Tri-State Food Bank, Inc.
Civil Rights Training Test

Name_____

Agency_____

Date_____

1) "This institution is an equal opportunity provider." Where does the USDA non-discrimination statement need to be included?

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2) Some people come to the pantry and do not speak English. You cannot understand them and have no idea what language they are speaking. You write a note to give to someone saying that they need to return with an interpreter. Is this proper or should something else be done? Explain your answer.

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3) A complaint is received from a pantry that someone who came to conduct a review was rude and disrespectful. The complaint states that the reviewer's tone was demeaning and generally unpleasant. Remember perceived is key.

a) Are there civil rights issues here and if so, what?

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b) Does it make a difference if the provider and reviewer are different races, national origins or genders?

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4) A pantry manager designates Wednesday as "Polish Day" to make sure that there is an interpreter present and to make people fee comfortable. Should the manager get an award for being innovative or be counseled for possible civil rights problems?

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5) A pantry worker denies commodities to a Hispanic family because she thinks they are Arabic and thinks it is patriotic to exclude those she consider responsible for 9/11. Is this discrimination since they are not Arabic but are Hispanic?

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6) When conducting a compliance review, you find that a food pantry that receives Federal financial assistance is not accessible to people with wheel chairs. What are some possible corrective actions?

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7) In taking someone's application for CSFP you ask for information on race and ethnicity. The person refuses to provide this information. What should you do?

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8) The CSFP decides to schedule different commodity delivery days for people who live on the eastern and western halves of the covered area. The western residents would get their commodities two days later. Most of the people who live on the west side are minorities. Is this discrimination? If so, what type of discrimination would it be? Is there a possible business reason for doing this?

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9) What are some good ways of publicizing the TEFAP and CSFP programs to people who might be eligible and benefit from receiving commodities?

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10) A 55 year old disable person is denied for SFFP and alleges discrimination and wants to file a complaint. You know that discrimination was not a factor in the decision. What should you do?

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11) An agency or distribution site decides to provide computer based training on civil rights to its volunteers. Is this allowable/? What are some other alternatives?

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12) A CSFP manager is very angry that the person in the previous situation filed a discrimination complaint and took up a lot of her time and made her look bad. She tells her co-workers to watch out for this "troublemaker." The next time the person visits, he encounters "attitude" from employees. What are the civil rights violations described here?

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13) A local church approaches you before the holidays and asks for a list of Hispanic people who are receiving your services so that their outreach ministry can contact them. What civil rights issues does this pose and how should this be handled?

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14) The pastor at your church pantry will serve people who visit her outside of regular pantry hours. She considers this part of her job in ministering to her parishioners and the community. Does this pose a problem?

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15) You conduct food pantry immediately following an afternoon worship service at your church. People who attend the service are served first. Does this policy pose a civil rights violation?

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16) A faith based organization that receives commodities wants to require beneficiaries to attend a religious service before commodities are distributed. The organization claims this allowed under the nondiscrimination provisions of the new faith based regulations. What is your response?

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17) Another organization wants to enclose religious literature with the food packages. Is this allowable under the new faith based rules that prohibit discrimination against religious institutions?

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18) Your meal program begins with a prayer offered by the program director. No one has complained about this, but you wonder: is it allowable?

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19) You receive a complaint from a well-known atheist who says he was not hired by a federally funded faith-based organization because of his religious views. He asks you to do something. What should you do?

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20) Each new participant must meet with the pastor at your church before they are served the first time. Is this appropriate?

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21) A commodity recipient objects to the fact that a cross is displayed where commodities are being distributed and insists that separation of church and state requires that it be covered up. What is your response?

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22) Representatives from an ethnic minority group contact you and insist you must provide ethnic food choices or you are discriminating. Is their complaint legitimate and why?

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Signature of person completing this test.

(Answers must be handwritten to be valid.)

