



# CIVIL RIGHTS COMPLIANCE HANDBOOK

FOR SU AG COOPERATIVE EXTENSION



LINKING CITIZENS of *Louisiana* with OPPORTUNITIES for *Success!*

# **COOPERATIVE EXTENSION PROGRAM (CEP)**

Southern University Agricultural Research & Extension Center (SUAREC)

## **TABLE OF CONTENTS**

### **Introduction**

### **Purpose and Relevant Legislation**

### **Commitment to Civil Rights**

#### **Goal 1: Cooperative Extension Program Leadership Team will lead by example.**

- Objective 1. A statewide Civil Rights handbook will be maintained.
- Objective 2. Cooperative Extension Program will strive for a diverse workforce and promote a work environment free of discrimination.
- Objective 3. Coordination and interaction with 1862 and other Land-Grant Institutions will be planned and implemented.
- Objective 4. Assure that the groups we manage (volunteer clubs) and partner with have policies and procedures that align with our Civil Rights guidelines.

#### **Goal 2: Educate and involve staff, volunteers, and advisory boards in Civil Rights training.**

- Objective 1. Extension personnel will have knowledge of laws, rules, and regulations and have appropriate training.
- Objective 2. Extension volunteers will have knowledge of laws, rules, and regulations and have appropriate training.
- Objective 3. Increase participation of people of underrepresented groups on parish and state Extension advisory boards and committees and provide them with Civil Rights Training.

# COOPERATIVE EXTENSION PROGRAM (CEP)

## Southern University Agricultural Research & Extension Center (SUAREC)

# TABLE OF CONTENTS

**Goal 3: Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase the participation of people of underrepresented groups.**

- Objective 1. Plans of Work will demonstrate working with diverse populations.
- Objective 2. Programs will be accessible for the disabled.
- Objective 3. Cooperative Extension Programs will use all reasonable efforts to accommodate minority and/underrepresented (Title IX) audiences and limited English proficiency (LEP) participants.
- Objective 4. Strategies will be used to notify the public of non-discrimination policies.
- Objective 5. Conduct outreach efforts that increase participation by minority and/or underrepresented groups.

### Complaints

### Compliance

### Appendices

GOAL	APPENDIX	TITLE
N/A	A	Federal Civil Rights Acts under which Cooperative Extension Operates
1	B	Non-Discrimination Compliance Forms and Instructions
2	C	Acknowledgement of Receipt/Understanding
2	D	Advisory Board Membership List Template
3	E	Sample Listing of Documentation for Each Goal Area
3	F	ADA Program Accessibility Self-Assessment Form
3	G	Official Non-Discrimination Clauses
4	H	Compliant Procedures
4	I	Internal Review Form



SOUTHERN UNIVERSITY  
AGRICULTURAL RESEARCH AND EXTENSION CENTER

Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

# Civil Rights Compliance Handbook



**COOPERATIVE  
EXTENSION  
PROGRAM**

## Southern University Agricultural Research & Extension Center **COOPERATIVE EXTENSION PROGRAM (CEP)**

### **Civil Rights Compliance Handbook**

#### **Introduction**

The U. S. Department of Agriculture, the National Institute of Food and Agriculture (NIFA) and its land-grant partners recognize the importance of diversity and inclusion in the development and implementation of extension programs. These Extension programs must be handled in a manner that treats every customer and employee with fairness, equity, and respect. This applies to all aspects of the Extension programs including identifying needs, setting priorities, allocating resources, selecting and assigning staff, conducting programs, and getting feedback. Information about USDA/NIFA policies can be found at: <http://www.ascr.usda.gov/>

#### **Purpose and Relevant Legislation**

The USDA Civil Rights regulation requires NIFA to determine whether recipient institutions comply with the nondiscrimination and equal opportunity provisions contained therein. To implement these provisions, State Extension services and USDA are required to carry out regular compliance review inspections designed to measure the overall status of compliance of Extension recipients. The reviews will focus on those aspects that are covered by the federal statutes prohibiting discrimination on the basis of race, color, sex, disability, religion, familial status and national origin. For a full listing for to: <http://nifa.usda.gov/resource/civil-rights-laws-authorities-and-regulations>

USDA Civil rights compliance reviews are conducted consistent with the following major statutes and Departmental Regulations (see Appendix A for more details on each):

- American with Disabilities Amendments Act of 2008
- Civil Rights Act of 1964 Title VI
- Civil Rights Act of 1964 Title VII
- Civil Rights Act of 1991
- Title XI, Education Amendments of 1972
- The American with Disabilities Act of 1990, Titles I and V
- Rehabilitation Act of 1973
- The Age Discrimination in Employment Act of 1967
- USDA Office of the Assistant Secretary for Civil Rights Regulations and Departmental Directives



## Southern University Agricultural Research & Extension Center **COOPERATIVE EXTENSION PROGRAM (CEP)**

### **Civil Rights Compliance Handbook**

Each State Extension institution is responsible for establishing internal policies and guidelines to ensure that Extension programs and operations do not discriminate and that research projects and activities are done without regard to age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual's income is derived from a public assistance program. Land Grant and other institutions are expected to have available the appropriate documentation, records, and source of information related to the items included in this guide.

#### **Commitment to Civil Rights**

Southern University Agricultural Research and Extension Center's Cooperative Extension Program is committed to the realization of the spirit and letter of federal and state Civil rights law and regulations. The kinds of discrimination prohibited by the Southern University Agricultural Research and Extension Center's Cooperative Extension Program policy follow those of the NIFA/USDA, Southern University System, and the Southern University Agricultural Research and Extension Center prohibits discrimination on the basis of age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual's income is derived from a public assistance program in its employment, educational programs, and activities.

The Smith-Lever Act and subsequent amendments dictate that Cooperative Extension programs be designed to serve all people. This includes all socioeconomic classes as well as the protected classes identified in Civil Rights laws and regulations.

This document outlines the goals, objectives, and procedures Southern University Agricultural Research and Extension Center's Cooperative Extension Program personnel will follow to fulfill the intent and requirements of Civil Rights laws and regulations. The goals and objectives that follow provide for the guidelines and support that notion that all paid employees and volunteers are expected to:

- Avoid discriminatory exclusion in both the workforce and program participation.
- Remediate situations in which there is underutilization or under-representation resulting from prior discrimination.

In general, to fulfill these expectations, all paid personnel and volunteers are expected to make all reasonable efforts to encourage people from underrepresented groups to seek employment in Extension and to participate in programs. All reasonable efforts include:

- Creating awareness (*e.g., notification of opportunity by direct contact, mailings, and mass media*).
- Assuring access (*e.g., appropriate selection of time and location for events; preventing inappropriate pre-employment inquiries*).
- Providing utility (*e.g., offering programs of interest to the targeted audience; using only bona fide occupational qualifications to evaluate candidates*).
- This document is organized by goal areas and objectives. Each goal area details a different theme that will be addressed, planned for and evaluated for effectiveness. Each objective helps to elaborate on these goals by providing the rationale, the procedures to ensure compliance and subsequent appendixes that provide additional resources.

