



# Summer Food Service Program Sponsor Training

Summer 2015  
 Thursday, May 7<sup>th</sup>  
 1:30-3:30pm

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## Goals for Training

- Outline Options for Outreach
- Review SFSP Guidelines
  - Key sponsor responsibilities
  - New policy releases
- Resources
  - Websites
  - Nutrition Guide
  - Administrative Guide
- Complete Civil Rights training for sponsors




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## 2011-2014 Statistics

|             | Breakfast | Lunch   | Supper | Snacks |
|-------------|-----------|---------|--------|--------|
| 2011 Total  | 137,889   | 500,307 | 19,084 | 33,030 |
| 2012 Total  | 141,125   | 554,684 | 13,159 | 39,851 |
| 2013 Total  | 177,490   | 614,494 | 7,782  | 36,064 |
| 2014 Total  | 216,565   | 705,817 | 8,534  | 37,379 |
| 2014 change | 22.0%     | 14.9%   | 9.7%   | 3.6%   |

| Sponsors | Sites |
|----------|-------|
| 101      | 251   |
| 110      | 270   |
| 113      | 304   |
| 128      | 390   |
| 13.3%    | 28.3% |

21 New Sponsors for 2015!




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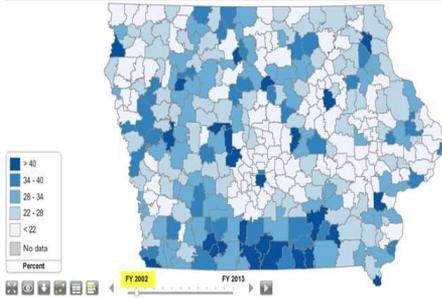
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## The Need in Iowa - 2002



27 School Districts at >40%



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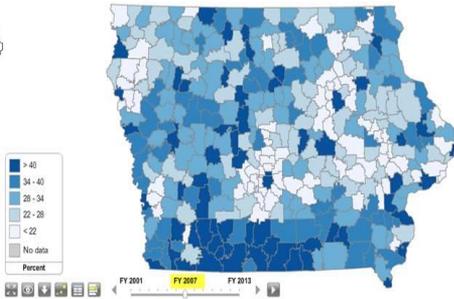
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## The Need in Iowa - 2007



63 School districts at >40%

17 School Districts at >50%



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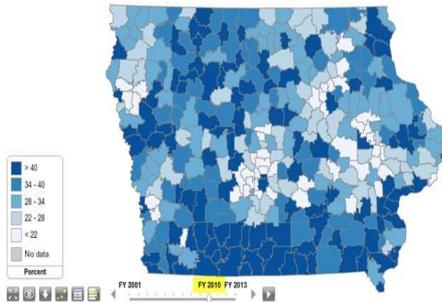
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## The Need in Iowa - 2010



106 School Districts >40%

32 School Districts >50%



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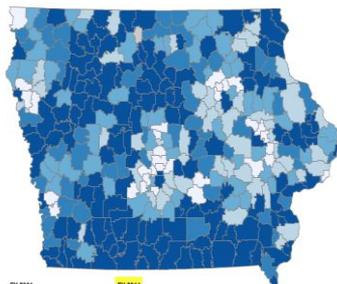
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## The Need in Iowa - 2014



153 School Districts >40%

77 School Districts >50%



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## Growing the SFSP in Iowa



- What can you do to help expand the reach of the program?
  - Extend the length of time meals are served
  - Establish new serving sites
  - Partner with community members to promote the program & extend your outreach
  - Plan activities at your site to draw larger participation
  - If you operate a closed program, open up your site



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## Sponsor Responsibilities



- Outreach
- Site Determinations & Oversight
- Internal Monitoring
- Meal Requirements
- Reimbursement
- Civil Rights
- Program Renewal & Deadlines



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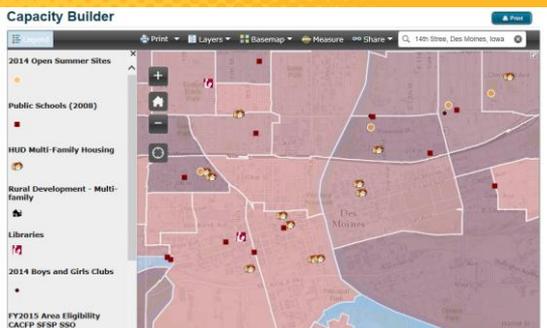
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## Locate sites: USDA Capacity Builder

