



# ARIZONA DEPARTMENT OF EDUCATION

## Health and Nutrition Services Division

### Administrative Review Summary Report

School Food Authority Name: Intermountain Centers for Human Development

CTD: 10-21-42

Site: Intermountain Academy

Contacts: Raakel Elzy, VP of Clinical Operations

Kathleen Croswell, Office Manager

Review Date: January 29, 2025

Exit Conference Date: January 29, 2025

Review Period: December, 2024

Programs Reviewed:

National School Lunch

School Breakfast

Afterschool Snack

Fresh Fruit & Vegetable

Special Milk

At-Risk Afterschool Meals

No.	Review Observations & Findings	Technical Assistance Provided	Required Corrective Action
-----	--------------------------------	-------------------------------	----------------------------

#### Performance Standard 1: Certification and Benefit Issuance – Critical Area

No Findings.

#### Performance Standard 1: Meal Counting and Claiming – Critical Area

No Findings.

#### Performance Standard 2: Meal Components & Quantities – Critical Area

No Findings.

#### Performance Standard 2: Dietary Specifications and Nutrient Analysis – Critical Area

No Findings.

#### Meal Access & Reimbursement: Certification and Benefit Issuance

No Findings.

#### Meal Access & Reimbursement: Verification

No Findings.

#### Meal Access & Reimbursement: Meal Counting and Claiming

No Findings.

---

**Meal Pattern & Nutritional Quality: Offer Versus Serve**

---

- |  |   |   |
|--|---|---|
| 1 Cafeteria staff have not been properly trained on Offer versus Serve (OVS) meal service.   | Discussed that schools are expected to conduct training for point of service and serving line staff so they can help students select the required food components/food items in the quantities needed for reimbursable lunches and breakfasts. Additionally discussed that this could be included in the annual training requirements for program staff. Referred to USDA's Offer Versus Serve Manual located on ADE's website at <a href="https://www.azed.gov/hns/nslp">https://www.azed.gov/hns/nslp</a> under the Guidance Manuals accordion. | <i>Please provide a written description of how cafeteria staff will be trained on OVS. Additionally, the certificate of completion of Meal or No Meal AND Meal or No Meal - Breakfast Edition must be submitted.</i>  |
| 2 Signage which explains what constitutes a reimbursable meal and includes the requirement to select 1/2 cup fruit or vegetable was not displayed to students at breakfast or lunch. | Discussed the requirement for SFAs to identify, near or at the beginning of the serving line, the food items that constitute a reimbursable meal to assist students in selecting the required meal components in the appropriate quantities. Additionally discussed feasible options for signage and where to display it. Printable POS Signage can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/forms">https://www.azed.gov/hns/nslp/forms</a> under the Menu Planning accordion.   | <i>Please provide a copy of the signage that has been displayed explaining what constitutes a reimbursable meal and includes the requirement to select 1/2 cup fruit or vegetable. Additionally, please provide written assurance that this sign will be displayed for all students to see.</i> |

---

**Meal Pattern & Nutritional Quality: Meal Components and Quantities**

---

*No Findings.*

---

**Resource Management**

---

*No Findings.*

---

**General Program Compliance: Civil Rights**

---

- |   |   |   |
|---|---|---|
| 3 Program staff have not been trained on civil rights topics. | Discussed that program staff must complete annual civil rights training that includes the following topics: collection and use of data; effective public notification systems; complaint procedures; compliance review techniques; resolution of noncompliance; requirements for reasonable accommodation of persons with disabilities; requirements for language assistance; conflict resolution; and customer service. Additionally discussed that documentation of annual training must be maintained for a minimum of five years. Online Course: Civil Rights Compliance for Child Nutrition Operators can be found on ADE's website at <a href="https://www.azed.gov/hns/civilrights">https://www.azed.gov/hns/civilrights</a> . | <i>Please provide documentation to support that all program staff have completed appropriate civil rights training. Additionally, please provide written assurance that all food service staff will be trained at hire and as needed on civil rights compliance in Child Nutrition Programs on an annual basis.</i> |
|---|---|---|

---

**General Program Compliance: SFA On-Site Monitoring**

---

*Not Applicable.*

---

**General Program Compliance: Local Wellness Policy**

---

4 A Local Wellness Policy has not been developed.	Discussed preliminary planning, such as who will be named as the designated Local Wellness Policy official and how required stakeholders will be invited to participate in the process. Reviewed handouts and discussed developing a Local Wellness Policy with required elements. Local Wellness Policy resources can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/forms">https://www.azed.gov/hns/nslp/forms</a> under the Local Wellness Policy accordion. The Local Wellness Policy Final Rule: Guidance and Tools From ADE Webinar can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Online Training accordion.	<i>Please provide a written plan for development of a Local Wellness Policy. This plan must include who will be designated as the oversight official, who will be invited to participate in the development process, and the date by which the policy is expected to be completely developed and adopted. Additionally, provide written assurance that the Local Wellness Policy will be specific to your institution.</i>
---	--	--