All personnel are expected to read and understand the content of this handbook. It is expected that all Extension employees have the knowledge and commitment to comply with the federal laws and regulations as well as the Extension and University policies under which we work.



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Goal 1. Southern University Agricultural Research and Extension Center Leadership will lead by example.**

**Objective 1. A statewide Civil Rights Handbook will be maintained.**

Rationale: Following a statewide Civil Rights handbook ensures that all employees and the organization are working under the intent to maintain compliance with equal opportunity nondiscrimination rules and regulations applicable to Extension programs. This Handbook is in place to ensure that educational benefits are provided to a diverse audience of the state on a nondiscriminatory basis and that a diverse workforce supports Extension educational efforts.

Procedures to Ensure Compliance	Responsible Party
This Handbook, including all Appendices, will be reviewed annually and updated as necessary.	Extension Leadership Team
This Handbook will be made available to all personnel in each office and on the Extension Staff Resources webpage.	Extension Leadership Team

**Objective 2. Southern University Agricultural Research and Extension Center's Cooperative Extension Program will strive for a diverse workforce and promote a work environment free of discrimination**

Rationale: It is expected that the organizational structure, functions, and policies of Extension are in place to support meeting the needs of the state's diverse clientele. To that end, it is expected that there is a diverse workforce with skills, knowledge, and ability to carry out those duties assigned for Extension programs. In order to promote a diverse and open workforce, employee assignments must not limit them to working exclusively with customers and employees of their own race.





Procedures to Ensure Compliance	Responsible Party
<p>Hiring of program staff will follow Southern University System and Southern University Agricultural Research &amp; Extension Center's Affirmative Action/Equal Opportunity Hiring and recruitment policies.</p>	<p>Human Resources, University Administration and Search Committees</p>
<p>Position descriptions will not limit personnel to working in subject matter or geographical areas which tend to maintain a strict racial identity between the employees and minority students. Southern University System and Southern University Agricultural Research &amp; Extension Center policies will be followed in the development of position descriptions.</p>	<p>Program Leaders, Supervisors, Administrative Assistant</p>
<p>Unit administrators and supervisors will ensure that there is equality, fairness and respect in the use of Extension work facilities, including support for disabled educators, paraprofessionals, secretarial and support staff in the dissemination and use of office equipment and office space.</p>	<p>VC Extension &amp; Outreach and Program Leaders</p>
<p>Southern University System will provide up-to-date personnel policies and procedures for complaints.</p>	<p>University Administration</p>
<p>Southern University System has established processes for employment-related complaints regarding harassment, discrimination or other employment-related issues. The policies that outline steps to be taken can be found on page 109 of the Southern University System Handbook for University Human Resources (Employee Handbook):  <a href="https://www.sus.edu/assets/sus/Human_Resources/Policies_andProcedures/handbookforhumanresources.pdf">https://www.sus.edu/assets/sus/Human_Resources/Policies_andProcedures/handbookforhumanresources.pdf</a></p>	<p>University Human Resources</p>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Objective 3. Coordination and interaction with 1862 and other Minority Land-Grant Institutions will be planned and implemented**

Rationale: In order to maintain a high level of visibility for compliance with Civil Rights laws, rules, and regulations, persons with leadership responsibility in the Civil Rights area receive sufficient administrative support and direction that encourages cooperative planning and implementation of the federal guidelines.

Procedures to Ensure Compliance	Responsible Party
<p>Administration and Extension personnel will develop, coordinate, and implement a comprehensive program of Extension work between Land Grant and minority-serving institutions. University and Extension leadership will maintain a forum for continued mutual consultation among top officials of the institutions.</p>	<p>VC Extension &amp; Outreach and Program Leaders</p>
<p>Extension program leadership will provide a listing of joint Extension programs and the respective planning committees being carried out by the respective institutions to Extension Directors on a yearly basis.</p>	<p>Program Leaders</p>
<p>The Associate Vice Chancellor and Vice Chancellor of Extension &amp; Outreach will have on file the letters of compliance, Civil Rights directives from the Vice Chancellor of Extension and Outreach and maintain the documentation of Civil Rights review coverage by Extension leadership (<i>internal and USDA reviews</i>).</p>	<p>Associate VC, Diversity Inclusion &amp; Title IX, VC Extension &amp; Outreach</p>

**Objective 4. Assure that the groups we manage (volunteers, clubs) and partner with have policies and procedures that align with our Civil Rights guidelines.**

Rationale: Cooperative Extension cannot provide significant assistance to any organization that illegally discriminates. Cooperative Extension has an obligation to inform organizations about this policy of non-discrimination and maintain records if discriminatory practices are not followed.

Procedures to Ensure Compliance	Responsible Party
<p>Extension personnel will have on file compliance forms (Appendix B) for organizations with which ongoing educational programs are conducted to ensure their commitment to affirmative action compliance. Compliance forms for organizations with whom we have ongoing partnerships shall be updated once every three years. New organizations shall sign compliance forms prior to partnering with Southern University Agricultural Research and Extension Center’s Cooperative Extension Program. Copies of signed and returned compliance forms should be kept in the appropriate Program Leader’s office in the <b>Civil Rights folder</b>.</p>	<p>Program Leaders and Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i></p>
<p>To any group, which cannot or will not provide assurance of compliance, Cooperative Extension personnel may only provide a presentation that provides an overview of Cooperative Extension programs that includes an articulation of the requirement for compliance or be present to receive acknowledgement or contributions.</p>	<p>Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i></p>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Goal 2: Educate and involve staff, volunteers, and advisory boards in Civil Rights training.**

**Objective 1. Extension personnel will have knowledge of laws, rules, and regulations and have appropriate training.**

Rationale: It is the policy of the Southern University Agricultural Research and Extension Center’s Cooperative Extension Program to provide professional development opportunities to all of its employees. Administrators, faculty, and educators are expected to participate in opportunities offered within the Southern University Agricultural Research and Extension Center, as well as those provided by external vendors, to enhance their awareness and understanding of diversity issues and to increase their ability to reach out to underserved groups on a nondiscriminatory basis and that a diverse workforce supports Extension educational efforts.

