

Welcome to TDA F&N's Civil Rights Training Assessment (English)

1. Select the option with the correct USDA FNS protected classes.
  - a. Race, Color, National Origin, Genetic Information, Sex, Age and Disability
  - b. Race, Color, National Origin, Sex, Marital Status, Age and Disability
  - c. Race, Color, National Origin, Sex, Age and Disability
  - d. Race, Color, Sexual Orientation, National Origin, Sex, Age and Disability
2. Unlawful discrimination can be unintentional.
  - a. True
  - b. False
3. Select the example(s) that could portray unlawful discrimination.
  - a. Serving larger portions to one group over another.
  - b. Closing programs in areas easily accessible to all participants over ones that are not easily accessible to all participants.
  - c. Failing to provide accommodating meals to person with special needs.
  - d. All of the above.
4. The names of participants must not be published, posted or announced except when used to determine and verify eligibility.
  - a. True
  - b. False
5. Select each type of program accessibility covered in this training.
  - a. Computer accessibility
  - b. Physical accessibility
  - c. Meal modifications
  - d. Transportation accommodations
  - e. Medical accommodations
  - f. Language accommodations
6. What are the 3 foundations of excellent customer service?
  - a. Trust, respect and dignity
  - b. Valuing their worth, trust and courtesy
  - c. Communication, empathy and respect
  - d. Confidence, enthusiasm and dignity
7. CEs are authorized to process and Civil Rights compliant without notifying TDA F&N.
  - a. True
  - b. False
8. How many days does a person alleging discrimination have to file their complaint of an alleged action?
  - a. 30
  - b. 60
  - c. 120
  - d. 180
9. When a complaint is forwarded to TDA F&N, which one of the protected classes requires the complaint to be forwarded to Federal Mediation and Conciliation Service within 5 days?
  - a. Sex
  - b. Race
  - c. National Origin
  - d. Age
  - e. Color
  - f. Disability
10. Select the reasons everyone should comply with Civil Rights laws.
  - a. Fair and equal treatment
  - b. Prevent complaints
  - c. Legal purposes
  - d. Deter receipt benefits
  - e. Eliminate barriers
  - f. Demonstrate respect and dignity of all



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If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

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