[www.fns.usda.gov/capacitybuilder](http://www.fns.usda.gov/capacitybuilder)



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## Outreach to Households



- Healthy, Hunger-Free Kids Act of 2010
- Requirement of schools to distribute materials to inform families of the availability and location of SFSP meals in their district boundaries
- Sponsors/sites can be school or non-school
- Must actively make contact with each family
  - Suggested: one written and one electronic notification
- Media Release Required
  - Provide copy to SA



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## Outreach



- Register your Summer Feeding Sites for the National Hunger Hotline
- United Way 211
- Food Banks
- Register volunteer opportunities with: [www.serve.gov/endlunger](http://www.serve.gov/endlunger)



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## Outreach

<https://www.educateiowa.gov/pk-12/nutrition-programs-0>

- Promotional templates on DE SFSP webpage:  
Logo • Flyer • Lawn Sign • Banner • Press Releases




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## Summer Meals Toolkit

[www.fns.usda.gov/sfsp/summer-meals-toolkit](http://www.fns.usda.gov/sfsp/summer-meals-toolkit)

- Summer Meal Sites
- Reaching Families
- Communication Strategies
- Resources




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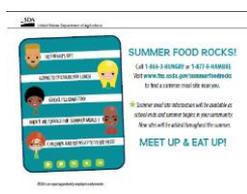
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## Outreach – USDA Summer Food



PSA's




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**Outreach**  
[www.fns.usda.gov/sfsp/raise-awareness](http://www.fns.usda.gov/sfsp/raise-awareness)




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**Promotional Banners/Signs**




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**Promotion**

Best Practices

- Flyers sent home in backpacks
- Articles in school newsletter, on school menus, & in church bulletins
- Notices on school websites and via e-mail & phone blast systems
- Ads in local newspaper
- PSAs on local radio stations
- Flyers distributed on car windshields
- Door hangers on houses in neighborhood of site
- Post flyer at local convenience stores, libraries, grocery stores & apartment complexes




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**Best Practices**

## Participation



- Establish sites central to numerous activities in place at school- team practices, summer weightlifting, summer enrichment, and swim lessons
- Provide programs at sites in partnerships with 4H, Girl Scouts, County Conversation & Extension Offices, and Public Library
- Partner with local city
- Select sites that have a high population density or that are in close proximity to a swimming pool, rec facility, or other planned activities
- Provide transportation to rural communities
- Establish mobile feeding sites when barriers in place
- Utilize incentive prizes to draw children back to the site




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## Partnerships in Site Operations

- **Maximize Community Resources**
  - Volunteer Assistance
    - Site Operation
    - Programming enhancements
  - Donations In-Kind
    - Facilities use
    - Time
    - Food and non-food items




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## Questions on Outreach?




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## Site Determinations

- Open
- Enrolled
- Residential or Day Camp




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## Open Sites

- Serve meals in areas with a high concentration of needy children (50% or more free/reduced)
  - School Data
  - Census Data
- Serve children up to 2 meals per day
- Children 1-18
- Site is guaranteed 5 years of operation




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## Area Eligibility Using Census Data

- SFSP Sites are considered area eligible if:
  - 50% or more of the children in the CBG are eligible for free/reduced meals
  - 50% or more of the children in the Census Tract are eligible for free/reduced meals
  - The average % of free/reduced eligible children in up to 3 adjacent CBGs is 50% or more
    - Each CBGs must be at least 40% free/reduced eligible




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## Open Sites Alternative Data Sources

- Department of Welfare
- Zoning Commissions
- USDA Rural Development Housing Authorities
- Housing & Urban Development (HUD) Housing Authorities
- Local Housing Authorities




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## Enrolled Sites serve...

