Welcome to the Summer Food Service Program (SFSP) Training

Office of Child Nutrition

February 2020

Division of CACFP & SFSP
601-576-4954
House Keeping Details

- Staff Introductions
- Training Material
- Silence all Cell Phones
- Keep talking to a minimum during lecture time
- Ask Questions for clarity ("I have a Question Card")
- Beverage Breaks
- Restrooms
To create a world-class educational system that gives students the knowledge and skills to be successful in college and the workforce, and to flourish as parents and citizens

MISSION

To provide leadership through the development of policy and accountability systems so that all students are prepared to compete in the global community
1. All Students Proficient and Showing Growth in All Assessed Areas
2. Every Student Graduates From High School and is Ready for College and Career
3. Every Child Has Access to a High-Quality Early Childhood Program
4. Every School Has Effective Teachers and Leaders
5. Every Community Effectively Using a World-Class Data System to Improve Student Outcomes
6. Every School and District is Rated “C” or Higher
MISSISSIPPI STATE BOARD OF EDUCATION

STRATEGIC PLAN GOALS

1. All Students Proficient and Showing Growth in All Assessed Areas
2. Every Student Graduates from High School and is Ready for College and Career
3. Every Child Has Access to a High-Quality Early Childhood Program
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Introduction

SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Purpose of the Summer Food Service Program

- The *Summer Food Service Program* (SFSP) was established to ensure that low-income children continue to receive nutritious meals when school is not in session.
- SFSP Meals which meet the *Federal Meal Pattern Requirements* are provided to children at approved SFSP sites in areas with significant concentrations of low-income children.
- Meals are served at *No Cost* to participants.
SFSP Needs in Your Area

Par County: June 2019 Lunch Average Daily Participation (ADP) for the Summer Food Service Program (SFSP) and the number of children enrolled in school who are approved to receive free lunch.

Note: Counties with zero ADP data had no data serving lunch for the month of June.

Source: USDA, June 2019 SFSP Lunch Claim; 8/26 October 2019

Free/Reduced Lunch Report
SFSP One Pagers

- Introduction
- Sponsor & Site Eligibility
- Documenting Participant Eligibility
- Application Process
- Meal Service Requirements
- Production Planning
- Accurate Meal Counting
SFSP One Pagers

• Procurement
• Training
• Monitoring
• Financial Management
• Civil Rights
• Program Reimbursement
Recordkeeping Requirements

- Number of Program meals
- Allowability of all SFSP Costs
- Confirmation of good standing with all Program requirements
Policy Updates

SP 15-2018, CACFP 12-2018, SFSP 05-2018

May 24, 2018

Child Nutrition Program Waiver Request Guidance and Protocol-Revised

Provides an overview of statutory waiver authority, the waiver request and review process, and data reporting requirements
Policy Updates

SFSP 01-2019

October 11, 2018

Summer Food Service Program Memoranda Rescission

Provides guidance for State agencies and Program operators on the status of nationwide waivers of statutory and regulatory requirements in the Summer Food Service Program (SFSP)
Provides guidance for State agencies and Program operators on the status of nationwide waivers of statutory and regulatory requirements in the Summer Food Service Program (SFSP)
Rescinded Flexibilities

- SFSP 12-2011, *Waiver of Site Monitoring Requirements in the Summer Food Service Program*, April 5, 2011
- SP 06-2014, SFSP 06-2014, CACFP 03-2014, *Available Flexibilities for CACFP At-risk Sponsors and Centers Transitioning to Summer Food Service Program (SFSP)*, November 12, 2013
Rescinded Flexibilities

  - Offer Versus Serve
  - Meal Service Times
- *Summer Food Service Program (SFSP) Waiver for Closed Enrolled Sites*, November 17, 2002
Sponsor and Site Eligibility

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
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Sponsor and Site Eligibility

• Sponsors are eligible organizations that assume total responsibility for the administration of the SFSP. Sites are the locations where meals are served to children in a supervised setting. For sites to be eligible sites, they must serve children in low-income areas or serve specific groups of low-income children.
Who can Sponsor the SFSP?

• Public or private non-profit school food authorities
• Public or private non-profit colleges or universities
• Public or private non-profit residential summer camps
• Units of local, county, municipal, state or federal government
• Any other type of private non-profit organization
Sponsor’s Responsibilities

At a minimum, sponsors will:

• Attend the State Agency training
• Locate and recruit eligible sites
• Hire, train and supervise staff/volunteers
• Competitively procure food/supplies to prepare meals or hire a vendor for meal preparation
• Monitor all sites for compliance
• Prepare claims for reimbursement
• Maintain records for 3 years, plus the current year
Specific Eligibility Requirements for Sponsors

To be deemed eligible to participate, sponsors must:

• Demonstrate financial and administrative capability
• Not be seriously deficient
• Serve Low-Income children
• Conduct a non-profit food service
• Provide year-round service
• Exercise management control over sites
• Conduct pre-operational visits
• Sign written agreements
Types of Sites & Eligibility

• Sponsors may operate the SFSP at **one or more sites**. The site and meal services have been approved by OCN prior to the start of the site operating.

• Sponsors may have different **site types** that serve different meals. When more than one sponsor operates in a community, the sponsors should work together to ensure needs are met without duplicating services.
Open Sites

• Meals are made available to all children in the area on a first-come, first-serve basis.

• Open sites must be located within the attendance area of a school that has 50% or more of its children eligible for free and reduced-price meals.
• There is a need to restrict or limit meal participation for reasons of space, security, safety, or control determined after the site opens.

• Sponsors must make it publicly known that the site offers free meals to children, but it will be limited for the reasons.
Closed Enrolled Sites

• Meals are made available to only the enrolled group of children attending the site, as opposed to the community at large.

• Sponsors are required to keep enrollment records and participant eligibility documentation each month to verify that at least 50% of the children are eligible.
Camp Sites

- **Camps** can be residential or nonresidential day camps that offer regularly scheduled food service as part of an organized program for enrolled children.

- Sponsors are required to keep enrollment records and participant eligibility documentation each month to verify that **at least 50% of the children are eligible.**
Migrant Sites

- Migrant sites can operate like open or restricted open sites and are reimbursed for meals served to all attending children.
Documenting Participant Eligibility

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

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601-576-5000
Who Can Participate

- Children age 18 and under may receive meals through SFSP.
- A person 19 years of age and over who has a mental or physical disability (as determined by a State or local educational agency) and who participates during the school year in a public or private non-profit school program (established for the mentally or physically disabled) is also eligible to receive meals.
Closed Enrolled

- Unlike Open/ Open restricted, Closed Enrolled sites cannot use census or school data to establish eligibility.

- For a closed enrolled site to be eligible, at least 50% of participants must meet the income eligibility criteria.

- Closed enrolled sites must use household applications to determine income eligibility. This form is found on page 168 in the Administrative Guide.
Camp Sites

Reimbursed only for meals served to children who meet the income eligibility criteria.

- Serves up to 3 meals or 2 meals and a snack

Required income eligibility documentation.

- Household application

- Maintain a roster and original household application on file for each camp session.
Upward Bound

- Closed enrolled sites that serve only Upward Bound participants automatically qualify for SFSP participation because at least 2/3 of the Upward Bound participants must be low-income students.

- Upward Bound programs operating as a camp must follow the camp eligibility requirements.
National Youth Sports Program (NYSP)

- 50% of enrolled children reside in low-income areas
- 50% of enrolled children are eligible for free or reduced-price meals
- Certification in writing that program meets the same income guidelines as the SFSP
# Household Application

**SUMMER FOOD SERVICE PROGRAM**

**Prototype Household Application for Free and Reduced Price Summer Meals**

*(For use by Camps and Closed Enrolled Sites)*

**Apply online at www.abcdorgh.edu**

### Step 1

Use ALL Household Members who are infants, children, and students up to and including grade 12 (more spaces are required for additional names, attach another sheet of paper)

<table>
<thead>
<tr>
<th>Child’s First Name</th>
<th>Child’s Last Name</th>
<th>Grade</th>
<th>Student ID</th>
<th>Free or Reduced</th>
<th>Need Info</th>
<th>TTY Number</th>
<th>Mailing Address</th>
<th>Physical Address</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Step 2

Tell how many Household Members (including you) currently participate in one or more of the following assistance programs: SNAP, TANF, or FDPIR.

**FOR**

No: Go to Step 3.

Yes: Write a case number here then go to Step 4 (Note: completed in Step 3)

### Step 3

**Report Income for ALL Household Members.** This line is skipped if you answered "No" to Step 2.

1. **Child Income:**
   - Select brief children in the household term income. Please include the total income and clip ALL Household Members in Step 1 here.

### Step 4

**Contact Information and Adult Signature**

If you are unable to sign the form, you may designate another adult in your household who has the authority to sign for you.

