



Civil Rights

Your Responsibilities in the School Nutrition Programs

School Year 2026-27



Connecticut State Department of Education
Bureau of Child Nutrition Programs

July 2026

Disclaimer

- **The language in this PowerPoint addresses compliance with the U.S. Department of Agriculture (USDA) civil rights requirements and should not be modified**

Topics

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



Civil Rights Overview

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 Requirements

- **28 CFR Part 42:
Nondiscrimination in
Federally Assisted Programs**
- **U.S. Department of
Agriculture (USDA)**
- **Executive Order 13166:
Addresses/improves
access requirements for
persons with Limited
English Proficiency (LEP)**

Civil Rights Program Requirements, continued

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

Civil Rights Program Requirements Apply 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://portal.ct.gov/sde/nutrition/school-nutrition-programs>

Purpose of Civil Rights

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



Civil Rights Goals

- **Eliminate barriers that prevent or deter people from receiving benefits of a government sponsored/funded program**
- **Provide equal treatment in the delivery of programs and services to all applicants, participants and beneficiaries of a federal program**





Protected Classes

Different Federal and State Protected Classes

- USDA classes
- CSDE classes



CSDE Protected Classes Include All Federal Plus

- Race
- Color
- Religious creed
- Age
- Sex
- Pregnancy
- Sexual orientation
- Workplace hazards to reproductive systems, gender identity or expression
- Marital status
- National origin
- Ancestry
- Retaliation for previously opposed discrimination or coercion
- Intellectual disability
- Genetic information
- Learning disability
- Physical disability (including, but not limited to, blindness)
- Mental disability (past/present history thereof)
- Military or veteran status
- Status as a victim of domestic violence
- Criminal record in state employment

Definition of 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

Written Assurance Required

- 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



Agreements Between Local and State Agencies

- 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)



<https://portal.ct.gov/sde/nutrition/school-nutrition-programs>

Retailer/Vendor Agreements and Contracts

- **Retailer and vendor agreements and contracts must also include an assurance of nondiscrimination**

Example

If school food authority (SFA) contracts with food service management company (FSMC) to provide food service to students, SFA is responsible for ensuring that FSMC complies with civil rights requirements

Contacts, MOU, and MOA

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



Contacts, MOU, and MOA, continued

- 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 USDA





Public Notification

Public Notification Requirement

- **Sponsors must notify the public of their participation in the USDA school nutrition programs**
 - Program availability
 - Program rights and responsibilities
 - Policy of nondiscrimination
 - Procedure for filing a complaint
- **Inform community of program and details**
 - Eligibility
 - Benefits
 - Services
 - Facility location
 - Hours
 - Delivery points

Examples of Public Notification Methods

- Internet
- Newspaper articles
- Radio and TV announcements
- Letters
- Bulletins



Public Notification for Disabilities and LEP

- **Provide appropriate information in alternative formats for persons with disabilities**
- **Provide appropriate information in appropriate languages for LEP persons**



Equal Opportunity in Photos and Graphics

- Convey equal opportunity in photos and other graphics in program-related information



Include Required Nondiscrimination Statement

- **Must be on all appropriate**
 - publications
 - websites
 - posters
 - informational materials

