



January 30, 2020

Brad Malm, Superintendent
Troy School District
103 Trojan Drive
Troy, ID 83871

Dear Superintendent Malm,

On November 11, 2019, State Department of Education (SDE) Coordinators Jennifer Butler and Lynda Westphal conducted an Administrative Review of Troy School District for the following United States Department of Agriculture (USDA) programs:

- National School Lunch Program (NSLP)
- School Breakfast Program (SBP)
- USDA Foods

The site reviewed was Troy Schools.

The State agency (SA) would like to commend Kendra Grove, Suzette Acord, Senica Cannon, and the entire staff of Troy School District for their hard work operating the school nutrition programs.

Overview

The Richard B. Russell National School Lunch Act, amended by the addition of Section 201 to the Healthy Hunger Free Kids Act of 2010, requires a unified accountability system designed to ensure that participating school food authorities (SFA) comply with USDA requirements. The objectives of the Administrative Review are to:

- Determine whether the SFA meets program requirements
- Provide technical assistance
- Secure any needed corrective action
- Assess fiscal action and, when applicable, recover improperly paid funds

Review Frequency and Scope of Review

The Healthy Hunger-Free Kids Act mandates state agencies conduct an Administrative Review a minimum of one time during a three-year cycle, however Idaho has received a waiver to conduct reviews on a five-year schedule to evaluate Critical and General Areas of Review, including:

- Performance Standard 1: Meal Access and Reimbursement
- Performance Standard 2: Meal Pattern and Nutritional Quality

- General Areas of Review: Resource Management, Food Safety, Local School Wellness Policy, Smart Snacks, Civil Rights, Buy American, Professional Standards, and other areas of general program compliance.

These were the SA determined findings and the SFA response to the findings:

Findings and Corrective Action Plan (CAP)

Finding 1 – Certification and Benefit Issuance: Student Determination

One application, approved as reduced, included one child who was on the State DC list under a category that would extend the free benefit to other children in the household. The child not on the DC list was listed as qualifying for reduced benefits and should have been free based on the extended eligibility.

CAP: Change the student receiving the reduced benefit to free based on an extension of another household member being directly certified under a category that is eligible to extend (SNAP or TAFI).

Due Date for CAP Completion: No further action required; **completed** November 11, 2019.

Corrective Action Response: The student was changed from reduced to free; this change in benefit was communicated to the household.

Finding 2 – Certification and Benefit Issuance: Benefit Issuance List

The benefit issuance document must come from the system that records student benefits at the point of service (POS) used to calculate claim totals. This list from the software system was not available for the onsite portion of the AR. A separately maintained Excel benefit issuance list was provided and utilized to record validated benefits, but the SA will need to validate the accuracy of the list obtained from the software system. In the future, make use of the list from the software system since it directly impacts the benefit given to the children at the point of service used for claim calculations.

CAP: When IT personnel is available to assist obtaining the list, please upload into MyIdahoCNP. After the SA review, if any errors are identified, corrective action may be required.

Due Date for CAP Completion: November 15, 2019; completed November 13, 2019.

Corrective Action Response: A benefit issuance exported from the POS software was uploaded.

Finding 3 – Local School Wellness Policy (LWP)

The LWP was found out of compliance with the USDA Final Rule. On July 29, 2016, the USDA Food and Nutrition Service (FNS) finalized regulations to create a framework and guidelines for written wellness policies established by LEAs. Technical Assistance (TA) was provided during the last AR (December 8, 2016) advising that LEAs were required to comply fully with the requirements of the final rule by June 30, 2017. More information is available on the SA [School Wellness webpage](#).

CAP: Provide a written plan for how and a timeline for when the wellness policy language will be brought into compliance with Federal requirements.

Due Date for CAP Completion: November 26, 2019; completed November 15, 2019.

