



**KENTUCKY**  
DEPARTMENT OF  
**AGRICULTURE**

**JONATHAN SHELL**  
COMMISSIONER OF AGRICULTURE

# USDA-Food Distribution Program Food Service Director Instruction Manual



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### **Food Distribution Division Definitions:**

- **AMS** – Agricultural Marketing Service Responsible for Purchasing Commodities
- **Agreement** – SDA document requiring an organization to abide by USDA and regulations and policies as a prerequisite to receiving USDA food
- **Application** – Document completed by an organization desiring to receive USDA foods, which contain information necessary to determine their eligibility
- **Arrival Date** – Date of arrival of a shipment (delivery order) of USDA food arrives at a distributor's warehouse. The arrival date is furnished to the recipient agency on the Note of Arrival Form
- **Best if Used By** – Manufacturers' recommended use of product by the date for best flavor and/or quality
- **Bonus Food** – Any food not charged to entitlement; the USDA may declare the items that will be offered as bonus
- **CACFP** – Child and Adult Care Food Program
- **CAP** – Commodity Acceptability Report
- **CCFP** – Childcare Food Program
- **CFSA** – Consolidated Farm Service Agency (formerly ASCS)
- **CNL** – Child Nutrition Label
- **CNP** – Child Nutrition Program
- **Commodity** – Food purchased by the USDA that is provided to eligible recipient agencies
- **Commodity Advisory Council** – A committee of supervisory and administrative personnel elected from RAs and industry to advise SDA of ways to improve the USDA foods program
- **Commodity Code** – Code comprised of a letter and a number designating a specific food packaging size
- **Commodity Fact Sheet** – Information about a specific commodity
- **Commodity Specifications** – Identifying product characteristics
- **Consignee** – Contracted warehouse or agency to which a shipment is assigned
- **DA** – Distributing Agency – Division of Food Distribution
- **DGA** – Dietary Guidelines for Americans
- **DOD** – Department of Defense
- **D/O** – Delivery Order
- **D/O Number** – A number assigned by the State Distributing Agency to identify a specific commodity shipment
- **DSO** – Defense Subsistence Office
- **DPSC** – Defense Personal Support Center
- **Disaster Feeding** – Feeding victims of a disaster. Feeding site usually is a school or similar structure

- **Donated Food** – Same definition as commodity. Used synonymously with commodity
- **Eligible Outlet** – Organization eligible to receive USDA food
- **End-Product** – Final form of product prior to meal preparation or usage
- **Entitlement** – The total dollar amounts available for the receipt of commodities by USDA to RAs
- **Entitlement Food** – Both Group A and Group B foods having dollar value which if accepted by the recipient agency will reduce entitlement balance
- **Expiration Date** – The last day food may remain in a distributor's warehouse before a storage charge may be required by the distributor. Expiration date is furnished to the recipient agency on Notice of Arrival Form
- **EPDS** – End Product Data Sheet
- **Farm to School** - The Kentucky Department of Agriculture is committed to bringing fresh, high-quality Kentucky Proud products to Kentucky's school systems. This will enable students to grow in to strong, healthy young men and women who understand the importance of buying local while helping Kentucky farmers find new markets for their products
- **FFAVORS** – Fresh Fruits and Vegetables Order Receipt System
- **FDD** – Food Distribution Division
- **FDP** – Food Distribution Program. The program which provides surplus agricultural products for participating Recipient Agency
- **FFS** – Fee for Service
- **FNS** – Food Nutrition Service
- **FNS-57** – Over, Short, Damage Form. Sent from consignee to USDA when shipment is received over, short, or damaged
- **FAQ** – Frequently Asked Questions and Answers
- **FY** – Fiscal Year. A twelve-month period. USDA fiscal year is from October 1 until September 30
- **Fair Share Allocation** – Allocation of food based on the Recipient Agency's number of reimbursable meals served as a percentage of the total reimbursable meals of all participating agencies
- **FIFO** – First in First Out. Stock rotation by packing dates
- **Inventory** – The amount of USDA food on hand at any given time, including food in stage at the distributor's warehouse
- **Junior Chef** – The Junior Chef Competition offers students an opportunity to collaborate with chefs, school nutrition professionals, and other adult mentors to create a delicious and appealing meal that complies with the nutrition standards and requirements of the National School Lunch Program
- **KDA** – Kentucky Department of Agriculture
- **KDE** – Kentucky Department of Education
- **LFS** – Local Foods for Schools Program
- **NAC** – National Advisory Council

- **NCP** – National Commodity Processing
- **NOI** – Net-Off Invoice
- **NSLP** – National School Lunch Program
- **Out-of-Condition** - Food that has deteriorated in quality to the extent that it is unsafe for human consumption
- **PAL** – Planned Assistance Level. The calculated dollar amount in food available to the RAs based on reported reimbursable meals served during the prior year times the congressional mandated rate of assistance
- **PCIMS** – Processed Commodities Inventory Management System
- **Piggyback** – Highway trailer transported on a railroad flatcar
- **Processing Contract** – Contract between Federal, State, or RA authorizing a processor to convert USDA food into a form
- **RA** – Recipient Agency. Sometimes Referred to as a School Food Authority (SFA).
- **RCCI** – Residential Childcare Institution
- **RDA** – Recommended Dietary Allowance
- **Refund Application** – Form used by recipient agency to claim refund for value of USDA donated food use in end product from a processor
- **Federal Regulations** – Federal Regulatory Authority that governs the USDA donated food program. Title 7. CFR 250.11
- **SBP** – School Breakfast Program
- **SEPDS** – Standard End-product Data Schedule
- **SERO** – Southeast Regional Office
- **SDA** – State Distributing Agency- KY Division of Food Distribution
- **Section 6** – Section 6 of the National School Lunch Program Act as amended authorizes the purchase of food for distribution to schools and institutions participating in child nutrition programs and specifies the level of assistance which is to be provided
- **Section 32** – Section 32 of the Agricultural Act of 1935 as amended authorizes the purchase and distribution of perishable commodities in order to remove surpluses and stabilize farm prices
- **Section 416** – Section 416 of the Agricultural Act of 1949 as amended authorizes the purchase and distribution of USDA foods for the purpose of supporting farm prices
- **SFA** – School Food Authority. School District eligible and approved to participate in the National School Lunch, School Breakfast, Special Milk, and the Food Distribution Program
- **SFSP** – Summer Food Service Program
- **SMP** – Special Milk Program
- **SNDA** – School Nutrition Dietary Assessment
- **SOC** – State Option Contract
- **SY** – School Year- July 1 through June 30
- **USDA** – United States Department of Agriculture. The federal agency responsible for administering the food distribution program

- **WBSCM** – Web Based Supply Chain Management. Program that schools use to order commodities
- **WBSCM Domestic Sales Order Statuses:**
  - **Draft** - Requisition created by customer, but not submitted for approval
  - **Cancelled** - Requisition/order cancelled
  - **Ready for Approval** - Requisition created & submitted to SDA for approval
  - **Approved by SDA** - Requisition approved by Co-op
  - **Returned by SpAgency** - Order returned to State Agency by FNS
  - **Approved by SpAgency** - Order approved by FNS
  - **On Invitation** - Order that has been placed on a bid invitation
  - **Purchased** - Order that has been fully purchased
  - **Order Received** - Order that has been received

## **NATIONAL SCHOOL LUNCH PROGRAM OVERVIEW**

On June 4<sup>th</sup> 1946, Harry S. Truman signed the National School Lunch Act, that the congress had acted with great wisdom in providing the basis for strengthening the nation though better nutrition for our school children.

USDA Foods Program supports American agricultural producers though purchases of 100% American-grown and produced foods for use by Schools and Child Nutrition Programs in the National School Lunch Program (NSLP), Child and Adult Care Food Program (CACFP), and Summer Food Service Program (SFSP).

USDA Foods Program provides American grown foods that helps schools create appealing, nutritious, and cost-effective menu options.

It is up to the Food Service Director to successfully utilize what is available from the USDA Foods Program!

The Food Distribution Program (FDP) is authorized by the U.S. Congress through several pieces of legislation. The primary pieces of legislation which enables the various USDA Foods to be provided to Recipient Agencies (RAs)/ Child Nutrition Programs are:

**Group A:** Section 32 of the Agricultural Act of 1935, which authorizes the purchase and distribution of perishable commodities in order to remove surpluses and stabilize farm prices.

**Group B:** Section 6 of the National School Lunch Act (NSLA), which mandates a per-meal commodity assistance rate for schools participating in the National School Lunch Program (NSLP).

**Bonus:** Section 416 of the Agricultural Act of 1949, which authorizes the purchase and distribution of USDA Foods for the purpose of supporting farm prices.