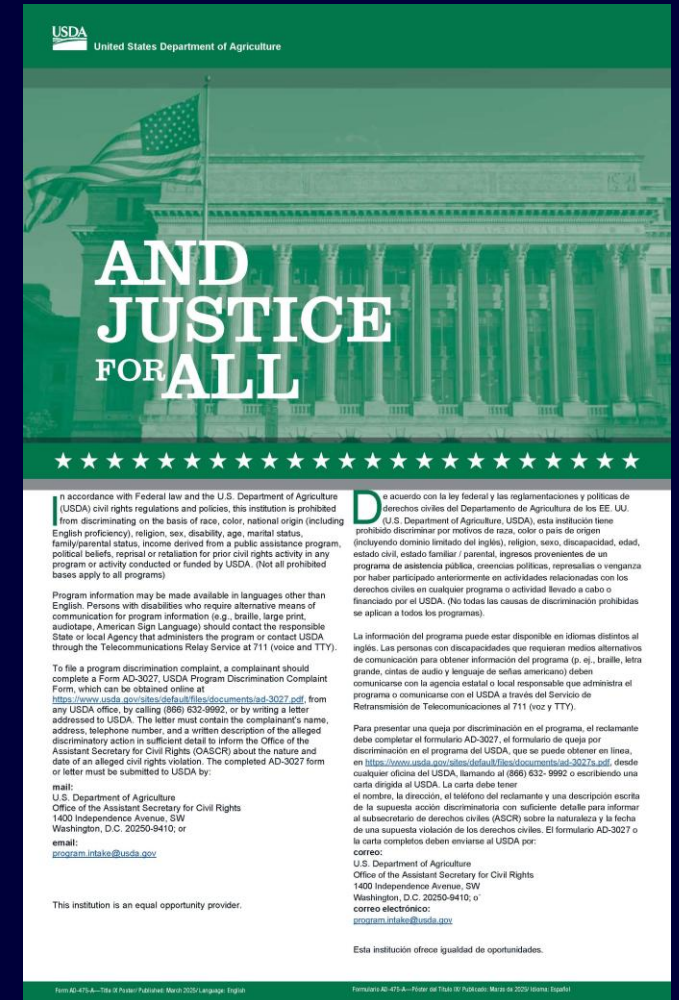




“And Justice for All” (AJFA) Poster

AJFA Poster Form AD-475-A

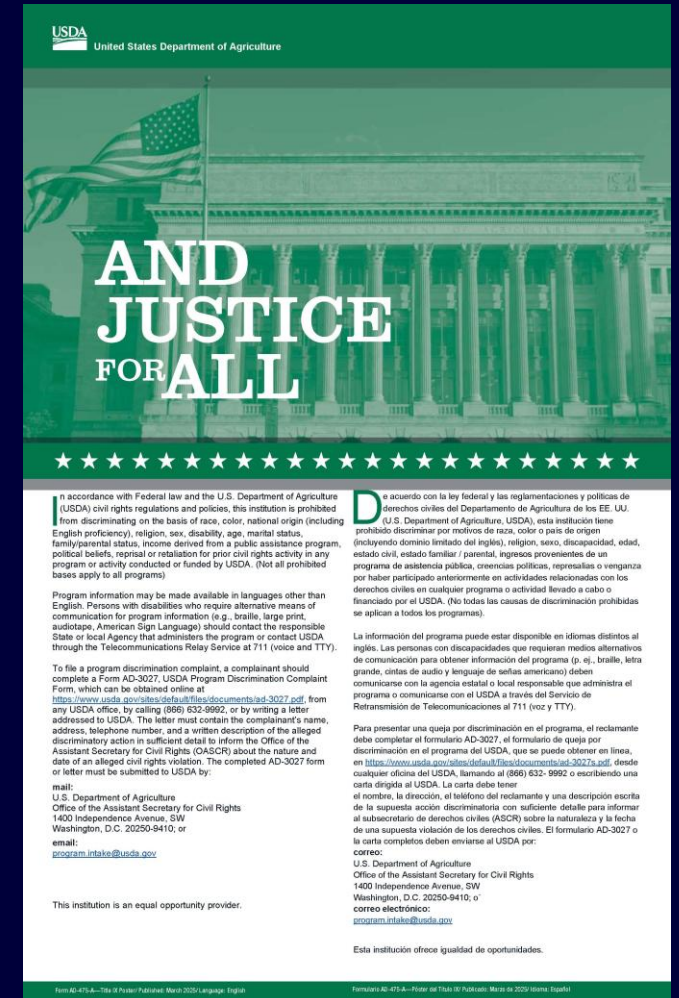
- All entities participating in CNPs must prominently display USDA's "And Justice for All" (AJFA) poster where participants and potential participants have access
- Updated USDA AJFA posters are in production and will be distributed to all SFAs when available



<https://www.usda.gov/sites/default/files/documents/ad-475a.pdf>

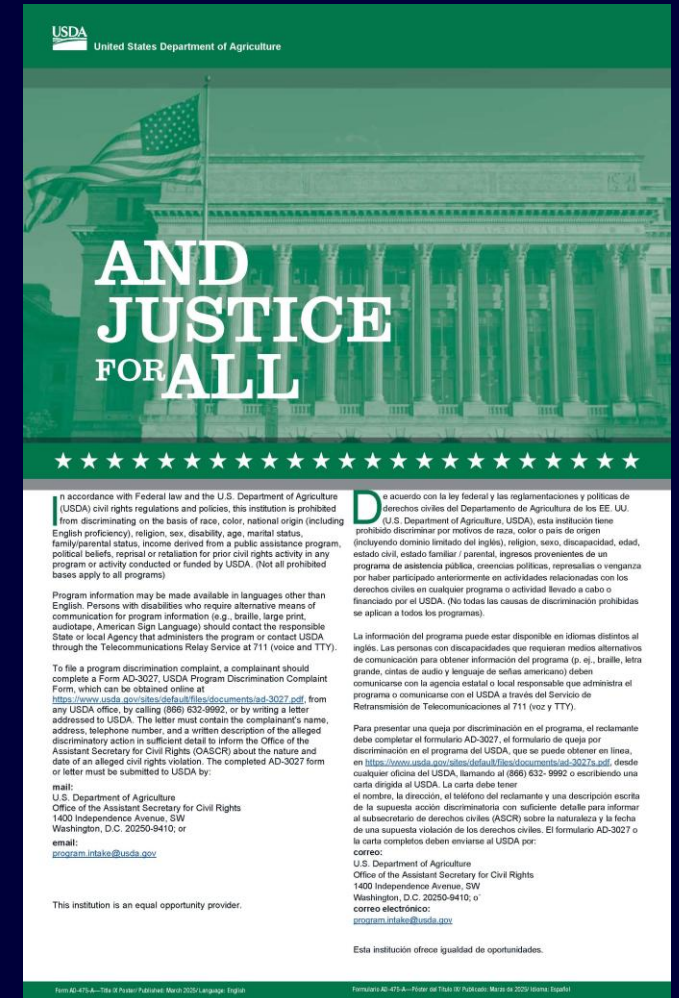
AJFA Poster for Classroom Meals

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



AJFA Poster for School Year 2026-27

- Must prominently display in all facilities and locations that distribute CNP benefits or administer services
- May display AJFA posters dated September 2019 until new posters are received
- 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)





USDA Nondiscrimination Statement

Current USDA Nondiscrimination Statement (NDS)

- Visit CSDE's
Nondiscrimination
Statements webpage



<https://portal.ct.gov/sde/nutrition/nondiscrimination-statements>

Where USDA NDS Statement is Required

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



When Short USDA NDS is Allowed

- Short statement can be used only in special circumstances (e.g., menu, one-page flier)
 - “This institution is an equal opportunity provider.”