<table>
<thead>
<tr>
<th>Street Address Available</th>
<th>Apt #</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone Number or Email Address (Optional)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Printed name of adult completing the form in

Signature of adult completing the form in

Today's date

---

*Ensure a bright future for every child*

**MISSISSIPPI DEPARTMENT OF EDUCATION**
### Prototype Household Application for Free and Reduced Price Summer Meals

#### Instructions

**Source of Income for Children**

<table>
<thead>
<tr>
<th>Source of Income for Children</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Earned Income (after exemptions)</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Child Support</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Social Security</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Supplemental Nutrition Assistance Program (SNAP)</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Other Income</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
</tbody>
</table>

**Source of Income for Adults**

<table>
<thead>
<tr>
<th>Source of Income for Adults</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Unemployment benefits</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Workers' compensation</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Social Security benefits</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
<tr>
<td>- Other Income</td>
<td>- a child receives income from a part-time, seasonal, or summer job for which payment has been received or has been earned but not yet paid. Children whose income is not recorded may be recorded as Jr. or Sr. if they are not yet paid, or if the parents are waiting for the income to be reported.</td>
</tr>
</tbody>
</table>

#### Optional: Children’s Racial and Ethnic Identity

- Ethnicity (check one): [ ] Hispanic or Latino [ ] Not Hispanic or Latino
- Race (check one or more): [ ] American Indian or Alaska Native [ ] Asian [ ] Black or African American [ ] Native Hawaiian or Other Pacific Islander [ ] White

For School Use Only

- Annual Income: $0, $1-$19,999, $20,000-$29,999, $30,000-$39,999, $40,000-$49,999, $50,000-$59,999, $60,000-$69,999, $70,000-$79,999, $80,000-$89,999, $90,000-$99,999, $100,000-

- Determining Official’s Signature: 
- Verifying Official’s Signature: 
- Date: 

This institution is a drug-free opportunity provider.
Categorically Eligible

- SNAP, FDPIR, or TANF
- Head Start Program
- Homeless, Runaway, Migrant, and Foster Children
Confidentiality

- A SFSP sponsor must protect the confidentiality of any information that has been provided by a household for determining eligibility for free, reduced-price, or paid meals.

- Sponsors may only use the information to determine eligibility and must not release any information that contains a SFSP participant’s name or other individual information.
### Income Eligibility Guidelines

*Effective from July 1, 2019 to June 30, 2020*

#### Scale for Free Meals

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Annual</th>
<th>Monthly</th>
<th>Twice per Month</th>
<th>Every 2 Weeks</th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$16,237</td>
<td>$1,354</td>
<td>$677</td>
<td>$625</td>
<td>$313</td>
</tr>
<tr>
<td>2</td>
<td>21,983</td>
<td>1,832</td>
<td>916</td>
<td>846</td>
<td>423</td>
</tr>
<tr>
<td>3</td>
<td>27,729</td>
<td>2,311</td>
<td>1,156</td>
<td>1,067</td>
<td>534</td>
</tr>
<tr>
<td>4</td>
<td>33,475</td>
<td>2,790</td>
<td>1,395</td>
<td>1,288</td>
<td>644</td>
</tr>
<tr>
<td>5</td>
<td>39,221</td>
<td>3,269</td>
<td>1,635</td>
<td>1,509</td>
<td>755</td>
</tr>
<tr>
<td>6</td>
<td>44,967</td>
<td>3,748</td>
<td>1,874</td>
<td>1,730</td>
<td>865</td>
</tr>
<tr>
<td>7</td>
<td>50,713</td>
<td>4,227</td>
<td>2,114</td>
<td>1,951</td>
<td>976</td>
</tr>
<tr>
<td>8</td>
<td>56,459</td>
<td>4,705</td>
<td>2,353</td>
<td>2,172</td>
<td>1,086</td>
</tr>
<tr>
<td>For each additional Family member add</td>
<td>+5,746</td>
<td>+479</td>
<td>+240</td>
<td>+221</td>
<td>+111</td>
</tr>
</tbody>
</table>
### Scale for Reduced Price Meals

**Effective from July 1, 2019 to June 30, 2020**

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Annual</th>
<th>Monthly</th>
<th>Twice per Month</th>
<th>Every 2 Weeks</th>
<th>Weekly</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$23,107</td>
<td>$1,926</td>
<td>$963</td>
<td>$889</td>
<td>$445</td>
</tr>
<tr>
<td>2</td>
<td>31,284</td>
<td>2,607</td>
<td>1,304</td>
<td>1,204</td>
<td>602</td>
</tr>
<tr>
<td>3</td>
<td>39,461</td>
<td>3,289</td>
<td>1,645</td>
<td>1,518</td>
<td>759</td>
</tr>
<tr>
<td>4</td>
<td>47,638</td>
<td>3,970</td>
<td>1,985</td>
<td>1,833</td>
<td>917</td>
</tr>
<tr>
<td>5</td>
<td>55,815</td>
<td>4,652</td>
<td>2,326</td>
<td>2,147</td>
<td>1,074</td>
</tr>
<tr>
<td>6</td>
<td>63,992</td>
<td>5,333</td>
<td>2,667</td>
<td>2,462</td>
<td>1,231</td>
</tr>
<tr>
<td>7</td>
<td>72,169</td>
<td>6,015</td>
<td>3,008</td>
<td>2,776</td>
<td>1,388</td>
</tr>
<tr>
<td>8</td>
<td>80,346</td>
<td>6,696</td>
<td>3,348</td>
<td>3,091</td>
<td>1,546</td>
</tr>
</tbody>
</table>

*For each additional Family member add*  
+8.177 | +682 | +341 | +315 | +158
Questions
Application Process

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Application Process

The following elements are a part of your application:

• Organization and Site Eligibility
• Sponsor Training
• Application Requirements
• Review of Applications
• State/Sponsor Agreement
• Appeal Rights
Each year, State Agencies are required to offer training for their sponsors before the application process begins.
Application Requirements

The following actions are required in the approval process for **new** organizations:

- The State agency will conduct a pre-operational visit after you submit the original application to our office (no faxed copies accepted)
- You must submit documentation of tax-exemption 501(C)(3).
- You must submit a Certificate of Incorporation from SOS.
- W-9 Form
- DUNS, MAGIC, and Paymode verification emails
What is a DUNS Number?

• **DUNS** is Dun & Bradstreet’s (D&B) “Data Universal Numbering System”.

• A **DUNS number** is a unique nine-character identification number for each physical location of your business.

• It is **free of charge** for all entities required to register with the federal government.
Step 1: How to Get a DUNS Number?

How to Request a DUNS Number:

• By Phone – Organizations may request a DUNS number by calling a toll-free number, 1-866-705-5711 and indicate that you are a Federal grant applicant or prospective applicant.

• Over The Web – Business entities can also obtain a DUNS number through Dun & Bradstreet’s website, https://www.dnb.com/duns-number.html
Step 1: How to Get a DUNS Number (continued)

Have the following information ready when requesting a DUNS number:

- Legal name of your organization/entity (as filed with the IRS)
- Organization’s address and phone number
- Name of the CEO or organization owner
- Legal structure of the organization (corporation, partnership, proprietorship, etc.)
- Year the organization started
- Primary function of business
- Total number of employees (full- and part-time)
MAGIC Supplier Registration

• Go to the Vendor Registration website:
  http://www.dfa.ms.gov/dfa-offices/mmrs

• Click on **Mississippi Suppliers(Vendors)**.

• Click on **State of Mississippi Supplier Registration** and complete the required online information.

• The MAGIC Call Center phone: (601) 359-1343
MAGIC Supplier Registration (continued)

MISSISSIPPI SUPPLIERS (VENDORS)

Welcome to Mississippi’s eProcurement system. This system is designed to streamline interactions between vendors and State government entities that purchase goods and services, and provide vendors the ability to register, get information on upcoming bids, and respond to bids electronically, and receive purchase orders electronically.

To determine whether you are a registered supplier (converted vendor) in MAGIC, go to the MAGIC Vendor Information page and follow the steps below:

1. Enter the first five characters of your Vendor Name or your 11 digit SAAS Vendor Number.
2. Click Submit.

If you are a converted vendor, you will see your MAGIC Vendor Number, SAAS Vendor Number, Vendor Name, City, State, and Zip displayed. If your vendor information does not exist in MAGIC, you will see "The query you submitted returned no records."

Converted vendors need to submit an email via mash@dfs.ms.gov to request a MAGIC User ID and Password. Enter “Vendor ID Request” as the email Subject, and include the following information in your email:

- MAGIC Vendor Number
- Vendor Name
- Contact Name
- Contact Email Address
- Contact Phone Number

If you are not a registered supplier and you wish to do business with the State of Mississippi, click here to register: State of Mississippi Supplier Registration. If you attempt to complete the registration process and you are already a converted vendor in MAGIC, you will receive a duplicate error message. Please call the MMRS Call Center at 601-359-1343. Option 2 for assistance in locating your vendor information.

If you do not wish to use the State of Mississippi Supplier Self Registration process, you will need to complete the Supplier Registration Form and contact the State of Mississippi agency you desire to do business with to complete the registration process.

How to Request an Update to Your Supplier or Grantee Administrator Contact

A supplier or grantee administrator contact change can be requested by completing the Supplier/Grantee Self-Service Request for Change form, and submitting the form by clicking the Submit button in the upper right hand corner of the form. You can also fax the form to: 601-359-6551.
Welcome to the State of Mississippi Supplier / Sub-Grantee Registration. Please complete all required fields to begin your registration process.