### **A. Eligibility/ Agreements:**

- (1) Independent, public, and private schools and certain residential Childcare Institutions (RCCI) are eligible to participate in the FDP, if criteria are met. Those RAs and schools that are recognized for this overview that were eligible to participate are listed below:
  - a. School: an educational unit of high school grade or under, which operates under public or non-profit private ownership. The term high school grade or under includes classes of primary or higher grade or when they are recognized as part of the educational system in the State, regardless of whether such pre-primary classes are conducted in a school having classes of primary or higher grade. Additionally, schools must be in compliance with all Civil Rights requirements.
  - b. Residential and Childcare Institution: A 24-hour childcare institution eligible to participate in the NSLP and the USDA foods program if all program criteria are met.
- (2) Prior to an RA's approval to participate in the FDP, the RA signs an Agreement which identifies the responsibilities for a RA to receive and utilize USDA foods. The agreement



shall include, but is not limited to, the following requirements: accountability, storage, use of food and/or disposition of food, and the penalties for misuse of USDA foods.

## **What Must the District Have on File to Participate in the USDA Foods Program with the KDA?**

### **Program Administration Agreement (KY-FD-12-S)**

This Agreement states that you are willing and qualified to perform the functions necessary to participate in the USDA Foods Program with the Kentucky Department of Agriculture. The district will utilize its USDA Foods Entitlement in such that there will be no waste. The district will perform the services as described in the following areas: Use of Foods, Quantities Requested, Allocations, Facilities, Re-Donation, Improper Use/Loss/Damage of USDA Foods, Processing, Buy American, Record Keeping, Delivery & Receipt of USDA Foods, Complaints, Training Requirements, Review Requirements and Audits. Rights of Inspection & Audit, Civil Rights Compliance, Financial Management, DOD Fresh Program and Processing.

### **Food Distribution Supplement to Agreement (KY-FD-41)**

The Agreement must be completed by **June 30<sup>th</sup>** of each year to participate in the following year's USDA Foods Program. This form is also used to make any updates to New FSDs, New Superintendents, and Emergency Feeding Contacts. This is an Office Form that will be emailed to the FSD from their designated KDA Staff prior to the annual deadline.

The FSDs are responsible for requesting this form if updates need to be made outside of the annual **June 30<sup>th</sup>** update within **10 days of any changes**.

- (3) The SDA cannot distribute USDA Foods to RAs until the Kentucky Department of Education Division of Nutrition and Health Services have confirmed eligibility.

#### **B. Available USDA Foods:**

Schools are eligible for a certain dollar level of USDA Foods, referred to as PAL, also known as Planned Assistance Level, or Entitlement, based on the number of reimbursable lunches served during the prior year (July 1 through June 30) multiplied by the mandated meal rate of assistance established by the USDA. For example, 10,000 meals were served during the school year, based on .22 cents per meal entitlement would equal \$2,200.00. USDA Foods that are offered to RAs against the dollar amount of their PAL are considered entitlement foods. Other foods offered to RAs that do not reduce the PAL are considered bonus USDA Foods. All foods are offered or made available on a "use without waste" basis.

Other choices of "spending" entitlement monies on USDA Foods include processing, purchasing fresh fruits and vegetables through the Department of Defense (DOD) now known as FFAVORS, and purchasing fresh fruits and vegetables from local producers through the Farm to School Program.

## **C. PROCESSING:**

### **WHAT IS USDA FOODS FURTHER PROCESSING?**

USDA foods further processing allows SDA and recipient agencies to contract with commercial food processors to convert raw bulk USDA Foods into more convenient, ready-to-use end products. USDA foods further processing expands USDA donated food use from a limited number of commodities to a broader array of nutritionally sound, popular items, while keeping labor costs to a minimum. Processing USDA foods provides industries the opportunity to market their finished products, giving the RA the opportunity to receive a wider variety of popular table-ready end products.

### **WHAT ARE THE BENEFITS?**

By participating in USDA foods further processing, RAs find that they can stretch their entitlement dollars by ordering low-cost bulk products, eliminate backhauling charges because the USDA vendors' deliver commodities directly to processors, increase the variety of end products, reduce labor costs and cash outlays for food preparation, and reduce storage costs.

### **TWO COMMON METHODS OF PROCESSING:**

**Fee-for-Service:** This method is a net-price system since it reflects what the processor will charge, exclusive of the value of USDA food, to produce an end product containing that USDA food. End products obtained using this method are billed at a net price. The net price is determined by reducing the agreed-upon full (gross) price by an amount at least equal to the value of USDA food contained in a case of approved end-product identified in the processing agreement. The billing procedure is usually handled by the invoice showing the full price, the reduction for the value of USDA food(s), and the net price.

**Net-Off-Invoice (NOI):** The RA purchases an approved end product directly from a distributor and is billed at a net price. The net price is determined by reducing the agreed-upon full (gross) price by an amount at least equal to the value of USDA food contained in a case of approved end-product identified in the processing agreement. The invoice would show the full price, the reduction for the value of USDA donated food(s), and the net price. When purchasing food for use in food service programs, the RA must comply with all Federal, State, and Local procurement standards.

## **D. DOD FRESH PROGRAM**

The U.S. Department of Agriculture's Food and Consumer Service (USDA/FCS) and SDA, Division of Food Distribution has Successfully teamed up with the Department of Defense, Defense Logistics Agency (DLA), to deliver nutritious, high-quality fresh produce to

children participating in the National School Lunch Program (NSLP). This project supports the goals of the School Meals Initiative for Healthy Children, USDA's comprehensive iterated plan to update the nutrition standards of school meals. Improving school access to high-quality fresh fruits and vegetables that will appeal to kids is an important component of this initiative. DOD operated a nationwide system to purchase and distribute a wide variety of high-quality fresh produce to their military installations, federal prisons, and veteran's hospitals. The program has enabled schools to increase their offerings of fresh produce to children and introduce them to new fresh fruits and vegetables. Exposing children to attractive, tasty fruits and vegetables can contribute to lifelong nutritious eating habits and good health.

RAs must inform the SDA office of their intention to participate in the DOD program by completing the DOD Request Form at the beginning of each school year. To participate in the DOD program the RA must have an account in FFAVORS. To set up an account the RA must reach out to the KDA DOD coordinator. They will need to send their RA number, name, address, Email, and phone number in order to process their account. If an RA is participating in DOD Fresh program, there is a minimum delivery amount of \$150 unless there are bonus items. RA must contact a representative of KDA to set up an account in FFAVORS before ordering produce. If needed contact the helpline after the account is established at 502-348-1188.

#### **E. ALLOCATIONS AND ORDERING:**

USDA foods program allocation is a two-fold process. The PAL, or Planned Assistance Level, expected to be available is determined and provided to the RA by the SDA. Foods are made available against the dollar level established.

**Determination of Dollar Levels:** Each year USDA provides the SDA with a dollar level of entitlement. The entitlement is determined by multiplying the number of reimbursable lunches served during the prior school year (both actual and estimated) by the commodity assistance rule. Periodically, USDA adjusts the entitlement based on updated meal count data. SDA updates this information on a yearly basis. RAs are notified of their new entitlement dollars, entitlement dollars used, and remaining entitlement dollars on the WBSCM website.

**Making Food Available:** USDA foods purchased by USDA are based on a number of factors such as: marketing conditions, school preference, amounts, types, and cost of foods available.

**Ordering USDA Foods Available:** USDA informs the SDA of the actual estimated quantities of USDA foods expected to be made available, the SDA allocates the USDA Foods to the RAs, or recipient agency, on a request basis, using information from the USDA WBSCM system. When the SDA commits to accept the USDA Foods, the RAs are notified of their allocated amount via the WBSCM system. Foods are ordered for more than one delivery period when requests by RAs are sufficient to make statewide distribution. Orders

may be cancelled by USDA due to market conditions, availability, and costs. The Food Distribution Office has always recommended to RAs to order at least 5 to 10% over their assigned entitlement to ensure getting the total value of entitlement.

**Bonus Foods:** There is not a PAL to limit the quantity of the dollar value of Bonus foods a RA can receive. While not limited to a PAL, these bonus items, when available, are provided to all RAs on an “as requested” basis though WBSCM, take into consideration surveys and delivery capabilities.

## **F. FOOD DELIVERY PROCEDURES:**

The SDA contracts with commercial wholesale distributors to receive, store, and deliver USDA foods to recipient agencies. The contracted Distributors will deliver all USDA Foods for Recipient Agencies. RAs are notified of the distributor responsible for delivery of USDA Foods and delivery cost. Prior to the delivery of USDA commodities, the Distributor shall notify each RA of their system amount number and delivery schedule. The RA must notify the Distributor of the amounts and dates of delivery of USDA donated foods vis the electronic KY-FD-3 form. RAs must notify the Distributor via electronic KY-FD-3 from our electronic ordering system, at least 48 hours prior to scheduled delivery dates. Orders will designate the number of cases by item to be received by each school or other recipients. There shall be a minimum of fifteen cases per delivery (drop). In the event an RA requests delivery of less than 15 cases per drop, the contracted distributor may charge the cost of 15 case delivery (drop). Deliveries shall be made between the hours of 6:30 am and 3:30 pm unless special arrangements have been made in advance.

Deliveries shall be made Monday through Friday, except school holidays or snow closing days. In districts, especially those on alternative calendars, where there is no one on duty in the school district, the RA must notify the Distributor when schools are closed. School Food Service Managers will be requested to arrange a flexible work schedule so that a qualified receiver will be on duty the days when USDA foods are scheduled for delivery after cafeteria hours (but prior to 3:30pm).

