA)



# Assurances



- Assurance is binding on program application and its successors, transferees, and assignees as long as they receive assistance or retain possession of any assistance from the USDA



# Civil Rights Assurance Statement

## NSLP, SBP, SMP, FFVP, ASP



**"The program applicant hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. § 794), the Age Discrimination Act of 1975 (42 U.S.C. § 6101 et seq.); all provisions required by the implementing regulations of the Department of Agriculture; Department of Justice Enforcement Guidelines, 28 CFR Part SO.3 and 42; and FNS directives and guidelines, to the effect that, no person shall, on the grounds of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination under any program or activity for which the program applicant receives Federal financial assistance from FNS; and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement."**

**"By accepting this assurance, the Program applicant agrees to compile data, maintain records, and submit reports as required, to permit effective enforcement of nondiscrimination laws and permit authorized USDA personnel during hours of program operation to review such records, books, and accounts as needed to ascertain compliance with the nondiscrimination laws. If there are any violations of this assurance, the Department of Agriculture, FNS, shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Program applicant, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from USDA. The person or persons whose signatures appear below are authorized to sign this assurance on the behalf of the Program applicant."**

**FNS 113-1 Appendix B**

**<https://www.fns.usda.gov/fns-instruction-113-1>**



# Public Notification



**SFAs must notify the public of their participation in USDA school nutrition programs**

- **Program availability**
- **Program rights and responsibilities**
- **Policy of nondiscrimination**
- **Procedure for filing a complaint**



# Public Notification Methods



- **Inform community of program and details**
  - Internet, newspaper articles, radio and TV announcements, letters, bulletins, etc.
  - Eligibility, benefits, services, facility location, hours and delivery points
- **Provide appropriate information in alternative formats for person with disabilities and in the appropriate languages for LEP persons**



# Public Notification Methods



- Convey equal opportunity in photos and other graphics in program-related information
- Include the required nondiscrimination statement on all appropriate publications, websites, posters, and informational materials



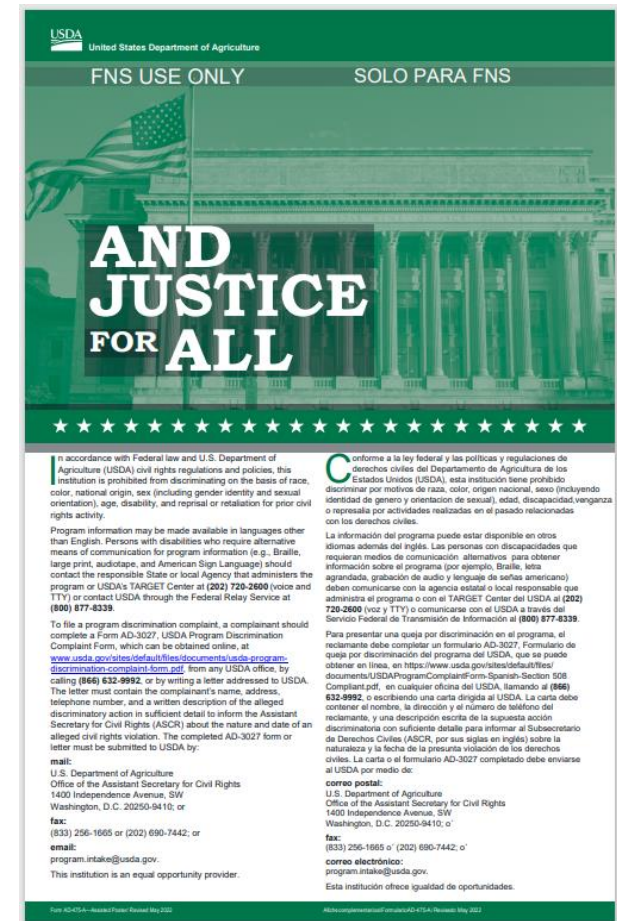
# “And Justice for All” (AJFA) Poster



## New Posters

All entities participating in Child Nutrition Programs must prominently display the USDA’s “*And Justice for All*” (AJFA) poster where participants and potential participants have access

