



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES**

CITIZENS PLAZA BUILDING
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BILL HASLAM
GOVERNOR

DANIELLE W. BARNES
COMMISSIONER

Certified Mail - Return Receipt # 7017066000035706798

September 7, 2018

Tykesse Patterson, Executive Director
UniverCity Family Community Development Corporation
1540 Ontario Avenue
Memphis, Tennessee 38127-8522

Dear Ms. Patterson,

The Department of Human Services (DHS) – Division of Audit Services staff conducted an unannounced on-site review of the Summer Food Services Program (SFSP) at UniverCity Family Community Development Corporation (Sponsor), Application Agreement Number 00668, on July 26, 2018. The purpose of this review was to determine if the Sponsor complied with *Title 7 of the Code of Federal Regulations (CFR)* applicable parts, applicable agreement, and applicable Federal and State regulations

Based on our review of the Sponsor's records and information provided, the Sponsor had four feeding sites operating during the review period. Memphis Frayser Library (**Memphis Frayser Library**) and Memphis Hollywood Library (**Memphis Library**) sites were selected as sample for our review.

Background

SFSP Sponsors utilize meal count sheets to record the number of breakfast, lunch, supper, and supplement meals served. Meals served by participating Sponsors must meet the minimum guidelines set by the United States Department of Agriculture (USDA) and DHS to be eligible for reimbursement. The SFSP Sponsor reports the number of meals served through the DHS Tennessee Information Payment System (TIPS) to seek reimbursement. We inspected meal counts sheets for our test period and reconciled the meals claimed to the meals reported as served for each meal service. We also assessed compliance with civil rights requirements. In addition, we observed meal services during our site visits throughout the review period.

Based on the monitoring review, the Department has determined that UniverCity Family Community Development Corporation is seriously deficient in its operation of the SFSP. In addition, the Department has identified Tykesse Patterson, Executive Director as responsible for the serious deficiencies in light of

her responsibility for the overall management of UniverCity Family Community Development Corporation's SFSP.

If UniverCity Family Community Development Corporation does not fully and permanently correct all of the serious deficiencies and submit documentation of the corrective action by the due date, the Department will:

- Propose to terminate UniverCity Family Community Development Corporation's, agreement to participate in the SFSP.

The authorization for this action is found in Paragraph 2.m. of your SFSP Provider Agreement and in the SFSP regulations at 7 C.F.R. § 225.11(c). You may not appeal a finding of serious deficiency.

SERIOUS DEFICIENCIES AND REQUIRED CORRECTIVE ACTION

The following paragraphs detail each serious deficiency and the corrective action required.

Our review of the Sponsor's records for June 2018 disclosed the following:

1. The Sponsor reported the number of meals as served incorrectly

This is a Serious Deficiency

Condition

The claim for reimbursement summary for June 2018 reported 880 first breakfast meals, 700 AM supplements, 2,464 first lunch meals and 49 allowable second lunch meals, 2,459 PM supplement meals and 43 allowable second PM supplements and 150 supper meals. However, our review of the available records reconciled 940 first breakfast meals, 700 first AM supplements meals, 2,525 first lunch meals and 50 allowable second lunch meals, 2459 PM supplements, 43 allowable second PM supplements, and 125 supper meals prior to any meal disallowances. The differences were based on the following:

Site 003 Memphis Public Library Frayser

The claim for reimbursement summary for the test month reported 302 first lunch meals and six (6) allowable second meals and 338 first PM supplements and seven (7) second PM supplement meals. However, our review of the available records reconciled 338 first lunch meals, six (6) allowable second meals and 338 first PM supplements and seven (7) allowable second meals prior to any meal disallowances. The Sponsor under reported the number of first lunch meals by 36.

Site 001 Greater Adoration International Ministries

The claim for reimbursement summary for the test month reported 180 breakfast meals, 120 lunch meals, 120 PM snack meals, and 150 supper meals. However, our review of the available records reconciled 240 breakfast meals, 145 lunch meals, 120 PM snack meals, and 125 supper meals prior to any meal disallowances. As a result the Sponsor under reported breakfast meals by 60 and lunch meals by 25 meals, and over reported supper meals by 25 meals.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.9 (d)(5) states, "... In submitting a claim for reimbursement, each sponsor shall certify that the claim is correct and that records are available to support this claim...."

