

ADMINISTRATION POLICIES AND PRACTICES WPPM #190-20

Subject: Local Agency Staffing Requirements

Item: Civil Rights Training

PURPOSE:

To ensure local agencies (LAs) comply with federal and state requirements when training staff on civil rights.

POLICY:

- I. The LA must ensure that all WIC staff receives training at least once every twelve months on civil rights-related laws and procedures.

PROCEDURE(S):

- I. The LA must use the training materials provided by CDPH/WIC to conduct civil rights training every twelve months to cover, at a minimum, the following topics:
 - A. The collection and use of data.
 - B. The effective public notification systems.
 - C. Complaint procedures.
 - D. Compliance review techniques.
 - E. Resolution of noncompliance.
 - F. Requirements for reasonable accommodation of persons with disabilities.
 - G. Requirements for language assistance.
 - H. Conflict resolution.
 - I. Customer service.
- II. The LA must maintain a record of staff's attendance at civil rights training and must include, at a minimum, the following information:
 - A. Date(s) of training.
 - B. Location.
 - C. Subject matter.
 - D. The printed name and signature of staff attending the training.
- III. The LA must document when individual follow-up training is provided to staff who missed group training.
- IV. The LA must ensure that all new WIC staff receives the required training within the first year of employment.

AUTHORITY:

[7 CFR §246.3\(f\)](#)

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[7 CFR §246.6\(b\)\(10\)](#)

[7 CFR §246.8](#)

[7 CFR §246.25\(a\)\(1\)](#)

FNS Instruction 113-1

[22 CCR §40693](#)