Drivers and helpers shall deliver merchandise to designated staging areas at each RA. Recognized staging areas are inside the door of a walk-in dry storage area, freezer, or cooler. Drivers or helpers shall not be required to store merchandise on shelves nor stack foods in reach-in coolers, freezers, or other cabinets. RA shall require an authorized informed school employee to verify accuracy of items, quantities of each item, and condition of merchandise.

**THE DESIGNATED SCHOOL OFFICIAL MUST SIGN EACH DELIVERY TICKET. ANY VERIFICATION FROM THE NORM, I.E. SHORTAGES, DAMAGES, ECT., SHALL BE NOTED ON EACH TICKET BY THE DESIGNATED OFFICIAL AND INITIALED BY BOTH DISTRIBUTION AND SCHOOL OFFICIALS.**

Shortages or overages identified upon receipt of foods from a distributor are to be reported to the Distributor immediately and appropriate action taken to resolve the discrepancy.

RAs may be assessed a storage charge for each case of food remaining in storage starting day 61 through 180 this charge shall not exceed 25 percent of the stated charge per case for delivery. Such a charge may be assessed for a full month on the first day following the anniversary of the arrival date. The 25 percent charge per month may be assessed on the base charge only and not a compounded basis.

RAs will receive a letter yearly with an updated distributor contract which will include the delivery case price.

#### **G. TRAINING:**

RAs should have a continuing training program for local staff on all program and regulatory areas. Training should provide for consistent, standardized program interpretation and implementation as well as help ensure that USDA Foods are handled and utilized properly. Training can be conducted formally through workshops, newsletters, ect., and informally through technical-assistance visits, phone calls, etc. RAs should provide training based on need assessments gathered from sources such as review findings, self-monitoring evaluations, problem areas, program changes, and new policies. All training should be documented by the agenda and list of attendees at a minimum.

#### **H. REVIEW AND MONITOR:**

The KDA will review all central offices following the KDE administrative review cycle. KDA representatives will also review the same school sites as the KDE representatives. Included in the review process are the following areas: eligibility, record keeping, storage procedures and practices, allocations, and food processing.

#### **I. STORAGE:**

The storage of USDA Foods involves two major areas – storage conditions and storage practices. RA employees should familiarize themselves with State health codes that may supersede these storage guidelines.

**Storage Conditions:** Storage conditions are those factors that must be considered to prevent the premature deterioration of USDA Foods.

**Storage Practices:** Storage practices are those ongoing activities which maintain the USDA foods and storage area in good condition.

## **KDA - Division of Food Distribution Contacts**

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## Specialist Area Map





## KDA Foods Division Calendar

|                 |  |
|-----------------|--|
| <b>July</b>     | <input type="checkbox"/> 1 <sup>st</sup> – School year begins.<br><input type="checkbox"/> Confirm district information with USDA Foods Distributor (sites, contacts, etc).<br><input type="checkbox"/> Check WBSCM Requisition Status Report for snapshot of products, delivery dates, case amounts, etc.<br><input type="checkbox"/> Check diversions from WBSCM and Compare to K12 Foodservice & Processor Link and confirm vendor warehouse location is where you will be ordering products from.  |
| <b>October</b>  | <input type="checkbox"/> Farm-to-School Month<br><input type="checkbox"/> KSNA Administrators Conference<br><input type="checkbox"/> USDA updates meal counts in WBSCM   |
| <b>November</b> | <input type="checkbox"/> Complete menu formulation for next school year; begin planning which commodities you need to order.<br><input type="checkbox"/> Begin identifying commodities to divert for processing based on your menus, where applicable for the upcoming school year.  |
| <b>January</b>  | <input type="checkbox"/> Estimated Entitlement Funds for upcoming School Year will be loaded.<br><input type="checkbox"/> Decide how much to set aside for DOD Fresh.<br><input type="checkbox"/> Complete CAC Region Spreadsheet for direct delivery items and return to your CAC Region Leader.  |
| <b>February</b> | <input type="checkbox"/> CAC Leaders work with KDA Staff to combine requests for Direct Delivery items.<br><input type="checkbox"/> Complete DOD Fresh Survey. *A second survey usual opens after all catalogs close to add additional funds to DOD Fresh for the current school year.   |
| <b>March</b>    | <input type="checkbox"/> KDA will upload requested DoD funds into WBSCM for upcoming school year.<br><input type="checkbox"/> Diversions/ordering on WBSCM will begin. Notification will be provided when WBSCM product catalog is opened.   |
| <b>April</b>    | <input type="checkbox"/> Ordering and diversions due on some USDA Foods items. Notification will be provided including order due dates for specific items and categories of food.<br><input type="checkbox"/> Junior Chef Deadline to participate April 15.  |
| <b>May</b>      | <input type="checkbox"/> Ordering and diversions due on some USDA Foods items. Notification will be provided including order due dates for specific items and categories of food.<br><input type="checkbox"/> 15 <sup>th</sup> all remaining Direct Delivery cases at State Contracted warehouses will be swept to State Account and redistributed to Districts who can take immediate delivery.   |
| <b>June</b>     | <input type="checkbox"/> KSNA Managers Conference<br><input type="checkbox"/> 1 <sup>st</sup> Friday following 1 <sup>st</sup> Tuesday – Unspent DoD funds after this date will be included in the Free-for-all.<br><input type="checkbox"/> 2 <sup>nd</sup> Tuesday - DoD Free-for-all: All unspent DoD funds will be open for ordering on a first-come, first-served basis.<br><input type="checkbox"/> 30 <sup>th</sup> – All remaining Processing pounds will be swept into the State account.<br><input type="checkbox"/> Supplement to Agreement link completed by June 30. (KY-FD-41) |

## **Web-Based Supply Chain Management (WBSCM) Tutorials**

Entire Playlist:

<https://www.youtube.com/playlist?list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB>

How to order Direct Delivery in WBSCM:

<https://www.youtube.com/watch?v=LDymp3OsnIA&list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB&index=1>

How to place a Processing order in WBSCM:

<https://www.youtube.com/watch?v=IDBJ7woJmNA&list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB&index=2>

How to Check Your Entitlement Balance in WBSCM:

<https://www.youtube.com/watch?v=shKNxpnpsAg&list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB&index=3>

How to See Canceled Orders in WBSCM:

<https://www.youtube.com/watch?v=6VuGCO2kpkw&list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB&index=4>

How to Run a Detail Report in WBSCM:

<https://www.youtube.com/watch?v=yTNAkLqccSY&list=PLhKm6BV98RpFs1OHKMkg1zsIIxltRncgB&index=5>

WBSCM New User Registration:

<https://www.youtube.com/watch?v=udEOabnM9Wc>

## **Gaining Access to WBSCM**

Contact your KDA representative prior to signing up for WBSCM access.

A WBSCM account must first be created by the User Administrator or the user's organization. Once this account is created, WBSCM automatically generates a registration email that is sent to the user with steps to create a Login.gov ID, link it to the eAuthentication (eAuth) system, and register their WBSCM account. This registration email should be saved until the Login.gov ID is successfully linked to the WBSCM account(s).

### **Step 1: Create Login.gov ID and link to eAuth**

Skip to Step 2 if you are a USDA Federal Employee, Affiliate, or Contractor or if you already have an existing eAuth account to access any non-WBSCM application.

- Go to the USDA eAuthentication page (<https://www.eauth.usda.gov/eauth/b/usda/login>) select Customer, then Login.gov login option.
- Users with an existing Login.gov account sign in with their existing credentials and complete the steps to perform a one-time process to link the Login.gov ID with USDA eAuth.
- To create a new Login.gov account, choose Create an account; provide a unique email address, establish multi-factor authentication, and return to eAuth to link the new account with eAuth.
- Users who do not have an existing eAuth account, when linking Login.gov ID to eAuth, must choose Continue without linking to an existing eAuth account option.
- After Login.gov credentials are created and successfully linked to eAuth, the Account Information page displays a summary of the users Login.gov credentials with a green Linked checkmark.
- This completes Step 1. Log out and go to Step 2 to register your WBSCM account. Users with a non-WBSCM application eAuth ID have the option to migrate to new Login.gov credentials and link it to their existing eAuth ID or continue using eAuth ID.