Recommendation

The Sponsor should ensure that claims for reimbursement are completed based on proper supporting documents.

2. The Sponsor overstated the number of meals eligible for reimbursement

Condition

The Sponsor claimed meals as served for which the meal count sheets indicated that less meals were served. For example, On June 25, 2018, the meal count sheet showed that 23 meals marked as meals served, however, the Sponsor claimed 70 meals as served, resulted in 47 meals disallowed. Below is a summary of the overstated meals:

Site Name	First Meals Disallowed	Date of Meals Disallowed
Memphis Public Hollywood Library	9 lunch meals	06/26/18
Memphis Public Hollywood Library	1 supplement	06/29/18
Hollywood Health Loop	47 breakfast meals	06/25/18

As a result, 47 breakfast meals, 9 lunch meals, and one (1) supplement were disallowed.

Criteria

According to the USDA SFSP Administration Guide 2016 edition, pages 66 and 184, meals must be counted at the actual point of service, i.e., meals are counted as they are served, to ensure that an accurate count of meals served is obtained and reported.

According to the USDA SFSP Administrative Guide 2016 edition, pages 139 and 184, all sponsors must use daily site records in order to document the number of program meals they have served to children. The sponsor must provide all necessary record sheets to the sites. Site supervisors are then responsible for keeping the records each day. They may have their monitors pick up site reports on designated days, or the site supervisors may be asked to mail the records to the sponsor's office. When they collect the site records, sponsors should check for the site supervisor's signature.

Recommendation

The Sponsor should ensure site personnel count meals as they are served, to ensure that an accurate count of meals served is obtained and reported.

3. The Sponsor's meals served did not meet the USDA meal pattern requirements

Condition

During our observation of a lunch meal service at **Memphis Public Frayser Library** on June 15, 2018, we observed 25 meals served. The lunch meal consisted of ham and cheese on wheat bread, animal crackers, carrots, and milk. The lunch meal was missing a second fruit or vegetable.

During our observation of a lunch meal service at **Memphis Public Frayser Library** on June 22, 2018, we observed 13 lunch meals served. The lunch meal consisted of bologna and cheese on white bread, lettuce, and milk. The lunch meal was missing a second fruit or vegetable.

As a result, 38 lunch meals were disallowed.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.16 (d) states, "The meal requirements for the Program are designed to provide nutritious and well-balanced meals to each child. Sponsors shall ensure that meals meet all of the requirements."

According to 7 CFR 225.16 (d)(2) - serving Vegetables and Fruits mean that to serve 2 or more kinds of vegetable(s) and/or fruits or a combination of both. Full strength vegetable or fruit juice may be counted to meet not more than one-half of this requirement.

Recommendation

The Sponsor should ensure all site personnel is properly trained in recognizing USDA meal pattern requirements for approved meals being served at sites.

4. The Sponsor provided menus that did not meet the USDA meal requirements

This is a Serious Deficiency

Condition

A reimbursable lunch meal and supper meal consists of milk, a grain/grain alternative, a meat or meat alternate, a vegetable, and a fruit or vegetable component. A reimbursable snack meal consists of two reimbursable components of a fruit, vegetable, grain, meat/meat alternative or dairy product.