---

**General Program Compliance: Competitive Food Services**

---

*Not Applicable.*

---

**General Program Compliance: Professional Standards**

---

5 School Nutrition Programs director have not completed annual training on Federal procurement standards.	Discussed that school nutrition program directors, management, and staff tasked with National School Lunch Program procurement responsibilities must complete annual training on Federal procurement standards annually. Additionally discussed that procurement training may count towards the professional standards training standards. Training Curriculum for Arizona Child Nutrition Professionals Operating the National School Lunch and School Breakfast Program can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Build Your Employees Training Plans accordion. Procurement Basics training can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Online Training Library accordion.	<i>Please provide the certificate of completion of Procurement Basics (or an equivalent training on Federal procurement standards) for School Nutrition Programs director. Additionally, please provide written assurance that annual training on Federal procurement standards will be completed annually.</i>
---	---	---

<p>6 Employees outside of the School Nutrition Program with responsibilities that include duties related to the operation of the School Nutrition Program have not received applicable training nor has sufficient training been planned. Specifically, 2 employees assisted with serving breakfast and lunch and counting at point of service who did not have any trainings documented as completed or planned.</p>	<p>Discussed 4 hour training requirement, employee's job duties, and applicable trainings that could be provided and feasible timeline. Training Curriculum for Arizona Child Nutrition Professionals Operating the National School Lunch and School Breakfast Program can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Build Your Employees Training Plans accordion. The Online Course: Designing Your Employee Training Plan: A Course for School Nutrition Directors can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Online Training Library accordion.</p>	<p><i>Please provide the expected date that the training requirement will be met as well as the name, date and content information of trainings that employees outside of the School Nutrition Program with responsibilities related to the operation of the School Nutrition Programs will receive. Additionally, the certificate of completion of Online Course: Designing Your Employee Training Plan: A Course for School Nutrition Directors must be provided.</i></p>
---	--	---

---

**General Program Compliance: Water**

---

*No Findings.*

---

**General Program Compliance: Food Safety, Storage and Buy American**

---

<p>7 A copy of the written food safety plan was not accessible during meal preparation and service. Specifically, the food safety plan was stored in the front office and was not easily accessible during meal preparation and service.</p>	<p>Discussed that the written food safety plan should be easily available at each food preparation and food service site and that staff should be aware of its existence.</p>	<p><i>Please provide a written description of where the food safety plan is located at Intermountain Academy. Additionally, please provide written assurance that a copy of the written food safety plan will be accessible to staff during meal preparation and service at each site.</i></p>
--	---	--

---

**General Program Compliance: Reporting and Recordkeeping**

---

<p>8 Production records for breakfast and lunch provided did not contain all required sections. Specifically, the served and leftover sections of the production records are not being completed adequately.</p>	<p>Discussed required sections of production records. Production Record Templates can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/forms">https://www.azed.gov/hns/nslp/forms</a> under the Menu Planning accordion. The Production Record Overview Recorded Webinar &amp; Webinar Slides can be found on ADE's website at <a href="https://www.azed.gov/hns/nslp/training">https://www.azed.gov/hns/nslp/training</a> under the Online Training Library accordion.</p>	<p><i>Please provide copies of completed breakfast and lunch production records for 5 consecutive days. Additionally, the certificate of completion of Production Record Overview must be provided.</i></p>
--	--	---

---

**General Program Compliance: School Breakfast Program and Summer Food Service Program Outreach**

---

*No Findings.*

---

**Other Federal Program Reviews: Afterschool Snack Program**

---

*Not Applicable.*

---

**Other Federal Program Reviews: Seamless Summer Option**

---

Will be reviewed in Summer 2025 if applicable.

---

**Other Federal Program Reviews: Fresh Fruit and Vegetable Program**

---

*Not Applicable.*

---

**Other Federal Program Reviews: Special Milk Program**

---

*Not Applicable.*

---

**Other Federal Program Reviews: At-Risk Afterschool Meals**

---

*Not Applicable.*

---

Comments/Recommendations:

The NSLP Administrative Review for school year 2024-2025 has come to an end. Thank you Intermountain Center for Human Development for participating in the National School Lunch and School Breakfast Programs. The staff were friendly and I enjoyed their interest in how the programs operate. Thank you for the hospitality and warm welcome. Keep up the great work!

**To stay on track with NSLP requirements, check out the NSLP at a Glance Calendar & Monthly Checklist on our website at <https://www.azed.gov/hns/nslp/forms> under the Calendars and Checklists tab.**

**Training: In-person classes, web-based training, and how-to guides can be found on ADE's website at <https://www.azed.gov/hns/nslp/training>.**

Fiscal Action Assessed?

<input checked="" type="checkbox"/> No- SBP	<input type="checkbox"/> Yes- SBP	\$0.00
<input checked="" type="checkbox"/> No- NSLP	<input type="checkbox"/> Yes- NSLP	\$0.00

Fiscal Action under \$600 will be disregarded.

Please submit corrective action response by **April 1, 2025** to Danielle Kirksey at [Danielle.Kirksey@azed.gov](mailto:Danielle.Kirksey@azed.gov). The response must be on organizational letterhead and signed by an authorized representative and must indicate that corrective actions will be implemented SFA-wide.

---

Reviewer Signature

Date

If you disagree with any finding that affects the claim for reimbursement, you may appeal the decision by following the [School Food Authority Appeal Procedure for the Administrative Review](#) found under the Reviews Conducted by the State Agency accordion on ADE's National School Lunch and School Breakfast Program webpage.

Tom Horne, Superintendent of Public Instruction  
1535 West Jefferson Street • Phoenix Arizona 85007 • [www.azed.gov](http://www.azed.gov)  
"We are a service organization committed to raising academic outcomes and empowering parents."

This institution is an equal opportunity provider.