

Thank you for attending the 2023 – 2024 CACFP At Risk After School Training

- In the chat box, please sign in with your NAME and SITE NAME
- If there are multiple people in a room sharing a screen for this training, we need the names of EVERYONE
- If you float between multiple sites for this program, please write down the name for each site
- Please MUTE your phone/computer

CACFP AT-RISK AFTER SCHOOL TRAINING

OCTOBER 1, 2023 – SEPTEMBER 30, 2024

Topics to be covered

- Purpose of CACFP slide 4
- Guidelines & Responsibilities slide 6
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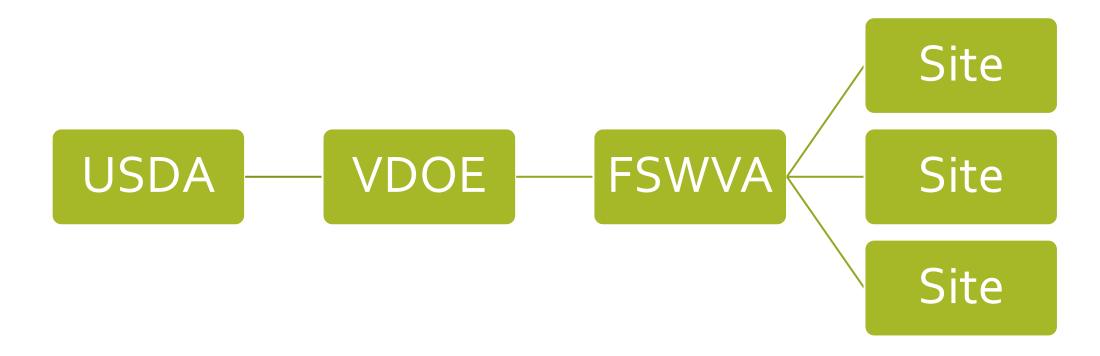


PURPOSE OF THE CACFP AT-RISK AFTERSCHOOL PROGRAM

...is to ensure children have access to nutritious meals after school hours



CACFP/SFSP Relationship Chart



GUIDELINES AND RESPONSIBILITIES

Site Eligibility

Types of Sites (served by FSWVA)

- Open (FSWVA historically has only allowed these sites)
 - Any child who comes to the site may be served a meal
- Closed Enrolled

Types of Eligibility

Area eligibility

Determined by school data (through Free and Reduced Breakfast and Lunch)- one of the schools in the site's school attendance zone must have 50% or higher F/R Breakfast Lunch

Sponsor Responsibilities

(Feeding Southwest Virginia)

- Ensure all Site Supervisors are properly trained
- Ensure all meals are nutritious and meet the USDA meal pattern requirements
- Conduct monitor and compliance reviews and offer technical guidance where needed
- Assure all CACFP At-Risk Afterschool Program requirements are being met
- Act as advocates for site personnel and children served with regards to comments, concerns or suggestions that may be experienced by the Site during the At-Risk Afterschool Feeding Program

Site Supervisor Responsibilities

- Act as liaison between sponsor (FSWVA) and site

 Ensure site personnel working with the CACFP At-Risk Afterschool Program are adequately trained

 Clearly communicate site updates and needs to Feeding Southwest VA
- > Ensure site and food safety standards are met

BEST PRACTICES

- Accurate reporting
 - recordkeeping, meal service, food planning
- Eligibility
 - children aged 1 18
 - young adults over 18 who are physically or mentally disabled and enrolled in an educational program

Required Records

- Assure meal counts are completed at the point of service
- Turn in meal counts on a weekly basis to FSWVA
- Confirm the accuracy of all meal counts completed by their staff before signing

Meal Service

- Confirm accuracy of delivery receipts and provide signature
- Conduct meal service in an Orderly Fashion
- Comply with Civil Rights Requirements

Site Personnel

- Site personnel for the CACFP Program may be paid staff or volunteers and *must be trained*
- Assure that the meal served is the same as the meal printed or written on the menu and that all meal components are served to each child

Requirements for All Sites

- Please remember that you must notify FSWVA immediately if any of the following occur:
 - Change in site address (permanently OR temporarily)
 - Change in site supervisor
 - Addition of new staff trained in the CACFP At-Risk Afterschool Meal Program
 - Change in serving time(s) (3 business days needed for approval)
 - Fresh meals do not have all components or are out of temperature (Please see Fresh Meals contacts on slide 18)
 - Site emergency
- At least one person trained in CACFP At-Risk Afterschool Feeding meal service must be present at the time of service. Training paperwork must be on file with FSWVA for each staff member observing service or distributing food.
- You may not enter into an agreement with another CACFP Sponsor during the At-Risk Afterschool Feeding Program. If you wish to discontinue participation, you must give FSWVA 90 days written notice.

