

SECTION: Civil Rights**SUBJECT: Civil Rights Training**

Federal Regulations: FNS Instruction 113-1**POLICY**

Civil Rights training is required so that people involved in all levels of administration of programs that receive Federal financial assistance understand civil rights related laws, regulations, procedures, and directives.

Training Opportunities**Annual Civil Rights training:**

- Coordinated by the State WIC Office, once per fiscal year.
- ALL WIC staff are required to attend regardless of the start date.
- Attendance must be presented to the state office within 5 business days.
- Staff not in attendance at the statewide training are required to be trained by the local program management within 60 days of statewide training.
- Documentation of the training must be submitted to the state office and a copy retained for the local agency records.

New Staff Civil Rights Training:

- Provided by the local agency management.
- Must be completed within 30 days of hire and prior to direct participant services. Include volunteer and in-kind servicers.
- Documentation of the training must be retained for agency records and must be made available upon request by state agency monitors.

Retraining as identified by local agency management or state monitor:

- Provided by the local agency management.
- Documentation of the retraining must be retained for agency records and must be made available upon request by state agency monitors.

Required areas of Civil Rights training:

- Requirements for language assistance (LEP)
- Requirements for reasonable accommodations for persons with disabilities (Disability Compliance)
- Complaint Procedures
- Collection and purpose of racial and ethnic data
- Effective Public Notification System
- Compliance Review Techniques
- Resolution and Noncompliance
- Assurances
- Conflict Resolution
- Customer Service

Resources available for Civil Rights training:

- o State Sponsored Annual Civil Rights Training

<https://portal.ct.gov/-/media/departments-and-agencies/dph/dph/wic-2018/local-agency/staff-resources/ct-state-wic-civil-rights-training-72924-final.pdf>

- o FNS Instruction 113 [Food & \(azureedge.us\)](#)