### **Step 2: Register WBSCM Account**

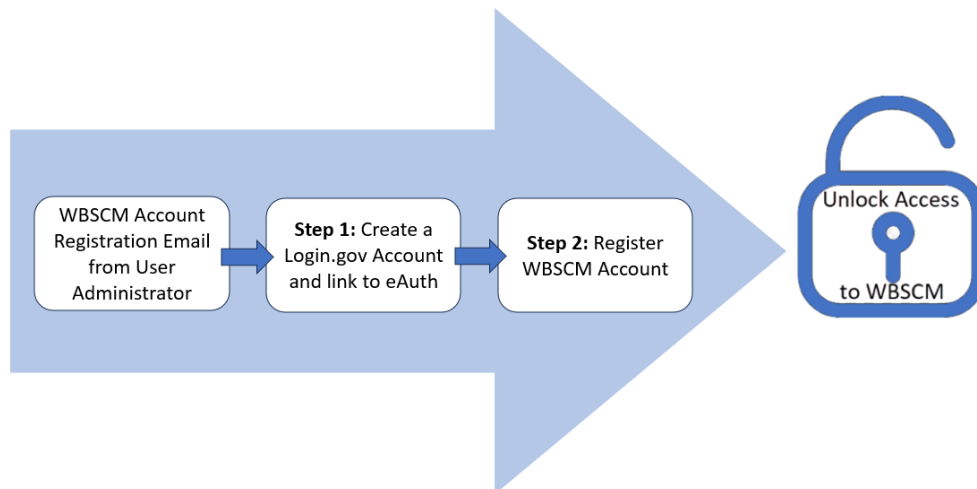
- Click the unique link in Step 2 of the WBSCM Account Registration email.
- Customers, Vendors, Business Partners: log in using newly created Login.gov ID or using the non-WBSCM application existing eAuth ID.
- USDA Federal Employees, Affiliates, Contractors: log in using PIV/ Lincpass credentials. v Accept the Rules of Behavior (ROB) and access WBSCM. Registration is complete. If the ROB is not accepted, the WBSCM account gets locked.
- An active Login.gov ID or PIV/Lincpass can be linked to more than one WBSCM account. If user has multiple WBSCM accounts, a selection screen prompts user to select the account to log into WBSCM.
- WBSCM login errors could be due to:
  - The user logged in with the wrong Login.gov ID (or eAuth ID).

- Login.gov ID is not linked to USDA eAuth.
- WBSCM account is not successfully registered.
- WBSCM ROB have not been accepted.
- There is a Last Name and Email address mismatch between the Login.gov ID (or eAuth ID) and the WBSCM account.
- The WBSCM account is locked or inactive.

### **Helpful Tips:**

- Bookmark the WBSCM website: <https://portal.wbscm.usda.gov/>
- Login.gov or PIV/Lincpass credentials must match the user's last name and email address in WBSCM in order to successfully register the WBSCM account. Additional resources on the USDA WBSCM page (<https://www.usda.gov/wbscm>)
- WBSCM New User Registration Video • Multiple WBSCM Account Registration Job Aid
- Contact your User Administrator or WBSCM Service Desk (877-WBSCM-4U) for assistance.

`1



### **Operations, Reports, and Other Tabs Missing**

1. Click on the "Admin" tab.
2. Then Click "Manage Users" in the section underneath the tab labeled "Detailed Navigation".
3. Click on the line with your name on it.
4. Click on the "Modify User" button all the way at the bottom of the "Manage Users" screen.
5. Then click on the little tab above your information that says, "Role Data".
6. Then click on one of the roles in the "Available Roles" list.
7. Click the "Add" button between the "Available Roles" and "Current Roles" list.
8. Repeat steps 6 & 7 for each role until all four are shown in the "Current Roles" list.
9. Once completed, click the "Save" button all the way at the bottom.
10. You will need to log-off WBSCM and log back in before the new tabs will appear.

## **Logging On To WBSCM**

1. Enter [eAuthentication \(usda.gov\)](http://eAuthentication.usda.gov) in the address bar of your internet browser. It should be noted that as of 6/1/2011; USDA recommends the use of Internet Explorer 7.0 for your WBSCM browser! Updates for compatibility of later IE version will be forthcoming.
2. Click “I Agree” button at the bottom of the page.
3. Enter your “User ID” and “Password” into the blank fields.
4. Click the “Login” button.

### **Checking Your Entitlement Balance in WBSCM:”**

1. Click the “Entitlement Management” folder in the “Detailed View” section.
2. Click on the “Entitlement/Bonus Summary Report”.
3. Complete the fields in the form and click the “Execute” button.
4. To print PDF output or export to Excel, you may click the corresponding buttons.

### **Seeing Allocated USDA Foods & Entitlement Drawdown:**

1. Click on the “Reports” tab at the top of the page (tab will be in blue).
2. Click the “Entitlement Management” folder in the “Detailed View” section.
3. Click on the “RA Entitlement/Bonus Detail Report”.
4. Complete the fields in the form and click the “Execute” button.
5. To print PDF output or export to Excel, you may click the corresponding buttons. NOTE: Your computer and internet browsers security settings may require you to resubmit the form to complete step 5.
6. Your Allocated USDA Foods may not be listed on one page alone. You may have to click the paging arrows at the bottom of the report page.

### **Seeing What You Requested**

1. Click on the “Reports” tab at the top of the page (tab will be in blue).
2. Click the “Requisition Status Report” link in the “Detailed View” section.
3. Complete the fields in the form and click the “Execute” button.
4. To print PDF output or export to Excel, you may click the corresponding buttons. NOTE: Your computer and internet browsers security settings may require you to resubmit the form to complete step 5.
5. Your Requested USDA Foods may not list on one page alone. You may have to click the paging arrows at the bottom of the report page.

## **WBSCM - USDA Entitlement System**

### **Determining District Entitlement Dollar Amount:**

- Operations
- Order Management
- Entitlement (located to the right)
- NSLP
- Enter "NSLP" and the program year (program year will always be the second school semester (i.e., 2017 for the 2017/2018 school year)
- This will bring you to the Entitlement amount for your school District for the selected year.
- It is recommended that you check this regularly during the February/March time frame - this amount can change periodically.
- Print the page where the Entitlement amount is displayed.

### **The Entitlement Dollars can be spent in three categories:**

1. Direct Delivery (cheese, frozen meat, canned vegetables & fruit, frozen vegetables)
2. Processing: (JTM, Giorgio...)
3. Fresh Fruits and Vegetables (FFAVORS system-part of WBSCM)

### **The following are the system navigation steps for ordering Direct Delivery and Processing in the WBSCM system:**

- Sign-in to the WBSCM system.
- Operations
- Order Management
- The fields titled "your reference" & "your description" can be left blank.
- NSLP
- Direct Delivery
- Click each direct delivery category (meat, poultry, vegetables, fruits, dairy). The word entitlement will appear under each food category. Click Entitlement" after clicking on a food category.
- Enter quantity for each item.
- It is suggested that you enter a total amount which is 105% of the original planned dollar amount.
- Place order.
- Print order.

### **Ordering Processing Diversion:**

- Sign-in to the WBSCM system.
- Operations
- Order Management

- The fields titled "your reference" & "your description" can be left blank.
- NSLP
- Processing Diversion
- Click each direct delivery category (meat, poultry, vegetables, fruits, dairy). The word entitlement will appear under each food category. Click "Entitlement" after clicking on a food category.
- Enter quantity in Pounds / NOT Dollars for each item.
- Check the boxes in the column titled "Deliver to."
- Move to cart.
- View cart (this option appears close to the top of the page -click on "view cart")
- Select processor. click drop down list in the "Deliver to" section, click on the processing company name (JTM, Tyson, ect.). For processors that have multiple locations, select the processor location that is the closest geographically to your district
- Place order.
- Print order.

**DOD Fresh - FFAVORS (Fresh Fruits and Vegetables Order Receipt System) orders:**

- Before placing the district's Direct Delivery or Processing order, you will complete a survey to determine how much entitlement will be used for DOD.
- Once the survey is completed the requested entitlement amount will be drawn from a district's entitlement balance for DOD.
- After ordering Direct Delivery and Processing Diversions, if your district still has entitlement dollars remaining, you may coordinate with the DOD Fresh coordinator to designate the remaining entitlement dollars to the Fresh Fruits and Vegetables program.



## **Ordering USDA Foods In WBSCM**

1. Click “Operations” tab.
2. Click “Order Management” under “Detailed Navigation”
3. Click the link that says "Here" in the section to the right of the web browser.
4. Set “Default” Delivery Location – Your Distributor in the drop-down list.
5. Click “Add More to Order” button.
6. Select “NSLP” under the “Product Catalog” heading.
7. Select “Direct Delivery” or “processing Diversion”.
8. Select desired commodity category, Dairy, Meat, etc. – like in ECOS!
9. Click desired commodity item, on the right-hand portion of the screen.
10. Enter desired pounds or cases to the right of the desired delivery period.
11. Click “Move to Cart”.
12. Click “View Cart”.
13. Click the “Expand Arrow” button for each item (commodity line).
14. Use the drop-down list to select the appropriate delivery location for each item.
15. Click “Add More to Order” if you wish to add to the order (repeating steps (6-11)).
16. When finished adding items, click the “Order” button to submit.
17. Confirm your order submission by clicking “OK” in the pop-up box.
18. Click “Print” button to print a copy for your files (HIGHLY RECOMMENDED).

**NOTE:** It is the recommendation of the KDA that you order Direct Delivery and Processing Diversion items separately to reduce confusion in case there is an issue with your order. It is also the recommendation of the KDA to double check that each order is correct. It is VERY difficult to correct these errors once the orders have been approved by the KDA.

