**POLICY ALERT**

**Date:** July 25, 2011  
**Reference:** # TEXCAP 2011-05  
**To:** Texas Commodity Assistance Program (TEXCAP) Contractors  
**Subject:** Civil Rights Training Requirements for Volunteers  
**Effective Date:** Immediately

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**Purpose**

**CLARIFY** policy regarding civil rights training for volunteers.

**REPLACE** Item 6140, Training

Immediately

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**Procedure**

**Replace Item 6140, Training, with the following:**

Your administrative and site personnel must be trained in all aspects of civil rights before assuming any TEXCAP duty and every contract year thereafter.

Volunteers who regularly interact (i.e., have contact at recurring normal intervals) with program applicants and participants or determine eligibility must receive full civil rights training on an annual basis. Volunteers who handle personal information of applicants and participants must also receive full training. Full training, according to FNS Instruction 113-1 includes, but is not limited to:

- Collection and use of data,
- Effective public notification systems,
- Complaint procedures,
- Compliance review techniques,
- Resolution of noncompliance,
- Requirements for reasonable accommodations of persons with disabilities,
- Requirements for language assistance,
- Conflict resolution, and
- Customer service

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**continued**

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**This Policy Remains in Effect Until Further Notice**
Procedure continued

Volunteers who do not handle personal information and only infrequently interact (i.e., seldom or rarely) with program applicants and participants must receive, at a minimum, limited civil rights training (i.e., customer service and any other subject matter applicable to each volunteer’s role and responsibilities). As not all the subjects for full civil rights training are required, this training may be less time intensive than the full training provided to the frontline volunteers who regularly interact with or handle personal information of program applicants and participants.

Volunteers who do not interact in any way with program applicants and participants and who do not handle personal information do not need civil rights training.

If there is a concern that any volunteer cannot understand and/or abide by the training and civil rights requirements, then that volunteer should not interact in any way with program applicants and participants or handle personal information.

Refer to Item 11520, Civil Rights Guides for the Food and Nutrition Division, in the TEXCAP Handbook for information on civil rights training materials.

Authority

USDA Policy Memorandum FD-113, Civil Rights Training Requirements for Volunteers and FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities

Contact

If you have any questions please contact Commodity Operations at 877-TEX-MEAL (877-839-6325).