<https://fns-prod.azureedge.net/sites/default/files/cr/Justice-poster-general.pdf>



# “And Justice for All” (AJFA) Poster



- Updated USDA AJFA posters are in production and will be distributed to all SFAs when available

- AJFA posters dated September 2019 can be displayed until new posters are received

USDA United States Department of Agriculture

FNS USE ONLY SOLO PARA FNS

**AND JUSTICE FOR ALL**

\*\*\*\*\*

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 (including gender identity and sexual orientation), age, disability, and 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 for program information (e.g., Braille, large print, audiotape, 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 [www.usda.gov/sites/default/files/documents/program-discrimination-complaint-form.pdf](https://www.usda.gov/sites/default/files/documents/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:

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; or

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 (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren 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.usda.gov/sites/default/files/documents/USDAProgramComplaintForm-Spanish-Section-508-Complaint.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; o

correo electrónico:  
program.intake@usda.gov.  
Esta institución ofrece igualdad de oportunidades.

Form AD-3027-Rev09/2019/Revised May 2021

Revised/Revisado/Revisado May 2021



# **“And Justice for All” (AJFA) Poster**



**For school year 2023-24**

- **The AJFA poster must be prominently displayed in all facilities and locations that distribute Program benefits or administer services**
- **If the 2019 AJFA posters are not available for display, paper copies may be substituted as necessary if SFA has not received new posters (issued 2019)**
- **Poster and translations available at:**

**<https://www.fns.usda.gov/cr/and-justice-all-posters-guidance-and-translations>**



# **“And Justice for All” (AJFA) Poster**



**For school year 2023-24**

- **Schools serving all meals in classroom can display posters in prominent locations throughout the school**
  - **bulletin board in the building entrance**
  - **school office**
  - **another area frequently visited by parents/guardians and children**
- **Schools may copy posters and put one in each classroom**



# USDA Nondiscrimination Statement



## U.S. Department of Agriculture (USDA): English

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:

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

This institution is an equal opportunity provider.



# Nondiscrimination Statement



- **The most current nondiscrimination statement (2022) must be on**
  - application forms
  - notification letters
  - state agency and SFA program webpages (English and Spanish)
  - information developed for public information



# Nondiscrimination Statement



- Short statement can be used *only in special circumstances* (e.g., menu, one-page flier)

*“This institution is an equal opportunity provider.”*



# Nondiscrimination Statement



## ■ Vital documents about sensitive topics require *full* statement, even if one page

- Example: CSDE's one-page sample parent/guardian notification letter for free and reduced-price meals has full USDA nondiscrimination statement on page 2

### Letter (page 1)

**Parent/Guardian Notification Letter for Free/Reduced-price Eligibility**  
School Year 2023-24  
*The District/School Letterhead*

I, \_\_\_\_\_  
Date: \_\_\_\_\_

Dear Parent/Guardian of: \_\_\_\_\_  
Name of child/en and school

Effective on this date, **insert date**, your application for free or reduced-price meals or free milk for your child has been:

☐ **APPROVED** for free (milk/school).  
☐ **APPROVED** for reduced-price meals or **insert price of reduced-price lunch** for lunch and **insert price of reduced-price breakfast** for breakfast.

**Note:** If approved for free or reduced-price meals, maintain this copy for your records. This may be used as proof of this eligibility for other programs.