- Identified group of low-income children who:
  - Live in a “pocket of poverty”
  - Attend a program providing organized activities
  - Are transported to a congregate meal site in an area that is not low income
- Document eligibility by individual eligibility:
  - Project enrollment on site application
  - Report actual enrollment during the first week and for each session
- Document eligibility by area eligibility:
  - School data
  - Census Data




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## Enrollment Information

- Enrolled sites must be evaluated annually
- Summer Food Service Program Sponsors may receive eligibility information from schools
- Confidential information – available to only those persons who directly require the information




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## Residential & Day Camps



- Sponsors determine individual eligibility for each participant
  - Applications
  - Shared school data
- Reimbursement paid for meals served to eligible participants only
- Maximum of 3 meals per day or 2 meals and 1 snack




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## Camp Eligibility Determination



- Utilize shared school eligibility
- Use income eligibility application
- Use Upward Bound form to collect information on household size and income




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## Questions about Site Determinations?




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## Letter to Health Department



- Health Department must be notified in writing of all SFSP site locations
  - <http://dia.iowa.gov/page27.html>
- Sample letter
- Arrangements for prompt and regular trash removal must be made
- State Agency pays for health inspections, if needed
- School Sponsors – Update IowaCNP!




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## Food Service License



- Sites must meet State and local public health standards
- SFSP sites must now have a food service license
- Exceptions:
  - Park Sites
  - Sites that distribute individually packaged/boxed meals or individually containerize items




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## Training



- Sponsors must:
  - Train All administrative and operational staff prior to the first day of service
- Include Civil Rights training
- Must document training and maintain with other summer records
  - Date & signatures of who attended
  - Topics covered




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## Site Training Requirements



- Purpose of the SFSP
- Site eligibility
- Record keeping
- Site operations
- Meal pattern requirements
- Monitoring visits & reviews
- Civil Rights training
- Food Safety Guidance




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## Internal Monitoring: Site Visits



- Pre-operational Visit
- First week visit
  - Recommended for all sites
  - Required of all new sites
    - Returning sites no longer have to complete first week site visit if site operated successfully during the prior year




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## Internal Monitoring: Site Review



- Site review
  - Required for ALL sites
  - Complete for all programs at least once during 1<sup>st</sup> four weeks of program
  - Must observe entire food service
    - Delivery or preparation
    - Meal Service
    - Clean-up
    - Items observed on initial visits
    - Site paperwork




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## Questions on Oversight?



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## Nutrition Guide



- Located on the DE SFSP website
- Provides excellent overview of nutrition requirements
- Pages 27-29 provide sample menus
- Making Mealtime a Happy Time!



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## SFSP Meal Requirements



- **Lunch/Supper**
  - 2 oz. Meat/Meat Alternate
  - ¾ cup fruit/vegetable from 2 sources
  - 1 grain/bread
  - 8 oz. any fluid milk
- Schools and Organizations vending from schools can elect to utilize the NSLP New Meal Pattern
- The entire meal must be disallowed if any component does not meet the minimum requirements
- Maintain planned menu with portion sizes documented on it.



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## SFSP Meal Requirements

- **Breakfast**
  - 1 grain/bread
  - ½ cup fruit or vegetable
  - 8 oz. milk
- **Snack**
  - 2 components selected from:
    - 1 oz. meat/meat alt.
    - ¾ fruit or vegetable
    - 1 grain/bread
    - 8 oz. milk
  - Milk and juice cannot be served together




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## Promoting Nutrition in Summer Meals

- Perfect time to incorporate seasonal fresh fruits & vegetables
- Additional foods served at meals & snacks must fit into one of the meal pattern components
  - Fresh fruits & vegetables
  - Lean meats and unprocessed cheeses
  - Whole Grains
- Those items that are not creditable cannot be paid for with SFSP reimbursement.
- Non-Creditable Examples:
  - Pudding, Ice Cream, Popsicles
  - Potato Chips
  - Fruit leather or roll-ups
- Improve menus with fresh fruits & vegetables, lean meats, whole grains, and unprocessed cheeses




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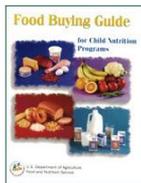
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## Food Buying Guide

- <http://www.fns.usda.gov/tn/foodbuying-guide-child-nutrition-programs>
- Example – Raw Turkey Roast for BBQ Turkey Sandwich
  - 1 lb as purchased = 0.66 pounds cooked
- Example – Turkey Ham for sandwiches
  - 1.7 oz serving = 1 oz creditable meat
    - Due to fillers and additives
- Ex. Fresh Strawberries
  - 1 pint container = 7.9, ¼ cup servings
  - 1 lb = 10.5, ¼ cup servings