Corrective Action Response: Previously adopted ISBA sections related to the LWP had been revised on September 23, 2019, but five missing ISBA sections were brought to the board on November 11, 2019, with final approval on December 9, 2019. The LEA adopted all required ISBA policy sections to create a wellness policy compliant with the final rule requirements.

Finding 4 – Civil Rights: Annual Training

The hearing official must complete the full civil rights training on an annual basis. This is a repeat finding from the last administrative review. A process must be implemented to ensure this requirement is met each year.

CAP: Upload a dated sign-in sheet to provide documentation that the hearing official watched the required civil rights training. This training video is available on the [SA website](#).

Due Date for CAP Completion: No further action required; completed prior to on-site review.

Corrective Action Response: A certificate of completion was uploaded October 24, 2019, showing the hearing official completed the online 2019 Civil Rights Training.

Finding 5 – Civil Rights: Complaint Procedures

Written procedures for receiving and processing Civil Rights complaints must be readily available (7 CFR 210.15(a)(6)). These written procedures must include that the SA will be advised of the complaint within three (3) working days. This procedure should be kept with the Civil Rights binder that includes complaint forms and tracking logs available at each site.

CAP: Upload a copy of the district's Civil Rights procedures for foodservice complaints.

Due Date for CAP Completion: November 26, 2019; completed November 26, 2019.

Corrective Action Response: The SFA uploaded a copy of their Civil Rights procedure which includes notifying the SA within 3 days.

Finding 6 – Civil Rights: Non-discrimination Statement

An old non-discrimination statement was included on all letters sent to the household. The statement must be corrected to the current USDA non-discrimination statement (as of Dec. 2018). The nondiscrimination statement must accompany any printed materials and any web-based materials referencing FNS programs. If the material is too small to contain the full statement, the material at minimum must include the following statement: “This institution is an equal opportunity provider.” The full statement must be included on outreach material when notifying potentially-eligible participants how to apply for benefits or when informing participants about their right to file a complaint. The [full statement](#) is available on the SA website under Civil Rights.

CAP: Upload household letter templates including the correct USDA non-discrimination statement.

Due Date for CAP Completion: November 26; extended; completed January 7.

Corrective Action Response: The SFA worked with their POS software vendor to get their letter templates updated. The new letter templates included the correct USDA non-discrimination statement.

Finding 7 – Verification Notification

The verification notification letter generated from the POS software system did not include all required elements listed in the Eligibility Manual for School Meals and requested full social

security numbers contrary to USDA Memo SP19-2011. This finding was added after the verification notification letter uploaded as part of CAP to update the Civil Rights Non-discrimination Statement was found to be unacceptable. The SFA must ensure that a compliant letter will be used moving forward. Template letters are available for use in MyIdahoCNP.

CAP: Upload a written response advising what your plan will be to ensure an accurate letter is sent to households for verification next school year.

Due Date for CAP Completion: January 24, 2020; completed January 23, 2020.

Corrective Action Response: The SFA provided the SA template letter to their software vendor to put into their program. The vendor advised the letter is under development. The SFA reported that if the letter is not implemented by the vendor by next school year, the SA template will be utilized. Moving forward, the SFA will compare all letters with the SA template letters and not assume the software is up-to-date with USDA requirements.

Commendations

- Beneficial steps have been taken to ensure accurate benefit issuance and meal counting and claiming. The desire for improvement is evident and much appreciated. The SFA will no longer be required to complete a second review of applications due to having only a 1.65% error rate.
- The Trojan "lunchable" and the monthly Golden Spatula award are creative ideas to increase participation and enthusiasm for foodservice. The implementation of these noteworthy concepts is appreciated.
- The salad and fresh fruit bars provided a colorful variety of options presented in an appealing manner.
- Independent contractor CN Resources (CNR) conducted the menu review and provided the following commendations:
 - Outstanding job meeting all meal pattern requirements for the week of menu review. All daily and weekly meal component and food quantity requirements were met.
 - This cafeteria was really fun to visit. Kendra has it decorated really cute, and she plays great music at meal times. The students all seemed to really enjoy eating here!