## **GLOSSARY OF TERMS:**

1. Program: The area of funding USDA foods are being ordered for, always “NSLP”.
2. Program Year: The year in which the USDA foods are being ordered, is always the latter year of the school year, i.e., 2012 for the 2011-2012 SY.
3. RA Customer #: Your Districts’ identification number, also known as the Business Partner ID (BPID). Your RA number from ECOS is “NOT” the same.
4. Entitlement: The amount of money determined by the USDA and KDA that a school district is allocated to spend on USDA foods; identified as “Entitlement” in WBSCM.
5. Bonus: USDA foods that are offered to the State DAs and RAs with no drawdown of entitlement; identified as “Bonus” in WBSCM.
6. Order Type: The specified nature of an order that WBSCM is searching for, “ZDOM” is the general term in this field.
7. SDA Region Code: Refers to the region of the United States that USDA places your state distributing agency (SDA), into; Kentucky is located in region 03 in (SERO).
8. Sold-to-Party: The RA receiving the USDA food; identified as you BPID#.

9. Ship-to-Party: The destination of the USDA foods; “Direct Delivery” to distributor, and “Processing Diversions” to the processor manufacturer.
10. Region: Refers to the region of the state in which the RA is located in.
11. Requisition: A request from the RA to the SDA for a specific amount, types, and destination for USDA food.
12. Requisition Number: The number used to identify an RA’s request(s). This number is used in an organizational fashion; these numbers are given after an order is submitted by the RA; the RA should print every requisition summary and file as a backup to WBSCM.
13. Requisition Status: Identifies what part of the “Process” an RA’s request is in; “On Invitation”, “Purchased”, “Canceled”, etc.
14. Sales Order Number: Takes the place of the old DO# in ECOS. This identifies a specific shipment of USDA food; this number is also called the “ZDOM #” in some WBSCM reports. Sales order numbers always begin with 5 and will have several zeros in them, i.e., Sales Order #500001452.
15. Field: Criteria used by WBSCM to complete a request by the user. These identify specific information used to log users’ requests and reports.

## **Processing of USDA Foods**

Further processing of USDA Foods donated foods; also known as “Commodity-Donated Food Processing” is an option given by USDA for RAs to use their districts USDA entitlement dollars to purchase USDA Foods and send them to a manufacturer to turn into end products that students may find more palatable. For example, an RA may divert chicken to a company; let’s say XYZ Meats are to turn into nuggets, patties, or other product. The RA can then purchase those end products with a discount for the commodity-donated food used to make them.

Example: \$40 (normal case price) - \$20 (value of diverted commodity in that case) = \$20 (final cost to RA).

## **How Do I Process Commodities?**

1. Decide which food you would like to process (ex: 100154 beef, 100103 chicken, 110244 cheese, 110242 cheese, etc.).
2. Decide which manufacturer you would like to process that food.
3. Contact your chosen manufacturer to help determine how many pounds of that food you need to process for your menus for the school year.
4. When surveys are opened in WBSCM, log in to see which USDA Foods are available.
5. When you find the food, you wish to divert, enter an order for the number of pounds determined necessary in step 3.
6. Before submitting the order, change the delivery location of those pounds to the manufacturer you chose in step 2. If your chosen manufacturer is not found as a delivery destination in WBSCM, please contact your regional coordinator for further information.
7. Submit your order. Retain the confirmation receipt WBSCM generates. If WBSCM does not generate a confirmation receipt, you can run a requisition status report to find all your submitted orders. NOTE: Orders must be submitted prior to the “Orders Due BY” deadline found in the WBSCM product catalog.
8. Log into WBSCM after the “Orders Due By” date has passed. Run an “Entitlement/Bonus Status Detail Report” to verify that your order was received and approved by the SDA for purchase. NOTE: This information may not be updated for up to 7 calendar days following the “Order Due By” date.
9. If you wish to divert other foods, repeat steps 1-8.
10. Once your food has been diverted, contact your chosen manufacturer for further information regarding ordering end products.

### **FAQs:**

- If I diverted USDA Foods to a manufacturer, why do I still have to pay for the product? Since the products that arrive in your district are value added products, you must still pay for the overhead needed to turn that food into end products: Ingredients, labor, recipe development, etc. all contribute to that overhead.
- If I divert USDA Foods to a manufacturer and my distributor stops carrying their products, can I move my pounds to another manufacturer? Typically, no. However, other potential options can be explored, and the same end result

achieved, in some instances. This would be reviewed on a case-to-case basis. Please contact KDA for further guidance in this situation.

- If I forgot to divert USDA Foods to a manufacturer and my distributor stops carrying their products, can I move my pounds to another manufacturer? On a case-by-case basis, this can possibly be done. Sometimes, KDA purchases foods to be placed into a state account with a manufacturer. If pounds are available in the state account, some can be transferred to your district with that company. Contact KDA for further assistance.
- How do I find contact information for state approved manufacturers? You may check that information on KDA's website.
- What is the difference between NOI and Fee-for-Service? NOI is short for "Net Off Invoice". Products ordered through NOI are purchased as normal commercial products with a discount for the value of USDA Foods in the product. Fee-for-Service products are ordered as separate end products that are unique to the USDA Foods Further Processing program and are billed/priced as overhead costs only.
- Should I use NOI or Fee-for-Service? This question is generally determined by the commodity processor. Some only offer certain value pass through systems based on their business model or food processed. Ultimately, they are just different forms of the same accounting method:  $\text{total case value} - \text{USDA Foods value} = \text{final case price}$ .

### **Commodity Advisory Council Regions**

The State of Kentucky started utilizing the Commodity Advisory Council to be better about purchasing appropriate amounts of USDA Foods to build trucks and have less cancelations due to not enough product being ordered.

The state of Kentucky has been broken down into 9 regions. Each of these regions has a leader who has been asked by the KDA to assist that area with accumulating requests for direct delivery of USDA Foods.

Once all 9 Regions have a completed CAC Spreadsheet, Regional Coordinators meet to compile requests and make any necessary changes to ensure trucks can be built based on requested amounts.

If changes to requests are necessary, you will receive communication from your CAC Region Leader or KDA specialist. Please make sure that during the Spring you watch for emails from them, KDA, or your Agricultural Specialist.

Once the CAC Spreadsheet has been finalized, the Master CAC Spreadsheet will be forwarded to you to use when placing your order in WBSCM. \*It is important that you use the cases requested on the Master Spreadsheet. This will help safeguard that amounts are correct to request semis from the USDA.

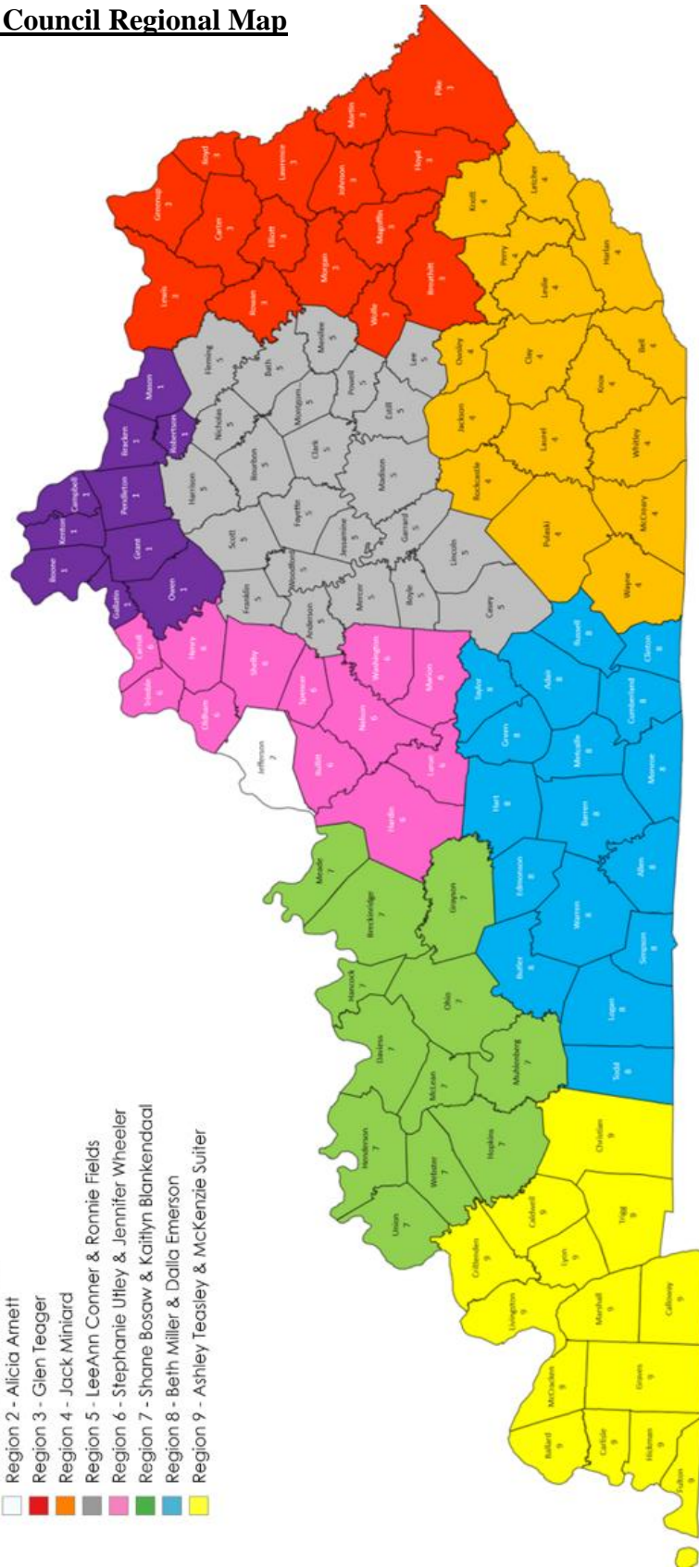
| Region | Region Contact   | District                     | Email                                | Phone Number | Cell Number  |
|--------|------------------|------------------------------|--------------------------------------|--------------|--------------|
| 1      | Stephanie Steele | Boone County Schools         | stephanie.steele@boone.kyschools.us  | 859-282-2367 | 859-962-6490 |
| 2      | Alicia Arnett    | Jefferson Co. Public Schools | alicia.arnett@jefferson.kyschools.us | 502-485-6485 | 502-773-5288 |
| 3      | Glen Teager      | Rowan County Schools         | glen.teager@rowan.kyschools.us       | 606-784-8928 |              |
| 4      | Jack Miniard     | Harlan County Schools        | jack.miniard@harlan.kyschools.us     | 606-574-5460 | 606-505-6667 |
| 5      | Lee Ann Conner   | Jessamine Co. Schools        | leeann.conner@jessamine.kyschools.us | 859-887-9274 | 859-618-5429 |
| 5      | Ronnie Fields    | Anderson County Schools      | ronnie.fields@anderson.kyschools.us  | 502-839-3406 | 502-680-0852 |