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## Geographic Preference



- The Food, Conservation, & Energy Act of 2008 allows sponsors to apply a geographic preference on the procurement of unprocessed locally grown or raised products
- USDA does not define the geographic area to be considered as local
  - The sponsor can make that determination
  - Must not define local in a manner that restricts free and open competition
  - Recommend at least 3 sources be contacted who are eligible, able, and willing to provide locally grown products




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## Geographic Preference



- Applies to unprocessed agricultural products
  - retain their inherent character
- Unprocessed agricultural products include:
  - Locally grown fresh fruits & vegetables
    - Are allowed to be washed and bagged
    - Fruits & vegetables may be frozen and bagged
  - Locally raised eggs & pasteurized milk
    - Eggs may be placed in a carton
  - Locally raised poultry & livestock
    - Butchering may include grinding beef or pork
  - Canned local fruits & vegetables are NOT allowed
    - Heating changes the inherent character




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## Vended Meals



- Informal bidding process for contracts less than \$150,000 or based on local policy
- Invitation for Bid to the 3 vendors
- Contract - *Agreement to Furnish Food Service*




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## Recordkeeping - Vended



- Please make sure that your vendor provides you with a daily delivery receipt that includes:
  - A menu with portion sizes
  - Recipes for mixed dishes (daily or ahead of time)
  - Number of meals delivered
  - Site staff confirm & keep on file
- Sponsor responsibility to ensure that the meals provided meet the daily meal pattern
- Establish with you vendor a means to adjust your meal orders and to communicate quality or delivery concerns
- Records must be maintained for 3 previous years plus the current summer




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## Meal Service Time



- Sponsors must report and follow plans for meal service times
  - Provide information to site
  - Site should notify sponsor of need for change
  - Update IowaCNP with any meal service changes
  - Meals served outside of the established meal service may be disallowed
  - No federal time limits on duration of a meal service
  - No federal requirements on amount of time to elapse between meals and snacks




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## Meal Service



- Plan one meal per child
- Same meals to all children
- Meals must be consumed on-site
- Meals counts must be taken at the point of service
- Supervise children
- Second complete meals are optional
- Local health & sanitation regulations
- Outdoor serving sites must provide shelter




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## Leftover Meals



- Monitor site reports on attendance
- Store safely or throw out
- Transferring Meals
  - From 1 site to another
- Seconds
  - Claim reimbursement for up to 2% of 1<sup>st</sup> meals served
- Share Table
  - Children may plan to return items they do not intend to eat
- Donations
  - Homeless Shelter, food banks, food pantries




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## Feeding Adults



- Served after all children are fed if adult meals are not planned in meal production
- Served the same portions as children
- Pay full cost of the meal
- Income from adult meals is documented
- Reimbursement is not provided for program adults meals




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## Ala Carte Sales



- Adult meals or ala carte sales is optional
- Non-program and Program expenses and revenues must be tracked separately
- Reimbursement must be used solely for conducting nonprofit food service operations




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## Questions on Meal Requirements?



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## Exceptions to Meals On-Site

- Sponsor may choose to allow food to go off-site
- May allow one fruit, vegetable, or grain item offsite
  - This practice must be monitored by staff
- Must be from own plate OR a share table
- Meals must be disallowed if more than one item is taken off-site of un-allowed food item
- Arrange for adequate supervision



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## Exception to Meals On-Site: Field Trips

- Meals may be claimed with State Agency notification
- Notify State Agency of any cancellations
- If the field trip was NOT submitted to the SA, meals served may be considered to be consumed “off site” and may not be reimbursed
- A meal count must be taken at the point of service at the field trip.