* Fields marked with an asterisk are mandatory.

### General Company Information

- **On-Debit of (Internal Only):**
- **User Id (Internal Only):**
- **Supplier:**
- **Grantee:**
- **Name of Company:** *
- **Doing Business As (DBA):**
- **Business Structure:**
- **Enter either FEIN or EIN:** *
- **Federal Employer Identification No:**
- **Social Security No:**
- **D.U.N.S Number:**
- **Communication:**
- **Phone Number:** *
- **Fax Number:** *
- **E-Mail Address:** *

### Additional Company Information

- **Vendor Headquarters:**
- **Permanent Staffed Office in Mississippi:**
- **Vendor Type:**
- **Legislative/ Congressional District:**
- **CAGE/Cage:**
- **Credit Card Acceptance:**
- **Send Medium:** *
- **Company Address data:**
  - **Street 1:**
  - **Street 2:**
  - **City:**
  - **Zip Code:** *
  - **State:** *
  - **Country:** *
- **PO Box Address:**
  - **PO Box:**
  - **City:**
  - **Zip Code:**
  - **PO Box State:**

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Contact Person Information

First Name:  
Last Name:  
Form of Address:  
Academic Title:  
Department:  
Phone Number:  
Fax Number:  
E-Mail Address:  
Language:  
Country:  

Product Categories Provided

(Required for Suppliers only)

Select the Product Categories that you want to be notified by clicking the "Add Categories Button"

This table contains list of product categories

<table>
<thead>
<tr>
<th>Add Categories</th>
<th>Delete Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category ID</td>
<td>Category Description</td>
</tr>
</tbody>
</table>

Self Certified Minority Indicators

Are you a Minority Vendor?  
Please select all applicable Minority Indicators

- Self Certified Minority: Minority Code   
- Women-Owned:  
- Veteran-Owned:  
- Small Business:  

Important Notice Must Read

- Yes, I have read the data privacy statement and accept the terms.  
- I understand that I am submitting a registration request to obtain access to the State of Mississippi’s statewide procurement system, MAGIC. Submission of this request does not automatically mean I will be granted access to the MAGIC system. I further understand that if I am granted access, my registration may be revoked at any time. I understand that registering as a supplier/grantee in MAGIC does not mean that I will be awarded business or a grant by state government entities.

Send  Close
Supplier W-9 Submission

• Suppliers who have completed the registration process and have received a User ID and Password must attach a W-9 to their supplier account in MAGIC. Alternatively, suppliers may submit a valid W-9 to:

Department of Finance and Administration
P. O. Box 1060
Jackson, MS 39215-1060

OR

Department of Finance and Administration
501 North West Street - Suite 701-B
Jackson, MS 39201
• Phone: 601-359-3538, Fax: 601-359-5525, or ofmmagic@dfa.ms.gov

• Vendors should utilize the LOG800 External Supplier Registration eLearning course prior to registering.
Paymode

• In addition to your MAGIC registration, vendors will need to register with Paymode in order to receive electronic payments. Paymode is a separate product that is offered via Bank of America.

• Go to http://portal.paymode.com/ms

• If a vendor requires personal assistance, the vendor can call Bank of America toll-free at 1-866-252-7366.
Welcome to the State of Mississippi's Chosen Payment Network

JOIN TODAY TO BE PART OF OUR E-PAYMENT SYSTEM
The State of Mississippi Department of Finance and Administration is streamlining and improving our Statewide Automated Accounting System (SAAS). The State of Mississippi has chosen Paymode-X® to replace the current method of paper check and remittance delivery as our preferred method of supplier payment.

You will find Paymode-X represents a clear and measurable improvement over all other SAAS payment methods as well as an important enhancement to our business relationship. We are confident that you will benefit by using Paymode-X. We anticipate and eagerly await your participation in this program.

State of Mississippi will begin making payments to you electronically once you have enrolled and been activated in Paymode-X.

SIGN-UP IS EASY
LESS THAN 10 MINUTES!

WHAT YOU'LL NEED
- Your company's legal name, main telephone number and all physical and remittance addresses used by your company
- Your company's US federal employer identification number (EIN)
- Your company's bank account information, including ACH routing and account numbers

JOIN NOW

Already a member?  LOG IN

385,000 COMPANIES AND GROWING!
Contact Information

Office of Grants Management:

• Margaret White: 601-359-2318
• Ursula Smith: 601-359-2931
• Danielle Stephens: 601-359-2346
Application Requirements

• The following actions are required in the approval process for *all* organizations:

• You must demonstrate financial and administrative responsibility.

• You must provide site information.

• Must have Board Minutes which states: “The Board accepts final financial and administrative responsibility for the SFSP.”
• The State Agency will post a media release on the Capacity Builder website. You may conduct your own promotions and media release as well.

• You may apply for advance payments, if needed.

• You must certify training for all staff with documentation.

• You must meet the deadline for submission of the agreement and required documents.

• You must file claims in manner timely for reimbursement.
Application Requirements

• Sponsors must sign an agreement with the State Agency. It is a legally binding document that specifies the rights and responsibilities of both parties.

• Changes to the application such as start dates, end dates, times of meal service, signature people, and site location can be amended in the online application.
Pre-operational Requirements for Sites

- Sponsor/Site Agreement
- Health and Sanitation Inspection
- Training Documentation
- Pre-operational Site Visits
- Media Release
- Outreach
- Extreme Weather Plan
## Permanent Agreement

**MISSISSIPPI DEPARTMENT OF EDUCATION**  
**OFFICE OF CHILD NUTRITION**

**PERMANENT AGREEMENT**

for participation

**SUMMER FOOD SERVICE PROGRAM**  
**FOR CHILDREN**

<table>
<thead>
<tr>
<th>1. Name and Address of Sponsor</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Type or Print, include zip code)</td>
</tr>
</tbody>
</table>

  - **Telephone Number:** ______________________
  - **FAX Number:** ______________________
  - **E-mail Address:** ______________________

<table>
<thead>
<tr>
<th>2. INDICATE OTHER USDA PROGRAMS IN WHICH THE SPONSOR PARTICIPATES:</th>
</tr>
</thead>
<tbody>
<tr>
<td>_____ None</td>
</tr>
<tr>
<td>_____ National School Lunch Program</td>
</tr>
<tr>
<td>_____ Food Distribution</td>
</tr>
</tbody>
</table>
Required Elements of an Agreement

• Must have a Permanent Agreement signed by your highest-ranking official for your organization. You may have an Alternate Signature person. The Agreement may be terminated by either party.

• 501(C)(3) Letter from the IRS

Note: Not required if organization is a church, municipality, or a public school
Application Requirements

- Sponsors must enter the application in MARS before the deadline date of **May 1, 2019**. Incomplete applications will delay the approval of the sponsor.

- **Don’t wait!** The State Agency has 30 days to approve a complete application.
The State Agency will notify you within 15 days that your application is incomplete and provide technical assistance to help complete the application process.

**Remember!** If your application is *not approved* the meals served are *not reimbursable.*
State agency has **30 days** to approve a **complete** application.
Appeal Rights

Any sponsor denied participation in the Program or denied Program payment may obtain a hearing by an official than the one directly responsible for the original determination.
Appeal Rights

The following State Agency actions may be appealed:

- Denial of a sponsor's application for participation
- Denial of a sponsor's request for an advance payment
- Denial of a sponsor's application for a site.
- Termination of a sponsor
- Termination of a site
Appeal Rights (continued)

• Denial of a sponsor's timely claim submittal for reimbursement
• Claims against a sponsor for remittance of a payment
• Denial of a sponsor’s claim for reimbursement
• Refusal of the State Agency to forward to FNS and exception request by the sponsor (late claim payment or upward adjustment to a claim)
State Agency Denial

- Sponsor will be notified in writing
- Notice will be sent certified
- Notice will identify denied actions
- Copy of Appeal Procedures is in your Agreement

The sponsor must file a written request for an appeal no later than 7 days from the date of the received notice of action.
Questions?
Meal Service Requirements

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Meal Service Requirements

• It is important for the success of the SFSP to serve *nutritious meals* that meet meal pattern requirements and that are appealing to children. Careful menu planning is necessary to meet this goal.
Meal Pattern

• The meal pattern requirements assure well-balanced meals that supply the *kinds and amounts* of foods that children require to help meet their nutrient and energy needs.