☐ **DENIED** for the following reasons:

1. Your income is higher than the qualifying income guidelines. The price of a paid lunch is **insert price of paid lunch**.
2. We need more information. **Please supply:**
  - ☐ Proof from DHS of a Temporary Family Assistance (TFA) or Supplemental Nutrition Assistance Program (SNAP) Client ID Case Number. (Not a copy of the CONNECT card)
  - ☐ Income
  - ☐ Clarification on the frequency of income
  - ☐ The last four digits of your social security number or check the "No Social Security Number" box.
  - ☐ Total number in family/household
  - ☐ Names of all household members
  - ☐ Original signature
  - ☐ Other: \_\_\_\_\_

Please note that your eligibility determination for free or reduced-price meals is valid for the entire school year unless you are re-evaluated during the school year for verification and the verification determination does not support your current benefit level.

If you have been denied benefits and your income or household size changes, you may apply for free or reduced-price meals or free milk at any time during the school year.

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### Nondiscrimination Statement (page 2)

**Parent/Guardian Notification Letter for Free/Reduced-price Eligibility**

If you do not agree with the decision, you may discuss it with the school. You may appeal the decision by calling or writing **insert name and title of hearing official**, **insert address city, state, and zip code**, **insert telephone number**, **insert e-mail address**. An appeal must be filed within the 10 calendar days advance notice period to ensure continued benefits while awaiting a hearing and decision.

Signature of Determining Official: \_\_\_\_\_  
Date: \_\_\_\_\_

**Nondiscrimination Statement:** This explains what to do if you believe you have been treated unfairly.

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To file a program discrimination complaint, a Complaint 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:

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1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 696-7442; or
3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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Connecticut State Department of Education • June 2023 • Page 2 of 2  
Please consult a qualified education lawyer for Free and Reduced-price Meals and Free Milk or School Nutrition Programs

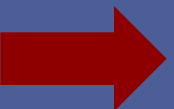
[https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/Forms/FreeRed/Parent\\_Letter\\_FAQ\\_Free\\_Reduced\\_Meals\\_NSLP\\_SBP.docx](https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/Forms/FreeRed/Parent_Letter_FAQ_Free_Reduced_Meals_NSLP_SBP.docx)



# Nondiscrimination Statement



- Webpages with information pertaining to Child Nutrition Programs must
  - include full statement **OR**
  - contain a direct link to full statement



### Overview

[Child Nutrition Programs](#) | [Program Guidance](#) | [Forms](#) | [Resources](#) | [Nutrition Education](#)

The U.S. Department of Agriculture (USDA) school nutrition programs are administered through the Connecticut State Department of Education (CSDE) in collaboration with the USDA Northeast Regional Office (NERO) in Boston. Eligible institutions enter into written agreements with the CSDE to operate local programs that provide for the nutritional needs of those in their care.

- Afterschool Snack Program (ASP)
- Food Distribution Program (FDP)
- Fresh Fruit and Vegetable Program (FFVP)
- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- Seamless Summer Option (SSO) of the NSLP
- Special Milk Program (SMP)

#### Quick Links

- [Community Eligibility Provision \(CEP\)](#)
- [Connecticut Online Application and Claiming System for Child Nutrition Programs \(CNP System\)](#)
- [County Assignments for School Nutrition Programs](#)
- [Direct Certification for School Nutrition Programs](#)
- [Eligibility for Free and Reduced-price Meals and Milk in School Nutrition Programs](#)
- [Operation of Child Nutrition Programs During Coronavirus \(COVID-19\) Outbreaks](#)

[Nondiscrimination Statements \(USDA and CSDE\)](#)

### Nondiscrimination Statements

[Overview](#) | [Laws/Regulations](#) | [Contact](#)

Provided by:  
Department of Education

#### Overview

[School Nutrition Programs](#) | [CACFP](#) | [SFSP](#)

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3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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# Nondiscrimination Statement



- Other language translations available on FNS Civil Rights webpage

<https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>

Amharic PDF   Word	Korean PDF   Word
Arabic PDF   Word	Laotian PDF   Word
Armenian PDF   Word	Polish PDF   Word
Chinese, Simplified PDF   Word	Portuguese PDF   Word
Chinese, Traditional PDF   Word	Russian PDF   Word
Creole PDF   Word	Serbo-Croatian PDF   Word
English PDF   Word	Somali PDF   Word
Farsi PDF   Word	Spanish PDF   Word
Hindi PDF   Word	Thai PDF   Word
Hmong PDF   Word	Urdu PDF   Word
Khmer PDF   Word	Vietnamese PDF   Word