Procedures to Ensure Compliance	Responsible Party
Program Leaders will ensure new hires read and understand this Handbook and relevant legislation.	Program Leaders
New personnel will sign a document (Appendix C) attesting to reading and understanding the requirements. This signed document will be placed in the employee’s personnel file and kept in the appropriate Program Leader’s office <b>Civil Rights folder</b> .	Program Leaders, Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>
Periodic mandatory staff meetings will reflect discussions regarding Civil Rights compliance documentation and Civil Rights planning. These Civil Rights discussions will be reflected in meeting minutes which will be kept in the Extension Director’s <b>Civil Rights folder</b> .	VC Extension & Outreach, Program Leaders, Civil Rights Administrator
Employees will be knowledgeable about and will understand how to implement program strategies that will be in compliance with the Civil Rights notices contained in this Handbook.	Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>

## Objective 2. Extension volunteers will have knowledge of laws, rules, and regulations and have appropriate training.

Rationale: Volunteers as an extension of our programming efforts, should also be knowledgeable of our Civil Rights requirements and our commitment to diversity and nondiscrimination.

Procedures to Ensure Compliance	Responsible Party
<p>Staff will provide training to volunteers so that those who represent Southern University Agricultural Research and Extension Center's Cooperative Extension Program will be knowledgeable about and understand how to implement program strategies to be in compliance with the policies identified in this handbook.</p>	<p>Extension Staff (Associates, Agents/ Educators, Specialists)</p>
<p>For clubs, specialty groups and/or independently run programs for all program areas (<i>this includes any Southern University Agricultural Research and Extension Center Cooperative Extension Program which is not delivered directly by a Cooperative Extension Employee</i>):</p> <p style="padding-left: 40px;">Volunteer leaders receive written guidelines on Civil Rights and equal opportunity requirements.</p> <p style="padding-left: 40px;">Volunteers affirm and note an assurance statement of non-discrimination using the compliance forms annually.</p> <p style="padding-left: 40px;">Where program delivery is conducted by volunteers/ program partners, Extension personnel will train volunteers about responsibilities regarding the following and volunteers will ensure:</p> <ul style="list-style-type: none"> <li>• Public notification regarding existence of the program, dates, time, and location of organizational meetings (<i>such as an annual newspaper release stating that participation is open to all</i>).</li> <li>• Invitation of all potential members without regard to race, ethnicity, or gender.</li> <li>• That diversity is valued and the expectations for equal opportunity requirements is communicated and met.</li> <li>• Equal opportunity and accessibility requirements with respect to any setting where programs are held.</li> <li>• Participation of all programs operating in interracial and non-interracial communities is open to all individuals regardless of race and gender.</li> </ul>	<p>Program Leaders, Extension Staff (Associates, Agents/ Educators, Specialists)</p>
<p>Documentation of the training of volunteers should be kept in the appropriate Program Leader's <b>Civil Rights folder</b>.</p>	<p>Extension Staff (Associates, Agents/ Educators, Specialists), and Program Leaders</p>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Objective 3. Increase participation of people of underrepresented groups on Extension advisory boards and committees and provide them with Civil Rights training.**

Rationale: Southern University Agricultural Research and Extension Center’s Cooperative Extension Program is committed to increasing the diversity of local Extension boards and committees which help identify program needs, develop, implement, and evaluate programs for the residents of the state. In order to create and implement programs that support the diverse nature of our communities, members of internal and external advisory boards and committees must be diverse, and/or are representative of the population of the geographic areas being served. These groups should also be informed of our commitment to diversity and non-discrimination through appropriate training.

Procedures to Ensure Compliance	Responsible Party
<p>As internal and external committees and/or boards are developed, all reasonable efforts should be used to identify membership that will be diverse by race, ethnicity, gender, and geographic location.</p> <p>Documentation of board members (using Appendix D) along with records regarding the recruitment and selection process will be kept in the appropriate Program Leader’s <b>Civil Rights folder</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i>            Program Leaders</p>
<p>Where bylaws are used, bylaws will include clauses that support affirmative action requirements, diverse audience participation, and provide for the rotation of officers. Bylaws should additionally include the provision that the Extension personnel in charge of the group has the ability to appoint minority and/or underrepresented group members to the board. A copy of all by-laws should be kept in the appropriate Extension Staff member’s office <b>Civil Rights folder</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i></p>
<p>On an annual basis, staff will review key components of this handbook including the non-discrimination policies with the advisory board and committee members. Meeting notes that show this training has occurred should be kept in the appropriate Extension Staff member’s office <b>Civil Rights folder</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i></p>

### **Goal 3: Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase participation of people of underrepresented groups.**

#### **Objective 1. Plans of Work will demonstrate working with diverse populations.**

Rationale: To improve the participation of people from underrepresented groups, personnel should strategically assess what efforts they will take to reach those individuals and these planned efforts should be noted in each individual’s plan of work.

<b>Procedures to Ensure Compliance</b>	<b>Responsible Party</b>
Extension personnel will follow this Handbook when conducting Extension programming.	Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>
Employees are expected to identify needs and develop programs that are open to all citizens. Individual’s Plan of Work will show targeting of underrepresented audiences. This data will be queried annually, aggregated, and kept in the appropriate Program Leader’s <b>Civil Rights folder</b> .	Program Leaders, Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>
Employees are required to document Civil Rights efforts in program files. Appendix E details the items that should be documented in the appropriate Extension Staff member’s <b>Civil Rights folder</b> .	Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Objective 2. Programs will be accessible for the disabled.**

Rationale: To provide a welcoming and accessible environment, work facilities and programs must be accessible to disabled employees, volunteers, customers, clients, and visitors.

Procedures to Ensure Compliance	Responsible Party
<p>Annually, programs and work facilities will be assessed using the American with Disabilities Act (ADA) program Accessibility Self-Assessment Form (Appendix F) to determine if programming locations will meet the needs of individuals with disabilities, that no discrimination is occurring and that all reasonable efforts are implemented to reduce barriers to program participation, facilities, and equipment resources. These forms will be placed in the Extension Director’s <b>Civil Rights folder</b>.</p>	<p>VC Extension &amp; Outreach, Civil Rights Administrator</p>
<p>All reasonable efforts will be made to hold off-site programming in facilities that comply with Americans with Disabilities Act (ADA) standards or accessibility.</p>	<p>Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i></p>
<p>All brochures and informational flyers promoting programs will provide accessibility instructions for people with special needs. All reasonable efforts will be implemented to meet the accessibility requests. Sample language to be used in marketing materials:</p> <p><i>“All reasonable efforts will be used to meet accessibility requests. Please contact the office two weeks prior to the event to request assistance.”</i></p> <p>OR</p> <p><i>“If you have special needs that need to be accommodated, please contact the office two weeks prior to the event.”</i></p> <p>Samples of these marketing materials should be kept in the appropriate Extension Staff member’s office <b>Civil Rights folders</b>.</p>	<p>Extension Staff Communications Director</p>





**Objective 3. Southern University Agricultural Research and Extension Center’s Cooperative Extension Programs will use all reasonable efforts to accommodate minority and/or underrepresented (Title IX) audiences and limited English proficiency (LEP) participants.**

Rationale: As LEP populations and other minority and/or underrepresented audiences grow in our communities, Extension programs and outreach efforts need to meet the needs of the citizens in their communities.