TRUE or FALSE

The Site Supervisor for each site should confirm the accuracy of all meal counts completed by their staff before signing and submitting to Feeding SWVA.

MEAL REQUIREMENTS



IMPORTANCE OF NUTRITIOUS MEALS

The USDA 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.

The meal patterns establish the minimum portions of the various food components that must be served to each child in order for the sponsor to receive reimbursement for each meal. FSWVA serves all meals in portions acceptable for ages 12 – 18. This may mean younger children cannot eat all of their portions.

Meal Components

 A meal component is the term used by USDA to describe the groups of food that are allowable in the At-Risk Afterschool Feeding Program



The five components are:

- 1) Milk
- 2) Vegetables
- 3) Fruits
- 4) Grains/Breads
- 5) Meat/Meat Alternative

Number and Types of Meals

- USDA allows two types of meal service for the CACFP At-Risk Afterschool Meal Program
 - PM Snack, Supper
- Each meal must contain the appropriate components in order to be reimbursable

CACFP Snack Meal Patterns

Component	Serving Size	Example
Milk	1 cup	Fluid milk only
2 fruits/vegetables	³ / ₄ cup	6 oz 100% juice OR fruit and/or vegetable
1 grain	1 OZ	1 slice of bread ½ cup oatmeal ½ cup pasta
1 meat/meat alternative	2 OZ	2 oz lean meat/poultry 2 oz cheese ½ cooked beans

FSWVA provides a grain and a juice- BOTH components are required to be served for reimbursement of a meal

CACFP Supper Meal Patterns

Component	Serving Size	Example
Milk	1 cup	Fluid milk only
2 fruits/vegetables	³ / ₄ cup	6 oz 100% juice OR fruit and/or vegetable
1 grain	1 serving	1 slice of bread 1/2 cup oatmeal 1/2 cup pasta
1 meat/meat alternative	2 OZ	2 oz lean meat/poultry 2 oz cheese ½ cooked beans



Each component in it's packaged serving size is required to be served for reimbursement of a meal



TRUE or FALSE

If a child is too small to consume the entire 8 ounces of the milk component served with a meal, you can share the 8 ounces with 2 or 3 other children and still claim a meal for each child since they were all served milk with their meal.

How to Conduct a Meal Service

- All meal services should be conducted in an orderly fashion
- Meals should be served only by staff trained is the CACFP At Risk After School Program
- Site Supervisors may serve the meals in one of two ways:
 - Buffet line have all Cambros and milk lined up on a separate table and give each child every component as they walk through the line. At the end of the line, mark off the that they received a meal.
 - Seated place all meal components on the table at each seat, so that all meal components are served. Have the children then sit at the table after washing their hands. After the meal is served, the Site Personnel will assure each child has been marked if they receive a meal.

Children are not allowed to receive a 2nd meal or 2nd snack. They may take additional food items from your Share Table or Share Box.

Program adults may not receive a meal or snack.

Leftover Meals or Components

Plan Ahead

- For fresh meals, sites must email or text in meal request by 7:00PM the day before. If your meal counts will remain the same for any given week, you must still text meal counts by Friday for the following week.
- If you have a special event that may significantly increase or decrease your meal numbers, please notify Elizabeth or Brenda at least one week in advance.

Designate a "share table" or "share box"

• Sites must offer a share table for fresh meal components or share box for shelf stable components. Children may put any component they do not wish to eat on the table or in the box. Any of these foods are now considered 'donated' and can be eaten by any children or donated as the Site Supervisor determines. Fresh foods that have reached the four hour window must be thrown out. (See Cambro for time that food should be discarded.)

TRUE or FALSE

If a child doesn't want one of the components, including the milk, of the meal being served, you don't have to give it to them.

