



# Illinois State Board of Education

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James T. Meeks  
Chairman

Tony Smith, Ph.D.  
State Superintendent of Education

May 11, 2016

Agreement No.  
34-049-0600-26

Donaldo Batiste  
Waukegan Community Unit  
School District 60  
1201 North Sheridan Road  
Waukegan, Illinois 60085-2081


Dear Dr. Donaldo:

Enclosed is the report of the School Nutrition Programs administrative review and complaint investigation conducted on December 7 through 11 and 14, 2015 and February 26, 2016. The report identifies the problems cited during the review and investigation and the corrective action recommended.

***A corrective action plan to the review report and complaint investigation must be received in our office by June 10, 2016.*** This response must detail the specific actions taken to correct any problems cited and must be signed by the appropriate school official.

Technical assistance materials and/or training opportunities may be available to assist in correcting problems identified in the review. The cooperation of personnel during this visit was appreciated. If you have questions regarding your review, please contact Kathryn Dundon at kdundon @isbe.net. For all other program questions, please contact the office at 800/545-7892.

Sincerely,

  
Mark R. Haller, SNS  
Division Administrator  
Nutrition and Wellness Programs

Enclosure

cc: File

## **SCHOOL NUTRITION PROGRAMS**

### **ADMINISTRATIVE REVIEW AND COMPLAINT INVESTIGATION REPORT**

This report summarizes the results of the administrative review and complaint investigation of the School Nutrition Programs sponsored by Waukegan Community Unit School District, Agreement #34-049-0600-26, conducted on December 7 through 11 and 14, 2015 and February 26, 2016, by Kathryn Dundon and Jeanette Andrews, Principal Consultants.

The results of the review were discussed at an exit conference on December 14, 2015, with the following:

- Donaldo Batiste, Superintendent of Schools
- Mary L. Lamping, Deputy Superintendent of Schools
- Thomas A. Morris, General Counsel
- Alicia Williams, Manager of Transportation and Child Nutrition
- Dep Phelps, Technical Support Specialist
- Rita Reyes, Child Nutrition Specialist
- David Tylavsky, District Manager, Preferred Meals Systems
- Mary McInerney Area Manager Preferred Meals Systems
- Jamie Schumann, General Manager, Aramark
- Stephanie Romic, District Manager, Aramark

The following schools were visited during this review:

- Robert Abbott Middles School
- Andrew Cooke Magnet School
- Hyde Park Elementary School
- Whittier Elementary School

The purpose of the review was to monitor the school food authority's compliance with the federal and state program regulations and to investigate complaints received by our office. The following areas of program compliance were evaluated:

- Community Eligibility Option
- Meal Counting and Claiming
- Meal Components and Quantities
- Offer Versus Serve
- Dietary Specifications and Nutrient Analysis
- Civil Rights
- On-Site Monitoring
- Local School Wellness Policy
- Smart Snacks
- Professional Standards
- Water
- Food Safety
- Reporting and Recordkeeping

- Outreach
- Afterschool Snack
- Fresh Fruit and Vegetable Program

The following complaints were substantiated during the investigation and have been cited in the review report:

- Teachers and food service staff at Robert Abbott Middle School were not adequately trained to operate breakfast in the classroom.
- Teachers at Robert Abbott Middle School were taking inadequate breakfast meal counts in the classroom.
- Food service staff at Robert Abbott Middle School was inadequately counting and claiming breakfast meals.
- Two different varieties of milk were not offered at breakfast at Robert Abbott Middle School.
- HACCP Standard Operating Procedures were not available for meals transported in a non-refrigerated truck. Additionally, there were no transportation, time or temperature logs for the transported meals.

During the review, technical assistance was provided in the following areas:

- Community Eligibility Option
- Meal Counting and Claiming (Breakfast-in-the-Classroom)
- Meal Components and Quantities
- Offer Versus Serve
- On-Site Monitoring
- Local School Wellness Policy
- Smart Snacks
- Professional Standards
- Food Safety
- Reporting and Recordkeeping
- Afterschool Snack

Problems cited may require a joint corrective action effort between the sponsor and the contractor of the meals. The sponsor must establish the necessary procedures to ensure that the contractor works cooperatively to develop corrective action for those specific problems.