Return test to:

Agency Coordinator

___Mail: Tri-State Food Bank, Inc.
801 E. Michigan Street
Evansville, IN 47711-5631

___Fax: 812-425-0776

Test Content was provided by
Gilda M. Karu, Regional Director
Civil Rights/EEO
USDA, food & Nutrition Service
Midwest Regional Office
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Chicago, IL 60604-3591
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E-mail: gilda.karu@fns.usda.gov
Web Site: www.fns.usda.gov/cr

Answers

1) *Outreach materials, websites, easily viewed places where service is provided.*

2) *The language burden is on the organization providing the services. You need to provide the interpreter.*

3) *Two part question*
   a) *There could be. Remember perceived is key. Does this person treat everyone rudely? If not, there could be civil rights problems. If so, working in the public is probably not the best job for them.*

   b) *It does not make a difference if the provider and reviewer are different races, national origins or genders. Equal treatment for all applicants and beneficiaries is essential.*

4) *Pantry hours should be posted for all who need access and groups cannot be singled out to attend only on specific days. The manager does not get an award.*

5) *Yes – this is discrimination because they were perceived to belong to a group. They cannot be refused service because they are Arabic or Hispanic.*

6) *Take the client choice list out to them to complete and then fill the order and take out to them; Use of proxies. Some one can pick up for the person if a properly executed proxy is signed. Note: The person picking up for another person must provide a signed proxy each time they pick up for that person; Do not set special hours for people with disabilities because they slow down others. The time may create an additional hardship for the client or food resources may be inaccessible because you ran out when serving earlier clientele.*

7) *If they refuse, advise that you or someone else will code for them based on perception. Apply your best guest. RATIONALE: Discrimination is often based on perception, and others would probably have a similar perception to the person doing the coding.*

8) *Possible Disparate Impact – Unintentional. Things to consider…Same quality and quantity are given. Time of the month – food stamps have run out and other resources exhausted – this could place undue burden on the minority group.*

9) *Flyers, PSA, news conferences, websites*

10) *Have written policies and procedures and/or eligibility requirements and display them. There are programs that are age restricted, such as, CSFP, Kids Cafe, Backpack, etc. The key is to have the eligibility requirements in writing and on hand.*

11) *Yes. Written material, PowerPoint presentations. The key is assuring that all volunteers and staff receive proper training.*

12) *Reprisal/Retaliation: Person or associates treated badly or given a hard time because of previous civil rights or EEO activity such as filing a complaint. This can result in a finding even if the original complaint filed by the person is groundless.*

13) *Don't do it. Privacy rights are violated.*

14) *As long as the pastor is acting as a volunteer and does not discriminate, does not use the promise of food to minister, this should be fine.*

15) *Yes – Prohibits discrimination against an organization on the basis of religion, religious belief or character in the distribution of funds. Activities cannot support worship, religious instruction or proselytization.*

16) *This is not allowed. Prohibits discrimination against an organization on the basis of religion, religious belief or character in the distribution of funds. Activities cannot support worship, religious instruction or proselytization.*

17) *Not allowed. Brochures and other literature may be placed on a table or brochure rack and people can pick it up if they wish, but you cannot force it upon them by placing in the food bags or boxes.*

18) *It is not allowable if it is mandatory or "perceived" as mandatory to obtain services.*

19) *Give him the information to file a complaint. In the Midwest Region they may also write to Regional Direct, Civil Rights/EEO, 77 W. Jackson Blvd., Floor 20, Chicago, IL 60604-3591 or call (312) 353-3353. Never discourage a person from filing a complaint. Track complaints without identifying the person issuing the complaint. This will help you determine if a volunteer or staff person is frequently violating client's rights. Never ignore the complaint and hope it will go away.*

20) *No.*

21) *As long as it is part of the structure or art and not placed at the site specifically for the distribut8on it is OK.*

22) *No. If you do not have access to ethnic food as part of your services you do not need to provide. This is where client choice is important.*