DELIVERY METHOD AND SCHEDULE







FRESH MEALS- FOOD ORDERS/DELIVERY Salem

- Fresh Meals sites are required to submit an estimated meal count request by 7:00pm the day before the meal service. Numbers may be submitted by text.
 - o Please text Elizabeth at 540-588-9526 AND Michael 540-632-8888.
- Food Requests must be for the number of children served, not for the attendance at the program.
 - Sites must adjust meal count requests to reflect the number of children being served, not for the number of children enrolled in the program. If we find your requests are higher than your actual numbers, we will adjust the number of meals you receive.
 - Reminder if you're having a Special Event and need more or don't need meals, you
 must contact Elizabeth AND Michael at least one week before.
- Meals will be delivered within an hour and 15 minutes of your meal service time.
 - Please expect our drivers 15 minutes before or after that window due to traffic or other delays. If meals are later than this, please contact Elizabeth or Michael via text and email.



FRESH MEALS- FOOD ORDERS/DELIVERY Abingdon

- Fresh Meals sites are required to submit an estimated meal count request by **7:00pm the day** before the meal service. Meal request numbers must be submitted by text.
 - Please text Brenda at 423-366-8187 AND Devyn at 276-469-5813.
- > Food Requests must be for the number of children served, not for the attendance at the program.
 - Sites must adjust meal count requests to reflect the number of children being served, not for the number of children enrolled in the program. If we find your requests are higher than your actual numbers, we will adjust the number of meals you receive.
 - Reminder if you're having a Special Event and need more or don't need meals, you must contact Brenda AND Devyn at least one week before.
- Meals will be delivered within an hour and 15 minutes of your meal service time
 - Please expect our drivers 15 minutes before or after that window due to traffic or other delays. If meals are later than this, please contact Brenda.



MULTIPLE CHOICE

Choose all answers that apply

Fresh Meal Requests for the following day, must be texted to:

- a. Elizabeth and Melissa for Salem
- b. Elizabeth and Michael for Salem
- c. Brenda and Devyn for Abingdon
- d. Brenda and Howard for Abingdon
- e. All of the above



Receiving Fresh Meals

- ➤ It is important to keep accurate and detailed records of the meals that are received and served each day. This is done using the Delivery Receipt Log which needs to be submitted to the Sponsor by the 5th day of the month following service. This forms includes the following information:
 - Number of meals delivered
 - Number of meals served to children
 - Number of excess meals
 - Number of non-reimbursable meals
- > Any fresh food not consumed within 4 hours should be thrown away. Do not store leftover fresh meals and re-serve at another time.
- > Cambro lids should remain on the Cambros until meal service. It is important to keep the lid on at all times in order to maintain food temperatures.

Information on the Food Delivery Log should be supported by meal count forms and delivery receipts



FOOD DELIVERY LOG

Please make sure you have filled out site name and site supervisor before you send them in.

One day per line.

Delivery Receipt Logs
must be turned in
MONTHLY.

EEEDÎNG.	At Ri	sk After School (CACFP) Food Delivery Receipt
SOUTHWEST VIRGINIA		
SITE NAME:		SITE SUPERVISOR:

	COLD	MEALS	нот	MEALS					
DATE	TIME	TEMP	TIME	TEMP	# MEALS DELIVERED	TIME SERVED	# MEALS SERVED	# MEALS LEFTOVER	# MEAL NON- REIMBURSEABLE (explain)

This Log is REQUIRED to be filled out as soon as you receive your Cambros or prepare for meal service- not later in the day.

A non reimbursable meal is
ANY meal you cannot serve
because it does not have ALL
the components listed on
daily menu or food has
spilled in transit and cannot
be served. It can also be
meals that children have
dropped on the ground and
cannot eat

Ordering Shelf-Stable Food and Milk – Salem

- All orders must be emailed to kidsprograms@feedingswva.org at least 3 business days in advance. With a subject line "FOOD ORDER". Do not send a request directly to your Children's Program Representative.
- An Inventory must be submitted with the food request that is no more than 5 business days old at the time the food is requested.
- Once you have received an email from Brandon stating the first available date that your order will be ready for pick up, please call Jon Smith to arrange a pick up at 540-342-3011 x 7028.
 Orders may be picked up at our warehouse Mondays through Thursdays from 9am -11am or 1pm – 3pm.
- Please remember that FSWVA is closed on the last business day of each calendar month for inventory and no orders may be picked up on those days.
- If your monthly food order is delivered to you, you MUST submit an Inventory **one week prior to delivery** that is no older than 5 business days old. If an inventory is not submitted, you will not receive a delivery and will need to follow the above steps to receive a food order. It must then be picked up from our warehouse.