• Meal pattern establishes the *minimum portions of the various food components* that must be served to each child in order for the participating sponsor to receive reimbursement for each meal.
Meal Pattern Requirements: Breakfast

https://www.fns.usda.gov/sfsp/meal-patterns

<table>
<thead>
<tr>
<th>Quantity</th>
<th>3-Components Required</th>
<th>Minimum Amount</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fruit or Vegetable*</td>
<td>½ cup</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td><em>100% Juice</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Bread or Bread Alternate</td>
<td>1 Serving</td>
<td>✓</td>
</tr>
<tr>
<td>1</td>
<td>Milk</td>
<td>8 ounces</td>
<td>✓</td>
</tr>
<tr>
<td>1</td>
<td>Meat/Meat Alternate</td>
<td>1 ounce</td>
<td>Optional</td>
</tr>
</tbody>
</table>
## Meal Pattern Requirements: Lunch

https://www.fns.usda.gov/sfsp/meal-patterns

<table>
<thead>
<tr>
<th>Quantity</th>
<th>5-Components Required</th>
<th>Minimum Amount</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Fruit or Vegetable*</td>
<td>3/4 cup</td>
<td>✔️</td>
</tr>
<tr>
<td></td>
<td><em>100% Juice</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Bread or Bread Alternate</td>
<td>1 Serving</td>
<td>✔️</td>
</tr>
<tr>
<td>1</td>
<td>Milk</td>
<td>8 ounces</td>
<td>✔️</td>
</tr>
<tr>
<td>1</td>
<td>Meat/Meat Alternate</td>
<td>2 ounces</td>
<td>✔️</td>
</tr>
</tbody>
</table>

*Note: The asterisk (*) indicates that the specified food item is required.*
## Meal Pattern Requirements: SNACK


<table>
<thead>
<tr>
<th>Quantity</th>
<th>2-Components Required</th>
<th>Minimum Amount</th>
<th>Snack</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fruit or Vegetable*</td>
<td>3/4 cup</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td><em>100% Juice</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Bread or Bread Alternate</td>
<td>1 Serving</td>
<td>✓</td>
</tr>
<tr>
<td>1</td>
<td>Milk</td>
<td>8 ounces</td>
<td>✓</td>
</tr>
<tr>
<td>1</td>
<td>Meat/Meat Alternate</td>
<td>1 ounce</td>
<td>✓</td>
</tr>
</tbody>
</table>
Meal Pattern Service Requirements

- Serve the same meal to all children
- Ensure that children eat all meals on site
- Adhere to local health and sanitation regulations
- Ensure all children receive a meal before any child is served a second meal, or before any adult meals are served.
- Make arrangements for inclement weather
- Serve meals on-time
Number and Type of Meals

Allowable Meal Combinations

- Breakfast only
- Snack only
- Lunch only
- Supper only
- Breakfast and lunch
- Breakfast and snack
- Lunch and snack
- Supper and snack
- Breakfast and supper
- Two snacks
Field Trips during Meal Service Times

• Sponsors must notify the OCN of all field trips that affect the time or location of meal service.

• All meals taken on field trips must meet the same meal pattern requirements in order to be claimed for reimbursement.

• A meal count form must be completed at the point of service (POS), when the meals are distributed to the children.
Enter field trips during meal service times in MARS.

<table>
<thead>
<tr>
<th>Action</th>
<th>Form Name</th>
<th>Version</th>
<th>Status</th>
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</thead>
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<tr>
<td>View</td>
<td>Revise</td>
<td>Organization Application</td>
<td>Rev. 1</td>
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<tr>
<td>View</td>
<td>Budget Detail</td>
<td>Original</td>
<td>Approved</td>
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<tr>
<td>Details</td>
<td>Management Plan</td>
<td>Rev. 1</td>
<td>Approved</td>
</tr>
<tr>
<td>Details</td>
<td>Food Production Facility List</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td>Checklist Summary (1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Details</td>
<td>Site Field Trip List (11)</td>
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<tr>
<td>Details</td>
<td>Application Packet Notes (1)</td>
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<tr>
<td>View</td>
<td>Application Packet Notes for Organization (1)</td>
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<td></td>
</tr>
<tr>
<td>Details</td>
<td>Attachment List (9)</td>
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<td></td>
</tr>
</tbody>
</table>
Taking Food Components Offsite

• Sponsors may allow a child to take one fruit, vegetable or grain item offsite for later consumption without prior State agency approval.

• The fruit, vegetable or grain item taken offsite must be from the child's own meal.
Serving Meals Family Style

• Serving meals family style can help children develop good eating habits through the personal example provided by supervising adults.

• Camp and closed enrolled sites offer the best setting for implementing family style meals. Family style meal service should not be used at other types of sites.
• Sponsors are required to provide *reasonable meal and snack accommodations* for children whose disability restricts their diet.

• The *accommodation* must be supported by a medical statement, signed by a licensed physician or a licensed health care professional.
• **Offer versus serve** (OVS) is a concept that applies to menu planning and meal service which allows children to decline some of the food offered in a reimbursable breakfast, lunch or supper.

• All SFSP sites may use OVS, *if a waiver has been submitted and approved by USDA prior to operating.*
Meal Service Options

- Non-School Sponsors will no longer be able to utilize the Offer Versus Serve (OVS) option for the Summer Food Service Program.
Meal Time Requirements

• Three hours must elapse between the beginning of one meal service, including snacks, and the beginning of another meal service, except that four hours must elapse between lunch and supper if no snack is served.

• Breakfast  Lunch  Snack
Site Caps

• All SFSP sites are required to have an approved site.

• The purpose of a site cap is to ensure that a site does not purchase and/or produce meals outside the capability of the site and need of the community, thereby reducing waste and protecting the integrity of the Program.
Leftover Meals or Components

• All sponsors must plan, prepare, or order meals with the goal of serving one meal per child at each meal service, and must ensure that entire meals and food components are not frequently left over and unusable.
Questions
Production Planning

IN THE SUMMER FOOD SERVICE PROGRAM

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CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Keeping good records is vital to having a successful Summer Food Service Program. You must keep records to make accurate reports and file a successful claim to get reimbursement.
Having standardized recipes makes it easy to plan the menus and production. Two online recipe sites with kid tested and kid approved recipes are listed on the handout.

The *What’s Cooking? USDA Mixing Bowl* site provides recipes and resources to support building healthy and budget friendly meal
Child Nutrition Labels

- Child Nutrition (CN) Labels are available on certain food products that clearly identifies how the product contributes toward the meal pattern requirements. Some food examples are beef patties, cheese or meat pizzas, meat or bean burritos, breaded fish, and chicken portions.
A CN Label will always contain the following:

- The CN logo (which is a distinct border)
- The meal pattern contribution statement
- A 6-digit product identification number
- USDA/ FNS authorization statement
- The month and year of approval
Identifying a CN Label

- Pizza with a CN Label
A **Product Formulation Statement** may be requested from a manufacturer which will provide specific information about the product. Ultimately, it is the sponsor’s responsibility to keep records to document that meals served fulfill the meal pattern requirements.
Production Planning Handbooks and Other Tools

1. Nutrition Guidance for Sponsors
2. Grains and Bread Chart
3. The Food Buying Guide
4. The Food Buying Guide Mobile App for Android and Iphone
5. The Food Buying Guide Calculator
Questions?
Accurate Meal Counting

IN THE SUMMER FOOD SERVICE PROGRAM

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Accurate Meal Counting

• Sponsors receive reimbursement based on the number of meals served to children. Therefore, keeping an accurate meal count is an essential component of making sure the claims are accurate.
Reimbursable Meals Are:

- Served to children *18 years and under*
- *Counted* at the Point of Service (POS)
- Meet *meal pattern* requirements
- Served during the approved meal service *time*
- Eaten *Onsite*
What are the SFSP Meal Types?

- 1st Meals
- 2nd Meals
- Program Adult Meals
- Non-program Adult Meals
- Disallowed Meals
Second Meals

• A limited number of second meals served as a unit can be claimed for reimbursement, as long as the total number of second meals does not exceed two percent of first meals served by the sponsor, for all sites, during the claiming period.

• If the State agency determines that the sponsor has failed to plan ahead and incorrectly prepare or order meals, second meals may be disallowed.
Meals Served to Adults

• Program Adults work directly with the meal service at the site as either volunteers or paid employees.

• Meals may be served free to adults who meet this definition.

• These meals *may not* be claimed for reimbursement but may be counted as operating costs.
Meals Served to Adults

- Non-Program Adults do not work in any direct way with the meal service at the site, such as a parent or guardian.
- If a sponsor chooses to serve meals to non-program adults, the sponsor may charge a fee for the meal.
Meals Served to Adults

• If the sponsor chooses to serve the meal at no charge, then the sponsor **must use non-Program funds** to cover the cost of these meals.

• The sponsor may include those funds as Program income and pay for these meal costs from its nonprofit food service account.
Meals Served to Adults

When a sponsor chooses to serve meals to adults, the rules below must be followed:

• All children (including any person who meets the definition of 7 CFR 225.2) must be fed first.

• Income from the sale of adult meals and non-Program funds used to pay for adult meals must be documented as income to the Program to offset documented costs.
Recording Meals

- Meals served to children (including second meals), Program adults, and non-Program adults must be counted and recorded separately on the daily meal count form.
Counting Meals

• Check-off Tally Sheets
• Token or Popsicle Stick Method
• Clicker Counter Method
What If?

• A child wants to *leave* with a meal?
• A Site is *not* returning meal count forms?
Consider providing sites with pre-printed meal count forms containing the site name, dates, and types of meal services.