# Collection and Use of Data



## Collection of Data

- **Develop a method for data collection on the racial/ethnic breakdown of potential participants (free and reduced applications or data collected by school officials)**
  - Sources include census or public school enrollment



# Collection and Use of Data



## Collection of Data

- Any data collected about beneficiaries must be kept secure and confidential
- Maintain all records
  - Current to 3 years prior



# Collection and Use of Data



## Use of Data

- To determine how effectively CNPs are reaching potentially eligible persons and beneficiaries
- Outreach efforts can be targeted
- Information is used for statistical purposes only and has no effect on eligibility criteria



# Collection and Use of Data



## Use of Data

- Verification of citizenship or immigration status should *never* give rise to discrimination



# Complaint Procedures



Civil Rights complaint procedures are outlined in FNS Instruction 113-1

- SFA must have a written formal procedure for receiving and processing complaints alleging discrimination within FNS programs (NSLP, SBP, SMP, FFVP, ASP)
- SFA ***must*** use CSDE-issued complaint procedure dated **February 2023**
  - The procedure as written cannot be edited

[https://portal.ct.gov/-/media/SDE/Nutrition/CivilRights/Civil\\_Rights\\_SNP\\_Complaint\\_Procedures.docx](https://portal.ct.gov/-/media/SDE/Nutrition/CivilRights/Civil_Rights_SNP_Complaint_Procedures.docx)



# Complaint Procedures



- SFA will provide complainant with information pertaining to filing a Program Discrimination Complaint as a USDA Customer
- Nondiscrimination statement provides instructions (English and Spanish)
- SFA will refer complainant to FNS Civil Rights website



# Complaint Procedures



- All civil rights complaints shall be accepted and forwarded to the USDA Office of the Assistant Secretary for Civil Rights (OASCR)
  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](mailto:program.intake@usda.gov)



# Complaint Procedures



- Individuals must file a complaint within 180 days from the act of discrimination
- Complaints may be written or verbal
- Never discourage groups or individuals from filing complaints or from voicing allegations of discrimination
- Notify CSDE that a complaint has been or may be filed



# Complaint Procedures



- **Maintain tracking log of complaints received and forwarded to OSCAR**
- **The procedures for receiving a complaint should not prevent a complaint from being accepted**
- **SFA will not attempt to resolve the complaint themselves**



# Verbal Complaints



- If complainant will not put the complaint in writing, SFA must do so
- Use USDA Discrimination Complaint Form to ensure you capture all required information
  - English

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>
  - Spanish

<https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>



# Language Assistance



- Limited English Proficiency (LEP) individuals
  - do not speak English as their primary language
  - have limited ability to read, speak, write, or understand English
- SFAs have a responsibility to take “*reasonable steps*” to ensure *meaningful access* to their programs and activities by a LEP person



# Language Assistance



- Must take **reasonable steps** to ensure meaningful access to the programs and activities
  - Providing documents in a variety of languages (translation)
  - Providing interpretation services to those that need help in completing applications
  - Providing verbal information for individuals who are unable to read the written information provided



# Language Assistance



- What constitutes “reasonable steps” depends on four factors
  1. Number or proportion of LEP persons eligible to be served or likely to be encountered within the area serviced by the recipient
  2. Frequency with which LEP individuals come in contact with the program
  3. Nature and importance of the program, activity, or service provided by the program
  4. Resources available and their costs



# Language Assistance



What is **meaningful access**?