Ordering Shelf-Stable Food and Milk - Abingdon

- All orders must be emailed to kidsprograms@feedingswva.org at least 5 business days in advance. With a subject line "FOOD ORDER". Do not send a request directly to your Children's Program Representative.
- An Inventory must be submitted with the food request that is no more than 5 business days old at the time the food is requested.
- Once you have received an email stating the first available date your order will be ready for pick up, please call 276-628-9266 for an appointment. Orders may be picked up at our warehouse Mondays through Thursdays between 8:00am – 3:00pm.
- Please remember that FSWVA is closed on the last business day of each calendar month for inventory and no orders may be picked up on those days.

FOOD STORAGE

> Meal and Snack Foods

- In a secure/locked area with minimal access
- At least 6 inches off the ground
- Away from any chemicals and cleaning supplies
- Only at approved locations. If you need to change storage locations, please contact FSWVA for approval.
- Must stay in original box.

> Fresh Meals

- May only be stored in the Cambros as received from the Community Solutions Center or the Abingdon Kids' Kitchen
- The tops of the Cambros should not be removed until it is time for the meal service

FIFO-FIRST IN FIRST OUT

Shelf Stable Foods:

- Clearly date your food with the Best By date or date they arrive (if unable to find Best By Date)
- Rotate your stock so the oldest food is in front of the newest
- Use the oldest Inventory FIRST be sure to make any changes to your Menu
- Keep track of food nearing its Best By date
- If you need to use an item that is near expiration, change the item being served on your menu to reflect what is being served
- Any food past its Best By date may be donated. These items can be offered in addition to the regular snack or offered to families. If served to children in your program, DO NOT claim it as a meal.

HEALTH & SAFETY STANDARDS

- Staff and children must wash their hands before food is prepared or served.
- Any food that falls on the floor or becomes contaminated and should be thrown away.



- Tables are to be cleaned before and after the meal service.
- Servers should wear serving gloves even when serving shelf stable meals.
- If you are sharing kitchen space, please check refrigerators weekly to ensure there is no spoiled food left behind



SERVING FRESH MEALS

- > Servers should wear serving gloves
- > Freshly Prepared Meals
 - Cold Food
 - Cold Food should be kept in a Cambro or Refrigerator until served.
 - Cold food should be kept at or below 40° before being sent to site.
 - Each Cambro is labeled with a time and temperature. You must serve food within 4 hours of that time. See the discard food time on each Cambro.

Hot Food

- Hot Food should be kept in a Cambro or Warmer until served.
- Hot food should be kept at or above 165° before being sent to site.
- Each Cambro is labeled with a time and temperature. You must serve food within 4 hours of that time.
- > Any food not consumed within 4 hours should be thrown away- please see the Cambro for discard time. Do not store food and reserve at another time.



SERVING FRESH MEALS continued

- >ALL sites will be supplied with thermometers. Please keep these at Point of Service and/or with your CACFP At-Risk Afterschool binders. (You'll need to show these if asked for them).
 - Use the thermometers if you're concerned about the temp of the food once you've removed the Cambro lid for meal service.
 - DO NOT remove the lids of the Cambros until your meal service
 - DO NOT leave the lids off the Cambros during meal distribution all heat/cold will escape
- > Sites will be supplied with paper plates and utensils when needed for the meal
- Sites are required to dispose of leftover food (do NOT leave food in Cambros) and to wipe out Cambros if any food has spilled inside.
- > Dirty Cambros will be picked up when new Cambros with meals are dropped off

TRUE or FALSE

It's OK to take out all the food out of the Cambros and set it up as a buffet for children to serve themselves.

