



STATE OF MAINE
DEPARTMENT OF EDUCATION
23 STATE HOUSE STATION
AUGUSTA, ME 04333-0023

JANET T. MILLS
GOVERNOR

A. PENDER MAKIN
ACTING COMMISSIONER

January 11, 2019

Alton Hadley
Superintendent
Andover Public Schools
PO Box 70
Andover, ME 04216

Dear Superintendent Hadley:

This letter is to inform you that Technical Assistance has been provided instead of completing the Administrative Review. The following Technical Assistance report has many issues that are potential findings.

Andover School District must be reviewed during SY 19 based on Federal Regulation 7CFR 210.18 and Maine Department of Education, Child Nutrition policies and procedures. Therefore, we have rescheduled the review for April 11, 2019, which will provide Andover adequate time to correct findings. The Administrative Review evaluates the USDA-FNS programs to ensure that students are receiving the best possible benefits and that the program meets all Federal and State guidelines and regulations. This means that during the Administrative Review process prior meal service documentation, program materials and claim documentation are reviewed for compliance.

Sincerely,

A handwritten signature in black ink, appearing to read "Walter Beesley".

Walter Beesley
Child Nutrition Director

WB/MB/pn

**Technical Assistance Report
Andover Public Schools Nutrition Program
January 8, 2019**

Introduction

The Andover Public Schools Nutrition Program was visited on January 8, 2019 by Michele Bisbee.

The visit was scheduled for the required Federal Administrative Review. The reviewer decided it was in the best interest of the Andover students and school to provide technical assistance instead. This is not a normal procedure but due to the number of findings it was declared technical assistance. This report contains overall areas of needed improvement and was discussed with the school staff present.

Performance Standard 1: Meal Access and Reimbursement

Certification and Benefit Issuance- While reviewing applications and benefit issuance documentation the reviewer found 10 errors. In a school of 27 students that is over one third receiving incorrect benefits. Multiple applications were approved as free but should have been reduced. There were students on the master list in the wrong benefit category.

Verification- The verification report filed with the State Agency indicated it was completed incorrectly. It was reported that Andover Elementary School was operating under Provision II which is incorrect. Andover Elementary School had no documentation of the verification process being completed. The application selected was not error prone as required. Therefore, the report and procedure were incorrect.

Meal Counting and Claiming- A review of the menu showed that the vegetable subgroups are not always being met and there were no production records being kept to document what is actually being offered to students.

It is reported in NEO that Andover Elementary School is not operating the offer vs serve method but during on site observation they are truly operating offer vs. serve. Offer vs serve is the ability for students to decline two items within the guidelines, this option helps to reduce cost and waste. Because of this it was discussed that the staff member doing accountability needs to stand after the salad bar to ensure a complete meal is taken. The students receive their entrée and a choice of vegetable from the service window but the fruit is available for choice on the salad bar. It is the responsibility of the person completing accountability to ensure that each student receives a reimbursable meal. Another observation is that staff were taking the milks out to the students after they were finished serving the meals. It was discussed that this milks need to be available to the students when they come through the line to receive their meals.

Performance Standard 2: Meal Pattern and Nutritional Quality

Meal Components and Quantities-

- Menus from the reviewed period showed there is not always a planned legume. Providing a choice from each of the five different vegetable subgroups each week is required. The subgroups include starchy, red/orange, dark green, legume and other. Three bean salad is sometimes served but because of the mixture that does not credit towards the legume group. Better options to meet this group are chick peas (which can be roasted, as hummus, or cold on the salad bar) or baked beans.
- Onsite meal observation determined that while the students are receiving home cooked lunches that they like they are serving more items than necessary. During breakfast the kids were being served a meal that sometimes included a 2oz bagel, cereal, granola bar, bug bites graham crackers, a fruit and a milk. While it is nice to know that a student will not go hungry operating in this capacity is resulting in a 107% food cost. The quantity of items being offered at each meal should be reevaluated for cost control purposes.

Production Records: Production records are used to support the claiming of meals, product usage history and menu planning. Therefore, records must document all items offered and quantities served as part of a reimbursable meal. There were no production records available to be reviewed. Technical assistance was provided to Michelle on site, showing her where to find this information, before leaving Michelle was set up with a system on her computer to help her complete Production Records.

Resource Management

For SY 2018, revenues and expenses were obtained from the Monthly Income and Expenses report found in NEO. Town support in the amount of \$2632.70 is not included in our comparison of expenses to revenue below:

SY 2018	Target	Actual
Percentage of Food to Total Revenue	35-40%	107.29%
Percentage of Labor to Total Revenue	50-55%	190.06%
Percentage of Other to Revenue	<u>5-10%</u>	<u>3.39%</u>
	100%	300.74%

Records and Record Keeping- Claim reports are not always submitted to the State Agency in a timely fashion and school program records for claim back up are not being maintained in a manageable way. The reviewer compared the claim form to back up documentation, the three types of documentation did not match. There is no consistency with the numbers on the claim and the numbers that are provided to them by their accountant. The claim prepared by Michelle and approved by superintendent Hadley is not accurate or correct. Andover Elementary School uses the services of an outside accountant for all their billing.

Food Safety and Sanitation- Health Inspection reports were displayed for public view, while there were not findings on the most recent inspection it was observed that there were food storage issues. It is required that all food items are stored 6" from the floor. A sample meal was available, as required. Written food safety Standard Operating Procedures (SOP) were not

available for review. This is required and technical assistance was given to show where and how to get these. No temperature logs for refrigeration or food have been kept, as required.

Civil Rights- On initial observation Andover Elementary School had the old "And Justice for All" poster on display for the public, the new one was hanging in the kitchen. This was corrected immediately.

Meal Charging- The School Nutrition Program does not have a charging policy/procedure.

Wellness Policy- There was no wellness policy provided to the reviewer.

Training/Professional Standards- There were no training hours documented therefore none have been completed.

Summary- The areas of immediate attention should be menu and production records, SOP's, and Sanitation in that order. The overall record keeping and submittal of claim forms needs evaluation to improve skills and internal controls. Michelle does think of her students and offering them the best lunch possible on a regular basis.

Sincerely,



Michele Bisbee
Child Nutrition Consultant