The menus had the following deficiencies:

Name of Site	Date	Missing Component	Number of meals disallowed
Memphis Public Frayser Library	6/12/18	Menu Listed: sliced turkey and American cheese WG wheat bread, celery sticks and milk lowfat Missing component: 2 nd fruit or vegetable	20 first lunch meals and five second lunch meals
Memphis Public Frayser Library	6/12/18	Menu Listed: smart popcorn and 100% fruit punch juice Missing component: 2 nd creditable component	25 first supplement meals
Memphis Public	6/12/18	Menu Listed: sliced turkey and American cheese WG wheat bread,	135 first lunch meals and 10

Hollywood Library		celery sticks and milk lowfat Missing component: 2 nd fruit or vegetable	second lunch meals
Memphis Public Hollywood Library	6/12/18	Menu Listed: smart popcorn and 100% fruit punch juice Missing component: 2 nd creditable component	125 first supplement meals
Greater Adoration International Ministries Supper	6/12/18	Menu Listed: sliced turkey and American cheese WG wheat bread, celery sticks and milk lowfat Missing component: 2 nd fruit or vegetable	25 first supper meals
Memphis Public Frayser Library	6/13/18	Menu Listed: peanut butter and jelly WG white bread, carrots and low fat white/chocolate milk Missing component: 2 nd fruit or vegetable	20 first lunch meals and five second lunch meals
Memphis Public Hollywood Library	6/13/18	Menu Listed: peanut butter and jelly WG white bread, carrots and low fat white/chocolate milk Missing component: 2 nd fruit or vegetable	135 first lunch meals and 10 second lunch meals
Greater Adoration Supper	6/13/18	Menu Listed: peanut butter and jelly WG white bread, carrots and low fat white/chocolate milk Missing component: 2 nd fruit or vegetable	25 first supper meals
Memphis Public Frayser Library	6/14/18	Menu Listed: John Morrell bologna, American cheese, WG white bread, lettuce and low fat white or chocolate Missing component: 2 nd fruit or vegetable	25 first lunch meals
Memphis Public Hollywood Library	6/14/18	Menu Listed: John Morrell bologna, American cheese, WG white bread, lettuce and low fat white or chocolate Missing component: 2 nd fruit or vegetable	135 first lunch meals and 10 second lunch meals
Greater Adoration International Ministries Supper	6/14/18	Menu Listed: John Morrell bologna, American cheese, WG white bread, lettuce and low fat white or chocolate Missing component: 2 nd fruit or vegetable	25 first supper meals
Memphis Public Hollywood Library	6/15/18	Menu Listed: Ham & American cheese, WG white bread, carrots and low fat white or chocolate Missing component: 2 nd fruit or vegetable	140 first lunch meals and five second lunch meals
Greater Adoration International Ministries	6/15/18	Menu Listed: Ham & American cheese, WG white bread, carrots and low fat white or chocolate Missing component: 2 nd fruit or	25 first supper meals

Supper		vegetable	
Memphis Public Frayser Library	6/18/18	Menu Listed: John Morrell bologna, American cheese, WG white bread, lettuce and low fat white or chocolate Missing component: 2 nd fruit or vegetable	25 first lunch meals
Memphis Public Hollywood Library	6/18/18	Menu Listed: John Morrell bologna, American cheese, WG white bread, lettuce and low fat white or chocolate Missing component: 2 nd fruit or vegetable	150 first lunch meals
Memphis Public Frayser Library	6/26/18	Menu Listed: banana and 100% fruit snack Missing component: 2 nd creditable component	22 first supplement meals and three second supplement meals
Memphis Public Hollywood Library	6/26/18	Menu Listed: banana and 100% fruit snack Missing component: 2 nd creditable component	140 first supplement meals and 10 second supplement meals
Hollywood Health Loop Snack	6/26/18	Menu Listed: banana and 100% fruit snack Missing component: 2 nd creditable component	70 first supplement meals

As a result, the cost reimbursement for 830 lunch meals, 395 supplement meals, and 100 supper meals were disallowed.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.16 (d) states, "The meal requirements for the Program are designed to provide nutritious and well-balanced meals to each child. Sponsors shall ensure that meals meet all of the requirements."

Recommendation

The Sponsor should ensure all menus for meals served meet the USDA meal pattern requirements.