RECORDKEEPING REQUIREMENTS

Required Forms

The following records/forms should be kept on file at each site:

- Attendance and Meal Count Records
- Daily Dated Menus
- Inventory Logs
- Invoices for any food received
- Delivery Receipt Logs (if receiving fresh meals)
- Training PowerPoint
- Training Checklist with all updates

**Please have Race and Ethnicity Data on hand for children enrolled in your program if you collect this for their applications for enrollment



Attendance and meal counts

- Attendance is to be taken as the child enters the program. A child's attendance should be counted even if s/he does not receive a snack/meal.
- Meal Counts are to be recorded at the point of service (as child receives snack/meal).
- A new meal count sheet should be completed daily.
- Please be sure you are using the correct Meal Count Form for the program you are serving.
- Daily Meal Count Forms should be checked for accuracy *BEFORE* the Site Supervisor signs and submits them.





DAILY ATTENDANCE & MEAL COUNT FORM

SITE	SUPE	RVISOR	NAME	:															
TENI	DANCE	-																	
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60
51	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80
81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120
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Attendance & Meal Counts

- Attendance is to be taken as the child enters the program. A child's attendance should be counted even if s/he does not receive a snack/meal.
 - Meal Counts are to be recorded at the point of service ONLY (as child receives snack/meal)
- Meal Count Sheets must be submitted no later than every Monday at 5pm for the previous weeks' meal service.**
 - If your meal counts are received with mistakes, these will be returned to you. If they are not corrected and returned to us by the requested date and time, we will suspend your site from serving snacks or meals until we've approved your corrected meal counts.
- EACH form must have site name, meal type, day AND date, and total number of meals served or the form will be returned
- We've added a section for any notes you want to add regarding meals or meal service for that day.

Meals counts must be turned in DAILY OR WEEKLY by 5:00pm on Mondays

**If a site doesn't submit their meal counts for one week, we'll send you a friendly reminder, if you miss two weeks, you'll get another reminder and a warning. If you miss three weeks, we'll request that all meal counts be turned in before you receive more food. If this becomes a common occurrence, we will request a Corrective Action Report from you and you'll be suspended from receiving fresh meals for 30 days from the date of receipt of this report. If this continues to be a problem, your site will be indefinitely suspended from the CACFP At-Risk Afterschool Meal Pagaram.

Submission of meal counts

Before you submit your meal counts, please check:

- Each page has the site name, complete date, and meal type served
- Totals have been calculated correctly **Meals served CANNOT be a higher number than the attendance number
- The correct number of checkboxes have been marked, bubbled, circled, or struck through
- All pages are numbered for that week (if more than one sheet per week)

Weekly Meal Count Sheets must be submitted no later than every Monday at 5pm for the previous weeks' meal service.

On the 5th day of each month, ALL Meal Count Forms for the prior month should be turned in and up to date with any corrections.

If your meal counts are received with mistakes, these will be returned to you. If they are not corrected and returned to us by the requested date and time, we will suspend your site from serving snacks or meals until we've approved your corrected meal counts

**If a site doesn't submit their meal counts for one week, we'll send you a friendly reminder, if you miss two weeks, you'll get another reminder and a warning. If you miss three weeks, we'll request that all meal counts be turned in before you receive more food. If this becomes a common occurrence, we will request a Corrective Action Report from you and you'll be suspended from receiving fresh meals for 30 days from the date of receipt of this report. If this continues to be a problem, your site will be indefinitely suspended from the CACFP At-Risk Afterschool Meal Program.

TRUE or FALSE

Meal counts don't have to be turned in weekly as long as they are received by the 5th day of the month following meal service with all the other required monthly forms.

MENUS

- A monthly menu needs to be posted at all times.
- Shelf Stable Menus are to be considered a suggestion. You can serve whatever you have in inventory as long as you are using FIFO and mark out what was printed on your menu and change it to what was served.
- Any changes to the menu need to be made in ink at least 24 hours in advance.
- Please add the fruit and/or vegetable component of your fresh meal to your menu daily.
- At the end of the month, each site should email a copy of the menu with any changes with their end of month reports (by the 5th day of the following month).
- For sites that create their own menus based on their inventory, these are due before the month of service begins for approval before posting.
- All sites will receive a copy of the next month's menu by 27th of the month.





