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 WIC staff receives training at least once every twelve months on civil rights-related laws and procedures.

PROCEDURE(S):
I. The LA must use the training materials provided by CDPH/WIC 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. Location.
   C. Subject matter.
   D. The printed name and signature of staff attending the training.

III. The LA must document when individual follow-up training is provided to staff who missed group training.

IV. The LA must ensure that all new WIC staff receives the required training within the first year of employment.

AUTHORITY:
7 CFR §246.3(f)
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7 CFR §246.6(b)(10)
7 CFR §246.8
7 CFR §246.25(a)(1)
FNS Instruction 113-1
22 CCR §40693