As a result of the review and complaint investigation, the following problems were identified. All other areas were found to be in compliance with program requirements.

### **SFA's Contracting with FSMC's**

The commodity credit received for the previous school year from the food service management company was compared to the value of the USDA foods made available to the food service management company; however, the usage of all federally donated foods were not credited to the school food authority. All federally donated foods made available to the food service management company must accrue only to the benefit of the school food authority nonprofit food service. When contracting with a food service management company, the commodity usage must be reconciled annually to ensure all federally donated foods are credited to the school food authority nonprofit food service account.

An advisory board for menu planning has not been established. The LEA must ensure an advisory board consisting parents, teachers, and students are created for the purpose of menu planning.

### **Civil Rights**

Civil rights training was not conducted for all frontline staff (teachers at Robert Abbott Middle School who were involved with the breakfast in the classroom program). Annual civil rights training is required for frontline staff and supervisors who interact with program participants. A copy of the Summary of Civil Rights Requirements is available on the Nutrition and Wellness Programs website.

### **Local School Wellness Policy**

The local wellness policy was not evaluated on a periodic basis. A plan must be established to evaluate the policy periodically to ensure each school is meeting the local wellness policy.

## **Food Safety**

Standard operating procedures (SOP) have not been documented. The following problems were identified:

- A SOP was not available for tracking and monitoring the pick-up and storage of food from the elementary schools.
- The food service management company picks up food from the elementary schools in non-refrigerated trucks.
- The elementary schools use a subcontracted vendor to provide their meals. This vendor has internal HACCP SOPs; however, it is unclear whether these SOPs were followed by the food service management company since there was no tracking log of the time, temperature, and location of the pick-ups.
- An SOP for Breakfast in the Classroom was not available.

The food service management company must develop and implement HACCP SOPs which outline and document the pick-up and usage of these meals, including usage time, temperature and location. These SOPs must take into consideration the internal HACCP SOPs of the subcontracted vendor. In addition an SOP for Breakfast in the Classroom must be developed.

## **Andrew Cooke Magnet Elementary School**

As a result of the review at Andrew Cooke Magnet Elementary School on December 9, 2015, the following problems were identified. All other areas were found to be in compliance.

### **Meal Components and Quantities – Day of On-Site Observation**

One lunch observed did not contain all required components. All meals must contain the required number of components. A reimbursable lunch must contain a meat/meat alternate, a fruit, a vegetable, a grain/bread, and milk in the required serving sizes. In addition, students unable to consume cow's milk must be served a milk substitution nutritionally equivalent to cow's milk.

At lunch, the portion sizes did not appear to be adequate. The portion size of the meat/meat alternate and the grain/bread did not appear to meet meal pattern requirements. The minimum serving size of the meat/meat alternate and the grain/bread must be a one ounce equivalent for grades K-8. In addition, appropriate documentation must be available to validate the contributions of the food items to the meal pattern requirements.

## **Meal Components and Quantities – Selected Week of Review (November 16-20, 2015)**

Nutrition documentation was not available for some of the special lunch menu items reviewed and because of this the contributions of the food items to the meal pattern requirements could not be validated for the following items:

- Amy's Mac and Cheese
- Amy's Burritos
- Ian's Popcorn Corn Dogs

Lunch menus must offer the following components on a daily basis: meat/meat alternate; grain/bread; vegetable; fruit; and milk. In addition, appropriate documentation such as Child Nutrition (CN) labels and/or Product Formulation Statements (PFS) must be available to validate the contributions of the food items to the meal pattern requirements.

The planned menu was not followed for the selected week of review for lunch and the substitutions made were not acceptable. The minimum vegetable serving size was not offered on November 16, 2015. A minimum of  $\frac{3}{4}$  cup vegetable must be offered on a daily basis for grades K-8. In addition, when changes occur to the planned menu, the substitutions must be equivalent substitutions to ensure compliance with the daily and weekly meal pattern requirements.

### **Production Records**

Production records did not contain the required information for the selected week of review. The following problems were identified:

- The type of milk offered was not always listed.
- Portion sizes were not always recorded or recorded accurately.

Production records must accurately reflect the specific foods/condiments used, recipe or product name, grade groups, portion sizes, student and total projected servings, amount of food used, and the number of leftovers.