Procedures to Ensure Compliance	Responsible Party
All results oriented efforts will be used to provide educational workshops, person-to-person teaching, and other educational methods to reach LEP persons and other underrepresented audiences as determined by needs assessments and clientele inquiry.	Employees and Program Leaders
Within reason, educational materials will be offered in languages other than English. Samples of these materials should be kept in the appropriate Program Leader’s <b>Civil Rights folders</b> .	Program Leaders, Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>
An LEP policy and language access plan will be maintained and updated every five years.	VC Extension & Outreach



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Objective 4. Strategies will be used to notify the public of non-discrimination policies.**

Rationale: To ensure that the public is aware of Extension programs and that these programs are open to all regardless of age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual’s income is derived from a public assistance program, the Extension system will use strategies to notify the public.

Procedures to Ensure Compliance	Responsible Party
A web page will be maintained that outlines Extension’s policies regarding public notification and the procedures by which the public can access Extension programs, request assistance, or make complaints regarding access.	VC Extension & Outreach, Civil Rights Administrator
The green “...And justice for All” poster must be displayed and easily visible in each area of the Extension facility where the public visits ( <i>front office lobby and conference rooms</i> ). Posters must be taken and posted when programs are offered in the community.	Program Leaders, Extension Staff ( <i>Associates, Agents/ Educators, Specialists</i> )
The Extension logo and non-discrimination statement will be used on all Extension printed and web-based publications, including bulletins, leaflets, press releases, circulars fact sheets, program announcements, and miscellaneous publications. See Appendix G - Official Non-Discrimination Clause.	Extension Staff ( <i>Associates, Agents/ Educators, Specialists</i> )
Extension employees will include the non-discrimination statement in news releases. For best results, the statement will be included in the body of the text rather than as a separate paragraph at the end. Copies of these releases should be kept in the office <b>Civil Rights folders</b> .	Extension Staff ( <i>Associates, Agents/ Educators, Specialists</i> )

Procedures to Ensure Compliance	Responsible Party
<p>Extension personnel will ensure that they do not use stereotype language and illustrations, within Extension publications, educational materials, promotional literature, forms, announcements, brochures, and other documents.</p>	<p>Extension Staff (Associates, Agents/ Educators, Specialists), Communications Office</p>
<p>Artwork and other graphics should be representative of the diversity of constituency groups. Representations should not make assumptions about the economic status or subject matter interests of any particular group. Copies demonstrating diversity in artwork/graphics should be kept in the office <b>Civil Rights folders</b>.</p>	<p><i>Extension Staff (Associates, Agents/ Educators, Specialists), Communications Office</i></p>
<p>Extension personnel will ensure that program methods, content, and places of services are implemented in a manner that ensures non-discrimination.</p>	<p>Extension Staff (Associates, Agents/ Educators, Specialists)</p>
<p>Extension personnel will keep documentation regarding their efforts to inform organizations, the parish, communities or key contact people about Extension programs and our non-discrimination policies. This may include press releases, flyers, brochures, letters or documentation of a presentation made. Any documentation should be kept in the office <b>Civil Rights folders</b>.</p>	<p>Extension Staff (Associates, Agents/ Educators, Specialists)</p>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Objective 4. Conduct outreach efforts that increase participation by minority and/or underrepresented groups.**

Rationale: As Extension personnel develop and implement programs, several strategies will be used in conducting outreach efforts to ensure that minority and underrepresented groups are aware of and encouraged to participate in programs.

Procedures to Ensure Compliance	Responsible Party
<p>Each Program Area will develop and update quarterly a list of minority and underrepresented agencies, organizations, and groups to whom program announcements and newsletters will be routinely sent to inform members of the groups or participants in their program of educational programs and opportunities. Such program announcements and letters of outreach will include the Extension office telephone number, address and website information, and the affirmative action statement. A copy of this list should be kept in the appropriate Program Leader’s <b>Civil Rights folder</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i>            and Program Leaders</p>
<p>Document efforts to reach minority and underrepresented audiences through mass media <i>(which includes radio, newspapers, television, websites, and social media)</i> to inform potential participants of the program and the opportunity to participate. This documentation of these mass media efforts should be kept in the office <b>Civil Rights folders</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i></p>
<p>Any contacts via personal face-to-face meetings, calls, or written communication with the leadership of minority and underrepresented groups informing them of Extension’s programs and any invitations to participate in the programs being conducted should be documented <i>(written notation of meeting/call or copy of letter/email/invitation)</i>. This documentation of personal outreach efforts to foster a more inclusive audience should be kept in the office <b>Civil Rights folder</b>.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i></p>
<p>In meetings with other community organizations or agencies on which Extension educators serve, information about Extension programs and their availability for minority and underrepresented groups will be stressed.</p>	<p>Extension Staff  <i>(Associates, Agents/            Educators, Specialists)</i></p>

## COMPLAINTS

Should there be a discrimination complaint made by our clientele regarding an extension program or activity, employees shall follow the procedures outlined in Appendix H. All staff should be aware of these procedures and make them available to volunteers, clientele, and the public.

## COMPLIANCE

**Program compliance data will be kept at the individual, parish and state levels through the use of compliance forms and the reporting system. Data will be collected, reviewed and evaluated to determine parity and reasonable efforts.**

Rationale: To ensure that Extension education benefits are provided to the citizens of the state on a non-discriminatory basis and that all reasonable efforts are carried out to ensure equal access and integration, programs will be evaluated for compliance.

The goal is to ensure balanced membership and parity programs. Parity is achieved when program participation matches the demographics of the population. Balanced membership in programs is achieved when the number of members of the underrepresented race reaches 75% of the number of non-majority participants the program would have if its racial composition were exactly proportional to that of the membership area. For example, a workshop with 20 participants in an area where African Americans comprise 20% of the population would be exactly proportional if it had 4 African American members. This workshop would be considered to have “balanced participation” if it had 3 African American members (*75% of the ideal goal/parity*).