- Do not populate meals served!
- Copy meal count forms for the various meal services on different colored paper.
- Request completed forms to be returned by a specific day/time.
Procurement

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

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Procurement

• All Procurement of food, supplies, goods, and other services with Program funds by Sponsors must comply with procurement standards prescribed in 2 CFR Part 200 as well as 7 CFR 225 as well as any more restrictive State and local standards that may be in place. Procurement standards are specifically located at 7 CFR Part 225.17 and CFR Part 200.317-326.
Procurement – Micro Purchases

Micro-Purchase (up to $10,000)

- The purchase may be made without obtaining quotes from various vendors/suppliers providing that the price of the items being purchased is reasonable. Micro purchases must also be distributed equally among qualified vendors to the extent possible. This means the next time the same items are purchased; it should be done through a different qualified vendor.
Small Purchase (between $10,000 - $250,000)

• This is a simple and informal method of purchasing that allows the sponsor to comparison shop for the best price on goods and services.
Small Purchase (between $10,000 - $250,000)

• Prices are to be obtained from an adequate number of vendors prior to purchasing from one of them.
Procurement – Large Purchase

Large Purchase (over $250,000)

- It may also be chosen by the sponsor even when the purchase is below $250,000 if the sponsor has determined that the formal procurement method will result in a better use of nonprofit food service account funds.
The Large Purchase or the formal purchase methods include:

- Invitation for Bid (IFB)
- Request for Proposal (RFP).
The Large Purchase or the formal purchase methods include:

- Sponsors will need to determine which procedure, the IFB or RFP, is right for the situation.
Non-competitive Purchase

• This large, formal procurement method may only be made when an emergency arises that threatens continued services of the child nutrition program, or when the services/commodity being purchased is available from only one vender (i.e. sole source).
Procurement – Non-competitive Purchase

• If it is necessary to make a non-competitive purchase in order to continue services, the purchases shall be made and a log of all such purposes shall be maintained and included; item name, dollar amount, vendor and reason for emergency/justification of sole source designation.
Procurement Ethics

- State agencies and sponsors are required to write a code of conduct to govern the performance of employees (and sponsors) engaged in procurement.
Written standards must prohibit:

- employee personal gifts & incentives
- personal of financial connection
Procurement Ethics

- The Code of Conduct must also provide for disciplinary action to be applied in the event the standards are violated.
Options for Buying Meals

- From a School
- From a FSMC
Options for Buying Meals

From a School

• When purchasing meals from a school, the sponsor is not required to use the competitive bid procedures but should verify that the school has a comparable price and meal quality to commercial vendors that could potentially provide the meals. A written agreement with the school is required. A sample is provided in the resources packet.
Options for Buying Meals

From a FSMC

- In the SFSP, this means purchasing meals from any commercial enterprise or nonprofit organization.
Sponsors with multiple Child Nutrition Programs

- Sponsors must apply the $250,000 threshold to the aggregate value of the FSMC contract(s).

- Public entities and organizations with exclusive year-round contracts are exempt from the standard contract requirement.
Sponsors may decide to target local products to include in their Program in order to improve the quality of the meals, provide opportunities for nutrition education to Program participants and to contribute to the local economy.
Use of Small, Minority, and Women’s Businesses

• All sponsors are encouraged to take affirmative steps to ensure that small, minority firms and women’s business enterprises and labor surplus area firms are used when possible.
Use of Small, Minority, and Women’s Businesses

- When economically feasible, sponsors may wish to divide their total requirements into smaller tasks or quantities and adjust delivery schedules to permit maximum participation.
Questions?
Training

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
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601-576-5000
Why is Training Important?

- Training is one of the major administrative responsibilities of a sponsor. An efficiently operated Program requires sponsors to provide training throughout the duration of the Program.
Sponsors have a dual responsibility to both **attend** and **provide** annual training regarding the SFSP. Sponsors are not only required to attend annual training conducted by the State Agency (SA), but Sponsors are also required to provide training to all administrative and site level staff before any SFSP operations begin.
All site trainings should cover:

- Site type (open, closed etc.)
- Type of meal service
- The food safety rules and sanitation guidelines
- Types of meals served
- Serving a complete meal
- Trash removal service
- Method for meal count
- Meal pattern requirements
- Reporting issues
- Nondiscrimination Policy
- Congregate feeding policy & taking food off site
- Requirements for field trips
Sponsor Training of Administrative Staff

General Information

- Purpose of the Program
- Site eligibility
- Recordkeeping requirements
- Necessity for accurate records
- Meal requirements
- Nondiscrimination compliance
- Completing the Menu book

Monitor/ training Responsibilities

- Conducting site visits/reviews
- Sites for which they are responsible
- Monitoring schedule
- Reporting procedure
- Follow-up procedure
- Office procedures

Civil Rights

All operational and administrative staff must be trained on Civil Rights

- It is the sponsor's job to ensure all staff are trained on Civil Rights

Sponsor Training of Operational Staff

Provide a general explanation of the program, emphasizing the following topics:

- Purpose of the Program
- Site eligibility
- Recordkeeping requirements
- Necessity for accurate records
- Meal requirements
- Nondiscrimination compliance

Describe how the Program will operate within the framework outlined in this guide.

Use the meal schedule, sample delivery receipts, and sample daily reporting forms for sites, including:

- How meals will be provided
- Mealtimes
- What records are kept and what forms are used
- Completing the Menu book

Training Site Supervisors:

- One person trained by the sponsor must be present at each of the sponsors sites during time of meal service
- The sponsor is responsible for ensuring new site supervisors receive necessary training before taking charge of the site
Training Checklist for Monitors

Provided in USDA’s Administrative Guidance
Training Checklist for Site Staff

1. General explanation of the Program
   ___ Purpose of the Program
   ___ Site eligibility
   ___ Importance of accurate records especially meal counts
   ___ Importance of organized activities at sites

2. How sites operate
   A. For meals
      ___ Types of meals to be served and the meal pattern requirements (provide planned menus)
      ___ Delivery schedules (give exact times)
      ___ Adjustments in the number of meals delivered
      ___ Facilities for storing meals
      ___ Who to contact about problems (name and phone number)
      ___ Approved level of meal service

   B. For self-preparation sites:
      ___ Meal pattern requirements
      ___ Inventory (use inventory forms)
      ___ Meal adjustments (use production records)
      ___ Meal preparation adjustments

3. Recordkeeping requirements
   ___ Daily recordkeeping requirements
   ___ Delivery receipts (provide sample forms)
   ___ Seconds, leftovers and spoiled meals
   ___ Daily labor – actual time spent on food service and time and attendance records
   ___ Collection of daily record forms
   ___ Maintain copies of meal service forms

4. Monitors’ responsibilities (use site visit and review forms)
   ___ Duties and authority
   ___ Introduce monitors and discuss areas of assignment

5. Civil Rights requirements (use Site Supervisor’s Guide)

6. Other policies/issues
   ___ What to do in inclement weather and alternate service areas
   ___ How to handle unauthorized adults trying to eat meals
   ___ How to handle discipline
   ___ Review equipment, facilities, and materials available for recreational activities
   ___ Review trash removal requirements
   ___ Discuss corrective action
   ___ Nutrition education

Provided in USDA’s Administrative Guidance
Training Checklist for Administrative Staff

Provided in USDA’s Administrative Guidance
Questions?
Monitoring

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Why is Monitoring Important?

Monitoring is essential to making your Summer Food Service Program (SFSP) successful. Having efficient, capable, trained monitors will ensure that Program operations comply with federal and state laws.
Monitor’s Responsibilities:

- Participates in annual training, understand Program requirements, including Civil requirements
- Ensure that sites operates according to Program guidelines
- Carry a supply of all necessary forms during site visits and reviews
- Provide training for all site personnel
- Spend enough time at each site to ensure proper Program operations
Visits and Reviews

• Monitors are required to perform site visits and site reviews at various times throughout program operations. These reviews are an important part of the sponsor’s responsibility to ensure the integrity of the Program.

• Refer to the Sponsor Monitor’s Guide for detailed information and sample forms.
Site Visits

• Ensure food service operation is operating smoothly
• Resolve problems immediately
Site Reviews

- Determine if the site is meeting Program requirements
- Observe a complete meal service from beginning to end
- Observe delivery or preparation of meals
Sponsor Monitoring Requirements

Sponsors must ensure that the following monitoring requirements are met:

• Pre-operational Visits
• Site Visits
• Site Reviews
• Follow up visits
Sample Pre-Operational Visit Form

Site name: ______________________________ Site number: ______________________________

Site address: _____________________________________________________________

Site telephone number: _____________________________________________________

Person to contact for use of site: _____________________________________________

Type of site (check appropriate item):
☐ Recreation center
☐ Residential camp
☐ Play street
☐ School
☐ Play yard
☐ Church
☐ Playground
☐ Settlement house
☐ Other

☐ Healthcare
☐ Libraries
☐ Rural Development (RD)Housing
☐ Urban Development (HUD)

Estimated number of children the site could serve: ____________
Estimated number of needy children in area: ____________

Estimated number of personnel needed to adequately conduct the food service: ____________

Are the present facilities adequate for an organized meal service?  ☐ Yes  ☐ No

If answer is no, comments: ___________________________________________________

For the estimated number of children, does the site have:

☐ Yes ☐ No

☐ Shelter for inclement weather?
☐ Adequate cooking facilities if applicable?
☐ Adequate storage for prepared or delivered food?
☐ Storage space for records at site?
☐ Adequate refrigeration?
☐ Access to a telephone?