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## Field Trip Request



| Action                | Form Name                     | Latest Version | Status             |
|-----------------------|-------------------------------|----------------|--------------------|
| View   Modify         | Organization Application      | Original       | Error              |
| View   Modify   Admin | Budget Detail                 | Original       | Pending Validation |
| Details               | Management Plan               |                |                    |
| Details               | Food Production Facility List |                |                    |
| Details               | Site Field Trip List          |                |                    |
| Details               | Checklist Summary (4)         |                |                    |
| Details               | Application Packet Notes      |                |                    |
| Details               | Attachment List               |                |                    |




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## Site Field Trip



**Trip Details**

- Trip Date:
- Status of Site:
- Affected Meal Type(s):
  - Breakfast
  - AM Snack
  - Lunch
  - PM Snack
  - Supper
- Number of Children Attending Field Trip:
- Name of Field Trip Destination:
- Cancel Request:
- Comments:

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## Exception to Meals Onsite: Excessive Heat Waiver

- **Outdoor feeding sites may operate as non-congregate sites on days when the NWS has issued:**
  - Heat Advisory
  - Excessive Heat Warning
  - Excessive Heat Watch
- **Must comply with congregate requirements on all other days of operations.**
- <http://www.weather.gov>




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### Exception to Meals On-Site: Excessive Heat Waiver



- Must continue to provide all required components of a reimbursable meal
  - Carefully consider food safety issues and risks
- Only one meal may be provided
- All meal counting, claiming, and monitoring requirements continue
- Site must be operated during the time frame approved
  - Meal/snacks cannot be condensed into 1




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### Excessive Heat Waiver Documentation Requirements



- Must complete an Excessive Heat Waiver Application and submit to the State Office
- Must submit via Monthly claim:
  - The specific dates participants were allowed to take meals offsite
  - The number of meals claimed that were taken off site
- Must maintain record from NWS of each advisory that meals were allowed to be taken off site
  - Screen print of Advisory with date




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### “Serve” Option



- Each child receives all food items
- Accountability confirms complete meal
- Share table may be used for unopened food
- Snacks must be serve only




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## Offer vs. Serve



- ALL sponsors are allowed to utilize Offer vs. Serve
- OVS is not available for snacks
- A complete meals must be offered to all children initially




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## Offer vs. Serve - Breakfast



- Three food components are required
  - 1 serving of fluid milk
  - 1 serving of fruit/vegetable
  - 1 serving of bread/bread alternate
- Four different food items must be offered
- The 4<sup>th</sup> item can be a fruit/vegetable, bread/bread alternate, or meat/meat alternate
- Can decline only 1 item for breakfast




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## A Reimbursable SFSP Breakfast



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|---|--|
| <ul style="list-style-type: none"> <li>• <b>Menu</b> <ul style="list-style-type: none"> <li>– Toast</li> <li>– Orange Juice</li> <li>– Milk</li> <li>– Cereal               <ul style="list-style-type: none"> <li>• A 4<sup>th</sup> item must be offered to allow the child a choice</li> </ul> </li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• <b>Components</b> <ul style="list-style-type: none"> <li>– Grain/Bread</li> <li>– Fruit/Vegetable</li> <li>– Milk</li> <li>– Grain/Bread</li> </ul> </li> </ul> |
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## Offer vs. Serve – Lunch/Supper

- Five food items must be offered consisting of 4 food components
  - 1 serving of fluid milk
  - 2 different servings of fruit/vegetable
  - 1 serving of bread/bread alternate
  - 1 serving of meat/meat alternate
- Child must select at least 3 components




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## A Reimbursable SFSP Lunch/Supper

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• <b>Menu</b> <ul style="list-style-type: none"> <li>– Ham &amp; Cheese Sandwich</li> <li>– Pepper strips</li> <li>– Orange Wedges</li> <li>– Milk</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• <b>Components</b> <ul style="list-style-type: none"> <li>– Meat/Meat Alternate</li> <li>– Grain/Bread</li> <li>– Fruit/Vegetable</li> <li>– Fruit/Vegetable</li> <li>– Milk</li> </ul> </li> </ul> |
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## Non-reimbursable Meals

- Incomplete meals
- Meals not served as a complete unit
- Child's food consumed by adult(s)
- Food items taken off-site in excess of sponsor's policy
- Inaccurate meal counts




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## Site Caps



- Maximum number of meals that may be served
- Maximum claim cannot exceed the meal cap times days served
- Adjust estimate as needed




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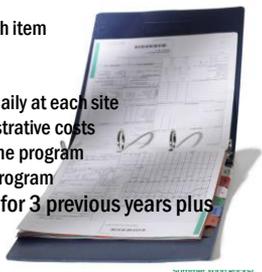
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## Recordkeeping