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

Procedures to Ensure Compliance	Responsible Party
Using Digital Measures, Extension personnel and the organization will be able to determine participation data and special accommodations made to reach underserved audiences by individual, parish, and by program area. The system will be queried for these items annually and reports will be kept in the appropriate Program Leader’s <b>Civil Rights folder</b> .	Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i> and Program Leaders
Extension personnel will document participation data, including participant demographics, and special accommodations made to reach underserved audiences for that program. Reports should be completed monthly.	Extension Staff <i>(Associates, Agents/ Educators, Specialists)</i>
A yearly assessment of Extension programs will be conducted to determine the services offered to audiences as compared to the eligible population- the parity assessment as described above. Employees will prepare material for review by Supervisor.	VC Extension & Outreach and Program Leaders
During the performance review process, supervisors will evaluate the employee’s programs and participation data with respect to compliance of the policies and procedures set forth in this document.	Supervisors

*Additionally, the following procedures will be conducted to ensure compliance with Civil Rights policies and procedures and reinforce the knowledge base of employees overtime.*

Each Extension Program Area will conduct internal audits <i>(using forms in Appendix I)</i> on an annual basis to ensure the Civil Rights plan is being implemented.	VC Extension & Outreach, Program Leaders
The Civil Rights Administrator will also review office Civil Rights folders on an annual basis to ensure policies and procedures outlined in this Handbook are being followed by personnel.	Civil Rights Administrator
The Civil Rights Administrator will keep on file the federal review policies and guidelines, past federal audit reports developed, and the state response to those reports.	Civil Rights Administrator
The Civil Rights Administrator and Program Leaders will keep on file copies of the internal reviews and the corresponding recommendations until the next federal audit takes place.	Civil Rights Administrator, Program Leaders

## Appendix A

### Federal Civil Rights Acts under Which Cooperative Extension Operates

For a full listing go to: <http://nifa.usda.gov/resource/civil-rights-laws-authorities-and-regulations>.

#### 7 CFR 18: Equal Employment Opportunity in the State Cooperative Extensions Services – Employment Protections

Provides a cooperative procedure involving the President and Secretary to assure that the Cooperative Extension Service provides equal opportunity in employment to each individual without regard to race, color, national origin, sex, or religion.

#### Federal Equal Pay Act of 1963 - Employment Protections

Protects men and women who perform equal work, requiring equal skill, effort and responsibility; under similar working conditions and in the same establishment from sex-based wage discrimination.

#### Civil Rights Act 1964

Enforces the constitutional right to vote, to confer jurisdiction upon the US district courts to provide injunctive relief against discrimination in public accommodations. It authorizes the Attorney General to institute suits to protect constitutional rights in public facilities and public education, to extend the Commission on Civil Rights, to prevent discrimination in federally assisted programs, to establish a Commission on Equal Employment Opportunity, and for other purposes.

#### Title VI of the Civil Rights Acts of 1964 – Program Participation Protections

Prohibits discrimination based on race, color religion, sex or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any programs, services or activities receiving federal financial assistance. A person or a class of individuals may file a written complaint. A representative may also file a complaint on behalf of someone. The Department of Justice is charged with coordinating the enforcement efforts of non-discrimination in federally assisted programs. The responsibility for enforcing Title VI rests with the federal agency that extended financial assistance. For Extension Programs contact: USDA Cooperative State Research, Education and Extension Service (CSREES), Office of Civil Rights, Washington, DC 20250. Phone: 202-720-2700.



## Southern University Agricultural Research & Extension Center **COOPERATIVE EXTENSION PROGRAM (CEP)**

### **Civil Rights Compliance Handbook**

#### **Title VII of the Civil Rights Acts of 1964 – Employment Protections**

Prohibits discrimination based on race, color, religion, sex or national origin in the hiring, firing, promotion, wages, classification, employment referrals or assignment, extending or assigning the use of facilities, training, apprenticeships, fringe benefits, life insurance, pension, and retirement programs and any other conditions or privileges of employment. A person may file a complaint for her/himself, for a class of individuals or by a third party on behalf of other persons. A 1978 amendment to Title VII of the 1964 Civil Rights Act, known as the Pregnancy Discrimination Act, also makes it unlawful for an employer to discriminate on the basis of sex for pregnancy, childbirth, or childbirth-related matters.

#### **Age Discrimination in Employment Act of 1967 – Equal Protections**

Protects individuals who are 40 years of age or older against employment discrimination based on age.

#### **Title IX of Education Amendments of 1975 – Employment and Program Participation Protections**

Prohibits discrimination based on sex, including admissions, financial aid, rules governing behavior, access to courses and training programs, extracurricular activities, other educational programs, and employment discrimination including wages, recruitment, hiring, job classification and most fringe benefits. The regulations provide that recipients of federal funds for education must treat pregnancy, childbirth, and termination of their own behalf or on behalf of others may file a complaint. The agency responsible for enforcing this law is the Office of Civil Rights, Department of Education, Washington DC 20201.

#### **Rehabilitation Act of 1973 – Employment Protections**

Section 501 prohibits discrimination based on physical or mental disability in employment upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation and selection for training, including apprenticeship. Complaining parties may send a letter to the Office of Federal Contract Compliance Programs, Employment Standards Administration, Department of Labor, Washington, DC 20210.

Section 504 prohibits discrimination based on physical or mental disability in programs and activities receiving federal funding.





### **Vietnam Era Veterans Readjustment Act of 1974 – Employment Protections**

Prohibits discrimination against any veteran because she/he is a veteran with a disability or veteran of the Vietnam era in employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Persons wishing to file a complaint may send a letter to the Veteran’s Employment Service of the Department of Labor through the local State Employment Office. The agency responsible for enforcing this law is the Office of Federal Contract Compliance Programs, Veterans Employment Service, Department of Labor, Washington, DC 20210.

### **The American with Disabilities Act of 1990 – Employment Protections**

Prohibits employers from discriminating against any qualified employee or applicant for employment because of a physical or mental disability. In addition, it requires employers to make reasonable accommodations for qualified individuals with disabilities, unless doing so would impose undue hardship.

### **The American with Disabilities Act Title II – Program Participation Protections**

Prohibits discrimination based on disabilities by public entities.

### **Civil Rights Act of 1991 – Employment Protections**

Provides workers with more protection against bias and harassment; allows employees who successfully sue their employers, greater monetary damages and cost reimbursements. Additionally, the act reversed certain Supreme Court rulings concerning Affirmative Action. Explicitly prohibits quotas, except under certain consent decree provisions. Provides for compensatory damages to be awarded for pecuniary losses, emotional pain, suffering, inconvenience, mental anguish, and loss of enjoyment of life. Allows for a jury trial if the complaining party seeks compensation. Shifts the burden of proof to the employer in Disparate Impact cases.

### **Family & Medical Leave Act of 1993 - Employment Protections**

Allows employees who have worked for the same employer for one year to take up to 12 weeks of unpaid leave, under certain circumstances, such as the birth/adoption of a child or to care for a spouse or parent with a serious illness; exempts employers with fewer than 50 employees.



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**USDA Departmental Regulation 4330-2 – Non-discrimination in Programs and Activities Receiving Federal Financial Assistance from USDA dated March 3, 1999.**

This regulation applies to all programs and activities receiving federal financial assistance from USDA, its agencies and instrumentalities, and to the processing of all compliant and compliance review investigations pertaining to those programs and activities. It is USDA policy to ensure, no person is subject to prohibited discrimination in programs and activities funded in whole or part by USDA based on race, color, national origin, gender, religion, age, disability, and, where applicable, political beliefs, marital or family status, income, or because of the receipt of public assistance. The policy, in part, is enforced by:

- a. fairly and efficiently responding to discrimination complaints filed against recipients of federal financial assistance by USDA; and
- b. systematically calculating whether and the extent to which recipients of Federal USDA financial assistance conduct their programs and activities in a manner consistent with applicable Federal and USDA Civil rights requirements.