Is this site for-profit?  ☐ Yes  ☐ No

What types of organized activities are possible or planned at this site?

________________________________________________________________________

Improvements or corrective actions needed before site operates:

________________________________________________________________________

Did the site have any deficiencies in the previous summer?

________________________________________________________________________

Monitor’s Signature ______________________________ Date ______________________________
Site Visit

Sponsors must visit each site at least once during the **FIRST WEEK** of operation. These visits are required to make sure the food service operation is running smoothly and to verify information such as the site address, storage, holding and preparation facilities, and serving capacity.
# Sample First Week Visit Form

**Date of site visit:** __________  **Monitor’s arrival time:** __________  **Departure Time:** __________

**Site name:** __________  **Site address:** __________

Discussion with site staff (list names) __________

<table>
<thead>
<tr>
<th>Areas of Discussion</th>
<th>Notes and Observations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has the site supervisor attended training session?</td>
<td></td>
</tr>
<tr>
<td>Are_menu being counted and signed for?</td>
<td></td>
</tr>
<tr>
<td>Are all required records being completed?</td>
<td></td>
</tr>
<tr>
<td>Are meals served to second meals exclusive?</td>
<td></td>
</tr>
<tr>
<td>Do meals meet meal pattern requirements?</td>
<td></td>
</tr>
<tr>
<td>Is there proper sanitation/storage?</td>
<td></td>
</tr>
<tr>
<td>Is the site supervisor following procedures established to make meal order adjustments?</td>
<td></td>
</tr>
<tr>
<td>Are meals served at the time approved by the State agency?</td>
<td></td>
</tr>
<tr>
<td>Are all meals served and consumed on-site?</td>
<td>(Note of State agency and sponsor allow fruits/vegetables/grains to be taken off site).</td>
</tr>
<tr>
<td>Is each meal served as a unit?</td>
<td></td>
</tr>
<tr>
<td>Are there any problems with delivery?</td>
<td></td>
</tr>
<tr>
<td>Is there documentation of children’s income eligibility; if applicable?</td>
<td></td>
</tr>
<tr>
<td>Is there an “End Justice for All” poster, provided by the sponsor, on display in a prominent place?</td>
<td></td>
</tr>
</tbody>
</table>

List any problems that were noted, and any corrective actions that were initiated to eliminate the problems:

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

**Monitor’s Signature** __________  **Date:** __________
Sponsors must conduct a review of the food service at least once in the first **FOUR WEEKS** of Program operations. If the site operates less than four weeks, the sponsor must still conduct a review. After this initial period, sponsors must conduct a “reasonable” level of monitoring.
Conducting the Site Review

- Before the Meal Service Begins
- Observe Meal Preparation
- Observe the Meal Service
- Civil Rights
- Meal Counts
- Before Leaving the Site
### Sample Site Review Form

**NOTE:** To be completed during first four weeks of operation.

<table>
<thead>
<tr>
<th>Sponsor:</th>
<th>Site:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Contact Name:</td>
<td>Title:</td>
</tr>
<tr>
<td>Site Address:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>Date of site visit:</td>
<td>Monitor’s arrival time:</td>
</tr>
<tr>
<td>Site Supervisor:</td>
<td>Departure Time:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Open site
- Camp site

**Average daily participation (if applicable):**

- Today’s attendance: 
- Approved meal service time: 

**Types of meals reviewed:**
- Breakfast 
- AM Snack 
- Lunch 
- PM Snack 
- Dinner

**Approved level of service:**

<table>
<thead>
<tr>
<th>Day of visit</th>
<th>Breakfast</th>
<th>AM Snack</th>
<th>Lunch</th>
<th>PM Snack</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td># Meals delivered (if applicable)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># Meals/milk from previous day</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time meals delivered (if applicable)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time meals served</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># First meals served to children</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># Second meals served to children</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meals served to Program adults</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meals served to non-Program adults</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discarded meals (dropped, spilled, incomplete meal, lost meat, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># Meals leftover</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Test meal cannot be claimed for reimbursement but should be recorded.

### Sample Site Review Form, Continued

<table>
<thead>
<tr>
<th>Site Review Questions</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Does the staffing pattern correspond to that listed on the approved site sheet?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Has the site supervisor attended training session?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Does the site have sufficient food service supervision?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Are meals counted/checked before signing delivery receipt?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Are accurate meal counts taken of meals served?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Are meals served as second meals excessive?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Are records of adult meals being kept?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Do meals meet approved menus?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Do meals meet meal pattern requirements?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Are meals checked for quality?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Is the proper sanitation/storage?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Is the site supervisor following procedures established to make meal order adjustments?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. Are meals served within approved time frames?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Are all meals served and consumed on site? (Note: State agency and sponsor allow meals to be provided off-site if approved.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. Does site have a place to serve children meals in case of inclement weather?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. Is each meal served as a unit?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. Is the meal delivery schedule followed?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. Are there provisions for storing or returning excess meals?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. Is there documentation of children’s income eligibility, if applicable?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. Is there an “Aid Justice For All” poster, provided by the sponsor, on display in a prominent place?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. Are meals served to all attending children regardless of the child’s race, color, national origin, sex, age, or disability?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. Do all children have equal access to services and facilities at the site regardless of the child’s race, color, national origin, sex, age, or disability?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. Is informational material concerning the availability and nutritional benefits of the program available in appropriate languages and translations when accessing the Program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. Are there reasonable modifications to policies and procedures to ensure individuals with disabilities have equal access and effective communication when accessing the Program?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. Are there responsible steps in place to ensure meaningful access to services for limited English proficient persons by providing information in the frequently encountered, non-English languages of individuals eligible to be served or likely to be affected by the program?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Program Violations

<table>
<thead>
<tr>
<th>Program Violations</th>
<th>Actual Count</th>
<th>Type of Meal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Adult meals included in count of meals served to children.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Offsite consumption. (Do not include fruits/vegetables/grains to be taken off-site.)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. More than one meal served at one time to children</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Meal pattern not met (quantity):</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Meals not served as a unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Meal serving lines not met</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Other Program violations (specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Check and explain if any of the following apply:

- No records 
- Incomplete records 
- Poor sanitation 
- Other

Corrective action discussed with (Name and Title):

Corrective action taken:

Site supervisor’s comments:

Further action needed by date:

I certify that the above information is correct:

Monitor’s Signature: Date 
Site Supervisor’s Signature: Date

Sponsor Representative’s Signature: Date
Monitoring Reports

• All visits and reviews must be documented. Sponsors should carefully review this documentation to assess the operation of its sites.

• Sponsors must develop a tracking system for monitoring reports. This system should ensure that monitors submit reports frequently.

• Reports should be reviewed by a designated member of the Sponsor’s staff who is responsible for following up on any identified problems.
The staff member should:

- Review any problems found by the monitor
- Call the Site Supervisor, if necessary
- Document corrective action taken at the site
- Schedule a follow-up review, if necessary
- Sign and date the report
Sponsors should pay close attention to the quality of the monitor’s reports. There are indicators that may suggest additional training is needed for a monitor.
Additional training is appropriate if the monitor:

- Did not answer all questions on the report, or if the responses are incomplete
- Rarely notes problems and does not include comments in the remarks section of the report
- Observes that the number of meals delivered/served and the number of children who are in attendance are always the same but does not follow-up on this suspicious pattern
Reviewing Monitoring Reports continued…

• Recommends a corrective action and fails to note the action taken or fails to initiate correction of the problem(s)

• Fails to recommend adjustments in orders when the number of meals exceeds attendance

• Arrives at site late or does not stay for the entire meal service
Sponsors must conduct follow-up visits of sites if serious deficiencies that were identified during a visit or review to ensure that permanent corrective action has been implemented.
Administrative Reviews of Sponsors

- State Agencies will complete an administrative review of each Sponsor’s Program operations. The review will consist of a visit to the Sponsor’s sites and office.

- The State Agency will observe the meal service operations and recordkeeping at the site. The site review will be unannounced. The Sponsor’s review will be announced so the Program Monitor can ensure the Sponsor will be available for the review.
Who will receive an Administrative Review?