Meaningful access is accomplished by providing reasonable, competent/qualified, accurate, and effective language services to individuals with LEP when accessing recipient programs and activities



# Language Assistance



- **USDA provides application forms in many foreign languages**

<https://www.fns.usda.gov/cn/translated-applications>

- **Foreign language teachers and community organizations may have resources to help with translations (written and verbal)**



# Language Assistance



- May use volunteers but make sure they are competent/qualified, understand interpreter ethics, and maintain participant confidentiality
  - Children *cannot* be used as interpreters



# Language Assistance



- SFAs must identify their district's predominant languages and provide documents or services to participants and their families in those languages
  - Free and reduced-price applications
  - Notification letters
  - Interpretive services for parent questions



# Language Assistance



## LEP Taglines

- A phrase in different languages that guides a person to where they can obtain language assistance services
- Top six languages spoken in Connecticut for school year 2019-20 (EdSight)
  1. Spanish
  2. Portuguese
  3. Arabic
  4. Creole-Haitian
  5. Mandarin
  6. Albanian



# Language Assistance



## LEP Taglines

### ■ Samples available

Sample Tagline Informing Individuals with Limited English Proficiency of Language Assistance Services	
English	ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).
Arabic	ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-xxx-xxx-xxxx (رقم هاتف الصم والبكم: 1-xxx-xxx-xxxx).
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx)。
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).
Creole	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).

[https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/Forms/FreeRed/Taglines\\_Providing\\_Meaningful\\_Access\\_CNPs.pdf](https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/Forms/FreeRed/Taglines_Providing_Meaningful_Access_CNPs.pdf)



# Language Assistance



## ■ District Website

- Does the website have the ability to provide information in another language?
- Would an LEP individual be able to find out how to access the webpage in another language?
- Work with your IT department to make the district website more accessible to LEP persons



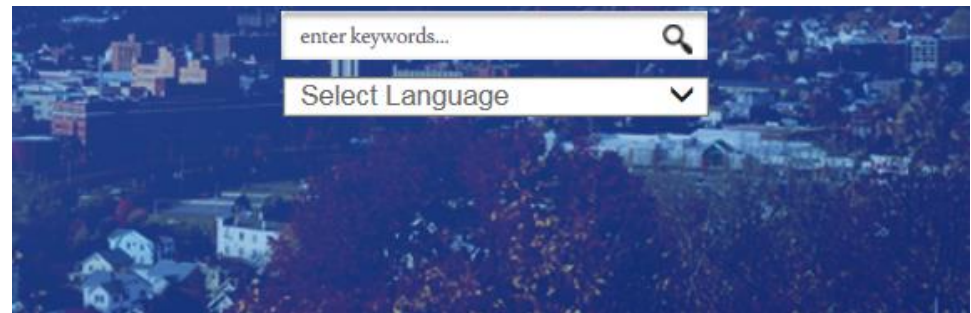
# Language Assistance



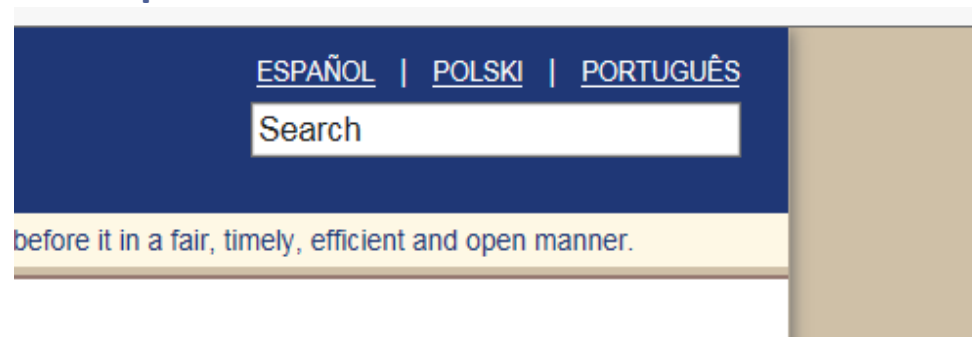
## Compare the two examples

If Spanish was your native language and you could not read English, which format would be the most helpful to indicate the website was available in other languages?