No person should be subjected to reprisal or harassment because he or she filed a discrimination complaint; participated in or contributed to the identification, investigation, prosecution, or resolution of Civil Rights violations in or by a recipient of financial assistance from USDA; or otherwise added or supported the enforcement of federal or USDA Civil Rights laws, rules, regulations, or policies.

## Appendix B

### Non-Discrimination Compliance Forms and Instructions

Southern University Agricultural Research and Extension Center's Cooperative Extension Program cannot provide significant assistance to any organization that illegally discriminates. Southern University Agricultural Research and Extension Center's Cooperative Extension Program has an obligation to inform organizations about this policy of non-discrimination. Extension staff must have documentation on file about groups or organizations to which they provide significant assistance, certifying that discriminatory practices are not followed. Typically, a government agency that receives federal funding will be following the same federal guidelines and therefore would not need a compliance statement. If in doubt, get one.

1. All Cooperative Extension personnel and volunteers are required to obtain assurance of Civil Rights compliance BEFORE providing service to any group. This requirement is as binding for a limited or periodic provision of service as it is for a sustained relationship.

There are several ways to document that an organization is in compliance.

- a. Obtain a copy of the organization's by-laws, which include the non-discrimination statement. This document should be confirmed every 5 years or when bylaws change.
- b. Obtain a signed statement from an officer of the group attesting to the non-discriminatory policies and practices of the group. When new officers are elected, a new letter should be obtained. The Compliance Statement form follows.
- c. Confirm in writing any oral assurances given by the group contact. Periodic re-certification is necessary. (*Sample confirmation letters follow.*)
- d. Obtain a membership list, which includes names, known minorities or identifies protected group status.

To any group, which cannot or will not provide assurance of compliance we may only:

- Provide a presentation which describes Southern University Agricultural Research and Extension Center's Extension Programs including an articulation of the requirement for compliance.
- Be present to receive acknowledgement or contributions.



## Southern University Agricultural Research & Extension Center **COOPERATIVE EXTENSION PROGRAM (CEP)**

### **Civil Rights Compliance Handbook**

Southern University Agricultural Research and Extension Center's Cooperative Extension Program may no longer provide services to organizations if there is clear evidence that groups are discriminating, despite their by-laws or letters of compliance.

2. Volunteers and program partners should document their efforts to inform their communities and community leaders of the non-discrimination policies of the Southern University Agricultural Research and Extension Center's Cooperative Extension Program. A "Results Oriented Form" follows that should be used to log information and actions taken.

Annually, volunteers and program partners need to sign and date a Compliance Form. This form is to be kept by the Agents/Educators in their files for audit purposes.

#### **Sample Letter of Confirmation of Organizational Non-Discrimination Policy**

##### **EXAMPLE A:**

It was a pleasure to talk with you regarding a program for (Name of Organization). Southern University Agricultural Research and Extension Center's Cooperative Extension Program is supported by public funds and adheres to Civil Rights laws and regulations. You assured me that membership in your organization is open to all without regard to age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race religion, sex, sexual orientation, veteran status, or because all or a part of an individual's income is derived from a public assistance program. Hence, I can accept your invitation to speak to your group on (Date) from (Time) to (Time) at (Location). My topic will be (Topic).

##### **EXAMPLE B:**

This letter confirms our discussion on (Date), about (Name of Organization) of which you are (Office). You indicated that your organization maintains a policy of non-discrimination which provides for membership and services to all without regard to age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual's income is derived from a public assistance program. This statement policy is important. Southern University Agricultural Research and Extension Center's Cooperative Extension Program, as a publicly funded program, must adhere to Civil Rights principles and laws that prohibit service to groups that deny equal access. Your organizational policy assures the opportunity for your group to benefit from Extension programs.



## “Results Oriented Efforts” Record Sheet

Please help your Extension Educators document efforts to meet “Results Oriented Efforts” of making the community aware that your program is open to all, regardless of age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual’s income is derived from a public assistance program.

Program \_\_\_\_\_ Individual Responding \_\_\_\_\_

### Posters and Exhibits in Public Places

List places in your community that an exhibit or poster was located

Date \_\_\_\_\_ Place (including town) \_\_\_\_\_

*(Example: 9/10/15-10/15/15)*

*Harding Elementary, Baton Rouge)*

### Individual Contacts and Their Addresses

List individuals personally contacted to recruit into your program. May include phone call or personal visit.

Name	Address
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Results of Efforts:



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Compliance Form**

The Southern University Agricultural Research and Extension Center's Cooperative Extension Program needs confirmation from groups it regularly serves with Extension educational programs that the recipients of these programs comply with the statement of its policy in accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies.

This policy as stated is:

“Prohibits discrimination on the basis of age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or part of an individual's income is derived from a public assistance program.”

Name of Organization: \_\_\_\_\_

Name and Address of Partner Signing Form: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Policy Accepted by: \_\_\_\_\_

*Name of group or organization*

Date: \_\_\_\_\_

*Signature of Representative*



## Appendix C

### Acknowledgement of Receipt/Understanding

I, \_\_\_\_\_ (*name*), acknowledge that I have received and read the Southern University Agricultural Research and Extension Center Cooperative Extension Program's Handbook for Civil Rights Compliance for Extension Programs. To the best of my ability, I will carry out the policies and procedures outlined within the document to ensure Southern University Agricultural Research and Extension Center's Cooperative Extension Program's compliance with federal laws and regulations as well as Southern University Agricultural Research and Extension Center and Southern University System's policies.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*Return this document to your supervisor.*



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Appendix D**

**Advisory Board/Committee Member Template**

Name of Advisory Board/Committee: \_\_\_\_\_

Role of Board/Committee: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Date: \_\_\_\_\_

Name	Address	Race	Gender	Age	Area of Representation



## Appendix E

### Sample Listing of Documentation for Each Goal Area

#### Relevant Legislation

- Southern University Agricultural Research and Extension Center Cooperative Extension Program's Handbook for Civil Rights Compliance
- Copies of relevant legislation (*as listed in Appendix A*)

Goal 1: Southern University Agricultural Research and Extension Center Cooperative Extension Leadership will lead by example.

- Copies of signed and returned compliance forms (Appendix B)
- Documentation of planning and coordination with 1890 institutions

Goal 2: Educate and involve staff, volunteers, and advisory boards in Civil rights training.

