



USDA Civil Rights LA Civil Rights NHQ Civil Rights LA NRCS December 2011

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Quarterly Quote ~

"In giving rights to others which belong to them, we give rights to ourselves and to our country."
- John F. Kennedy

Spotlight on the USDA/CAP Partnership and the TARGET Center

-*Mitchell Mouton, Disability Emphasis Program Manager Opelousas MLRA Soil Survey Office*



In 2002, an Interagency Agreement with the Department of Defense Computer/Electronic Accommodations Program (CAP) and the USDA was signed so that UDSA employees with disabilities can be provided assistive technology at no cost. Assistive technologies are computer-related and communication devices that allow employees with disabilities access to useful electronic and information technology that would otherwise be unavailable.

The USDA TARGET Center is the point of contact for the USDA/CAP partnership program and provides a wide range of support for employees with disabilities. The services include:

<p>Assistive Technology (AT) Work with employees to determine the technology solution that best fits their needs and job functions through training and evaluation</p>	<p>Ergonomics Help employees find ergo products that help to maintain safe, comfortable, and injury free work environments through training, evaluation, and recommendation</p>	<p>Education Educate employees through events, training, and presentations on topics that include: accessibility, ergonomics, disability awareness, AT, and emergency preparedness for people with disabilities.</p>
<p>Section 508 Provide employees with resources to support the development of</p>	<p>Emergency Preparedness Prepare employees with disabilities for emergency situations through</p>	<p>Interpreting Services Work with employees to determine the technology solution</p>

Gay, Lesbian, Bisexual, Transgender SEPM: Cheryl Turbeville	accessible websites, electronic documents and programs	education, planning, preparation, mitigations, and recovery	that best fits their needs and job functions through training and evaluation
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Steps for Requesting Assistive Technology

Native American SEPM:
[John Rogers](#)

STEP-1
Contact your closest TARGET Center:
Washington, DC – (202)720-2600 (v/tty)
St. Louis, MO – (314)3358957 (v/tty)

Temporary Disability
 All USDA Employees can take advantage of assistive technology. The TARGET Center provides a local scooter loan program, as well as other AT and Ergo equipment loans nationwide, as informal accommodations for USDA employees with temporary needs.

Veterans SEPM: Vacant

STEP-2
 Confer with a **TARGET** staff member to determine the appropriate assistive technology

Alternative Formatting
 Upon request, TARGET provides alternative formats of USDA publications and documents in Braille, large print, accessible PDF, and digital audio.

Limited Resource & Small-Scale Farmers & Socially Disadvantaged Producers
 Coordinator:
[John Turpin](#)

STEP-3
 Fill out the USDA/CAP Partnership Request Form

For additional information visit the TARGET Center website at: www.usda.gov/oo/target

STEP-4
 Submit the request form, with your supervisor's signature, to the TARGET staff member

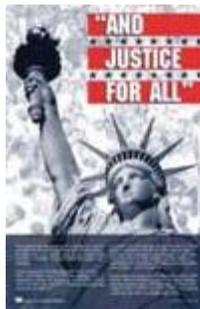
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[Randolph Joseph](#)

And Justice For All

Other Members:
[Patra Ghergich](#)
[Chris Ebel](#)
[David Morris](#)

-Johanna Pate
 Civil Rights Chairperson

Civil Rights Newsletter:



How many times have you walked past the “**AND JUSTICE FOR ALL**” poster that is posted in a prominent location in your office and not realized what an important poster it is? This poster shows our customers and partners that NRCS takes very seriously our responsibility to ensure that USDA programs are administered equitably. Procedures for filing and processing program discrimination complaints are outlined on the poster.

Content Editor:
[Adele Swearingen](#)

In USDA programs, discrimination is prohibited on the bases of race, color, religion, sex, age, national origin, marital status, sexual orientation, familial status, disability, limited English proficiency, or because all or a part of an individual's income is derived from a public assistance program. In programs that receive Federal financial assistance from USDA discrimination is prohibited on the bases of race, color, religious creed, sex, political beliefs, age, disability, national origin, or limited English proficiency. (Not all bases apply to all programs.)

Design Editor:
[Brittany Schmidt](#)

General Manual 230, Subpart 405.4, Part 2(iv) ensures that all NRCS employees receive CR training on program discrimination complaint process, know how to recognize a program discrimination complaint, and be able to direct USDA applicants and participants to information regarding their right to file and how to file a complaint. The following links provide good information that will help you understand the process.

Program Complaint of Discrimination:

http://www.nrcs.usda.gov/wps/portal/nrcs/detailfull/national/about/civilrights/?&cid=nrcs143_022456

How to File a Program Discrimination Complaint:

http://www.ascr.usda.gov/complaint_filing_program.html

EEO Counseling Factsheet:

http://www.nrcs.usda.gov/wps/portal/nrcs/detail/national/about/civilrights/?&cid=nrcs143_022459

If you have any questions, please feel free to contact Johanna Pate, Civil Rights Advisory Committee Chairperson at 318-473-7808

The Changing Landscape of Work

-Johanna Pate

Civil Rights Chairperson

According to a survey done by AARP, for the first time in modern history, workplace demographics now span four generations, meaning that 20-year-old new hires can find themselves working side-by-side with colleagues who are older than they are by 50 years (or even more).

A generation is a group of people who are programmed at the same time in history. During their first, most formative years, they are coded with data about what is right and wrong, good and bad, stylish and unstylish. A generation shares a common set of formative events and trends, headlines and heroes, music and mood, parenting style and education system. As they grow older, they learn and grow. They adjust their behaviors and build their skills. But they generally do not radically change the way they view the world. Because each of the generations came of age in a distinct and unique era, each has its own perspective on such critical business issues as leadership, communication, problem solving, and decision making.

Just a few years ago, generations were separated at work by rank and status. In hierarchical organizations, the oldest employees filled executive positions, the middle-aged held mid-management jobs, and the youngest worked on the front lines. People weren't likely to rub elbows on a daily basis with those in other age groups. Today, members of the World War II Generation report to Generation Xers while Millennials present ideas to baby boomers. Four distinct generations work side by side to solve problems, make decisions, design products, manage projects and serve customers. Just as NRCS employees represent four generations, so do our customers. When communicating with an associate or a farmer/rancher from another generation, it is critical to remember that he or she likely has different preferences and interests. It is a matter of adapting to the other person's preferences instead of sticking with one's own personal style.

According to Susan A. Murphy, PhD, Claire Raines Associates, when communicating with a member of the World War II Generation, words and tone of voice should be respectful, with good grammar, clear diction, no slang or profanity. When communicating with a Baby Boomer, this conversation should be more relational, perhaps over coffee or lunch. Ask about mutual interests ("How is your son doing in college?"). When communicating with a Generation Xer, do not waste the person's time. Be direct and straightforward. Send an email or leave a voicemail that states clearly what you want and when you want it. When communicating with a Millennial, be positive. Send a text message or meet face-to-face. Don't be condescending. Avoid cynicism and sarcasm.

If you are interested in learning more about identifying the four generations in today's workforce and the typical characteristics of each generation, contact Johanna Pate at 318-473-7808.

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of



program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call 1-800-795-3272 (voice) or (202) 720-6382 (TDD).

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