

Civil Rights Exam
TEFAP Program 2019
East Texas Food Bank



Name (please print): _____

Site name: _____

- 1 Select the correct answer pertaining to legislation in Civil Rights.
 - a. Discourages discrimination only in some programs receiving federal funds, partially or fully funded.
 - b. Prohibits discrimination in all programs receiving federal funds, partially or fully funded.
 - c. Discourages discrimination only in programs receiving state funds.

- 2 Select the answer that has the correct six USDA FNS protected bases.
 - a. Race, age, sex, national origin, disability, and color
 - b. Race, age, sex, gender identity, disability and color
 - c. Race, age, religion, national origin, disability, and color
 - d. Race, age, veterans, national origin, disability, and religion

- 3 Which is NOT a type of Program Accessibility?
 - a. Physical Accessibility
 - b. Meal modification
 - c. Medical appointment selection
 - d. Language Accommodation

- 4 As mentioned earlier, reasonable steps must be taken to ensure meaningful access to the information and services provided for people with Limited English Proficiency (LEP). Which is not an example of a Language Assistance Service?
 - a. Bilingual staff
 - b. Telephone interpreter Line
 - c. Oral Interpretation Services
 - d. Male and Female Staff

- 5 Select the answer that is NOT identified with the "And Justice for All" poster.
 - a. Helps communicate nondiscrimination in programs.
 - b. Must be prominently displayed in all offices where there is a USDA presence and where it may be read by customers.
 - c. Is only available in English.

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- 6 Select all that apply. Data collection is used to:
 - a. Determine program effectiveness
 - b. Identify areas for outreach.
 - c. Identify locations for compliance
 - d. Determine areas with the most money spent.

- 7 Select the best answer when it comes to Customer Service. Customer Service is:
 - a. Instilling excellence through courtesy, confidence and enthusiasm
 - b. Responding to customer needs
 - c. Valuing their worth
 - d. Effectively communicating with customers
 - e. All of the above
 - f. None of the above

- 8 Win- win, Turning problems into possibilities, Demonstrating empathy, and Willingness to resolve conflict are just some of the aspects of _____?
 - a. Discrimination
 - b. Conflict resolution
 - c. Data collection

- 9 A finding of noncompliance may be the result of a:
 - a. Routine Management Evaluation
 - b. A special Review
 - c. An Investigation
 - d. All of the above answers
 - e. None of the above answers

- 10 Select the correct compliance statement(s). More than one answer may be required.
 - a. Compliance reviews help ensure that Civil Rights requirements are fulfilled only at the lower levels of program administration.
 - b. TDA determines CE compliance with Civil Rights regulations prior to application approval and during administrative and monitoring reviews.
 - c. Reviews are conducted on an ongoing basis for all USDA FNS programs.
 - d. Special reviews are conducted when as issue has been identified.

Administrator's Signature

Date