

ADMINISTRATION POLICIES AND PRACTICES WPPM #190-20

Subject: Local Agency Staffing Requirements

Item: Civil Rights Training

PURPOSE:

To ensure local agencies (LAs) comply with federal and state requirements when training staff on civil rights.

POLICY:

- I. The LA must ensure that all newly hired staff receive the required training within three months of hire. Refer to WPPM 1000-30.
- II. The LA must ensure that all staff receive the required training at least once every twelve months on civil rights-related laws and procedures.
- III. Make-up training must be conducted within 30 days for any staff who miss the original scheduled date, or within 30 days of returning to work after a leave of any duration.

PROCEDURES:

- I. The LA must use either the Trainer Resources or the Self-Paced Training provided by CDPH/WIC (refer to 1000-30) to conduct civil rights training every twelve months to cover, at a minimum, the following topics:
 - A. The collection and use of data.
 - B. The effective public notification systems.
 - C. Complaint procedures.
 - D. Compliance review techniques.
 - E. Resolution of noncompliance.
 - F. Requirements for reasonable accommodation of persons with disabilities.
 - G. Requirements for language assistance.
 - H. Conflict resolution.
 - I. Customer service.
- II. The LA must maintain a record of staff's attendance at civil rights training and must include, at a minimum, the following information:
 - A. Date(s) of training.
 - B. Training type, in-person or self-paced.
 - C. Attendance log with attendees' names for in-person training and/or names of staff and completion dates of self-paced training.

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III. The LA must document in their training record when individual follow-up training is provided to staff who missed the in-person training.

AUTHORITY:

[7 CFR §246.3\(f\)](#)

[7 CFR §246.6\(b\)\(10\)](#)

[7 CFR §246.8](#)

[7 CFR §246.25\(a\)\(1\)](#)

[FNS Instruction 113-1 Civil Rights Compliance and Enforcement](#)

[22 CCR §40693](#)

CROSS REFERENCE:

WPPM 1000-30 Required Trainings for Employees