- Not required to keep production records
- Required:
  - Menu with servings size of each item
  - Recipes
  - Invoices & Receipts
  - Record of meal counts taken daily at each site
  - Record of operating & administrative costs
  - Records of funds accruing to the program
  - Records of foods donated to program
- Records must be maintained for 3 previous years plus the current summer




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## Operating Costs



- Processing, transporting, storing and handling food
- Salaries of cooks, site personnel, and other staff
- Utensils, plates, and other nonfood supplies
- Maintenance and rented items
- Kitchen utilities
- Supervision of children
- Site clean-up
- Transporting children to and from rural sites
- Meals that may be served to SFSP workers and volunteers




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## Administrative Costs

- Salaries of supervisory staff, monitors, trainers, and office employees
- Rental of offices, office equipment, and cars
- Building utilities
- Insurance costs
- Postage
- Audits
- Travel costs
- Office supplies




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## Reimbursement

- Per-meal basis
- Claim must be submitted each month
- Reimbursement rates include operational and administrative expenses
- File claims after the last day of the month
- Claims may not be filed after 60 days
- Amend claims up to 90 days from end of claim month




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## 2015 SFSP Reimbursement Rates (Combined)

| Per Meal Rates in whole or fractions of U.S. dollars | All States except Alaska and Hawaii |                          |
|--|-------------------------------------|--------------------------|
|  | Rural or Self-prep Sites            | All Other Types of Sites |
| Breakfast  | 2.0775                              | 2.0375                   |
| Lunch or Supper                                      | 3.6450                              | 3.5875                   |
| Snack  | 0.8650                              | 0.8450                   |




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## Questions on Meal Requirements?



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## Civil Rights



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## Goals

- To make SFSP benefits equally available to all
- To notify participants and families that the SFSP is a non-discriminatory federal program
- To ensure staff know and comply with Civil Rights requirements and procedures

**Purpose:**

*Ensures compliance with and enforcement of the prohibition against discrimination in all nutrition programs*



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## Policy



### • USDA Protected Classes for Child Nutrition Programs

- Race
- Color
- National Origin
- Age
- Sex
- Disability




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## Iowa Protected Classes



- Persons with regard to issues related to creed, sexual orientation, gender identity, or religion
- All SFSP must adopt both Federal and State classes




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## Civil Rights: Public Notification



- Use nondiscrimination statement
- Contact organizations that serve minority populations
- Supply a media release to local media & upload copy with application packet
- All informational materials must include the following nondiscrimination statement:




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## Federal Civil Rights Statement



The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html) Or at any USDA office, or call (866)632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339, or 800-845-6136 (Spanish).

USDA is an equal opportunity provider and employer.



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## Iowa Nondiscrimination Statement



It is the policy of the Department of Education not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, gender, disability, religion, age, political party affiliation, or actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.9 and 256.10(2), Titles VI and VII of the Civil Rights Act of 1964, the Equal Pay Act of 1973, Title IX, Section 504 (Rehabilitation Act of 1973), and the Americans with Disabilities Act.

If you have questions or grievances related to compliance with this policy by the Iowa Department of Education, please contact the legal counsel for the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146, telephone number 515-281-5295, or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison Street, Suite 1475, Chicago, IL 60661, telephone number 312/730-1560, fax 312/730-1576, or email: [OCR.Chicago@ed.gov](mailto:OCR.Chicago@ed.gov)



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## Civil Rights: Public Notification



- **If the material is too small to permit the full statement to be included, the material will at a minimum include:**
  - “USDA is an equal opportunity provider and employer”
    - Also allowed for Internet, radio and TV public service announcements
  - Print size for either statement shall be no smaller than the text in the material



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## Assistance for Hearing Impaired



- [www.relayiowa.com](http://www.relayiowa.com)
- Language line phone service may be available for a subscription fee through your local telephone service provider




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## Civil Rights: Data Collection & Maintenance



- Required to obtain data by racial and ethnic category on potentially eligible populations, and participants in their program
- Parents/guardians may be asked to provide this information as long as it is clearly stated:
  - It is strictly for statistical reporting requirements
  - Has no effect on determination of eligibility
- Self-identification or self-reporting is the preferred method of obtaining data
- Visual observations shall be used when the applicant does not self-identify