⇒ INVENTORY

Site:	Date of Inventory:						
SNACKS	CURRENT UNITS ON HAND	SERVED	SERVED	SERVE) YED	SERVED	END OF MONTH UNITS ON HAND
CHEX MIX							(
DORITOS							(
CHEDDAR CRACKERS							(
BEAN & VEGGIE CRISPY BITES							(
SMART SNACK EDU. COOKIES							(
CRISPY BITES- CINNAMON							(
CRISPY BITES- GRANOLA							(
CRISPY BITES- VANILLA							(
CRISPY BITES- BLUEBERRY-LEMON							(
BERRY ANIMAL CRACKERS							(
TROPICAL FRUIT POWER SNACK							
HONEY ROASTED SUNFLOWER KERNELS							(
TIGER GRAHAM BITES							(
OTHER:							(
OTHER:							(
OTHER:							(
							(
							(
							(
JUICE	CURRENT ON HAND	SERVED	SERVED	SERVED	SERVED	SERVED	END OF MONTH ON HAND
APPLE							(
FRUIT PUNCH							(
GRAPE							(
VERY BERRY							
ORANGE TANGERINE							(
MILK	CURRENT UNITS ON HAND	SERVED	SERVED	SERVED	SERVED	SERVED	END OF MONTH UNITS ON HAND
1% MILK							

Please make sure you have filled out the following on the form: site name and **date of inventory** before you send them in.

Total the number of units received is for the 'On Hand' units. Subtract what has been distributed throughout the week. *If using this sheet in Excel, the formulas will automatically calculate the On Hand counts*

Every site is required to turn in an inventory count *at least* once a month, a week before your scheduled delivery AND/OR within one week of the program ending.

You will *NOT* be able to receive a new order without having turned in an inventory report no older than 5 days

CACFP- At Risk After School Checklist

Program Year 2023-2024

WEEKLY

Meal Counts Sheets are due each Monday by 5:00pm for the previous week

- Did you fill in Site Name, Address, Telephone, Site Supervisor Name, Date?
- Did check the box for the correct meal types served/distributed?
- Did you total the number of meals served/distributed box?
 - Did you total the attendance box?
- Did you sign and date the bottom of the Meal Count Sheet?

MONTHLY

Due by the 5th day of the month for the previous month

- Inventory- required if you do not receive a monthly delivery, inventory is also required for any shelf stable food orders
- Daily Dated Menus- with any changes you've made to the menu
- Delivery Receipt Logs- IF you receive Fresh Meals
- Any missing meal counts for the month must be turned in no later than this date

SITE REVIEWS



Who will do site reviews?

Site Reviews may be conducted by the following people or organizations:

- Feeding Southwest Virginia
- Virginia Department of Education (Jon Tirk)
- Virginia Department of Health
- US Department of Agriculture

If anyone other than FSWVA conducts a site review, please notify Brandon, Melissa or Howard as soon as possible.

Request a written copy of the review from the Dept. of Health once they have completed their inspection.

Please remember that you may ask for ID of the person requesting to do a site review and/or see copies of your records.

When will site reviews occur?

VDOE and the USDA may conduct site reviews at any time without prior notice.

 VDOE will usually monitor 10% of FSWVA's sites one time per year.

FSWVA is required to complete 3 site reviews per federal fiscal year of Oct 1–Sept 30. We will conduct our monitors between Oct 1 and May 30 of the current program year.

- All site reviews will be unannounced
- During the first site review, the Program Representative will complete the Race and Ethnicity Data Collection Form.
- During the final site review, the Program
 Representative will complete an inventory to
 assure that you have enough food to get
 through the school year

Site Review Checklist

FSWVA staff will be looking for the following:

- > The meal being served is the same as the meal on the menu
- > All components of the meal are served
- Review of meal counts (that day and previous days)
- Health and food safety standards are being followed
- Food storage area is clean, secure and has no cleaning product/chemicals
- Site is in compliance with Civil Rights guidelines
- > That the following information is posted in a visible location accessible to children:
 - A posted menu with any corrections written in ink
 - · And Justice For All poster
 - Civil Rights Flyer and complaint forms
 - Building for the Future poster printed in color (in English and Spanish where applicable)

Posted Items

ALL of these are REQUIRED to be posted at point of service or as you enter the site if children are being fed in multiple areas. We will ensure these are posted during each of our monitors:

- And Justice for All poster
- Building for the Future poster
- Menu(s) including any changes made to it
- Service Days and Times
- Civil Rights flyer and complaint forms











In English and Spanish (if needed)

1

AD-3027

OMB Control Number 0

UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)

USDA Program Discrimination Complaint Form Instructions

PURPOSE: This form may be used if you believe you have been subjected to discrimination in any USDA program or activity and you wish to file a complaint of discrimination. The form can be used to file a complaint of discrimination based on race, color, national principal in the program of t

You may also send a complaint by FAX or United States Postal Service Mail. We mus have a signed copy of your complaint. Incomplete information or an unsigned formula delay to processing of your complaint.

