

New Hampshire WIC Policy & Procedure Manual

Chapter 11. Civil Rights

Compliance Review and Monitoring Activity

Purpose	To ensure that local agencies are in compliance with the Civil Rights Act. Each local agency shall be monitored and reviewed bi-annually by the State Agency to verify compliance with Civil Rights laws and regulations.
Policy	To review all local agencies for civil rights compliance during biennial management evaluation.
Authority	7 CFR 246.8 (a)(16) and FNS 113-1
Procedure	<ol style="list-style-type: none">1. On-site reviews to determine civil rights compliance shall be made bi-annually by the State Agency. At the time of the onsite visit, the following, at a minimum, items shall be reviewed:<ol style="list-style-type: none">a. Do all persons have an equal opportunity to participate in the program regardless of race, color, national origin, age, sex, or disability?b. Is the ethnic code documented for all participants? Refer to chapter 8, Certification, Eligibility & Coordination of Services Eligibility for StarLINC procedures.c. Has the local agency conducted civil rights training for all staff or as directed by SA?d. Is the USDA nondiscrimination poster, <u>“And Justice For All”</u> and NH DHHS nondiscrimination poster displayed in the clinic?e. Is program information being provided to applicants, participants, grassroots organization or similar minority groups?f. Is the nondiscrimination statement included on all printed materials distributed?g. Is the nondiscrimination statement included on the web site?h. Are civil rights complaints being handled according to policy?i. Is an “I Speak” poster displayed prominently in the clinic?2. All staff members shall complete Civil Rights training each year. New State Agency or Local Agency staff members are required to complete Civil Rights Training within (60) days of employment.<p>Training shall consist of:</p><ol style="list-style-type: none">a. Reading the current Civil Rights Training document or viewing the Civil Rights presentation either individually or in a group training session. Questions are incorporated into the PPT to assess understanding and facilitate discussion.b. NH DHHS civil rights training supplement.c. Customer service and conflict resolution supplement.d. The local agency shall retain on file a <u>Local Agency TOM Log</u> of attendance for a period of two years; recording all staff that completed the training.
Exception	None