USDA NDS is Required for Vital Documents

- Vital documents about sensitive topics require full NDS, even if one page
- **Example:** CSDE's sample parent/guardian notification letter for free and reduced-price meals has full USDA NDS on page 2

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

School Year 2026-27

Date: [insert date]

Dear Parent/Guardian of [insert names of children and schools]:

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

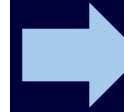
- ☐ **APPROVED** for free (meals/milk).
- ☐ **APPROVED** for free (meals/milk) based on Summer EBT eligibility.
- ☐ **APPROVED** for reduced-price meals. Note: For school year 2026-27, one breakfast and one lunch per school day will be free of charge.
- ☐ **APPROVED** for reduced-price meals based on Summer EBT eligibility. Note: For school year 2026-27, one breakfast and one lunch per school day will be free of charge.

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]. Note: For school year 2026-27, one breakfast per school day will be free of charge for schools participating in the School Breakfast Program.
2. We need more information. **Please supply:**
 - ☐ Proof from DSS 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: _____

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

Please note that your child's eligibility determination for free or reduced-price meals is valid for the entire school year unless you are selected 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 reapply for free or reduced-price meals or free milk at any time during the school year. 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 email 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: _____

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:

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

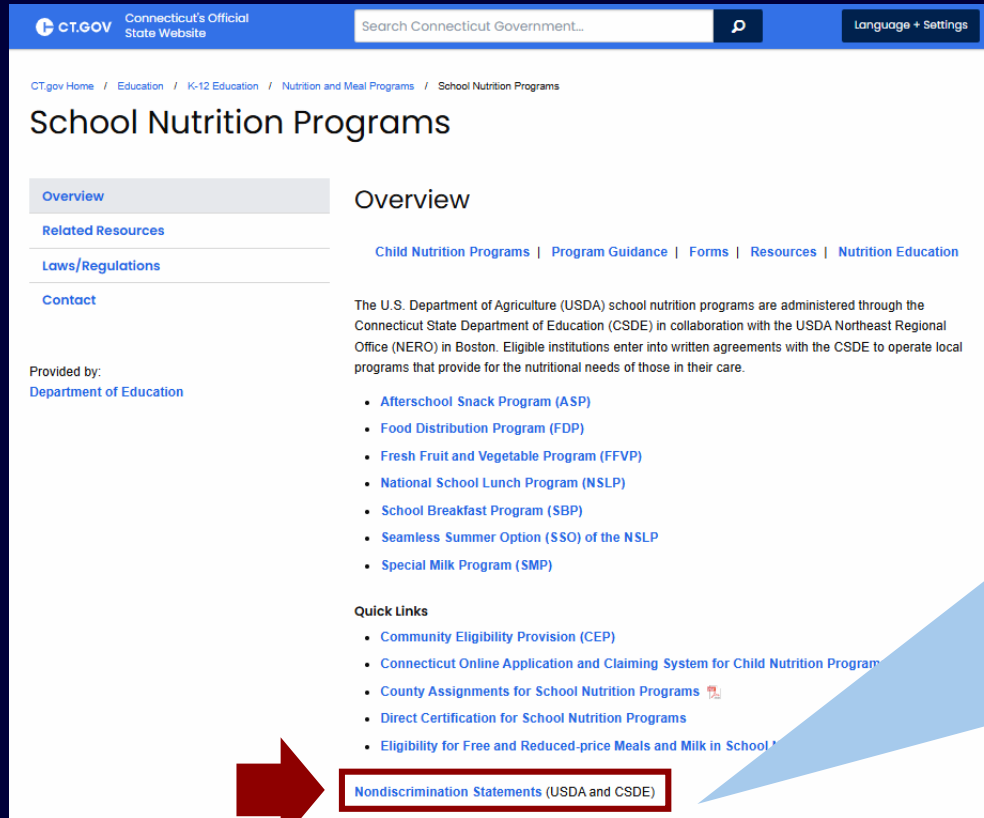
This institution is an equal opportunity provider.

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<https://portal.ct.gov/sde/nutrition/eligibility-for-free-and-reduced-price-meals-and-free-milk-in-school-nutrition-programs/parent-and-guardian-notification-letters>

Sponsor Webpages with Information About CNPs

- Must include full statement **or** direct link to full statement



CT.GOV Connecticut's Official State Website

Search Connecticut Government...

