

Annual Civil Rights Training Written Exam
East Texas Food Bank

Agency: _____ Date: _____

Volunteer Name (PLEASE PRINT): _____

All volunteers that interact with Agency clients and/or client data are required complete the Annual Civil Rights Training. Volunteers should only complete this Written Exam if they do not have the ability to complete the online exam.

Volunteers must obtain an 80% score or higher, to be graded and signed by the Agency Director or a member of the Agency's Leadership. Civil Rights Training Certification/ Written Exam must be kept on file at the Agency.

1) Select the correct answer pertaining to legislation in Civil Rights.

- Discourages discrimination only in some programs receiving federal funds, partially or fully funded.
- Prohibits discrimination in all programs receiving federal funds, partially or fully funded.
- Discourages discrimination only in programs receiving state funds.

2) Select the answer that has the correct six USDA FNS protected bases.

- Race, age, sex, national origin, disability, and color
- Race, age, sex, gender identity, disability and color
- Race, age, religion, national origin, disability, and color
- Race, age, veterans, national origin, disability, and religion

3) Which is **not** a type of Program Accessibility?

- Physical Accessibility
- Meal modification
- Medical appointment selection
- 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?

- Bilingual staff
- Telephone interpreter Line
- Oral Interpretation Services
- Male and Female Staff

5) Select the answer that is **not** identified with the "And Justice for All" poster.

- Helps communicate nondiscrimination in programs.
- Must be prominently displayed in all offices where there is a USDA presence and where it may be read by customers.
- Is only available in English.



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6) Select all that apply. Data collection is used to:

- Determine program effectiveness.
- Identify areas for outreach.
- Identify locations for compliance.
- Determine areas with the most money spent.

7) Select the best answer when it comes to Customer Service. Customer Service is:

- Instilling excellence through courtesy, confidence and enthusiasm.
- Responding to customer needs.
- Valuing their worth.
- Effectively communicating with customers.
- All of the above.
- 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 _____?

- Discrimination
- Conflict resolution
- Data collection

9) A finding of noncompliance may be the result of a:

- Routine Management Evaluation.
- A Special Review.
- An Investigation.
- All of the above answers.
- None of the above answers.

10) Select the correct compliance statement(s). More than one answer may be required.

- Compliance reviews help ensure that Civil Rights requirements are fulfilled only at the lower levels of program administration.
- TDA determines CE compliance with Civil Rights regulations prior to application approval and during administrative and monitoring reviews.
- Reviews are conducted on an ongoing basis for all USDA FNS programs.
- Special reviews are conducted when an issue has been identified.

TO BE COMPLETED BY AGENCY DIRECTOR/LEADER:

Written Exam Score: _____

Signature: _____

Date: _____

