



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

July 29, 2008

IOWA BULLETIN NO. IA230-8-9

SUBJECT: EOP - CIVIL RIGHTS DISCRIMINATION COMPLAINT PROCESSES

PURPOSE. To distribute Civil Rights training resources statewide to staff on the Program Delivery Complaint Process (Title VI), Equal Employment Opportunity (EEO) Complaint Process (Title VII), and Program Decision Appeal Process.

EXPIRATION DATE. September 30, 2009

Through recent Civil Rights Compliance Reviews completed in Iowa, the Iowa Civil Rights Advisory Committee (CRAC) has identified a need to provide additional training tools for Natural Resources Conservation Service (NRCS) staff, statewide, regarding the discrimination complaint processes for program delivery (Title VI) and equal employment opportunity (Title VII). The General Manual Title 230 requires that NRCS employees understand the discrimination complaint processes. In addition, the CRAC feels it would be useful for staff to understand the program decision appeal process.

The CRAC developed three fact sheets to serve as resources to individual employees and as a tool for supervisors to use for Civil Rights/Equal Opportunity training at staff meetings. The fact sheets include: Program Delivery Complaint Process (Title VI); Equal Employment Opportunity (EEO) Complaint Process (Title VII); and Program Decision Appeal Process. For further clarification, the Program Delivery Complaint Process fact sheet is utilized if a customer feels they have not been treated fairly based on specific Civil Rights categories. The Program Decision Appeal Process fact sheet is utilized if a customer has received a program decision from a USDA agency that they wish to appeal (i.e.: farm loan, program payments, denied assistance).

All Iowa NRCS employees are encouraged to utilize this information to increase understanding of the complaint process and their responsibilities with each. These documents also serve as an important resource for future referral.

Please contact Tanya Meyer-Dideriksen, State Outreach Coordinator at Tanya.meyer@ia.usda.gov or (515) 284-4525 with any questions.

A handwritten signature in blue ink that reads "Richard Sims".

Richard Sims
State Conservationist

Attachment

E