Language + Settings

CT.gov Home / Education / K-12 Education / Nutrition and Meal Programs / School Nutrition Programs

School Nutrition Programs

Overview

Related Resources

Laws/Regulations

Contact

Provided by:
Department of Education

Overview

Child Nutrition Programs | Program Guidance | Forms | Resources | Nutrition Education

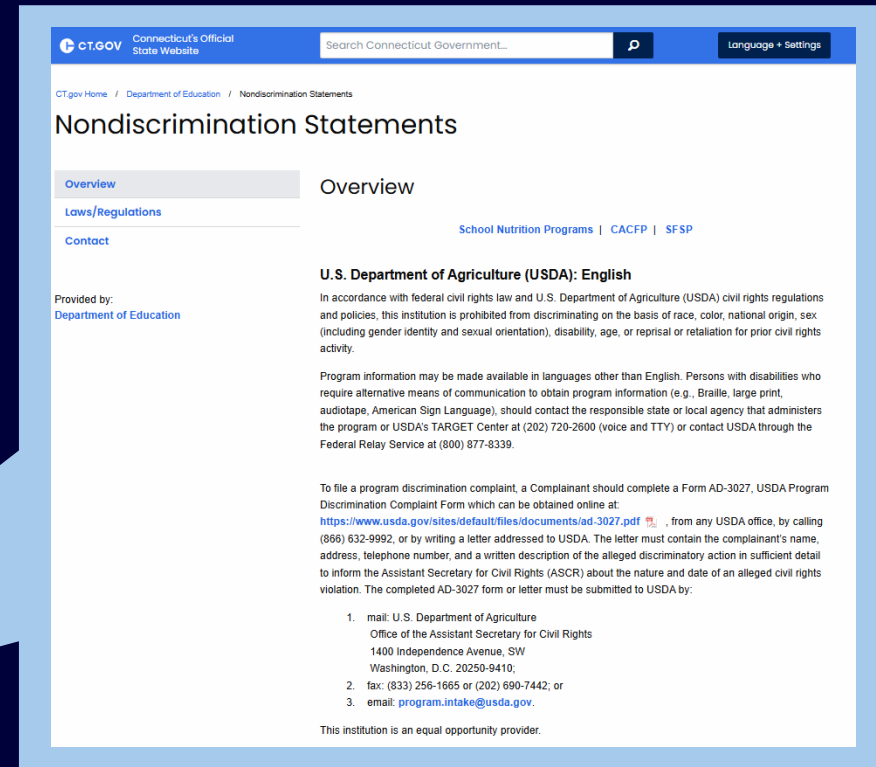
The U.S. Department of Agriculture (USDA) school nutrition programs are administered through the Connecticut State Department of Education (CSDE) in collaboration with the USDA Northeast Regional Office (NERO) in Boston. Eligible institutions enter into written agreements with the CSDE to operate local 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
- County Assignments for School Nutrition Programs
- Direct Certification for School Nutrition Programs
- Eligibility for Free and Reduced-price Meals and Milk in School

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



CT.GOV Connecticut's Official State Website

Search Connecticut Government...

Language + Settings

CT.gov Home / Department of Education / Nondiscrimination Statements

Nondiscrimination Statements

Overview

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

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.

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Washington, D.C. 20250-9410;
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.



Data Collection

Data Collection Requirements

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



Maintaining Data

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



More Information About Records Retention

■ Records Retention Requirements for the School Nutrition Programs

Records Retention Requirements for the School Nutrition Programs

This document addresses the records retention requirements for Connecticut sponsors of the U.S. Department of Agriculture's (USDA) Child Nutrition Programs (CNPs) indicated below.

- National School Lunch Program (NSLP) [7 CFR 210.23\(c\)](#)
- School Breakfast Program (SBP) [7 CFR 220.7\(e\)\(13\)](#)
- Special Milk Program (SMP) [7 CFR 215.7\(d\)\(7\)](#)
- Food Distribution Program (FDP) [7 CFR 250.19 \(a\),\(b\)](#) and [250.37 \(f\)](#)

These requirements also apply to the [Fresh Fruit and Vegetable Program \(FFVP\)](#), [Afterschool Snack Program \(ASP\)](#) of the NSLP, and [Seamless Summer Option \(SSO\)](#) of the NSLP.

These records retention requirements must be followed by all local Connecticut educational agencies (LEAs) that participate in these CNPs.

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https://portal.ct.gov/-/media/sde/nutrition/nslp/adminrev/records_retention_snp.pdf

Data Use

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



Complaint Procedures

Right to File a Complaint

- Any person alleging discrimination based on race, color, sex, age, national origin or disability has a right to file a complaint within 180 days of the alleged discriminatory action



Written Complaint Procedure Required

- SFA must have a written formal procedure for receiving and processing complaints alleging discrimination within FNS programs (NSLP, SBP, SMP, FFVP, ASP)
- SFAs **must** use CSDE-issued Civil Rights Complaint Procedures for School Nutrition Programs, dated **December 2025**
- The procedure as written cannot be edited

Civil Rights Complaint Procedures for School Nutrition Programs

Civil Rights Complaint Procedures for the School Nutrition Programs

This document provides a process that school food authorities (SFAs) must follow for handling civil rights complaints in the school nutrition programs.

Sponsor name: _____

The sponsor indicated above is a sponsor of the U.S. Department of Agriculture (USDA) Food and Nutrition Administration (FNA) Child Nutrition Programs, including the applicable programs checked below.

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

The sponsor provides benefits to all eligible individuals without discrimination in accordance with Federal civil rights and nondiscrimination laws and regulations. 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 (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity.

Program participants who feel they have been discriminated against while participating in the Child Nutrition Programs, including during the serving of meals, will be instructed to contact the sponsor's contact person below for procedures to voice their complaint. All complaints alleging discrimination 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 either written or verbal, must be processed within the established time frames.

