



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

October 1, 2009

IOWA INSTRUCTION 230-383 - CIVIL RIGHTS DISCRIMINATION COMPLAINT PROCESSES

Part 383.0 PURPOSE

This Iowa Instruction provides Civil Rights training resources to staff statewide on the Program Delivery Complaint Process (Title VI), Equal Employment Opportunity (EEO) Complaint Process (Title VII), and Program Decision Appeal Process. See the three Civil Rights Complaint Process fact sheets attached.

Part 383.1 SCOPE

All Iowa NRCS employees and partners are encouraged to utilize this Iowa Instruction to increase understanding of the complaint processes and their responsibilities with each.

Part 383.2 FILING INSTRUCTIONS

This Iowa Instruction will be posted on the Iowa NRCS Employee Website, under the Iowa NRCS eDirectives System section which can be accessed at <http://www.ia.nrcs.usda.gov/intranet/> and is also available on the Civil Rights Website at <http://www.ia.nrcs.usda.gov/about/civilrights.html>.

Hard copies of this Instruction and the attachments should be filed in the NRCS file system under file code folder 230-11, Complaint System, which should be maintained in each office.

/s/ Larry W. Beeler, Acting for

Richard Sims
State Conservationist

Attachments

E
Non-Federal Partners

(IA Instruction 230-383 First Edition – October 2009)

Helping People Help the Land

An Equal Opportunity Provider and Employer

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1. PURPOSE:

This Iowa Instruction provides Civil Rights training resources to staff statewide on the Program Delivery Complaint Process (Title VI), Equal Employment Opportunity (EEO) Complaint Process (Title VII), and Program Decision Appeal Process. See the three Civil Rights Complaint Process fact sheets attached.

2. ROLES AND RESPONSIBILITIES:

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, Parts 401 and 405 require 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 he/she has 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 he/she wishes to appeal (i.e.: farm loan, program payments, denied assistance).

3. PROCESS:

All Iowa NRCS employees and partners are encouraged to utilize this information to increase understanding of the complaint processes and their responsibilities with each. These documents also serve as an important resource for future referral and hard copies should be placed in the NRCS file system under file code folder 230-11, Complaint System, which should be maintained in each office.

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

Approved By:

Date:

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