- New employee signed Acknowledgement of Receipt/Understanding (Appendix C)
- Staff meeting minutes reflecting discussion of Civil rights topics
- Documentation of personnel trained in Civil Rights topics
- Documentation of board members (using Appendix D) along with records regarding the recruitment and selection process
- Copies of by-laws that include clauses that support affirmative action requirements, diverse audience participation, provide for the rotation of officers, and that the Extension personnel in charge of the group has the ability to appoint minority and/or underrepresented group members to the board.
- Meeting notes reflecting annual review/training with boards/committees/groups on Civil Rights topics
- Copies of training materials used for all programs
- Public notification regarding the existence of programs, dates, time and location of organizational meetings
- Invitation to all potential members without regard to race, ethnicity or gender and that clearly articulates that diversity is valued



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

- Documentation that club meeting locations provide for equal opportunity and accessibility
- Examples of Marketing materials (press releases, postcards) that document public notification efforts

Goal 3: Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase the participation of people of underrepresented groups.

- An annually aggregated list from Digital Measures reflecting individual Extension personnel's intentions to target underrepresented audiences identified in POWs.
- Any and all efforts to comply with this Handbook, including:
  - Completed American with Disabilities Act (ADA) Program Accessibility Self-Assessment Forms (Appendix F)
  - Samples of brochures and informational flyers promoting programs and providing accessibility instructions for people with special needs and all reasonable effort statements on accessibility or Special Needs accommodation.
  - Documentation of any specific efforts to accommodate limited English proficiency participants and other minority and/or underrepresented (Title IX) audiences.
  - Translator, sign language or other accommodation.
  - Sample of materials offered in languages other than English.
  - Samples of news releases or other materials that include the non-discrimination statement (as found in Appendix G).
  - Samples of artwork/graphics or other materials that demonstrate diversity.
  - Samples of Extension personnel's efforts to inform organizations, the parish, communities or key contact people about Extension programs and our non-discrimination policies. This may include press releases, flyers, brochures, letters or documentation of a presentation made

- A copy of the parish’s grassroots list of minority and underrepresented agencies, organizations and groups to whom program announcements and newsletters will be routinely sent to inform members of the group or participants in their program of educational programs and opportunities.
- Documentation of efforts to reach minority and underrepresented audiences through mass media (*which includes radio, newspapers, television, websites, and social media*) to inform potential participants in the program and the opportunity to participate.
- Documentation of contacts via personal face-to-face meetings, calls, or written communication with the leadership of minority and under-represented groups informing them of Extension programs and any invitations to participate in the programs being conducted.

#### Complaints

- Documentation that procedures (Appendix H) were followed if a complaint is expressed either informally or formally.

#### Compliance

- Annual Digital Measures reports detailing participation data and special accommodations made to reach underserved audiences by individual, parish, and by program area.
- Completed Internal Audit Form (Appendix I).



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Appendix F**

**ADA Program Accessibility Self-Assessment Form**

**Facilities**

Are there handicap parking spots and/or drop off locations at the meeting facility?	Yes	No
Are entrances, corridors and rooms accessible to ADA populations?	Yes	No
Can wheelchairs maneuver in these spaces adequately?	Yes	No
Are restroom facilities accessible?	Yes	No
Do you have the equipment for meeting the needs of physically, visually or hearing-impaired participants?		
Have you checked it to see if it really works?	Yes	No
Audio Amplification	Yes	No
Visual Enhancement	Yes	No
Assistance with writing (notes/test taking)	Yes	No

**Educational Materials and Workshops/Presentations**

Do you have a list of people who you can contact who can interpret via sign language or other means to communicate your program information during a workshop?

Do you have the ability to reformat written information into:		
Braille	Yes	No
Large print	Yes	No
Audiotape	Yes	No
Computer-based	Yes	No
Are your materials inclusive and portray individuals with disabilities?	Yes	No



Have you reviewed materials to ensure they are not offensive or demeaning to individuals with disabilities?

Yes No

Do you provide alternative testing methods?

Yes No

Identified procedures to notify and evacuate individuals with disabilities during an emergency?

Yes No

### **Public Notification**

Have you publicized your program through venues that will reach individuals with disabilities?

## **Appendix G**

### **Official Non-Discrimination Clauses**

#### **Appropriate Long Version**

Southern University Agricultural Research and Extension Center's Cooperative Extension Program In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA), Civil Rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on age, color, disability, familial status, gender identity or expression, genetics, limited English proficiency, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, veteran status, or because all or a part of an individual's income is derived from a public assistance program, in any program or activity conducted or funded by USDA (*not all bases apply to all programs*). Remedies and complaint filing deadlines vary by program or incident.



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Appendix H**

**Complaint Procedures**

**Extension Program/Activity Related Complaints Having To Do With Discrimination Based On Sex, Race, Color, or National Origin**

**Informal concern expressed** – Extension staff would attempt to evaluate the concern and mediate the resolution of that concern and notify clientele of the procedures for filing formal complaints. Inform your supervisor.

**Formal complaint** – written – Extension staff receiving the concern should immediately notify the clientele of the opportunity to make a formal written complaint. After informing the clientele of the procedure, the staff member may attempt to help the clientele by discussing the nature of the complaint, actions that could be taken and then proceed to correct the action wherever possible. The staff member should notify the Vice Chancellor of Extension & Outreach of the possible complaint to be filed.

NOTE: If as a result of your discussion with the clientele, they decide not to file a formal complaint, you must document by letter to the clientele, a summary of your discussion, the corrective action to be taken or already taken concerning the complaint and remind them of their right to file a formal complaint.

The complaint should be sent to:

Vice Chancellor of Extension & Outreach  
Southern University Agricultural Research and Extension Center  
P. O. Box 10010  
Baton Rouge, LA 70813

OR

U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; fax: (202) 690-1782; or email: program.intake@usda.gov or go to: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>



## **Americans with Disabilities Act Related Complaints**

**Informal concern expressed** – Extension staff should inform clientele that they need to visit with the Program Leader. The Program Leader attempts to gather all information, evaluate the concern and work toward a resolution of the situation.

**Formal complaint** – The Extension staff member receiving the complaint or witness to a complaint should notify the individual immediately that a formal complaint can be filed. After informing the clientele of the procedure, the staff member and Program Leader can attempt to assist the clientele by discussing the nature of the complaint, action that could be taken and proceed to correct the action wherever possible. The staff member/Program Leader should notify the Vice Chancellor of Extension & Outreach of the complaint to be filed and the actions taken by the staff. A written complaint should be sent to:

Vice Chancellor of Extension & Outreach  
Southern University Agricultural Research and Extension Center  
P. O. Box 10010  
Baton Rouge, LA 70813

OR

U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; fax: (202) 690-1782; or email: [program.intake@usda.gov](mailto:program.intake@usda.gov) or go to: <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**Appendix I**

**Internal Review Forms**

Extension Staff Civil Rights files have been reviewed on the following date(s):

Goal 1

Goal 2

Goal 3





## **CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 1 – Southern University Agricultural Research and Extension Center’s Cooperative Extension Leadership will lead by example.**

**List of joint Southern University Agricultural Research and Extension Center and Southern University System programming efforts:**



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 1 – Southern University Agricultural Research and Extension Center’s Cooperative Extension Leadership will lead by example.**

**Compliance forms on File:**

List Organizations and Dates Signed



## **CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 2 - Educate and involve staff, volunteers, and advisory boards in Civil Rights training.**

**Staff certificate signed**

List Organizations and Dates Signed



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 2 – Educate and involve staff, volunteers, and advisory boards in Civil Rights training.**

**Training Opportunities**

Staff meeting minute dates when Civil Rights information was provided.