Contact person's name: _____

Contact person's title: _____

Contact person's phone number: _____

Providing Procedures to Complainant

- 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

Where to Submit Complaints

- All civil rights complaints shall be accepted and forwarded to 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. email: program.intake@usda.gov

Filing Complaints

- 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

Filing Complaints, continued

- **Maintain tracking log of complaints received and forwarded to OSCAR**
- **Procedures for receiving a complaint should not prevent a complaint from being accepted**
- **SFA must 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 all required information is captured

USDA Discrimination Complaint Form: English

Form AD-3027

U.S. Department of Agriculture USDA Program Discrimination Complaint Form

AD-3027		OMB Control No: 0508-0002 Expiration Date: 09/30/2027	
U.S. Department of Agriculture USDA Program Discrimination Complaint Form			
Complainant Information			
First name		Middle Initial	Last Name
Mailing Address (Include Full City, State and Zip Code)			
Primary Phone Number		Alternate Phone Number	Email
Best way to reach you: ☐ Mail ☐ Phone ☐ Email ☐ Other			
<small>If you have difficulty understanding the English language, you may request language assistance services by calling 866-632-9992. Assistance will be available for individuals who are not proficient in English. Persons with disabilities who require alternative means of communication (e.g., braille, large print, American Sign Language) should contact the responsible State or local Agency that administers the program or contact the United States Department of Agriculture (USDA) through the Federal Telecommunications Relay Service at 711 (voice TTY).</small>			
Representative Information			
Do you have a representative? ☐ Yes ☐ No		Do you have written authorization from representative? If so, please attach. ☐ Yes ☐ No	
First name		Last Name	
Mailing address (Include Full City, State and Zip Code)			
Phone		Email	
Complaint Information <i>(attach additional pages and supporting documentation as needed)</i>			
1. Provide the name of the program you applied for (if known/applicable).			
2. Select the USDA agency that conducts the program or provides Federal financial assistance for the program. ☐ Agricultural Marketing Service, AMS ☐ Foreign Agricultural Service, FAS/Trade and Foreign Agricultural Affairs, TFAA ☐ Food and Nutrition Service, FNS ☐ Forest Service, FS ☐ Farm Service Agency, FSA ☐ National Institute of Food and Agriculture, NIFA ☐ Natural Resources Conservation Service, NRCS ☐ Rural Development, RD ☐ Other ☐ Unknown			
3. Date of recent alleged discrimination (mm/dd/yyyy)		4. Location and/or address of the office where discrimination occurred	
5. Who do you believe discriminated against you? Include the name(s) of person(s) involved in the alleged discrimination (if known).			

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

USDA Discrimination Complaint Form: Spanish

Form AD-3027S

Departamento de Agricultura de Estados Unidos Formulario de quejas por discriminación en los programas del USDA

AD-3027S N.º de control OMB: 0508-0002
Fecha de caducidad: 09/30/2027

Departamento de Agricultura de Estados Unidos
Formulario de quejas por discriminación en los programas del USDA

Información del demandante		
Nombre	Inicial del segundo nombre	Apellido
Dirección postal (incluya la ciudad, el estado y el código postal completos)		
Número de teléfono principal	Número de teléfono alternativo	Correo electrónico
La mejor forma para contactarlo: ☐ Correo ☐ Teléfono ☐ Correo electrónico ☐ Otro		
<small>Si tiene dificultades para entender el idioma inglés, puede solicitar servicios de ayuda en el idioma llamando al 866-632-9992. Habrá ayuda disponible a las personas que no dominen el inglés. Las personas con discapacidad que necesiten medios alternativos de comunicación (por ejemplo, Braille, letra grande, lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administre el programa o ponerse en contacto con el Departamento de Agricultura de Estados Unidos (United States Department of Agriculture, USDA) mediante el Servicio Federal de Retransmisión de Telecomunicaciones llamando al 711 (voz TTY).</small>		
Información sobre representantes		
¿Tiene un representante? ☐ Sí ☐ No		¿Tiene autorización escrita de un representante? Si la respuesta es sí, adjúntela ☐ Sí ☐ No
Nombre	Apellido	
Dirección postal (incluya la ciudad, el estado y el código postal completos)		
Teléfono	Correo electrónico	
Información sobre la queja (adjunte páginas adicionales y documentación de apoyo si es necesario)		
1. Escriba el nombre del programa que solicitó (si lo conoce/corresponde).		
2. Seleccione la agencia del USDA que dirige el programa o que ofrece ayuda económica federal para dicho programa. ☐ Servicio de Comercialización Agrícola (Agricultural Marketing Service, AMS) ☐ Servicio agrícola para el exterior (Foreign Agricultural Service, FAS /Comercio y Asuntos Agrícolas Exteriores (Trade and Foreign Agricultural Affairs, TFAA) ☐ Servicio de Alimentos y Nutrición (Food and Nutrition Service, FNS) ☐ Servicio Forestal (Forest Service, FS) ☐ Agencia de Servicios Agrícolas (Farm Service Agency, FSA) ☐ Instituto Nacional de Alimentación y Agricultura (National Institute of Food and Agriculture, NIFA) ☐ Servicio de Conservación de Recursos Naturales (Natural Resources Conservation Service, NRCS) ☐ Desarrollo Rural (Rural Development, RD) ☐ Otro ☐ Desconocido		
3. Fecha de la presunta discriminación reciente (mm/dd/aaaa)	4. Lugar y/o dirección de la oficina donde ocurrió la discriminación	
5. ¿Quién cree que lo discriminó? Incluya los nombres de las personas implicadas en la presunta discriminación (si los conoce).		