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## Civil Rights: Data Collection & Maintenance



- Two Question Format must be used for Race and Ethnic Categories
  - Ethnicity: to be asked first
    - Hispanic or Latino
    - Not Hispanic or Latino
  - Race: mark one or more
    - American Indian or Alaskan Native
    - Asian
    - Black or African American
    - Native Hawaiian or Other Pacific Islander
    - White




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## Civil Rights: Training



- Staff need to be trained on an annual basis
- Training must be documented
- Can be included in general training
  - Collection and use of data
  - Effective public notification systems
  - Complaint procedures
  - Requirements for reasonable accommodations of persons with disabilities
  - Requirements for language assistance
  - Customer service




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## Civil Rights: Compliance Reviews



- Sponsors should review Civil Rights at site visit
- Iowa Dept. of Education will review Civil Rights compliance during sponsor and site reviews
- Issues must be part of a documented corrective action




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## Examples of Civil Rights Noncompliance



- Denying an individual or household on the basis of a protected class
- Provided FNS program services in a dissimilar manner on the basis of a protected class (except as a disability accommodation)
- Selecting members for planning and advisory bodies in such a manner as to exclude on the basis of a protected class
- Selecting FNS program sites or facilities in a manner that denies an individual access to FNP program benefits, assistance, or services on the basis of protected class




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## Resolution of Noncompliance



- If noncompliance is indicated, corrective action must be taken immediately to achieve voluntary compliance within 60 days
- If voluntary compliance is not achieved, the Regional Office will be involved




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## Complaints of Discrimination



- Must be filed within 180 days
- May be written or verbal as well as anonymous
- Make effort to obtain:
  - Name, address, and phone number of complainant
  - Location and name of sponsor delivering the service
  - Nature of the incident or action
  - Date which the alleged actions occurred or duration of occurrences
  - Contact information of individuals who may have knowledge of the action




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## Civil Rights: Customer Service



- All participants must be treated in the same manner
  - All receive same menu components, same amounts
  - All are included in meals, snacks, activities, and discussions
  - All receive positive comments, as well as constructive education regarding meal time, nutrition, manners, etc.
  - Standards of behavior are not based on membership in a protected class
- Effective listening
- Using fair and open questions
- Validating concerns
- Empathize and educate




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## Equal Opportunity for Religious Organizations



- USDA funds cannot support any inherently religious activities such as worship or religious instruction
- Faith-based organizations can use space in their facilities to provide USDA funded service without removing religious art, icons, scriptures or other religious symbols
- No organization that receives direct financial assistance from the USDA can discriminate against a program beneficiary, on the basis of religion or religious belief




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## Questions on Civil Rights?




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## Appeal Rights



- The following State Agency actions may be appealed:
  - Denial of sponsor's request for advance payment
  - Denial of sponsor's claim for reimbursement
  - Termination of a sponsor's participation in the program
  - Denial of a sponsor's application
  - Claim against sponsor for remittance of payment
  - Refusal by SA to forward to FNS an exception request for payment of a late claim
  - Appeal Procedures




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# USDA FNS – Summer Meals Webinars

<https://www.fns.usda.gov/sfsp/2015-summer-meals-webinars>

## Summer Food Service Program (SFSP)

2015 Summer Meals Webinars

Watch & learn how to

**VOLUNTEER**

**SERVE MEALS**

**PROMOTE**

**BE A SPONSOR**



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# Iowa CNP

<https://cnp.ed.iowa.gov/cnp/>

**Child Nutrition Programs**

Returning Users: Log On

User ID:

Password:

**Log On**

**Welcome to the New Child Nutrition Program website!**  
Last Updated: 4/16/2014

**USDA Nondiscrimination Statement Update**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.usda.gov/complaint\\_filing\\_cust.html](http://www.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9922 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Equal Opportunity, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).



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# Program Reminders

- SFSP Applications are due by Friday, May 8th
- Submit to the State Agency (via Checklist):
  - Media Release
  - Health Department Notification
  - SFSP staff training agenda
- Advance requests must be noted in the IowaCNP following application approval



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# Questions?



- **Stephanie Dross**  
[stephanie.dross@iowa.gov](mailto:stephanie.dross@iowa.gov) • 515-281-4760



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