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**FOOD AND NUTRITION SERVICES CERTIFICATION  
GENERAL PROCEDURES & REQUIREMENTS  
Non-Discrimination Policy**

**FNS 120 Non-Discrimination Policy  
Change #3-2010  
June 1, 2010**

**120.01 NONDISCRIMINATION COMPLIANCE**

Neither the State nor counties can discriminate against any applicant or participant for reasons of race, color, national origin, sex, religion, age, disability, or political beliefs in any aspect of program administration including, but not limited to:

- A. Certification of the household;
- B. Issuance of benefits;
- C. Conduct of fair hearings; **or**
- D. Conduct of any other program service.

It is the policy of Department of Health and Human Services to provide services, care, benefits, and assistance to all qualified persons without regard to race, color, national origin, sex, religion, age, disability, or political beliefs. You can get information about regulations against discrimination and how to file a complaint by writing the:

North Carolina Department of Health and Human Services  
Division of Social Services  
Carlotta Dixon  
Civil Rights Coordinator  
325 N. Salisbury Street  
2401 Mail Service Center  
Raleigh, N.C. 27699-2401

Refer to Section 125, Complaint Procedures.

**120.02 COUNTY RESPONSIBILITIES**

Each county has the responsibility to:

- A. Publicize the procedures described in Section 125.02, Fair Hearings, and 125.03, Discrimination.
- B. Display the [DSS-8640](#) and the [DSS-8640sp](#), Food and Nutrition Services Complaint Procedures form.
- C. Ensure that all offices involved in administering the program and serving the public display the nondiscrimination poster provided by USDA/FNS.
- D. Ensure that participants and other low-income households have access to information regarding nondiscrimination statutes and policies, complaint procedures, and the rights of participants within ten days of the date of a request.
- E. Ensure that applicants and recipients are advised of their rights under Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973.
- F. When an individual alleges discrimination verbally, complete the NCDHHS Complaint Form and mail to the address in Section 120.01, D within five calendar days of receipt of complaint.

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- G. Mail written complaints of discrimination to the address in Section 120.01, D within five calendar days of receipt.
- H. Include these requirements as part of orientation and training for new staff and review with staff on an annual basis. Documentation of review efforts must be maintained, including the names of staff involved in the review session.

**NOTE:** County agencies are subject to a Civil Rights Review conducted as a part of the regularly scheduled Management Evaluation Review and must maintain attendance records for training. County agencies are required to make available to the reviewer case files or other pertinent information necessary to complete the review.