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



Language Assistance

Limited English Proficiency (LEP)

- LEP individuals
 - Do not speak English as their primary language
 - Have limited ability to read, speak, write, or understand English
- SFAs must take “reasonable steps” to ensure meaningful access to their programs and activities by a LEP person

Reasonable Steps to Ensure Meaningful Access

- **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**

What Constitutes “Reasonable Steps” Depends On

- 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**

Meaningful Access

- Accomplished by providing reasonable, competent/qualified, accurate, and effective language services to individuals with LEP when accessing recipient programs and activities



Providing Language Assistance

- USDA provides application forms in many foreign languages (refer to link below)
- Foreign language teachers and community organizations may have resources to help with translations (written and verbal)
- May use volunteers but make sure they are competent/qualified, understand interpreter ethics, and maintain participant confidentiality
- Cannot use children as interpreters

<https://www.fns.usda.gov/schoolmeals/model-application/translations>

Provide Documents/Services in Predominant Languages

- SFAs must identify their district's predominant languages and provide documents or services to participants and their families in those languages

Documents or Services

- Free and reduced-price applications
- Notification letters
- Interpretive services for parent questions

LEP Taglines

- A phrase in different languages that guides a person to where they can obtain language assistance services

Hello ¡Hola! Bonjour
Olá Привет こんにちは
你好 مرحباً Hallo
Xin chào Hej Merhaba
Γεια σου Dzień dobry Իմ օր
Habari Dia duit សួស្តី
ਸਤ ਸ੍ਰੀ ਅਕਾਲ வணக்கம் ഹലോ

Top Six Languages Spoken in Connecticut Schools

- Spanish
- Portuguese
- Arabic
- Chinese Mandarin
- Polish
- Haitian-Creole



October 2023 Public School Information System (PSIS) Data Collection

Sample Taglines

CSDE Resource

■ Taglines and Providing Meaningful Access to the Child Nutrition Programs

Taglines and Providing Meaningful Access to the Child Nutrition Programs

Sample Taglines

The sample taglines below inform 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).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).

Arabic

ملاحظة: إذا كنت تتحدث اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-xxx-xxx-xxxx (رقم هاتف الصمم والكتم: 1-xxx-xxx-xxxx).

Chinese Mandarin

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)

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx).

Haitian 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).