Example 1



Example 2



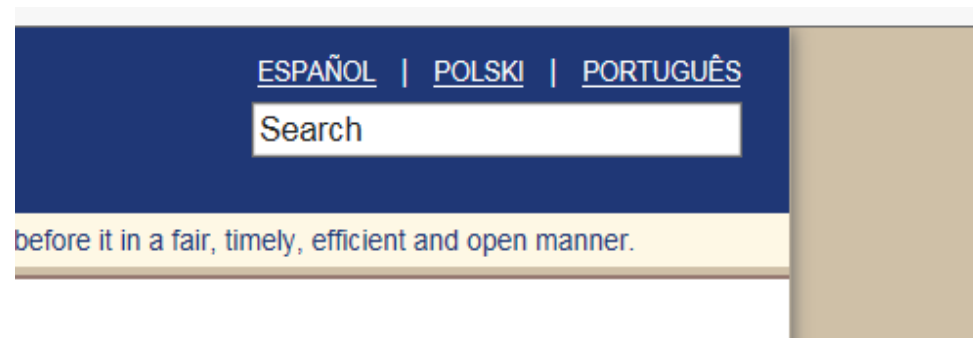
# Language Assistance



## Answer: Example 2

Example 2 shows the language options recognizable to a LEP individual

### Example 2



**Work with your district or school website designer to see if the website has the capability to offer language assistance in this way**



# Language Assistance



## CSDE English Learners Website

- English Learners and Bilingual Education Statues
- Connecticut English Language Proficiency (CELP) Standards
- English Learners Data Bulletin

<https://portal.ct.gov/SDE/English-Learners/English-Learners>



# Language Assistance



## ■ More information and resources available on the LEP Website



<https://www.lep.gov/>



# Disability Discrimination



- Sections 504 and 508 of the Rehabilitation Act of 1973 and 7CFR Part 15b, prohibit discrimination based on disability in programs or activities receiving Federal financial assistance
- The ADA, 28 CFR Part 35, Title II, Subtitle A, prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by State and local government
- These civil rights laws protect persons with disabilities if they are potential applicants or participants in any FNS funded programs



# Disability Discrimination



**“Person with a disability”** has a physical or mental impairment which substantially limits one or more major life activity, has a record of such an impairment, or is regarded as having and impairment

*Source: Section 504 of the Rehabilitation Act of 1973 and the American with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008 (P.L. 110-325)*



# Disability Discrimination



- It is imperative that SFA websites and online application systems are readily accessible to and useable by persons with visual impairments and other disabilities
- Programs must ensure physical accessibility for buildings and facilities, particularly to persons in wheelchairs and with mobility disabilities



# Disability Discrimination



- In some cases, different or special treatment may be necessary to ensure effective aids, benefits and services are reasonable



# Examples of Accommodations



- Access for persons in wheelchairs and other mobility limitations
- Access for those with limited vision
- Using American Sign Language (ASL) and interpreters
- Substitutions for children whose disability restricts their diet



# Special Diets Resources



## CSDE website: Accommodating Special Diets in School Nutrition Programs

- CSDE's Guide: *Accommodating Special Diets in School Nutrition Programs*
- Summary Chart (Overview of USDA Requirements)
- Medical Statement
- Guidance and Instructions for Medical Statement
- Allowable Milk Substitutes
- Additional Resources

<https://portal.ct.gov/SDE/Nutrition/Special-Diets-in-School-Nutrition-Programs>



# Special Diets Resources



- **CSDE Presentation: Requirements for Meal Modifications in School Nutrition Programs**

[https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/SpecDiet/Meal\\_Modifications\\_SNP\\_Presentation.pdf](https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/SpecDiet/Meal_Modifications_SNP_Presentation.pdf)