- New Sponsors
- Problematic Sponsors
- Biennial Sponsors
- Aggregate Reimbursement
- Ten Percent (10%) or One
Components of the Administrative Review

The State Agency will conduct the Administrative Review in two parts:

- Sponsor Level
- Site Level
The following records will be reviewed by the Program Monitor at the Sponsor Level:

- Program application, agreement, and supporting documentation
- Administrative and site training documentation
- Site monitoring records: pre-approval, first week visits, fourth week visits, and follow-up reviews, as applicable.
- Accounting records, bank statements, and check ledgers
SFSP Administrative Review continued…

- Invoices and receipts
- Daily meal count records for each site
- Menus and other food service records
- Meal Delivery receipts
- Health, safety, and sanitation inspections
- Documentation of corrective action from prior review, if applicable

*All program records must be maintained 3 years plus the current year.*
SFSP Administrative Review continued…

The following records will be reviewed by the Program Monitor at the Site Level:

- Meal Count Sheets
- Menus and Menu Books
- Delivery Slips
- Time and Attendance Records
- Health, Safety and Sanitation Records
Violations

Findings of non-compliance with Program requirements may result in withholding or recovery of reimbursements, corrective action or termination and exclusion from future Program participation. If the violations are severe, the organization may be declared seriously deficient.
Common Program Violations

Including but not limited to:

- Failure to maintain adequate Sponsor or site records
- Claiming meals that were not served to eligible children
- Submission of false information to the State Agency
- Failure to have a trained site supervisor at each site during the meal service
- Using Program funds for unallowable costs
Including but not limited to:

- Meal count consolidation errors
- Failure to meet training and monitoring requirements
- Failure to conduct point of service meal counts
- Serving meals that do not meet meal pattern requirements
- Children eating complete meals off-site
Corrective Action Plans

Upon receipt of a Findings letter from the State Agency, each Sponsor must provide a written Corrective Action Plan (CAP). The CAP must address each finding and include the actions being implemented to *permanently* correct the identified deficiency.
A corrective action plan must include *who* will be responsible for correcting each area of non-compliance; *what* will be done to correct the issue; *how* the organization will ensure continued compliance; *when* these actions will take place; and *where* your organization will maintain the supporting documentation.
If the CAP is Accepted

When a corrective action plan is received from an organization, it is evaluated to ensure that it is complete and that each finding has been adequately addressed. If the CAP is satisfactory, the State agency will issue a letter to the institution indicating that its response was acceptable, and the review is closed.
If the corrective action plan is *incomplete*, the organization will be informed of all outstanding items and allowed additional time to submit the remaining documentation.

If the corrective action plan is not submitted and/or the additional documentation is inadequate, the State agency must proceed to declare the organization *seriously deficient*. 
The Serious Deficiency (SD) Process

Step 1 • Identify the Serious Deficiency
Step 2 • Prepare the Serious Deficiency Notice
Step 3 • Assess the Corrective Action
Step 4 • Prepare the Termination Notice
Step 5 • Hold the Appeal Hearing
Step 6 • Terminate the Agreement and place the Organization on the State Disqualified List (SDL)
Questions?
Financial Management

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Sponsors participating in the Summer Food Service Program are required to demonstrate *financial viability*, maintain a *non-profit food service* account, and *manage funds* according to federal and state requirements.
The Budget

- SFSP Application requires that sponsors submit an application which includes a budget.
Elements of the Budget

- **Revenue** is income received to operate the program.
- **Operational Expenditures** are costs related directly to the day to day operation of the program.
- **Administrative Expenses** are costs related to managing the program.
Unallowable Costs

• Spending SFSP funds appropriately requires consideration - is the cost *necessary, reasonable* and *allocable*.

• If unallowable costs are identified, the costs must be *returned* to the SFSP account.

• Be *proactive* and have a system in place to review invoices and allocate costs appropriately.
• Supporting documentation for all program expenses must be *maintained* on file for three years, plus the current year.

• No supporting documentation? Then, *do not use* SFSP funds to pay for it.
Donated Meal Components

• Documentation of donated meal components must be recorded using the State Agency’s *Donation Form template*, along with a copy of *proof of purchase*.

• In either case the documentation should specify the *date* of the donation, *item description*, *quantity*, and the *source*. 

*Mississippi Department of Education*
Questions
Program Reimbursements

IN THE SUMMER FOOD SERVICE PROGRAM

2020 SFSP Training

CACFP/SFSP Division
Office of Child Nutrition
601-576-5000
Advance Payments 7 CFR 225.9(c)

• Operating costs
• Administrative costs
• Both Operating and Administrative costs
Advance Payments-Operating Costs

7 CFR 225.9 (c)(1)

- Request 30 days before payment dates (June 1, July 15, August 15) except for SFA (Exception: If an organization is not approved by the date listed, an advance may still be granted, if operating at least 10 days)

- Certification of staff training on program requirements for sponsor and site personnel for second advance.

- Operating at least 10 days for the month of the advance
Advance Payments for Administrative Costs

7 CFR 225.9 (c)(2)

Request 30 days before payment dates except for SFA (Exception: If an organization is not approved by the date listed, an advance may still be granted, if operating at least 10 days)

Advance is not available if operating less than 10 days
Advance Payments Calculation

- 7 CFR 225.9(c)(ii)

- **Vended Sponsor**: 50% of the amount determined by the State agency to be needed that month for meals

- **Self-Prep**: 65% of the amount determined by the State agency needed that month for meals

- Each payment will not exceed 1/3 of the total amount in which the State agency determines the sponsor will need to administer the Program
Advance Payments Calculation

• Sponsor must show documentation that it is financially sound
• Based on a percentage of the projected meals
Advance Calculations

Formula:

ADP x Operating Days x Reimbursement Rate

Operational Self Prep: Amount calculated by MARS x 65% divide by 2

Operational Vended: Amount calculated by MARS x 50% divide by 2

Administrative: Amount calculated by MARS x33% divide by 2
Advance Payment Calculation

Example: The amount calculated by MARS is $28,746 for Operational and $1,496.88 for Administrative

Operational - $28,746 x 65% = $18,684.90, divide by 2 = $9,342.45

Administrative - $1,496.88 x 33% = $493.97, divide by 2 = $246.98
Limits

- 7 CFR 225.9 (c) (4) Limit. The sum of the advance operating and administrative costs payments to a sponsor for any one month shall not exceed $40,000 unless the State agency determines that a larger payment is necessary for the effective operation of the Program and the sponsor demonstrates adequate administrative and managerial capability to justify a larger payment.
Advance Request Procedures

1. Locate the “Advance Requests” link on the Application dashboard in MARS.

2. Click on the Advance Request link, then click ‘Add’ next to the requested advance month.

3. Check the type of advance, Operating and/or Administrative and enter the requested amount of each type.

4. Ensure the certification statement box is selected and click ”Save” to submit the request.
Key Advance Information

- Advance payments requests will be considered upon the approval of the annual SFSP application.

- Recovery of all or part of an advance will be made through an adjustment from SFSP claims for reimbursement.

- If advance funds are still owed after the final claim, the state agency will initiate collection efforts to recover the remaining balance.
Program Reimbursement

7 CFR 225.9 (d)

- Reimbursements are based on the number of reimbursable meals served multiplied by the sum of administrative and operational rates.
- Sponsors must maintain complete records to document all costs and meals they claim for reimbursement.
- Signed agreement with the State agency on file
Non-Camp Programs

- Area eligibility used from free/reduced or census data
- Can be reimbursed for up to 2 meals per day

See if your area is eligible. USDA Eligibility Map
Camp Programs

- Reimbursement for meals served to participants eligible for free or reduced-price meals
- Maintain documentation of free or reduced-price eligibility
- Use the 2019-2020 Income Eligibility Guidelines.
Records Needed to File a Claim

- Daily Meal Count Form
- Meal Count (Weekly Consolidated)
- Consolidated Form of First and Second Meals Served
- Production document verifying reimbursable meals
- Number of operating days for each site
- Number of sites operating
Claim for Reimbursement

- Sponsor assume responsibility for all the information submitted on the claims.
- The claim must reflect only meals that meet SFSP requirements and are actually served to eligible children.
- Based on number of meals multiplied by administrative and operating rates.
Allowable Operating Costs

• Food Costs
• Non-food supplies used in the food service
• Space for the food service
Allowable Administrative cost

- Planning
- Organizing
- Administering
Unallowable Costs

- Cost for excess meals
- Meals not meeting program requirements
- Cost to purchase food used outside of SFSP
- Repayment of over-claims or other Federal debts
- Costs of meals served to adults not in the operation of the food service
- Entertainment and fundraising costs
SFSP Costs

- Necessary
- Reasonable
- Properly allocated
- Approved in the budget
- Documented
Non-Reimbursable Meals

Sponsors may claim reimbursement only for those meals that meet SFSP requirement.

Reimbursement **may not** be claimed for:

- Meal patterns and types not approved by the State agency
- Meals served outside approved timeframes or approved dates of operation
- Meals not served as a complete unit, except offer versus serve
- Meals consumed off-site, except approved field trips
Non-Reimbursable Meals

- Meals served to ineligible children in camps
- Meals that are spoiled or damaged
- Meals in excess of the site cap
- Meals not served
- Meals served to anyone other than eligible children
Non-Contractible Management Responsibilities

7 CFR 225.15 (a)(3)

Sponsors may **NOT** contract management responsibilities of the Program

- Meal ordering
- Meal Count information
- Submitting claims
- Training and monitoring administrative and site staff

Sponsors **must** maintain responsibility!
OPERATIONAL & ADMINISTRATIVE INCOME PROJECTIONS

1. Add last year’s ADP or the anticipated ADP for each meal type.
   - Breakfast 50  Lunch 50  Supper ____  Snack ___

2. Total Days of Operation  20

3. To obtain total meals, multiply number in #1 times the number in #2.
   - Breakfast 1000  Lunch 1000  Supper _____  Snack ___

To obtain the total projected income, write the total meals in the charts below, then multiply them by the reimbursement rates.

