



BILL HASLAM
GOVERNOR

STATE OF TENNESSEE
DEPARTMENT OF EDUCATION
NINTH FLOOR, ANDREW JOHNSON TOWER
710 JAMES ROBERTSON PARKWAY
NASHVILLE, TN 37243-0375

CANDICE MCQUEEN
COMMISSIONER

November 2, 2016

Mr. Dustin Gent, Director
Florence Crittenton Agency
Building C 1531 Dick Lonas Road
Knoxville, TN 37909-1218

Dear Mr. Gent:

Please find attached the summary review of findings from the School Nutrition Program's 2016-17 fiscal year administrative review of Florence Crittenton's National School Lunch Program and School Breakfast Program. This review was conducted the week of October 10, 2016, with the exit date of October 14, 2016. The summary includes the identified findings and the corrective actions required.

District responses and supporting documentation of corrective actions are required for all findings, and findings must be corrected district wide. The School Nutrition Program director will provide the responses to the findings via the Tennessee: Meals, Accounting, and Claiming (TMAC) system in the "Compliance" section, as discussed with the lead reviewer. Technical assistance areas do not require responses; these suggestions are only to help the system improve the program. They are also available in the "Compliance" section in TMAC.

All corrective actions for Florence Crittenton shall be documented, supported, and listed in the "Compliance" section in TMAC no later than November 30, 2016. During this timeframe, if you find errors or points of disagreement in our findings, please contact me, and I will assist you with your next course of action. If there are no errors or points of disagreement, please be mindful that refusal or failure to comply with the required corrective actions within the allotted timeframe may result in potential fiscal action.

Upon receipt of Florence Crittenton's documented corrective action, the Tennessee Department of Education will determine whether the documentation is complete and resolves the findings identified. Once the department approves the corrective actions, your district will receive a closure letter closing the review within 30 calendar days.

If you have any questions or concerns, please contact Quache Spencer or me at (800) 354-3663.

Sincerely,

A handwritten signature in cursive script that reads "Phyllis M. Hodges".

Phyllis Hodges, State Director

Florence Crittenton Agency (R260)

Review ID: 554

Exit Conference Date: 10/14/2016

Review Year: 2017

Month of Review: September

Lead Reviewer: Kristen Nauss

Area	Findings ID	Finding Description	Required Corrective Action
-------------	--------------------	----------------------------	-----------------------------------

SFA-Level Findings

800 - Civil Rights	V-0800	The non-discrimination statement is not used on program materials.	Place the non-discrimination statement on menu and daily order form.
Resource Mgt Comprehensive Review	V-RMCRF	Adult meal prices are only \$3.00, which did not meet the minimum \$3.46 for SY2015-16, which follows the formula of: free reimbursement plus commodity value.	Raise meal prices to at least the SY2016-17 price of \$3.58.
Resource Mgt Comprehensive Review	V-RMCRF	The agency is charging food costs for their dinner program to the foodservice account, though reimbursement from the National School Lunch and School Breakfast Programs cannot support these expenses.	Account for the dinner food costs separately from breakfast, lunch, and snack food costs.

Site-Level Findings: Florence Crittenton Agency (0010)

1400 - Food Safety	V-1400	While a HACCP plan is available, current staff are not utilizing the plan, evidenced by the fact that it has not been updated since 2013, SOPs are not signed off on, and terminology and sample logs are not the ones in use.	Update the current plan or create a new one.
1400 - Food Safety	V-1400	Onsite storage violations were observed. Dishwashing detergent was stored with food.	Remove detergent from storeroom and place in alternate location.
1400 - Food Safety	V-1400	Quinoa was found as product of Peru, but was not listed on the Buy American waiver.	Request a full list of Buy American exceptions from your vendor or request a domestic alternative.
1700 - Afterschool Snack	V-1700	Menus indicate non-whole grain and 0.5 oz. grain products are served.	Update snack menu to include whole grain products and a minimum of 1 oz. grain, when grain is served.
1700 - Afterschool Snack	V-1700	The afterschool snack program has not been monitored in the last year.	Monitor afterschool snack program.
300 - Meal Counting and	V-0300	Rosters were entered incorrectly into the software program and one roster	Ensure rosters are entered correctly daily and kept on file.

Claiming - Breakfast		was missing, resulting in an over claim at breakfast.	
300 - Meal Counting and Claiming - Lunch	V-0300	Rosters were entered incorrectly into the software program and one roster was missing, resulting in an over claim at lunch.	Ensure rosters are entered correctly daily and kept on file.
400 - Meal Components and Quantities - Breakfast	V-0400	Both 1% white and fat-free chocolate milk were offered for students coming through the serving line; however, only 1% white was sent for students in alternate buildings. Though it was reported that typically two flavors of milk are kept in a refrigerator in the alternate building for students to choose, this was not observed on the day of the review.	Ensure all students have the choice of two milks at breakfast and lunch.
400 - Meal Components and Quantities - Lunch	V-0400	The beans, peas, and legumes requirement was not met for the week.	Update menu to include 1/2 cup beans, peas, and legumes for the week.
400 - Meal Components and Quantities - Lunch	V-0400	The grain quantity offered was less than 2 oz. on two different days. Lasagna did not have documentation available to quantify meat/meat alternate and grain crediting. The lasagna, biscuit, and saltine crackers were not whole grain and were not on an approved waiver.	Update menu to ensure each lunch offers two grains. Procure a whole grain lasagna with child nutrition crediting information. Procure a whole grain saltine and biscuit or obtain a whole grain waiver for these products.
600 - Dietary Specifications and Nutrient Analysis	V-0600	Standardized recipes are not yet developed.	Develop recipes for any item served that is comprised of more than one ingredient.