|   |                     |                            |  |              |              |
|---|---------------------|----------------------------|--|--------------|--------------|
| 6 | Stephanie Utley     | LaRue County Schools       | stephanie.utley@larue.kyschools.us         | 270-358-7116 | 270-317-3395 |
| 6 | Jennifer Wheeler    | Marion County Schools      | jennifer.wheeler@marion.kyschools.us       | 270-692-3721 | 270-692-8689 |
| 7 | Shane Bosaw         | Union County Schools       | shane.bosaw@union.kyschools.us             | 270-389-1694 | 270-952-3953 |
| 7 | Kaitlyn Blankendaal | Owensboro Public Schools   | kaitlyn.blankendaal@owensboro.kyschools.us | 270-686-1000 | 270-302-4970 |
| 8 | Beth Miller         | Metcalf County Schools     | beth.miller@metcalfe.kyschools.us          | 270-432-3171 |              |
| 8 | Dalla Emerson       | Bowling Green Ind. Schools | dalla.emerson@bgreen.kyschools.us          | 270-746-2339 | 270-792-9811 |
| 9 | Ashley Teasley      | Fulton Ind. Schools        | ashley.teasley@fulton.kyschools.us         | 270-472-1640 | 270-705-8521 |
| 9 | McKenzie Suiter     | Marshall County Schools    | mckenzie.suiter@marshall.kyschools.us      | 270-527-8628 | 270-705-7791 |

## Commodity Advisory Council Regional Map

### CAC Region Map

- Region 1 - Stephanie Steele
- Region 2 - Alicia Arnett
- Region 3 - Glen Teager
- Region 4 - Jack Miniard
- Region 5 - LeeAnn Conner & Ronnie Fields
- Region 6 - Stephanie Utley & Jennifer Wheeler
- Region 7 - Shane Bosaw & Kaitlyn Blankendaal
- Region 8 - Beth Miller & Dalia Emerson
- Region 9 - Ashley Teasley & McKenzie Sulter



## **Co-op Information and contacts**

Within the State of Kentucky, there are an array of educational cooperatives that provide support, collaboration, and expertise for the benefit of their member school districts. The cooperatives provide their members with comprehensive educational services and programs that support districts and their schools in their school improvement efforts including areas such as food distribution. Member districts also work through cooperatives to maximize their purchasing power, thereby improving their fiscal efficiency.

The cooperatives in Kentucky are listed below:

### **Central Kentucky Educational Cooperative**

David Young, Executive Director  
[david.young@ckec.org](mailto:david.young@ckec.org)

David Morris, Associate Director, Finance  
[david.morris@ckec.org](mailto:david.morris@ckec.org)

Sharon Muscarella, Administrative Assistant  
[sharon.muscarella@ckec.org](mailto:sharon.muscarella@ckec.org)

2331 Fortune Dr., Suite 110  
Lexington, KY 40509  
Phone (859) 402-8610  
Fax (859) 523-8610

Home | CKEC Central KY Educational Cooperative, Lexington, KY

### **Green River Regional Educational Cooperative**

Catie Embry, Wellness and SEL Specialist  
[Catie.embry@grrec.org](mailto:Catie.embry@grrec.org)  
(859) 576-5235

230 Technology Way  
Bowling Green, KY 42101  
Phone: (270) 563-2113  
Fax: (270) 563-2208

GRREC | Kentucky Educational Professional Development



## **Kentucky Educational Development Corporation**

Nancy Hutchinson, Executive Director  
[nancy.hutchinson@kedc.org](mailto:nancy.hutchinson@kedc.org)

Marty Flynn, SNS consultant  
[marty.flynn@kedc.org](mailto:marty.flynn@kedc.org)

904 Rose Road  
Ashland, KY 41102  
Phone Ashland (606) 928-0205  
Phone Lexington (859) 225-6411  
Fax (606) 928-3785

[Kentucky Educational Development Corporation | Home \(kedc.org\)](#)

## **Kentucky Valley Educational Cooperative**

Jerry Green, Executive Director  
[jerry.green@hazard.kyschools.us](mailto:jerry.green@hazard.kyschools.us)

Johnny Belcher, Associate Director  
[johnny.belcher@hazard.kyschools.us](mailto:johnny.belcher@hazard.kyschools.us)

Alex Smith, Assistant  
[alex@theholler.org](mailto:alex@theholler.org)

412 Roy Campbell Drive  
Hazard, KY 41701  
Phone (606) 436-3161  
Fax (606) 439-1322

[Home | Kentucky Valley Educational Cooperative](#)

## **Ohio Valley Educational Cooperative**

Jason Adkins, Director of Development  
[jadkins@ovec.org](mailto:jadkins@ovec.org)

Jennifer Goodlett, Central Office Head Start Health/Nutrition Manager  
[jgoodlett@ovec.org](mailto:jgoodlett@ovec.org)

Lorie Williams, Nutrition Analyst  
[loriwilliams@ovec.org](mailto:loriwilliams@ovec.org)  
(502) 647-3533, ext. 224

100 Alpine Drive  
Shelbyville, KY 40065  
Phone (502) 647-3533  
Fax (502) 647-3581

[Home - Ohio Valley Educational Cooperative \(ovec.org\)](http://ovec.org)

## **Southeast/South Central Education Cooperative**

L. Kay Dixon, Executive Director  
[Kay.dixon@sesccoop.org](mailto:Kay.dixon@sesccoop.org)

55 Waco Drive,  
London KY 40741  
Office (606) 657-5210

[Southeast South-Central Educational Cooperative | Home \(sesccoop.org\)](http://sesccoop.org)