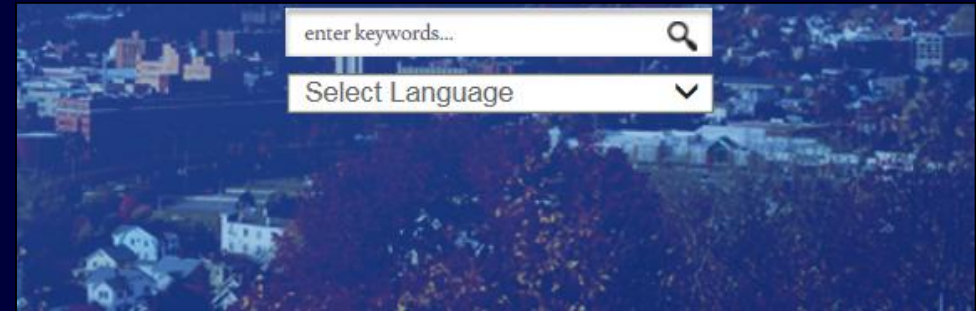
LEP Accessibility for District Websites

- 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

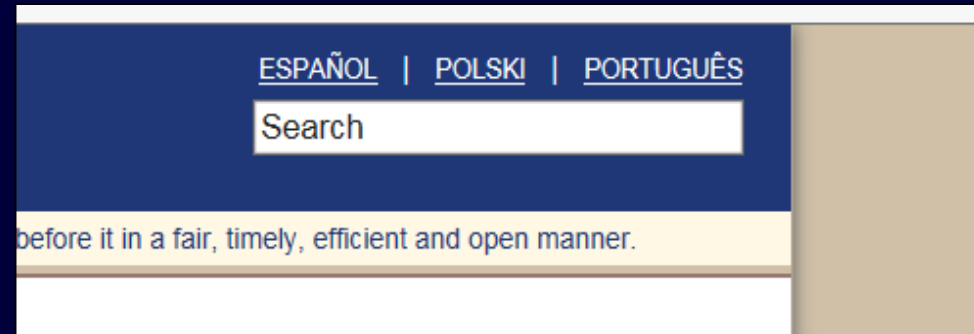
Website LEP Examples

- 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



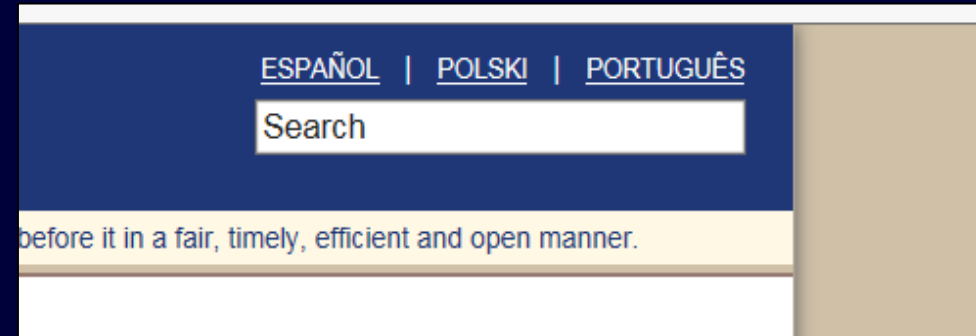
Example 2



Website LEP Examples: Answer

- 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 2

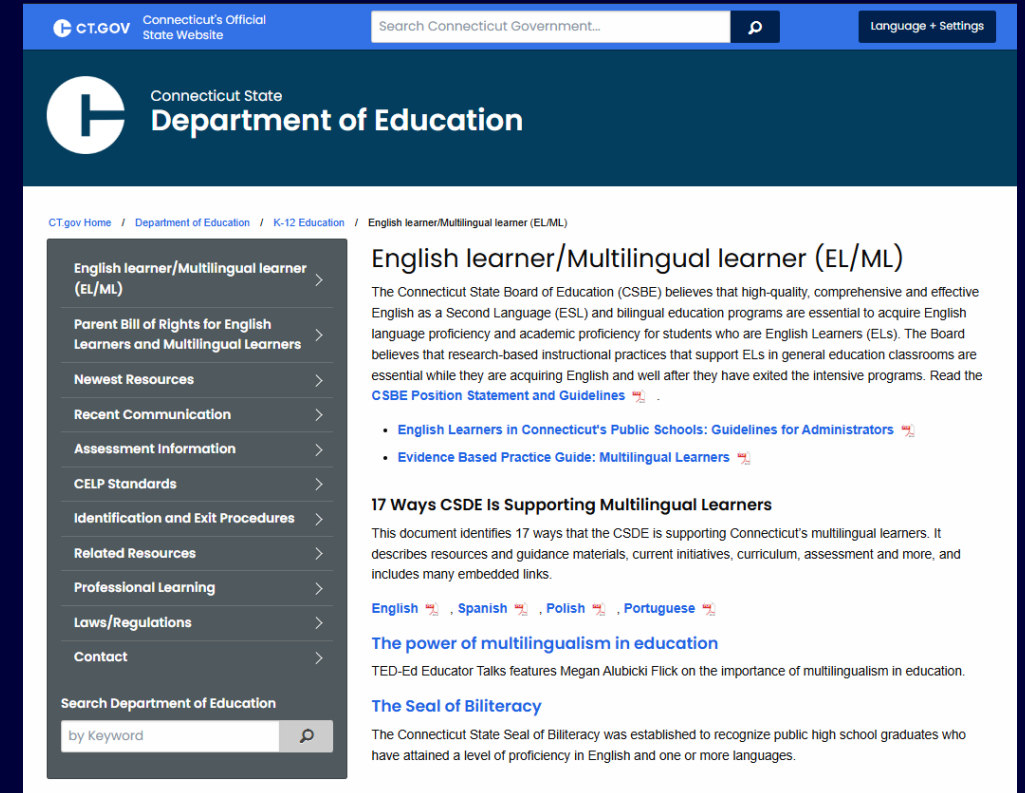


Shows language options
recognizable to LEP individual

Work with district/school website designer to see if website has capability to offer language assistance in this way

English Learner/Multilingual Learner (EL/ML) 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-learner-multilingual-learner>



Accommodations

Laws Prohibit 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

Definition of 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)



SFAs Must Ensure Accessibility: Websites

- Imperative that SFA websites and online application systems are readily accessible to and useable by persons with visual impairments and other disabilities



SFAs Must Ensure Accessibility: Buildings and Facilities

- Programs must ensure physical accessibility for buildings and facilities, particularly to persons in wheelchairs and with mobility disabilities



SFAs Must Ensure Accessibility: Different/Special Treatment

- 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 participants whose disability restricts their diet (meal modifications)

Special Diets in School Nutrition Programs

- Guide to Meal Modifications in School Nutrition Programs
- Summary Chart: Overview of USDA Requirements
- Medical Statement
- Guidance and Instructions for Medical Statement
- Allowable Milk Substitutes
- Training links
- Additional Resources

The screenshot shows the CSDE website with a blue header containing the CT.GOV logo, the text 'Connecticut's Official State Website', a search bar, and a 'Language + Settings' button. The breadcrumb trail reads 'CT.gov Home / Department of Education / Special Diets in School Nutrition Programs'. The main heading is 'Special Diets in School Nutrition Programs'. On the left is a sidebar menu with links: Overview (highlighted), Food Allergies, Milk Substitutes, Guidance for Special Diets, Medical Statements, Policy for Meal Modifications, Laws/Regulations, and Contact. The main content area has an 'Overview' section with a paragraph explaining the CSDE's role in providing meal modification guidance for children with special dietary needs, listing various federal programs like NSLP, SBP, ASP, SSO, FFVP, SMP, and CACFP. At the bottom, a light blue box contains links for 'Modifications for Disability Reasons', 'Modifications for Non-disability Reasons', 'Guidance and Resources', and 'Policy Memos'. The footer of the page states 'Provided by: Department of Education'.

