

## **Civil Rights Training**

- I. All staff members must complete Civil Rights training each fiscal year.
- II. New State Agency or Local Agency staff members are required to complete Civil Rights Training within sixty (60) days of employment.
- III. Training may consist of:
  - a. Reading the current Civil Rights module or viewing the Civil Rights presentation either individually or in a group training session. A post test is required to document completion and understanding. Post tests are completed online. Results are retained in a Google spreadsheet accessible by State and local agency management. A score of 80% or better is required as a passing score.
  - b. Local agencies may chose to create their own group training outline and post test. The outline and test must be pre-approved by the state. The local agency will retain on file the post tests and a copy of the outline which must cover the following topics:
    - i. Collection and using racial/ethnic data,
    - ii. Effective public notification systems,
    - iii. Complaint procedures,
    - iv. Review techniques,
    - v. Resolution of non-compliance, including development of an action plan,
    - vi. Requirements of reasonable accommodations of persons with disabilities,
    - vii. Requirements for language assistance,
    - viii. Conflict resolution,
    - ix. Customer service.
  - c. If group training is utilized, the local agency will retain on file a log of attendance, recording all staffs that completed the training.