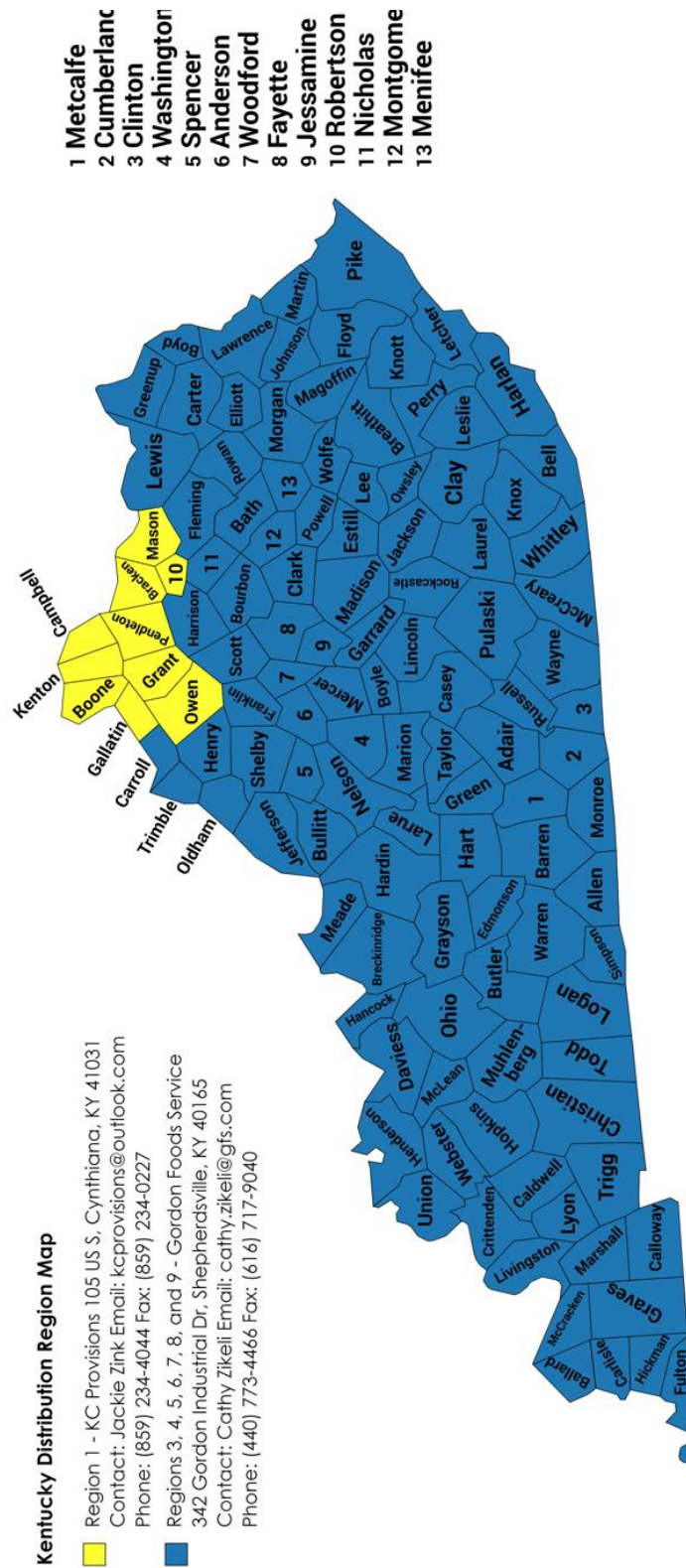
## **West Kentucky Educational Cooperative**

Shelina McClain, Graves County Schools Director of School Nutrition  
[shelina.mcclain@graves.kyschools.us](mailto:shelina.mcclain@graves.kyschools.us)

201 General Services Building  
Murray State University  
Murray, KY 42071  
Phone (270) 809-6975

[West Kentucky Educational Cooperative | Home \(wkec.org\)](http://wkec.org)

## KY Distribution Map



## **DOD Fresh Fruit and Vegetable Program Overview:**

The U.S. Department of Agriculture's Food and Consumer Service (USDA/FCS) and SDA, Division of Food Distribution has successfully teamed up with the Department of Defense, Defense Personnel Support Center (DOD/DPSC), to deliver nutritious, high-quality fresh, seasonal produce to children participating in the National School Lunch Program (NSLP). This project supports the goals of the school Meal initiative for Healthy Children, USDA's comprehensive iterated plan to update the nutrition standards of school meals. Improving school access to high-quality, fresh fruit and vegetables; that will appeal to kids is an important component of this initiative.

The program has enabled schools to increase their offerings of fresh produce to children and introduce them to new fresh fruits and vegetables. Exposing children to attractive, tasty fruits and vegetables can contribute to lifelong nutritious eating habits and good health.

RAs must inform the SDA office of their intention to participate in the DOD program by completing the DOD Request Form at the beginning of each school year. If a RA is participating in FFAVORS/DOD program, there is a minimum delivery amount of \$150 unless there are bonus items. All RAs must have an account in FFAVORS whether or not they are participating in the program to allow participation in bonus funds and “Free for All” events.

All districts should have an account set up in FFAVORS, even if they are not participating. Establishing an account will allow for participation in bonus funds and “Free for All” events.

To be added or to have a new site added please send your KDA Agricultural specialist an email with the following: District Name, POC- Point of Contact, Email, Address, Phone Number, RA Number, and if they are wanting to add an additional site, their FFAVORS County Code.

A survey to allocate Entitlement funds will be sent out in January after meal counts are in. The survey will close in late February and be uploaded into WBSCM early March before ordering begins.

## **DOD Fresh Resources:**

USDA DOD Fresh Fruits and Vegetable Program Website

<http://www.fns.usda.gov/fdd/dod-fresh-fruit-and-vegetable-program>

FFAVORS Customer Ordering Manual

[http://ffavors.fns.usda.gov/ffavors\\_web/usdaproduce/Customer%20User%20Manual.pdf](http://ffavors.fns.usda.gov/ffavors_web/usdaproduce/Customer%20User%20Manual.pdf)

**DOD Contracted Vendor Contact:**

**Creation Gardens, Inc.**

1825 Stoudt Fields Terrace

Indianapolis, IN 46241

**Sarah Re**

502-587-3440

[sre@whatschefswant.com](mailto:sre@whatschefswant.com)

**Mollie Turner**

502-272-2441

[molliet@creationgardens.com](mailto:molliet@creationgardens.com)

**Ron Turner**

502-587-2012, ext. 2100

[ront@creationgardens.com](mailto:ront@creationgardens.com)

**Defense Logistics Agency Representatives (DLA):**

**Vera Strilchuk**

410-977-0003

[Vera.strilchuk@dla.mil](mailto:Vera.strilchuk@dla.mil)

**Susan A. Gallagher**

215-737-3006

[Susana.gallagher@dla.mil](mailto:Susana.gallagher@dla.mil)

### **Accepting Deliveries from the USDA DOD Fresh Program**

1. Always have a staff person available to check in All Deliveries, even If the delivery Is during the meal service.
2. Check for quality and freshness before accepting any foods Including meats and specially produce.
3. Check the invoice closely and make certain the number of boxes and foods ordered or requested is the same.
4. Any foods found to be unacceptable, due to poor quality, wrong products ordered or requested, should be rejected and the Invoice adjusted before signing. They should be rejected with the driver.
5. Be sure that all received produce has an American Country of origin.
6. Once satisfied with the delivery inspection, store food immediately in their proper places, up off the floor and away from storage walls to allow proper ventilation. Freezers -10\* to 0\*, Coolers 35\* to 41\*, and Dry Goods 50\* to 70\*
7. All deliveries are to be made between 6:30am to 3:30pm, Monday through Friday unless special arrangements are made in advance. Have as many staff members as possible to ensure the inspection goes thoroughly and quickly.

**NOTE:** By inspecting each delivery quickly and efficiently, you will be sending a very strong message to the produce company that your school will not be accepting poor quality products and they will have to take that elsewhere.

Have your coolers, freezers, and dry storage areas organized so that staff can quickly and efficiently break down trucks and find products. Even though bins are expensive, you will save time and money purchasing them, produce will be easily Identified by staff, freshness can be monitored constantly, and they will make your produce cooler colorful and pleasing to the eye.

## **USDA Foods Program Disaster Assistance**

Disasters and Emergencies can come with little to no warning. As a Food Service Director and School District you need to be prepared when situations do occur, so you have the right tools and information to respond efficiently.

The KDA has created a Disaster Manual as a tool for RAs to better prepare their districts for these unfortunate situations. Please contact your KDA representative to request a copy of the manual or visit the KDA webpage at [www.kyagr.gov](http://www.kyagr.gov).

There are two types of Disasters: Presidential Declared Disaster and a Situation of Distress.

Presidentially Declared “Disaster” vs. “Situations of Distress”

### **“Disaster”**

*Any natural catastrophe, or regardless of cause any fire, flood, explosion, in any part of the U.S., which the President determines causes damage of sufficient magnitude and severity to warrant Federal disaster assistance.*

### **“Situation of Distress”**

*A natural catastrophe not declared by the President to be a disaster but which in the judgment of the State Distributing Agency or Food Nutrition Service (FNS) warrants the use of USDA donated foods for congregate feeding.*

During a major disaster or situation of distress, distributing agencies may provide USDA foods from program inventories for congregate feeding. Schools can also provide foods to disaster organizations to utilize for congregate feeding upon approval by the DA (example: Red Cross, FEMA, and Religious Organizations)

KDA will need to approve your districts in order to utilize these USDA Foods before congregate feeding begins. You will need to communicate with your KDA Disaster Coordinator/Disaster Team. Communication is KEY!

Each school district needs to have a Disaster Manual readily available and on hand in each school! This will consist of all the forms you will need to keep track of usage. These forms will be attached at the end of this manual along with a disaster response plan. (KY-FD-50 and KY-FD-52)

## **Tips for Recipient Agencies (RA) Planning**

- Establish a disaster response team.
- Develop a disaster and communication plan.
- Annually updated plan.
- Establish recordkeeping procedures.
- Identify and develop relationships with DA contacts and local disaster organizations.
- Become familiar with the approval process for using USDA Foods in disasters.

- Establish/maintain/update emergency contact information for all key players.
- Coordinate and communicate all necessary information with partners at your State and local government level and with non-governmental organizations.
- RAs should provide training for applicable staff on the disaster plan and USDA Foods' role.
- Compile USDA Foods inventories information



## **Complaint Procedure for USDA Foods Direct Delivery**

FNS monitors complaints about USDA Foods and coordinates the resolution of health hazards with the FNS Office of Food Safety for states, Indian Tribal Organizations (ITOs), and recipient agencies participating in any of the food distribution programs.