5. The Sponsor did not provide a menu for June weekend meal service

Condition

The Sponsor meal counts showed weekend meal service. The menus provided by the Sponsor did not have any weekend dates listed. Site 0001 Greater Adoration International Ministries served 30 breakfast meals on June 10, 2018, and 60 breakfast meals on June 24, 2018. The site also served 25 lunch meals on June 10, 2018, 60 lunch meals on June 17, 2018, and 60 lunch meals on June 24, 2018. The site served 60 supplement meals on June 17, 2018, and 60 supplement meals on June 24, 2018.

As a result, 30 breakfast meals were disallowed. The Sponsor did not claim 60 breakfast meals for this site. As a result, 120 lunch meals and 120 supplements were disallowed.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.9 (d) (5) states, “ Claims for reimbursement shall report information in accordance with the financial management system established by the State agency, and in sufficient detail to justify the reimbursement claimed and to enable the State agency to provide the Reports of Summer Food Service Program Operations required under §225.8(b). In submitting a claim for reimbursement, each sponsor shall certify that the claim is correct and that records are available to support this claim. Failure to maintain such records may be grounds for denial of reimbursement for meals served claimed during the period covered by the records in question.”

Title 7 of the Code of Federal Regulations, Section 225.16 (d) states, “The meal requirements for the Program are designed to provide nutritious and well balanced meals to each child. Sponsors shall ensure that meals served meet all of the requirements...”

Recommendation

The Sponsor should ensure menus are maintained for the required time frame and are available for review upon request.

6. The Sponsor did not conduct monitoring as required

Condition

The Sponsor provided the first four week visit forms but the visits were not completed within the specified time frame.

- Site 0001 Greater Adoration International Ministries first day of operation was June 10, 2018. First, four week monitoring should have been completed by July 14, 2018. Sponsor did not complete monitoring until July 15, 2018.
- Site 0008 Hollywood Health Loop first day of operation was June 18, 2018. First four week monitoring should have been completed by July 16, 2018. Sponsor did not complete monitoring until July 18, 2018.
- Site 0006 Memphis Public Library Hollywood first day of operation was June 11, 2018. First four week monitoring should have been completed by July 9, 2018. Sponsor did not complete monitoring until July 13, 2018.
- Site 0003 Memphis Public Library Frayser first day of operation was June 11, 2018. First four week monitoring should have been completed by July 9, 2018. Sponsor did not complete monitoring until July 12, 2018.

Criteria

Title 7 of the Code of Federal Regulations, Section 225.15 (d) (3) states, “Sponsors shall review food service operations at each site at least once during the first four weeks of Program operations, and thereafter shall maintain a reasonable level of site monitoring, Sponsors shall complete a monitoring form developed by the State agency during the conduct of these reviews.”

Recommendation

The Sponsor should complete all visits within the timeframe specified by the USDA.

Technical Assistance Provided

During the sponsor visit, technical assistance was provided regarding point of service requirements, menu requirements, and monitoring sites within the specified timeframe.

OVERPAYMENT - RIGHT TO APPEAL

Disallowed Meals Cost

Based on our review, we determined that the Sponsor's noncompliance with the applicable Federal and State regulations that govern the SFSP resulted in a total disallowed meal cost of \$4,709.71.

The procedures for submitting an appeal regarding the amount of overpayment are enclosed. Please note that the appeal must be in writing and must be received by our Department no later than ten (10) calendar days from your receipt of this letter. 7 C.F.R. § 225.13(a). The appeal must be submitted to:

Tennessee Department of Human Services
Appeals and Hearings Division, Clerk's Office
P.O. Box 198996
Nashville, TN 37219

If the Institution decides to appeal the amount of overpayment, all appeal procedures must be followed as failure to do so may result in the denial of your request for an appeal.

SUMMARY

The Department has determined that UniverCity Family Community Development Corporation is seriously deficient in its operation of the SFSP and that identified Tykese Patterson, Executive Director is responsible for the serious deficiencies.

You may not appeal the serious deficiency determination itself. If the Department proposes to terminate UniverCity Family Community Development Corporation's SFSP agreement, you will be able to appeal those actions and you will be advised of your appeal rights and the appeal procedures at that time.