## **Robert Abbott Middle School**

As a result of the review at Robert Abbott on December 10, 2015, the following problems were identified. All other areas were found to be in compliance.

### **Meal Counting and Claiming**

The breakfast program and procedures were reviewed and the following problems were identified:

- The site did not utilize an acceptable meal counting system on the day of the on-site observation. Meal counts were inaccurate because teachers were not counting at the point of service and did not complete the Daily Meal Count Form correctly or sometimes at all. All meal counts must be taken on a daily basis, at the point of service, which is where a determination can accurately be made that a free, reduced-price, or paid meal has been served to an eligible child. Additionally, training is needed for all breakfast staff on meal counting procedures.
- On the day of the on-site observation breakfast counts by category were not correctly combined and recorded, because mathematical errors occurred. Daily meal counts must be accurately combined by category and recorded each day.
- The breakfast counts by category were not correctly used in the November 2015 Claim for Reimbursement because daily meal count forms did not equal the claim for reimbursement submitted. Meal counts by category must be accurately reported on each claim for reimbursement. Additionally, training is needed for all breakfast staff on meal counting procedures.
- Based on the issues found during the review of Breakfast in the Classroom, a breakfast recalculation was conducted. Fiscal action for the recalculation was not required since it was determined that an overclaim of meals did not occur.

### **Meal Components and Quantities – Day of On-Site Observation**

At lunch, portion sizes did not appear to be adequate. The portion size of the tortilla chips offered with the Nacho salad did not appear to meet meal pattern requirements. The minimum serving size of the grain/bread must be one ounce equivalent. In addition, appropriate documentation must be available to validate the contributions of the food items to the meal pattern requirements.

At breakfast, the site did not offer two fat-free (unflavored or flavored) or a low-fat (1% milk fat or less) unflavored and a fat-free milk (unflavored or flavored). Students must be offered the appropriate milk choices.

The planned lunch menu was not followed on the day of the on-site observation and the substitutions made were not acceptable. A Nacho salad was substituted for the planned salad. The planned salad provided two ounces grain/bread equivalent; however, the Nacho salad provided less than one ounce grain/bread equivalent. When changes occur to the planned menu, the substitutions must be like substitutions and continue to ensure compliance with the daily and weekly meal pattern requirements.

Signage was not posted to explain a reimbursable meal at breakfast. When menu choices can be made adequate signage must be posted to explain what constitutes a reimbursable meal.

### **Meal Components and Quantities – Selected Week of Review** **(November 16-20, 2015)**

At breakfast, the site did not offer two fat-free (unflavored or flavored) or a low-fat (1% milk fat or less) unflavored and a fat-free milk (unflavored or flavored). Students must be offered the appropriate milk choices.

The planned menu for breakfast and lunch was not followed for the selected week of review and the substitutions made were not acceptable. The following describes the deficiencies identified:

- The minimum fruit serving size was not offered at breakfast on November 16, 18 and 19, 2015. A minimum of one cup fruit must be offered on a daily basis for grades K-12.
- The minimum grain/bread serving size was not offered at breakfast on November 20, 2015. A minimum of one ounce grain/bread equivalent serving must be offered on a daily basis for grades K-8.
- The minimum vegetable serving size was not offered at lunch on November 18, 2015. A minimum of  $\frac{3}{4}$  cup vegetable must be offered on a daily basis for grades K-8.

In addition, when changes occur to the planned menu, the substitutions must be like substitutions to ensure compliance with the daily and weekly meal pattern requirements.



### **Production Records**

Production records for the day of the on-site observation did not contain the required information. The following problems were identified:

- Substitutions, additions, and leftovers served were not recorded.
- Portion sizes were not recorded or were not recorded accurately.

Production records must accurately reflect the specific foods/condiments used, recipe or product name, grade groups, portion sizes, student and total projected servings, amount of food used, and the number of leftovers.

Production records for the selected week of review did not contain the required information. The following problems were identified:

- Product information (at breakfast and lunch) was not the same as what was used.
- Portion sizes (at breakfast and lunch) were not the same as what was used.
- Portion sizes were not recorded or not recorded accurately.
- Substitutions used were not accurate.

