



# SFSP Site Supervisor Training



# Program Overview

- The Summer Food Service Program (SFSP) is funded by USDA and administered by the Texas Dept. of Agriculture (TDA).
- SFSP provides free meals to kids and teens in low-income areas when school is out for the summer.
- The only “catch” of this free program is that the meal service each day must adhere to the mandated program compliance guidelines.



# Program Overview

- Be A Champion, Inc. (BAC) is an approved sponsor of the Summer Food Service Program (SFSP).
- As your sponsor, BAC will handle all the administrative tasks involved in the program, provide training to you on program compliance, frequently visit the program to ensure compliance and smooth operation, and accept final responsibility.



# Site Eligibility

- Eligible sites are those that serve children in low-income areas or those that serve specific groups of low-income children.
- All sites are considered OPEN sites, meaning that meals are served on a first-come, first-serve basis, and that meals are available to all children in the area.



# How Program Operates

- Meals will be packaged according to SFSP guidelines, and delivered directly to your site by a food management company such as PepsiCo or Revolution Foods.
- PepsiCo delivers meals in cold crates or refrigerators, leaves hard copies of delivery slips, and emails Meal Production Records (MPR's).
- Revolution Foods delivers meals only into refrigerators and leaves hard copies of delivery slips and Meal Production Records (MPR's).



# How Program Operates

- The meals are meant to be served cold (similar to Lunchables) and must remain cold (40 degrees F and below) from delivery all the way through consumption.
- Only open or take meals out of refrigerators or cold crates to count prior to service or for service to ensure meals remain cold.
- Most sites will be serving breakfast and lunch, while others may serve lunch only, supper only, or supper and snack only.



# Program Compliance

Program compliance is the most important part of SFSP, and includes:

- ✓ Recording accurate point-of-service attendance
- ✓ Serving only during the scheduled serve time(s)
- ✓ Serving all required meal components for each meal type
- ✓ Serving meals only to eligible children (18 and under)
- ✓ Understanding and complying with Civil Rights (Discrimination) Complaints
- ✓ Only trained personnel should be involved in the meal program. (Required training is annual.)



# Importance of Compliance

- If the above compliance requirements are not enforced daily, the program may be shut down by BAC, the state, or federal govt.
- BAC Site Monitors, TDA representatives, and possibly USDA Representatives will visit each site to ensure program compliance.
- If you are found to be in not in compliance, both the site, and the individual(s) may be added to a National Disqualified List.



# Point-of-Service

- Record attendance as you observe each child take a complete meal.
- **Cannot** do a head-count of children in the room, nor use memory.
- Blue or black ink only (**NO PENCIL, NO WHITE-OUT**)
- If a mistake is made, scratch one line through the error, and initial.
- Each meal type requires a new attendance form (e.g., one for breakfast, another for lunch).
- Each child should only receive **ONE** meal, and be recorded only ONCE.



# Serve Time

- Children can only be served meals during the serve time(s) on record.
- For example, if your serve time is 8am-9am, do not begin serving meals until 8am exactly, and do not serve meals past 9am.
- The children must eat the meals on site; The meals cannot be taken home. (This is to ensure the safety of the food, and that the food is consumed by the child.)
- All meals not served to children must be thrown away and not claimed (do not save meals).



# Meal Components

- Lunch and Supper meals must consist of the following components:
  - ✓ **meat/meat alternative**
  - ✓ **bread/grain**
  - ✓ **vegetable/fruit**
  - ✓ **milk**
- Breakfast must consists of the above components except the meat/meat alternative is not required, while snack must consist of two of the four components listed above. For example, a fruit and a grain would be considered a snack.



# Meal Components

- Check the Meal Production Records to ensure you are serving the correct components for each meal service.
- Children must take all meal components if they want any part of a meal.
- For breakfast and lunch, children **MUST** take a **MILK** with their meal (do not have to consume it, but must take it)
- Designate a “Share Table” or area to place unwanted items. Children that are still hungry after eating their own meal may then take items off of the “Share Table.” All share table items must be thrown away after service.



# Civil Rights (Discrimination)

- SFSP sites must be open to all attending children, regardless, of race, color, national origin, sex, age, or disability.
- All children are entitled to receive a meal, and any person who believes he or she has been discriminated against has a right to file a complaint.



# Civil Rights (Discrimination)

Examples of Civil Rights Discrimination include:

- Serving meals to boys first then girls after.
- Lining up the children by descending age to receive a meal
- Refusing to give a meal to a child that has displayed “bad” behavior.

Civil rights discrimination can occur any time you deny a child a meal for any reason other than simply running out of meals.



# Civil Rights (Discrimination) Scenario

- If a child comes up to get a meal and they look like a child that has already received a meal, don't assume that it is the same child unless it is a small group. You can ask, "Have you received a meal yet today?"
- If they say they haven't received a meal yet, then give them a meal.
- If they say they have received a meal already, let them know each child only can get one meal, and direct them to the share table.



