



**FOOD  
BANK**  
OF EASTERN OKLAHOMA

# TEFAP & CSFP Civil Rights Training Certificate for Agency Partners

*By signing below I verify that I have read the complete online Civil Rights Training at the [okfoodbank.org](http://okfoodbank.org) website, and understand the following topics:*

- What Civil Rights are and the goals of Civil Rights Legislation
- What Protected Classes are in TEFAP & CSFP
- Effective Public Notification Systems
- Collecting & Reporting Participant Data
- Complaint Procedures
- Compliance Review Techniques & Resolution of Noncompliance
- Reasonable accommodations for individuals with disabilities
- Limited English Proficiency Assistance
- Customer Service & Conflict Resolution

Print Name	Sign Name	Date of Completion

Agency Partner Name: \_\_\_\_\_

Agency Partner #: \_\_\_\_\_

Location of Training: \_\_\_\_\_

\*Keep on file for a period of three (3) years, plus the current year.