To provide for the full and permanent correction of the serious deficiencies and findings, please complete the following actions within thirty (30) days of your receipt of this notice:

1. Login to (TIPS) the Tennessee Information Payment System and submit a revised claim for June 2018.
2. Remit a check payable to the *Tennessee Department of Human Services* in the amount noted in the report for recovery of the amounts disallowed in this report. ***Please return the attached billing notice with your check;*** and
3. Complete and return the enclosed corrective action plan to address the findings of the monitoring review to:

Tennessee Department of Human Services
Allette Vayda - SFSP/SFSP Unit
Citizens Plaza - 8th Floor
400 Deaderick Street

Nashville, Tennessee 37243-1403.

If the Department does not receive the corrective action plan by the deadline date, or the Department determines that the corrective action plan does not provide for the full and permanent correction of the serious deficiencies and findings, the Department will propose to terminate the Sponsor's SFSP Provider Agreement and to disqualify you and the Sponsor from future SFSP participation by issuing a Notice of Proposed Termination.

We appreciate the assistance provided during this review. If you have any questions regarding this report, please contact Sean Baker, Audit Director 2, at 615-313-4727 or Sean.Baker@tn.gov.

Sincerely,



Allette Vayda
Director of Operations- Food Programs

Exhibits

Cc: Debra Pasta, Program Manager, Summer Food Service Program
Elke Moore, Administrative Assistant 3, Summer Food Service Program
Constance Moore, Program Specialist, Summer Food Service Program
Marty Widner, Program Specialist, Summer Food Service Program
Comptroller of the Treasury, State of Tennessee

Exhibit A

Summary of Total of Claimed and Reconciled Meals
Sponsor: UniverCity Family Development Corporation
Review Month/Year: June/2018
Claim Reimbursement Total: \$ 15,388.08

Meal Type Service	Reported on Claim	Reconciled Meals to Meal Counts Sheets¹ & Allowable 2nds to 2%
Number of Participating Sites for Breakfast	2	2
Number of Participating Sites for AM Snack	1	1
Number of Participating Sites for Lunch	3	3
Number of Participating Sites for PM Snack	3	3
Number of Participating Sites for Supper Meals	1	1
Number of 1 st Breakfast meals served	880	803 ¹
Number of 1 st AM Snack meals served	700	630 ¹
Number of 1 st Lunch meals	2,464	1,565 ¹
Number of 2 nd Lunch meals served	49	38 ¹
Number of 1 st PM Snack meals served	2,459	2,031 ¹
Number of 2 nd PM Snack meals served	43	27 ¹
Number of 1 st Supper meals served	150	25 ¹

¹Total allowable meals after any disallowance of meals as noted in all findings.

Exhibit B

Sponsor: UniverCity Family Development Corporation
Site: Memphis Public Frayser Library (Sample)
Review Month/Year: June/2018

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	15	15
Number of 1st Lunches Served	302	227
Number of 2nd Lunches Served	6	8

Number of 1st PM Snack Served	338	296
Number of 2nd PM Snack	7	13

Exhibit C

Sponsor: UniverCity Family Development Corporation
Site: Memphis Public Hollywood Library (Sample)
Review Month/Year: June/2018

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	15	15
Number of 1st Lunch meals served	2,042	1,338
Number of 2 nd Lunch meals served	41	30
Number of 1st PM Snack served	2,001	1,735
Number of 2 nd PM Snack served	24	14

Exhibit D

Sponsor: UniverCity Family Development Corporation
Site: Greater Adoration International Ministries
Review Month/Year: June/2018

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	6	6
Number of 1st Breakfasts Served	180	150
Number of 1 st Lunches Served	120	0
Number of 1 st PM Snacks Served	120	0
Number of 1st Suppers Served	150	25

Exhibit E

Sponsor: UniverCity Family Development Corporation
Site: Hollywood Health Loop
Review Month/Year: June/2018

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Total Number of Days Food Served	10	10
Number of 1st Breakfasts Served	700	653
Number of 1st AM Snacks Served	700	630



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DANIELLE W. BARNES
COMMISSIONER