Technical Assistance (TA)

Certification and Benefit Issuance

- Per the Eligibility Manual, when determining Free and Reduced Applications, income should not be converted unless various income frequencies are reported. Please make use of the Income Eligibility Guidelines chart. This TA was provided during the last AR, but this incorrect conversion was found to still occur at times.

Verification

- The Healthy, Hunger-Free Kids Act of 2010 (the Act), Public Law 111-296, amends statutory requirements for collection of Social Security Numbers (SSNs) in all Child Nutrition Programs. The Act removed the requirement that the SSN of each household member be collected to verify applications. This information should not be requested in any household letters due to privacy protections.
- The household verification notification letter requires elements that can be found in the Eligibility Manual for School Meals which also outlines the verification process. Additionally, the SA provides template letters available in Download Forms.

Meal Counting and Claiming

- On the claim report, when entering the total number of children approved for free or reduced-price meals, the highest total of eligible children for the month should be reported. On one day, two more reduced students were served than reported as eligible in the claim. Based on the service date, this was due to carry-over.

Dietary Specifications and Nutrient Analysis

- CNR completed the menu review and provided the following TA:
 - Documentation submitted for 5 combination items were not official CN Labels. The documentation included a CN Label number and crediting information which was used to complete the menu review. Some labels included a watermark or statement indicating not for documenting federal requirements. The original CN Label from the product packaging (without the watermark) should be secured and kept on file.
 - Production records did not provide adequate information as recorded. It is a requirement of the federal regulations to maintain completed production records. The planned numbers for each item should be accessible before each meal service and all items offered to students should appear. This includes all items on the salad bar, condiments, milk and any hot vegetable selection.

Food Safety (HACCP)

- Train staff annually on Food Safety, including procedures included in the HACCP manual. All staff training should include an agenda and sign-in sheet and training documentation should be maintained on file at the SFA for three years plus the current year.

Offer versus Serve (OVS)

- Under OVS, it is not required that all students have fruit on their tray when at least ½ cup of vegetable has already been selected. Milk is also not a required selection. OVS allows children to decline some food items or components as long as a reimbursable meal (1/2 cup of fruit and/or vegetables and 2 other full creditable components) is selected.

Smart Snacks

- Schools must meet the minimum requirement in 7 CFR 210.11, for all foods and beverages sold in school (also known as Smart Snacks in School) to increase

consumption of healthful foods during the school day and support a healthy school environment. Vending, school stores, and fundraising need to comply with specific nutrition standards. Refer to [A Guide to Smart Snacks School](#) available at the USDA website.

- Compliance documentation to support vending machine products must be kept. The [Smart Snacks Product Calculator](#) is a useful tool that produces a report that can be used to confirm and document compliance.

Professional Standards

- Consider implementing a process that ensures the required trainings – food safety, OVS, and civil rights- are conducted at the beginning of each school year and adequately documented.
- The Food Service Director was hired after July 1, 2015. A Professional Standards questionnaire was completed to document education and or experience. The Professional Standards for School Nutrition Program Employees brochure was provided.

Nonprofit Food School Food Service Account

- Fuel Up to Play 60 grant funds should not be included in the Child Nutrition Account (Fund 290). This grant award and related expenses should be tracked in a different account to ensure that foodservice is not covering any unallowable or excessive expenses.

Procurement

- A procurement review is currently being completed. Please follow the guidance provided in a separate closure letter.

Fiscal Action

There is no fiscal action resulting from this review.

Your review is now closed.

If you wish to discuss any of these findings, please contact me at (208) 332-6820.

Thank you for your continued support of the Child Nutrition Programs.

Sincerely,



Jennifer Butler, MEd, SNS
NSLP Coordinator

cc: Colleen Fillmore, PhD, RDN, LD, SNS, Director, Child Nutrition Programs
Kendra Grove, Child Nutrition Director, Troy School District

Civil Rights

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To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at [the USDA website](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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