ADP (Average Daily Participation)
Questions?
The purpose of FNS Instruction 113-1 is to:

- Establish and convey policy;
- Provide guidance and direction
- Ensure compliance with and enforcement of the prohibition against discrimination.
Civil Rights Training

- Training is required so that people involved at all levels of administration of programs that receive Federal financial assistance understand civil rights related laws, regulations, procedures and directives.

- State agencies are responsible for training local child nutrition administrators on an annual basis.

- Local agencies are responsible for training their managers and staff who interact with applicants or participants on an annual basis.
The annual training must include, but not be limited to, the following training topics in the FNS Instruction 113 – 1:

1. Collection and Use of Data
2. Effective public notification systems
3. Complaint procedures
4. Compliance review techniques
5. Resolution of noncompliance
6. Requirements for reasonable modifications for persons with disabilities
7. Requirements for language assistance
8. Conflict resolution
9. Customer service
What is a Protected Base?

Defined as:

• Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order.

• What are the protected bases?
Protected Bases

Child Nutrition protected bases are:

1. Race
2. Color
3. National Origin
4. Age
5. Disability
6. Sex
7. Reprisal or Retaliation
• MUST be displayed where benefits are issued/received.

• Reproductions must be at equal size (11x17)

• If copied as black & white, use Form AD-475-A Rev Dec 2015
This institution is an equal opportunity provider.
Collection and Use of Data

1. State and Local agencies are required to obtain data by race and ethnicity.

2. Self identification or self-reporting is the preferred method of obtaining characteristic data.

3. Applicants/participants may not be required to furnish information on their race or ethnicity.

4. Where an applicant/participant does not provide this information, the collector shall through visual observation secure and record the data.
Effective Public Notification System

The purpose of the public notification system is to inform applicants, participants, and potentially eligible persons of:

- Program Availability
- Complaint Information
- Non-discrimination statement
- Provide appropriate information in alternative formats for persons with disabilities and in the appropriate language(s) for Limited English Proficiency (LEP) persons.
Complaint Procedures

• **Right to File** – anyone alleging discrimination has the right to file a complaint within 180 days of the alleged discriminatory action. (The Secretary of Agriculture or his designee may waive the 180 filing deadline for good cause. The reason justifying the waiver must be documented in writing in the complaint file.)

• **Acceptance** – complaints, written or verbal, must be forwarded to the appropriate FNS Regional Civil Rights Director within 5 working days. Anonymous complaints will be handled as any other to the extent feasible based on available information.

• **Forms** – any Office of Civil Rights (OCR) may develop complaint forms, *but* the use of such forms must not be a prerequisite for acceptance of a complaint.
Complaint Procedures (continued)

- **Verbal Complaints** – the person to whom the allegations are made must write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide the following information:
  - Complainant Name, address & phone (email or other contacting means)
  - Specific location and name of agency delivering the service or benefit
  - Nature of the incident or action that led the complainant to feel discriminated
Complaint Procedures (continued)

- What protected base (prohibited basis or protected class) the complainant feels discriminated against
- Names, phone numbers, titles, addresses of persons who may have knowledge of the discriminatory action
- The date(s) which the alleged discriminatory actions occurred or duration of such actions
https://www.ascr.usda.gov/complaint-resolution
Compliance Reviews

• Must advise the reviewed entity in writing of findings and recommendations

• Federal or State reviewer must secure information as necessary to make the determination of compliance

• Routine reviews conducted as required by program regulations. Selection criteria; unusual fluctuations of racial / ethnic groups in service area, number of discrimination complaints filed against the agency, unresolved findings from previous reviews, information from grassroots orgs., State officials, etc.
Resolution of Noncompliance

- **Noncompliance** - factual finding that a Civil Rights requirement is not being adhered to

- **Achieving Voluntary Compliance** – if found noncompliant, immediate steps to become compliant must be taken

- **Termination / Suspension of Assistance** – any action must be limited to the agency found noncompliant and limited to the particular program which noncompliance was found
The Americans with Disabilities Act (ADA) of 1990 and the ADA Amendments Act of 2008 prohibit discrimination and ensure equal opportunity for persons with disabilities in employment, State and local government services (Title II), public accommodations, commercial facilities, and transportation (Title III). Section 504 of the Rehabilitation Act of 1973 also prohibits discrimination on the basis of handicap in programs or activities receiving federal financial assistance.
Title VI of the Civil Rights Act of 1964 and its regulations require recipients of federal financial assistance, i.e. SAs, local agencies, or other sub-recipients, to take reasonable steps to ensure “meaningful access” to information and services they provide for individuals with limited English proficiency (LEP).

What factors should be considered to determine what constitutes reasonable steps?

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee;

2. The frequency with which LEP individuals come in contact with the program;
Requirements for Language Assistance (continued)

3. The nature and importance of the program, activity, or service provided by the program to people’s lives; and

4. The resources available to the grantee/recipient and costs

5. **Meaningful access** is accomplished by providing reasonable, timely, appropriate, competent/qualified, accurate and effective language services to individuals with LEP when accessing recipient programs and activities.
Limited English Proficiency (LEP)

USDA LEP Policy Guidance can be found at:

https://www.fns.usda.gov/cr/limited-English-proficiency-lep

Federal regulations also prohibit discrimination of LEP persons on the ground of national origin (7 CFR Part 15).
Conflict Resolution

- **Conflict** - when one or both parties are not able to secure what they need or want and are actively seeking their own goals.
Causes of Conflict:

- Misunderstanding
- Personality clashes
- Competition for resources
- Authority Issues
- Lack of cooperation
- Differences over methods of style
- Low performance
- Value or goal differences
Destructive conflict . . .

- Diverts energy from more important issues and tasks
- Deepens differences in values
- Polarizes groups so that cooperation is reduced
- Destroys the morale of people or reinforces poor self-concepts
Constructive conflict . . .

- Reveals issues of importance, resulting in issue clarification
- Builds cohesiveness as people learn more about each other
- Causes reassessment by allowing for examination of procedures or actions
- Increases individual involvement
Conflict resolution refers to resolving the dispute to the approval of one or both parties

- Remain calm and approachable
- Enter the process with an open mind
- Don’t prejudge others
- Don’t over react
- Attack the problem, not the person and listen to understand their concerns.
Alternate Dispute Resolution (ADR)

Use of a neutral 3rd party to resolve informally a complaint of discrimination using various techniques (e.g. fact finding, mediation, facilitating etc.)
Customer Service

- Be professional
- Be courteous
- Listen intently and take notes if needed
- Repeat back what you have been told to insure correctness
- Follow up with corrective action if required
- Remember . . You are providing a service!
Questions
<table>
<thead>
<tr>
<th>CACFP/SFSP Staff</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susie Q. Evans-Gater, Director (CACFP &amp; SFSP)</td>
<td><a href="mailto:susie.evans@mdek12.org">susie.evans@mdek12.org</a></td>
</tr>
<tr>
<td>Yolanda Bacon, Division Director (Monitoring)</td>
<td><a href="mailto:ybacon@mdek12.org">ybacon@mdek12.org</a></td>
</tr>
<tr>
<td>Jessie Bennett, Program Monitor</td>
<td><a href="mailto:jbennett@mdek12.org">jbennett@mdek12.org</a></td>
</tr>
<tr>
<td>DeNario Keeler</td>
<td><a href="mailto:dkeeler@mdek12.org">dkeeler@mdek12.org</a></td>
</tr>
<tr>
<td>Lequisha Mason</td>
<td><a href="mailto:lmason@mdek12.org">lmason@mdek12.org</a></td>
</tr>
<tr>
<td>Yashika Taylor, Program Monitor</td>
<td><a href="mailto:ytaylor@mdek12.org">ytaylor@mdek12.org</a></td>
</tr>
<tr>
<td>Gay Logan, Division Director (Technical Assistance)</td>
<td><a href="mailto:glogan@mdek12.org">glogan@mdek12.org</a></td>
</tr>
<tr>
<td>Vickie Brown, Program Specialist</td>
<td><a href="mailto:vbrown@mdek12.org">vbrown@mdek12.org</a></td>
</tr>
<tr>
<td>Skylar Jackson</td>
<td><a href="mailto:sljackson@mdek12.org">sljackson@mdek12.org</a></td>
</tr>
<tr>
<td>Deon Stewman</td>
<td><a href="mailto:dstewman@mdek12.org">dstewman@mdek12.org</a></td>
</tr>
<tr>
<td>John Turbeville, Program Specialist</td>
<td><a href="mailto:jturbeville@mdek12.org">jturbeville@mdek12.org</a></td>
</tr>
<tr>
<td>Chemeki Rouser, Program Specialist</td>
<td><a href="mailto:chrouser@mdek12.org">chrouser@mdek12.org</a></td>
</tr>
</tbody>
</table>
Non- Discrimination Statement

This institution is an equal opportunity provider.

Full Statement