September 7, 2018

Tykese Patterson, Executive Director
UniverCity Family Development Corporation
1540 Ontario Avenue
Memphis, Tennessee 38127-8522

Notice of payment due to findings disclosed in the monitoring report for Summer Food Service Program (SFSP)

Institution Name:	UniverCity Family Development Corporation
Institution Address:	1540 Ontario Avenue Memphis, Tennessee 38127-8522
Agreement Numbers:	00668
Amount Due:	\$4,709.71
Due Date:	October 8, 2018

Based on the monitoring report issued, by the Audit Services Division within the Tennessee Department of Human Services, the Community and Social Services- Food Programs- CACFP & SFSP management has agreed with the findings which require your institution to reimburse the Department of Human Services the disallowed cost noted in the report

Please remit a check or money order payable to the *Tennessee Department of Human Services* in the amount noted above by the due date to:

**Fiscal Services 11th Floor
Citizens Plaza Building
400 Deaderick Street
Nashville, Tennessee 37243-1403
Tennessee Department of Human Services**

If you have any questions regarding this notice, please feel free to contact Allette Vayda, Director of Operations at (615) 313-3769 or Allette.Vayda@tn.gov

Thank you for your attention

**CORRECTIVE ACTION PLAN
SUMMER FOOD SERVICE PROGRAM (SFSP)
TENNESSEE DEPARTMENT OF HUMAN SERVICES (TDHS)**

Instructions: Please print in ink or type the information to complete this document. Enter the date of birth for each Responsible Principal and/or Individual in Section B. Attach the additional documentation requested. Enter your Date of Birth on the first page; enter your name, title and date of signature on the last page. Sign your name in ink. **Please return ALL pages of the completed Corrective Action Plan form.**

Section A. Sponsor Information	
Name of Institution UniverCity Family Community Development Corporation	SFSP Agreement No. 00-668
Mailing Address: 1540 Ontario Ave Memphis, Tennessee 38127	
Section B. Responsible Principal(s) and/or Individual(s)	
Name and Title: Tykese Patterson, Executive Director	Date of Birth (s):
Section C. Dates of Issuance of Monitoring Report/Corrective Action Plan	
SD Report: September 7, 2018	Corrective Action Plan: September 7, 2018
Section D. Findings	
Findings:	
<ol style="list-style-type: none"> 1. The Sponsor reported the number of meals as served incorrectly 2. The Sponsor overstated the number of meals eligible for reimbursement 3. The Sponsor's meals served did not meet the USDA meal pattern requirements 4. The Sponsor provided menus that did not meet the USDA meal requirements 5. The Sponsor did not provide a menu for June weekend meal service 6. The Sponsor did not conduct monitoring as required 	

The following measures will be completed within **30 business days** of my institution's receipt of this corrective action plan:

Measure No. 1: The Sponsor reported the number of meals as served incorrectly

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 2: The Sponsor overstated the number of meals eligible for reimbursement

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 3: The Sponsor's meals served did not meet the USDA meal pattern requirements

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 4: The Sponsor provided menus that did not meet the USDA meal requirements

The finding will be fully and permanently corrected.
Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 5: The Sponsor did not provide a menu for June weekend meal service

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____

Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No. 6: The Sponsor did not conduct monitoring as required

The finding will be fully and permanently corrected.
Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

I certify by my signature below that I am authorized by the institution to sign this document. As an authorized representative of the institution, I fully understand the corrective measures identified above and agree to fully implement these measures within the required time frame.