<https://portal.ct.gov/sde/nutrition/special-diets-in-school-nutrition-programs>



Customer Service

Importance of Customer Service

- **Good customer service reduces chances of discrimination complaints**



Tips for Customer Service

- 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

Conflict Resolution Requirements

- **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**





Required Training

USDA Requires Annual Civil Rights Training

- For all staff who work with program applicants or participants
 - Food service staff
 - Front line staff
 - Supervisors
 - Determining officials, verifying officials, and hearing officials



Required Training Topics

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

CSDE Training Resource

- This PowerPoint presentation is available for SFAs to provide staff training
 - “Presentation” section of CSDE’s Civil Rights for School Nutrition Programs webpage

The screenshot shows the CT.GOV website for Civil Rights for Child Nutrition Programs. The left sidebar contains links for Overview, Civil Rights for CACFP, Civil Rights for School Nutrition Programs (highlighted with a red box), Civil Rights for SFSP, Related Resources, Laws/Regulations, and Contact. The main content area is titled 'Civil Rights for School Nutrition Programs' and includes a sub-header 'Civil Rights for School Nutrition Programs'. Below this, there is a navigation bar with links for Complaint Procedures, Guidance, and Limited English Proficiency (LEP). The 'Guidance' section is highlighted with a red box, and a red arrow points to the 'Presentation' link within it. The 'Complaint Procedures' section lists a link for 'Civil Rights Complaint Procedures for the School Nutrition Programs' (CSDE). The 'Guidance for Civil Rights Requirements' section lists several documents, including CSDE Operational Memorandum No. 01-20, CSDE Operational Memorandum No. 02-20, CSDE Operational Memorandum No. 07-20, and FNS Instruction 113-1.

<https://portal.ct.gov/sde/nutrition/civil-rights-for-child-nutrition-programs/civil-rights-for-school-nutrition-programs#Presentation>

Document Staff Training

- Document training for each staff member as part of USDA's Professional Standards training requirements



<https://portal.ct.gov/sde/nutrition/professional-standards-for-school-nutrition-professionals>



Resources

CSDE Webpage: Civil Rights for Child Nutrition Programs

■ Civil Rights for School Nutrition Programs section

The screenshot shows the Connecticut State Department of Education (CSDE) website. The header includes the CT.GOV logo, the text "Connecticut's Official State Website", a search bar, and a "Language + Settings" button. The breadcrumb trail reads: "CT.gov Home / Department of Education / Civil Rights for Child Nutrition Programs / Civil Rights for School Nutrition Programs". The main heading is "Civil Rights for Child Nutrition Programs". A left sidebar contains links: "Overview", "Civil Rights for CACFP", "Civil Rights for School Nutrition Programs" (highlighted with a red box), "Civil Rights for SFSP", "Related Resources", "Laws/Regulations", and "Contact". The main content area is titled "Civil Rights for School Nutrition Programs" and features a light blue box with links: "Complaint Procedures", "Guidance", "Limited English Proficiency (LEP) Poster", "Presentation", and "Procedural Safeguards". Below this, the "Complaint Procedures" section lists a link to "Civil Rights Complaint Procedures for the School Nutrition Programs" (CSDE). The "Guidance for Civil Rights Requirements" section lists four items: "CSDE Operational Memorandum No. 01-20" (Civil Rights Complaint Procedures for School Child Nutrition Programs), "CSDE Operational Memorandum No. 02-20" (Reminder Regarding Local Educational Agency (LEA) Responsibilities toward Limited English Proficiency (LEP) Households), "CSDE Operational Memorandum No. 07-20" (Proper Use of the Nondiscrimination Statement and the "And Justice for All" Posters), and "FNS Instruction 113-1" (Civil Rights Compliance and Enforcement: Nutrition Programs and Activities (USDA) Required language for schools is on page 13).

CT.GOV Connecticut's Official State Website Search Connecticut Government... Language + Settings

CT.gov Home / Department of Education / Civil Rights for Child Nutrition Programs / Civil Rights for School Nutrition Programs

Civil Rights for Child Nutrition Programs

Overview

Civil Rights for CACFP

Civil Rights for School Nutrition Programs

Civil Rights for SFSP

Related Resources

Laws/Regulations

Contact

Provided by:
Department of Education

Civil Rights for School Nutrition Programs

Complaint Procedures | Guidance | Limited English Proficiency (LEP) Poster | Presentation | Procedural Safeguards

Complaint Procedures

- [Civil Rights Complaint Procedures for the School Nutrition Programs](#) (CSDE)

Guidance for Civil Rights Requirements

- [CSDE Operational Memorandum No. 01-20](#) : Civil Rights Complaint Procedures for School Child Nutrition Programs
- [CSDE Operational Memorandum No. 02-20](#) : Reminder Regarding Local Educational Agency (LEA) Responsibilities toward Limited English Proficiency (LEP) Households
- [CSDE Operational Memorandum No. 07-20](#) : Proper Use of the Nondiscrimination Statement and the "And Justice for All" Posters
- [FNS Instruction 113-1](#): Civil Rights Compliance and Enforcement: Nutrition Programs and Activities (USDA) Required language for schools is on page 13

<https://portal.ct.gov/sde/nutrition/civil-rights-for-child-nutrition-programs/civil-rights-for-school-nutrition-programs>



CSDE School Nutrition Programs Staff

Contact Information for CSDE Staff

- **CSDE Resource:
County Assignments for
School Nutrition Programs**



<https://portal.ct.gov/-/media/sde/nutrition/cnstaff/countyassign.pdf>



Questions

USDA NDS

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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: <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:

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: (833) 256-1665 or (202) 690-7442; or
3. email: program.intake@usda.gov.

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