Production records must accurately reflect the specific foods/condiments used, recipe or product name, grade groups, portion sizes, student and total projected servings, amount of food used, and the number of leftovers.

### **Offer Versus Serve**

Classroom staff was not adequately trained on Offer vs. Serve at breakfast. Classroom staff must be trained on Offer vs. Serve requirements for breakfast.

### **Food Safety**

A copy of the most recent health inspection was not posted. The site must post a copy of the most recent health inspection in a prominent viewing area.

## **Hyde Park Elementary School**

As a result of the review at Hyde Park Elementary School on December 10, 2015, the following problems were identified. All other areas were found to be in compliance.

### **Meal Components and Quantities – Day of On-Site Observation**

Two breakfasts observed did not contain all required components. All meals must contain the required number of components. A reimbursable breakfast must contain a fruit, a grain/bread, and milk in the required serving sizes. In addition, when "Offer versus Serve" is implemented, children must take at least three of the four food items including a minimum of  $\frac{1}{2}$  cup fruit or vegetable.

Four lunches observed did not contain all required components. All meals must contain the required number of components. A reimbursable lunch must contain a meat/meat alternate, a fruit, a vegetable, a grain/bread, and milk in the required serving sizes. In addition, when participating in "Offer versus Serve", children must take at least three of the five components including a minimum of  $\frac{1}{2}$  cup fruit or vegetable.

At lunch portion sizes did not appear to be adequate. The portion size of the vegetable did not appear to meet meal pattern requirements because the site ran out of part of the vegetable component (cucumbers  $\frac{1}{4}$  cup) and did not replenish the vegetable until after eighteen students had gone through the line. The minimum serving size of the vegetable must be  $\frac{3}{4}$  cup daily for grades K-8.

Signage was not posted to explain a reimbursable meal at breakfast. When menu choices can be made adequate signage must be posted to explain what constitutes a reimbursable meal.

### **Meal Components and Quantities – Selected Week of Review (November 16-20, 2015)**

At breakfast, the site did not offer two fat-free (unflavored or flavored) or a low-fat (1% milk fat or less) unflavored and a fat-free milk (unflavored or flavored). Students must be offered the appropriate milk choices.

### **Offer Versus Serve**

Cafeteria staff was not trained on Offer vs. Serve. Cafeteria staff must be trained on Offer vs. Serve requirements for lunch.

Signage was not posted at breakfast to explain a reimbursable meal under Offer vs. Serve. When implementing Offer vs. Serve, adequate signage must be posted to explain what constitutes a reimbursable meal.

## **Whittier Elementary School**

As a result of the review at Whittier Elementary School on December 9, 2015, the following problems were identified. All other areas were found to be in compliance.

### **Meal Components and Quantities – Day of On-Site Observation**

At lunch, portion sizes did not appear to be adequate. The portion size of the vegetables offered did not appear to meet meal pattern requirements. The minimum serving size of the vegetable must be  $\frac{3}{4}$  cup daily for grades K-8.

### **Production Records**

Production records did not contain the required information for the selected week of review. The following problems were identified:

- The different types of milk served were not recorded.
- Portion sizes were not always recorded.

Production records must accurately reflect the specific foods/condiments used, recipe or product name, grade groups, portion sizes, student and total projected servings, amount of food used, and the number of leftovers.

### **Food Safety**

A copy of the most recent health inspection was not posted. The site must post a copy of the most recent health inspection in a prominent viewing area.

### **After School Snacks**

An on-site review was not conducted during the first four weeks of operation for Whittier Elementary School. The local education agency is required to conduct two on-site reviews for each site on an annual basis. The first review must be conducted within the first four weeks of operation. An additional review must be conducted within the school year.

### **Fiscal Action**

As a result of the problems cited, an overclaim for December 2015 has been identified for the following program:

- National School Lunch Program - \$15.75

Federal regulations allow this office to waive overclaims less than \$600.00; therefore, the National School Lunch Program overclaim will not be assessed. However, if you participate in the Seamless Summer Option (SSO) and an overclaim is identified with a future SSO Claim for Reimbursement, the overclaim amount will be added to the above assessment and a new fiscal adjustment amount will be calculated. If the new assessment exceeds the \$600.00 threshold, fiscal action will be required.