Annual Civil Rights and Back-to-Basics CSFP/TEFAP Training Certificate for Food Banks and/or Agency Partners

I have received Civil Rights and Back-to-Basics CSFP/TEFAP training and understand the following topics:

- What are Civil Rights 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
- Onboarding New Partners (for Food Bank Staff)
- Record Retention Requirements for TEFAP & CSFP
- Back-to-Basics Reminders for TEFAP & CSFP

Print Name	Sign Name	Date of Completion

Food Bank or Agency Partner Name: _____

Agency Partner # (if applicable):_____

*__Keep on file for a period of three (3) years, *plus* the current fiscal year.__