

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 must be submitted to the State agency for grading and then retained on file when returned to the clinic.
 - 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.