- **CSDE Presentation: Managing Food Allergies in the Cafeteria: The Role of School Food Service Managers and Staff**

[https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/SpecDiet/Managing\\_Food\\_Allergies\\_Cafeteria\\_SNP\\_Presentation.pdf](https://portal.ct.gov/-/media/SDE/Nutrition/NSLP/SpecDiet/Managing_Food_Allergies_Cafeteria_SNP_Presentation.pdf)



# Customer Service



- **Good customer service reduces chances of discrimination complaints**
  - Be courteous and thoughtful
  - Be patient and listen carefully
  - Treat all students equally (no seating arrangements, serving lines, services and facilities, or eating periods separated by protected class)



# Conflict Resolution



**This area must be covered in SFA's Civil Rights procedures**

- Include how SFA will process a complaint with the goal of providing a solution with assistance of state agency and USDA, as needed
- Refer to “FNS-113 Complaint Processing Procedures & Timelines” diagram for a summary of handling Civil Rights complaints and required timeframes

<https://www.fns.usda.gov/fns-instruction-113-1>



# Conflict Resolution



**If a situation has potential to become a civil rights complaint, it may be possible to deescalate with mediation or conflict resolution techniques**

- **Remain calm and ask about the situation**
- **Repeat the complaint back and make sure you understand the complaint**
- **Try to help those involved work out differences**
- **Get help if threats or violence is possible**



# Compliance



- **Pre-award compliance review**
- **Ongoing compliance is verified during Administrative Reviews**
  - **Pre-award and ongoing: SFA must inform CSDE of any complaints or litigation filed against SFA**
- **CSDE reports significant findings to USDA**
- **All findings require corrective action**
- **Follow-up visit may be needed to assure compliance**



# Required Training



- **USDA requires that all staff who work with program applicants or participants receive annual Civil Rights training**
- **All staff includes front line staff, supervisors, and determining, verifying, and hearing officials**
- **Training records are required**
  - **Agendas, sign-in sheets**



# Required Training Topics



- Data collection and use
- Effective public notification
- Complaint procedure
- Compliance review techniques
- Resolution of noncompliance
- Reasonable accommodation for disabilities
- Language assistance
- Conflict resolution
- Customer service



# Required Training



- This PowerPoint presentation is available on the CSDE's Civil Rights website for SFAs to provide staff training
- Training should be documented for each staff member as part of the Professional Standards training requirements

<https://portal.ct.gov/SDE/Nutrition/Civil-Rights-for-Child-Nutrition-Programs>



# CSDE Contacts



## CSDE School Nutrition Programs

County	Consultant
<ul style="list-style-type: none"><li>■ Fairfield County (includes Region 9)</li><li>■ Litchfield County (includes Regions 1, 6, 7, 12, and 14)</li></ul>	Fionnuala Brown <a href="mailto:fionnuala.brown@ct.gov">fionnuala.brown@ct.gov</a> 860-807-2129
<ul style="list-style-type: none"><li>■ Hartford County (includes Region 10)</li><li>■ Middlesex County (includes Regions 4, 13, and 17)</li></ul>	Teri Dandeneau <a href="mailto:teri.dandeneau@ct.gov">teri.dandeneau@ct.gov</a> 860-807-2079
<ul style="list-style-type: none"><li>■ New Haven County (includes Regions 5, 15, and 16)</li></ul>	Greg King 860-713-6804 <a href="mailto:greg.king@ct.gov">greg.king@ct.gov</a>
<ul style="list-style-type: none"><li>■ New London County</li><li>■ Tolland County (includes Regions 8 and 19)</li><li>■ Windham County (includes Region 11)</li></ul>	Susan Alston <a href="mailto:susan.alston@ct.gov">susan.alston@ct.gov</a> 860-807-2081

Connecticut State Department of Education  
Bureau of Child Nutrition Programs  
450 Columbus Boulevard, Suite 504, Hartford, CT 06103-1841



# Questions