FILING DEADLINE: A program discrimination complaint must be filed not later than 180 days of the date you knew or should have known of the alleged discrimination, unless the time for filing is extended by USDA. Complaints sent by mail are considered filed on the date the complaint was signed, unless the date on the complaint letter differs by seven days or more from the postmark date, in which case the postmark date will be used as the filing date. Complaint documentation or Complaint Forms ent by fax or mail will be considered filed on the day the complaint faxed or mailed. Complaints filed after the 180-day deadline must include a 'good cause' explanation for the delay For example, if:

- You could not reasonably have been expected to know of the discriminatory act within the 180-day period;
- 2. You were seriously ill or incapacitated;
- 3. The same complaint was filed with another Federal, state, or local agency and that agency failed to act on your complaint.

USDA POLICY: Federal law and policy prohibits discrimination against you based on the following: race, color, national origin, religion, sex, disability, age, marital status, sexual orientation, family/parental status, income derived from a public assistance program, and political beliefs. (Not all bases apply to all programs).

TRUE or FALSE

If children are served in multiple rooms at a site, the required posted items can be displayed in a common area or the main entrance to the site as long as it is in a location families will pass the required items.

Common Site Deficiencies

- Not serving the menu that is listed on the menu or all components of the meal
- Claiming meals that are not served to children
- Not having meal count records on-site
- Not having the appropriate forms posted in a visible location
- Not having a share table or share box
- Not serving meals in an orderly fashion
- Allowing participant to leave the meal site with more than 1 meal component
- Not serving during the scheduled meal service time. Meals must still be served/distributed during the time you have been approved for on your application. **

** USDA WAIVER 45

CIVIL RIGHTS

Overview

- Annual civil rights training required for all staff who work with program applicants or participants
- Requirement applies at the state and sponsor levels as well as the site level
- Federal legislation establishes requirements for federal fund recipients to prohibit discrimination and ensure equal access to programs



DISCRIMINATION

Discrimination – The different treatment, which makes a distinction of one person or group of persons from others, either intentionally, by neglect, or by the actions or lack of actions

Protected Classes in Child Nutrition Programs

- Race
- Color
- National Origin
- Age
- Gender Identity and Sexual Orientation
- Disability

Civil Rights Requirements

- Provide public notification of the CACFP At Risk After School Program
- Collect and report racial and ethnic data
- Assure equal access to the program by providing reasonable accommodations for people with limited English proficiency and people with disabilities
- Develop and follow procedure for handling civil rights complaints
- Conduct annual civil rights training for staff, and for new employees

Public Notification

Sponsors are required to submit a media release to media outlets prior to the start of the program

The Feeding Southwest Virginia Media release will include:

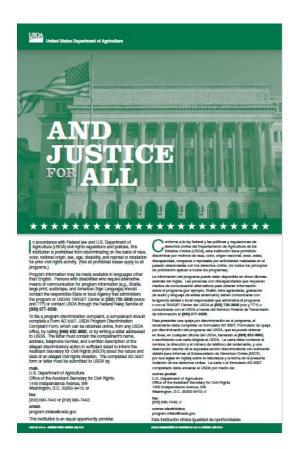
- Program availability Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation
- Compliant information Must advise applicants and participants at the service delivery point of their right to file a complaint, how to file a complaint, and the complaint procedures
- Nondiscrimination statement All information materials and sources, including websites, must contain a nondiscrimination statement. The statement is not required to be included on every page of the program website. At a minimum, the nondiscrimination statement or a link to it must be included on the home page of the program information.







Elements of Public Notification



- Program information available upon request
- And Justice for All poster prominently displayed at all sites
- Assure equal access to program
- Inform potentially eligible persons and organizations of programs/changes to programs
- Provide information in accessible formats and appropriate languages
- Convey message of equal opportunity in photos/graphics

Non-Discrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (Including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027), found online https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf, 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; or
- 2. fax:
 - (833) 256-1665 or (202) 690-7442; or
- 3. email:
 - program.intake@usda.gov

This institution is an equal opportunity provider.