Printed Name of Authorized Sponsor Official

Position

Signature of Authorized Sponsor Official

Date

Signature of Authorized TDHS Official

Date

SUMMER FOOD SERVICE PROGRAM SPONSOR APPEAL PROCEDURES

7 C.F.R. § 225.13 governs appeals in the Summer Food Service Program and the maximum time limit for processing appeals is nineteen (19) calendar days for the Summer Food Service Program as follows:

1. The Department shall notify the appellant (Sponsor) in writing of the grounds upon which the Department has based the action. The Department's notice of action shall be sent by certified mail, return receipt requested, and shall also state that the sponsor or food service management company has the right to appeal the Department's action.
2. Appealable actions are outlined in 7 C.F.R. § 225.13(a) and are: A denial of an application for participation; a denial of a sponsor's request for an advance payment; a denial of a sponsor's claim for reimbursement (except for late submission under 7 CFR § 225.9(d)(6)); the Department's refusal to forward to FNS an exception request by the sponsor for payment of a late claim or a request for an upward adjustment to a claim, a claim against a sponsor for remittance of a payment, the termination of the sponsor or a site, a denial of a sponsor's application for a site, a denial of a food service management company's application for a site; of a food service management company's registration, if applicable.
3. The time period allowed for filing the appeal where actions are appealable as specified in 7 C.F.R. § 225.13(a) is ten (10) calendar days from the date on which the notice of action sent by certified mail return receipt requested is received.
4. The appeal must be in writing and must conform to the requirements outlined in 7 C.F.R. § 225.13(b) (4), which are set forth in number (6) below.
5. The address to file an appeal is as follows:

**Tennessee Department of Human Services
Appeals and Hearings Division, Clerk's Office
P.O. Box 198996
Nashville, TN 37219-8996
Toll Free. (866) 757-8209
Local (615) 744-3900
Fax. (866) 355-6136
AppealsClerksOffice.DHS@tn.gov**

6. The appellant is allowed to refute the charges in the notice of action in person, or by filing written documentation with the review official. If the appeal letter does not specifically request a hearing, a review of written documentation in lieu of a hearing will occur. To be considered, written documentation must be submitted by the appellant within seven (7) calendar days of submitting the appeal. An appellant is allowed the

opportunity to review information upon which the action described in the notice of action was based.

7. If the appellant requested a hearing in the appeal letter, the appellant shall be given at least five (5) calendar days advance written notice by certified mail, return receipt requested, of the date, time, and place of hearing.
8. If the appellant requested a hearing in the appeal letter, the hearing will be conducted within fourteen (14) calendar days of the receipt of the appeal. However, the hearing will not be held before the appellant's written documentation is received where the appellant has requested to submit the written documentation. The appellant may retain legal counsel or may be represented by another person. If the appellant institution or sponsoring agency is a corporation, partnership or other legally created entity, then the sponsoring institution or agency must be represented by an attorney. Otherwise, the individual representing the agency will have limited participation in the hearing. If the appellant institution or sponsoring agency is a natural person (not a corporation, partnership or other artificial entity), he/she may retain an attorney, represent themselves or be represented by another person. Failure of the appellant's representative to appear at a scheduled hearing shall constitute the appellant's waiver of the right to a personal appearance before the review official, unless the review official agrees to reschedule the hearing. A representative of the State agency shall be allowed to attend the hearing to respond to the appellant's testimony and written information and to answer questions from the review official. The review officer shall be independent of the original decision-making process.
9. Within five (5) working days after receiving the written documentation, and where a hearing was not requested in the appeal letter, the administrative review official, based on a full review of the administrative record, will inform the appellant, by certified mail, return receipt requested, of the official's determination.
10. Within five (5) working days after the hearing has been held, when a hearing was requested in the appeal letter, the hearing official, based on a full review of the administrative record, will inform the appellant, by certified mail, return receipt requested, of the official's determination.
11. 7 CFR. § 225.13(11) requires the Program's administrative action to remain in effect during the appeal process.
12. Participating sponsors and sites may continue to operate during an appeal of a termination.
13. Reimbursement shall be paid for meals served during the appeal process if the administrative review determination overturns the Program's administrative action that was appealed.

14. If the sponsor or site has been terminated for the reason of imminent dangers to the health or welfare of children, the operation shall not be allowed to continue during the appeal process and this reason shall be specified in the notice of action.
15. The review official will make a determination based on information provided by the State agency and the appellant, and on Program regulations.
16. The determination made by the hearing official is the final administrative determination provided under 7 225.13(12), and will become the Final Order and set forth the time limits for seeking judicial review.