# Civil Rights (Discrimination) Scenario

- If a person obviously over 18 years of age comes up to get a meal, politely ask them, “Are you aware that this program is only for children 18 years of age and under?”
- If they say they are aware, and still want a meal, serve them a meal as normal.
- Do not discriminate on the appearance of age regardless of how old the person may appear if they agree they are aware of the age requirements.



# Civil Rights (Discrimination) Policy

- If a program participant feels that they have been discriminated against in the meal service follow the following procedure:
  - STEP 1: Let them know they have the **right** to file a complaint.
  - STEP 2: **Direct** the person(s) complaining to the “And Justice For All” poster, which describes how to file a complaint.
  - STEP 3: Immediately **alert** BAC of the complaint.



# Site Supervisor Responsibilities

- The success of the meal program at each site is a direct reflection of the commitment and dedication of the site supervisor.
- Goal of SFSP: Serve fresh, well-balanced meals that are appetizing to children, in a safe environment.



# Site Supervisor Responsibilities

- You are the one who must alert your sponsor when something is wrong with the meals-when there is too much or not enough food, or spoiled/damaged meals.
- Count the meals before distribution. If there are issues such as late delivery or shortage, immediately call the Be A Champion office at 281-833-3129.



# Site Supervisor Responsibilities

- Ensure that complete meals are served to eligible children during the serve time, using point-of-service attendance, while no discrimination occurs.
- Serve meals and stay at the site the entire meal service window unless you run out of meals.
- Ensure that children eat all meals on site.
- Clean up after service, and ensure safe and sanitary conditions at the site.



# Site Supervisor Responsibilities

- A major program goal is to limit waste, so communicate with your BAC site manager to ensure the correct meal counts are ordered daily.
- If there are any upcoming events like field trips that may affect the meal counts, let your manager know the week before.
- Implement and communicate alternate food service arrangements during inclement weather.



# Site Supervisor Responsibilities

- Ensure your nondiscrimination poster (provided by sponsor) is displayed in a prominent place and is accessible during serve time. (This is the “And Justice For All” Civil Rights Poster.)
- Contact your site manager if you do not receive copies of delivery paperwork (Delivery slips and Meal Production Records).
- Email site report **immediately** after last service of the day. (Email number of meals received and served to **reports@bachamp.org**)



# Record-Keeping Requirements

- Site Supervisors must have menus, civil rights posters, and Daily Meal Count Forms at every service.
- Records must be kept daily on the Meal Count Forms for each meal.
- All delivery receipts and Meal Production Records (MPR's) must be kept and turned into your sponsor (BAC) with the Meal Count Forms.



# Record-Keeping Requirements

- All meal count forms and delivery paperwork should be kept organized and in a safe place at the site.
- In the Houston area, a BAC courier will come by each week to pick up all of your meal program documents. Make sure to complete your documents each day and sign in case they come by when you are not there.
- Non-Houston area sites will be set up with a Fedex account, in which meal program documents will need to be sent weekly to the Houston office.



# Monitors' Responsibilities

- BAC Program Monitors will visit your site, review operations, and answer any questions you may have.
- Monitors have the responsibility to correct any non-compliance, and will provide on-site training and guidance to help you correct all non-compliance issues found.



# Monitors' Responsibilities

- When a monitor visits a site there is a general procedure they will follow. A monitor will check: posters, paperwork, serve time, components, point of service attendance recording, disposal etc.
- Monitors will complete official TDA monitor forms that measure program compliance during their visits, and will discuss completed review forms with you.



# TDA Visits

- TDA will inform you that they are there to observe the meal service, and must present their ID credentials upon request.
- Immediately notify BAC via phone that a visit is being conducted.
- TDA will observe the entire meal service, take notes, and offer suggestions.
- TDA will look for the compliance issues mentioned in training, will ask how you would handle a civil rights complaint, and will take a copy of all attendance sheets at the site.



# TDA “Count Verification” Visits

- TDA will also send out “counters” to count the number of meals served at your site, possibly frequently. (Notify us immediately)
- The counters will be dressed in plain-clothes, will not identify themselves unless requested, will use hand-held counters, and then leave without speaking to you usually.
- If you are claiming to serve 100 meals each day, but a counter counts 50, it will raise a red flag.



# Final Notes

- Don't be afraid of TDA or of "Counters". Ask both to confirm the number of meals they counted to ensure there are no errors.
- All sites conducting SFSP should be done in an orderly fashion and in a disciplined manner.
- Ensure you are prepared for activates associated with the SFSP program.
- Don't forget to send in daily meal count numbers daily and immediately as this allows us to limit waste.



Q  
U  
E  
S  
T  
I  
O  
N  
S  
?

Be A Champion, Inc. is an equal opportunity provider and employer.