Ethnic and Racial Categories

Ethnicity categories

- Hispanic or Latino
- Non-Hispanic or Non-Latino

Racial categories

- American Indian or Native Alaskan
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

An Ethnic/Racial data collection form will be completed by FSWVA staff during your first monitor. If you collect this information for your enrolled children, you will now be responsible for having this data available to us at our monitors.

Limited English Proficiency and Access

Limited English Proficiency (LEP)

- Individuals who do not speak English as their primary language
- Limited ability to read, speak, write, or understand English

Recipients of federal financial assistance are responsible for ensuring meaningful access to their programs by persons with LEP

Failure to provide "meaningful access" could be discrimination on the basis of national origin

Ensuring Meaningful Access

Factors to consider for ensuring meaningful access

- Number/proportion of LEP persons eligible or likely to be encountered in service area
- Frequency in which LEP persons come in contact with the program
- Resources available and their costs

Language Services

Applicants/participants cannot be asked to bring interpreters

Children should not be used as interpreters

Use qualified, competent language resources

Examples of language services

- Qualified, competent bilingual staff, organizations, or volunteers
- Telephone interpreter lines
- Oral interpretation services
- Written language services

TRUE or FALSE

If the adult bringing a child to the site for a meal doesn't speak or understand English, but the child does, you can ask the child to translate.

Disability Discrimination

- Disability Person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment
- Major life activity Functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working

Reasonable Modifications

Sponsors must provide reasonable modifications to applicants and participants with disabilities

Reasonable modifications:

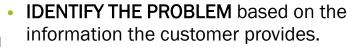
- Must not be funded by participant
- Require good communication among parties involved
- Provide the same level of service in an alternative way

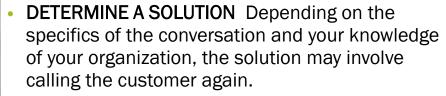
Civil Rights Complaint

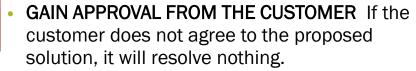
- It's important for organizations to have written policies and procedures for handling Civil Rights complaints
- Complaints can be verbal, written, or observed
- Complaints must be filed within 180 days of alleged discriminatory action
- Provide the USDA Complaint Form Once completed, the form must be sent to the USDA Office of Assistant Secretary for Civil Rights. Contact information for that office is located on the form.



Conflict Resolution







- MAKE AN AGREEMENT You and the customer should determine what should be done, when, and by whom. If the resolution is not possible, suggest an alternative.
- FOLLOW UP Personally ensure the customer's satisfaction and provide feedback.



TRUE or FALSE

It's OK to call or email your program Representative directly with any questions, requests for food or updates for your site.

PROGRAM CONTACTS

ALL Correspondence, Questions, Reports, etc. need be emailed to:

KIDSPROGRAMS@FEEDINGSWVA.ORG

Emails sent here are received by: Brandon, Melissa & Howard

Brandon Comer Director of Children's Programs

Melissa Dow Children's Program Rep.- Salem 540-342-3011 x7049 540-342-3011 X7023 c) 540-309-0761 (please text)

Howard Chafin Children's Program Rep.- Abingdon 276-628-9266 x8005

Salem Kitchen (CSC)

Elizabeth Jones 540-588-9526 Michael McGeorge 540-632-8888

Abingdon Kitchen

Brenda Johnson 423-366-8187 Devyn Berry 276-469-5813

IMPORTANT DATES

Fresh Meals will NOT be available the following dates.

SALEM:

- Monday, October 9
- Friday, October 27 (Tentative)
- November 6-7
- Thanksgiving Break, November 22 24
- Winter Break, December 21 January 3
- Monday, January 15
- Friday, January 26
- February 16-19
- Spring Break, March 25-29
- Monday, April 1
- Friday, April 26
- Monday, May 27
- LAST DAY OF SERVICE- Friday, May 31

ABINGDON:

- Friday, October 27 (*Tentative*)
- Tuesday, November 7
- Thanksgiving Break, November 22 24
- Winter Break, December 18 January 1
- Friday, January 26
- March 28 April 2
- Friday, April 26
- LAST DAY OF SERVICE- Thursday, May 24