Dates provided:

All Staff have received Civil Rights Training? Yes \_\_\_\_\_ No \_\_\_\_\_

If no, what plans have been made for training?

**Employees:**

List personnel names along with training titles and dates:

**Volunteers:**

Civil Rights Training has been conducted for the following volunteer groups:

Group Name

Date Provided

Date of meeting minutes that reflect when Civil Rights information was provided. Date of Minutes and attach minutes.



**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 2 – Educate and involve staff, volunteers, and advisory boards in Civil Rights training.**

**Diversity of Committees/Boards/Clubs/Groups**

Name of Council/Board: \_\_\_\_\_

Race of Participants:

White \_\_\_\_\_ Black \_\_\_\_\_ Hispanic \_\_\_\_\_ Asian \_\_\_\_\_ Indian \_\_\_\_\_

Gender of participants: Male \_\_\_\_\_ Female \_\_\_\_\_

Number of: Adults \_\_\_\_\_ Youth \_\_\_\_\_

Underrepresented areas that are represented:

Dates of meetings during the last year:

Review of by-laws shows commitment to EEO/AA areas:

Date completed:

Identify groups/organizations that you have invited to participate in Extension programming.

Attach a copy of letter/email and mailing lists.

List annual goals of group and progress toward meeting those goals:

Completed Compliance Documents by clubs/groups. Attach forms.



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 3 – Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase the participation of people of underrepresented groups.**

**Special Intentions**

All staff have included within Plans of Work special intentions to reach underserved audiences?



## **CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 3 – Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase the participation of people of underrepresented groups.**

### **Accessibility for the disabled.**

All outside facilities have been assessed to determine accessibility for individuals with disabilities.

This includes facility and equipment that reduce barriers to participation: Yes \_\_\_\_\_ No \_\_\_\_\_

If need be, attach assessment form (Appendix F)

What steps have been taken to ensure promotional materials and registrations inform participants of accessibility? Attach samples



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**GOAL 3 – Develop, modify, and implement educational programs and advise the public of equal access to these programs to increase the participation of people of underrepresented groups.**

**Efforts to Inform:**

- a.) Letters sent to underrepresented individuals/groups. List who and when.
- b.) Programing specifically offered to underrepresented individuals/groups. ADA, Limited Income and other protected audiences. List who and when.
- c.) Brochures/flyers, media release files have been reviewed to ensure they contain non-discrimination causes and accessibility provisions. Provide samples.
- d.) Review of mailing lists and media lists to ensure diversity and Personal Non-Public Information (PNPI) requirements are followed. Date completed:





## **CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

### **Complaint File**

“And Justice for All” posters are displayed in all meeting rooms and entrances at the following programming locations in the parish:

Complaints Filed (dates):

Nature of complaint and resolution:



Southern University Agricultural Research & Extension Center  
**COOPERATIVE EXTENSION PROGRAM (CEP)**

**Civil Rights Compliance Handbook**

**CIVIL RIGHTS REPORT - For Internal Audit Purposes**

Date: \_\_\_\_\_ Office: \_\_\_\_\_

Program Area/Initiative: \_\_\_\_\_

Name: \_\_\_\_\_ Program Year: \_\_\_\_\_

**Parity Assessment**

1. General population demographics by parish, zip/code and or school district.
2. Comparison of program participation data with population data to determine parity/balanced membership.
3. Findings:
4. What steps have you taken to ensure educational programming has been designed/modified to increase the participation of underrepresented groups? Attach any letters of invitation or notes documenting your activities.



**Orlando F. McMeans, PhD**  
*Chancellor – Dean*

*Southern University Ag Center / College of Agricultural and Family and Consumer Sciences*



**De'Shoin A. York, PhD**  
*Vice Chancellor, Extension and Outreach*

*Cooperative Extension Program  
Southern University Ag Center*



*For questions or concerns regarding civil rights issues, please contact:*

**Donovan L. Segura, Ph.D.**  
*Associate Vice Chancellor for Equity, Diversity, Inclusion and Title IX  
Accountability and Compliance Officer*

*Email: [Donovan\\_segura@suagcenter.com](mailto:Donovan_segura@suagcenter.com)  
Phone: 225.771.4046 (office) | 337.302.4409 (mobile)*

**Sources:**

United States Department of Agriculture (USDA) Office of the Assistant Secretary for Civil Rights; [usda.gov/oascr](https://usda.gov/oascr)

National Institute of Food and Agriculture (NIFA). USDA. Civil Rights Laws, Authorities and Regulations; [nifa.usda.gov/resource/civil-rights-laws-authorities-and-regulating](https://nifa.usda.gov/resource/civil-rights-laws-authorities-and-regulating)

West Virginia State University Extension Handbook for Civil Rights Compliance for Extension Programs

**Special Thanks to Dr. Ami Smith, West Virginia State University**

**Graphic Design & layout: Allison Ezidore–Tassin, MBA**  
*Graphic Artist & Web Content Specialist  
SNAP-ED and Cooperative Extension Programs  
Southern University Ag Center*

**Southern University Agricultural Research & Extension Center**

# SU Center



**Southern University and A&M College System**  
**Southern University Agricultural Research and Extension Center**  
**Post Office Box 10010**  
**Baton Rouge, Louisiana 70813**  
**Phone: 225.771.2242**  
**Fax: 225.771.2861**  
**[www.suagcenter.com](http://www.suagcenter.com)**



In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027) found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW Washington, D.C. 20250-9410
- (2) Fax: (202)690-7442 or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

Southern University Agricultural Research and Extension Center and the College of Agricultural, Family and Consumer Sciences is an entity of Southern University System, Orlando F. McMeans, Chancellor-Dean, Ray L. Belton, System President, Edwin Shorty, Esq., Chairman, Board of Supervisors. It is issued in furtherance of the Cooperative Extension Work Act of December 1971, in cooperation with the U. S. Department of Agriculture. All educational programs conducted by the Southern University Agricultural Research and Extension Center and the College of Agricultural, Family and Consumer Sciences are provided to people of all ages regardless of race, national origin, or disability.