### Complaint Procedures for Individuals or Local Recipient Agencies

To complete a complaint please reach out to your KDA Specialist. To assist your state distributing agency (SDA) in processing the complaint more quickly, provide the following information to the SDA:

- Can and case codes.
- Description of the problem and whether anyone reported feeling sick or being injured from consuming the product.
- Date your organization received the affected USDA Foods.
- Quantity of product involved (affected),
- Quantity and physical address of product remaining and if the remaining product is affected or not.
- Sales Order Number (Example, 5008402211) and Purchase Order Number (Example, 4100028025). These numbers may be on the paperwork received with the USDA Foods shipment. If not, the SDA should be able to obtain them.
- The specific circumstances involved (for example - "I received the damaged canned products 2 months ago, but the cases were located in the middle of a pallet that could not be seen until the school opened the cases." Or "the temperature in the delivery truck was 40 degrees when the discolored frozen products were delivered.")
- Digital photographs of damaged products or foreign objects are helpful.

If you are requesting a replacement, you should retain the unopened product until further notice from the USDA Foods Complaint Specialist at FNS, so that the vendor can exercise his right to examine or retrieve the product.

### Complaint Procedures for State Distributing Agencies and Indian Tribal Organizations

The SDA will act on and file complaints in the Web-Based Supply Chain Management (WBSCM) System from eligible program recipients and recipient agencies participating in the following USDA Foods distribution programs:

- Child nutrition programs including the National School Lunch Program, Summer Food Service Program, and Child and Adult Care Food Program
- Nutrition Services Incentive Program (NSIP)
- Commodity Supplemental Food Program
- Food Distribution Program on Indian Reservations
- The Emergency Food Assistance Program

To file a complaint, the SDA/ITO must enter the information in the Web-Based Supply Chain Management (WBSCM) application. To log into WBSCM, go to <https://portal.wbscm.usda.gov>, log in and follow instructions for complaint submission. If you have forgotten your password for eAuth, go to the eAuthentication website at <https://www.eauth.usda.gov> and select the link for a forgotten password.

**NOTE** to Multi-Food Users: If you usually manage complaints for your organization and are not registered in WBSCM, contact the WBSCM Organization Administrator (Org Admin) for your organization and request that you be added as a user to complete this function in WBSCM. The Org Admin is usually the person that orders USDA Foods for your organization.

Contact the FNS Food Distribution Division USDA Foods Complaint Team

Email us at [USDAFoodsComplaints@usda.gov](mailto:USDAFoodsComplaints@usda.gov) or call us at 1-800-446-6991, Monday - Friday 6:00AM - 5:00PM Eastern Time.

## **Farm to School**

Farm-to-School is a USDA sponsored program that not only allows producers to sell directly to school systems but encourages the practice. The practice of selling directly to school districts accomplishes many goals. First, the schools and children receive fresher fruits and vegetables that are picked many times within days of delivery. The Kentucky Proud fresh fruits and vegetables are more nutritious, last longer, and have more flavor, which makes for a win-win situation for both producer and students. Meats are also a part of the Farm to School initiative and many school districts have and are raising their own beef. While price does come into the equation, we feel that the overall value of buying locally is the best way to go. Buying local puts money directly back into the local economy. In most cases the producer will end up selling more of his product to different school districts even though they start out selling to one or two districts at the start. Relationships between producers and Food Service Directors are usually a slow process, but across the state many school districts are buying more and more products as they get comfortable with this process. We feel you will find that the overall value of serving local fresh fruits, vegetables, meats, and other products offsets any procurement and cost problems you may incur. Schools can also participate in the Kentucky Proud rewards program when they buy from local producers.

Producers, for many years, have sold their product to farmers markets, local grocery stores, restaurants, and in some cases right out in front of their farm. Farm to School is another very good way for the producer to expand their market options and give them reasons to produce more. The Kentucky Department of Agriculture Farm to School Coordinator, Tina Garland, has done a very good job in growing this program and with her hands on approach will be glad to assist any district looking to start or expand their Farm to School program. She has cultivated a list of producers from across the state and will be glad to introduce you to the ones in your area. The Department of Agriculture partnered with the Department of Education to develop a Farm to School Resource Handbook. Tina also helped develop the Farm 2 School Curriculum. Both journals will help you implement and understand the intricacies of Farm to School. There are procurement regulations that must be followed but can be written so as not to be a hindrance to the process. There are over 80 producers from across the state that sell directly to schools so there is not a shortage of sellers. While we want every district to serve locally grown products, we do understand that this process is a little more difficult than picking up a catalog and placing an order, but we do know this is better for your children. October is National Farm to School Month and the Commissioner of Agriculture will designate a week in October as Farm to School Week. Please take the time to understand what Farm to School is all about and see what buying local can do for your children.



## **LFS COOPERATIVE AGREEMENT**

The Kentucky Department of Agriculture is excited to offer your school district the opportunity to participate in the \$3.2M Local Food for Schools Cooperative Agreement Program (LFS). This program allows Food Service Directors to establish new relationships with producers and/or strengthen the relationships already established within your communities. Examples of allowable food products include fruits and vegetables (including 100% juices); grain products such as pasta and rice; meats (whole, pieces, or food items such as ground meats); meat alternates such as beans or legumes, and fluid milk and other dairy foods such as cheese and yogurt. Foods in a wide variety of minimal processing states (e.g., whole, cut, pureed, etc.) and/or forms (e.g., fresh, frozen, canned, dried, etc.) are also allowable. KDA has allocated individual school LFS funds based on a calculation of meal count numbers per district.

### **Farm to School and LFS Contacts:**

#### **Tina Garland**

Branch Manager, SFMP, Farm to School Program

Office: (502) 782-9212

Cell: (502) 382-7505

Email: [Tina.Garland@ky.gov](mailto:Tina.Garland@ky.gov)

#### **Kacy Hillard**

Local Foods for Schools Grants Administrator  
& Patrick Leahy Program Grant Manager

Office: (502) 782-9224

Cell: (502) 352-3706

Email: [Kacy.McLean@ky.gov](mailto:Kacy.McLean@ky.gov)

## **Junior Chef Program**

A spin-off of Farm to School is the Junior Chef Program. The Junior Chef Program is a statewide competition created to teach students about using Kentucky Proud local fresh fruits, vegetables, and meats in the development of recipes that can be used in school lunchrooms. These recipes must meet USDA National School Lunchroom Guidelines for calories, saturated fat, and sodium, as well as the minimum amounts of protein, grain, and fruit/veg needed to be considered a reimbursable meal according to the USDA. This competition teaches 8<sup>th</sup>-12<sup>th</sup> grade students proper cooking skills, encourages them to make healthy food choices and gives them a better understanding of where their food comes from. Partnering with KDA is Sullivan University and John Wiley Books. Sullivan University has not only supplied judges for competition but has also hosted the Southeastern United States Competition. Sullivan so graciously donated over \$70,000 in scholarships while John Wiley Books is giving cash awards and free books to the winners. Commissioner Comer deemed the Junior Chef program one of the great successes of the State Fair for 2013. This annual competition is open to all students (8<sup>th</sup>-12<sup>th</sup> grades) throughout the Commonwealth. Teams are determined by district and regional competitions throughout the spring. The teams with the top 16 scores from across the state will go on to the State finals which are held in August at the Kentucky State Fair. Last year this nine-day competition crowned Henderson as its champion. Students from all over the state competed in this event and many great recipes have been developed. If you like to cook, or have a student who does, start your team today! For details, please see the Jr Chef website via KDA, or reach out to Chef Rebecca: [Rebecca.Shepherd-Smith@ky.gov](mailto:Rebecca.Shepherd-Smith@ky.gov).

## **Junior Chef Contacts:**

### **Tina Garland**

Branch Manager, SFMP, Farm to School Program  
Office: (502) 782-9212  
Cell: (502) 382-7505  
Email: [Tina.Garland@ky.gov](mailto:Tina.Garland@ky.gov)

### **Rebecca Shepherd-Smith**

Food Operations Manager II  
Chefs in Schools & Junior Chef Manager  
Office: (502) 782-9224  
Cell: (502) 352-3706  
Email: [Rebecca.Shepherd-Smith@ky.gov](mailto:Rebecca.Shepherd-Smith@ky.gov)

### **Shannon Stevens**

Food Operations Manager II  
Chefs in Schools & Junior Chef Manager  
Cell: (502) 871-2995  
Email: [Shannon.stevens@ky.gov](mailto:Shannon.stevens@ky.gov)



### **Chefs in Schools Cooperative**

Under the Chefs in Schools Collaborative, professional chefs will educate school food service personnel on how to incorporate fresh local foods in their menus through recipe and menu development, knife skills and proper handling of fresh local foods, as well as conducting taste testing of new menu items with students and staff. Introducing new fresh local products will also open doors to introducing local farmers to students, to help students understand where their food comes from and support local growers as part of rural economic development.



### **What does this mean for Food Service Directors?**

Chefs will observe your staff to determine what is needed and develop training based on these needs. Training will take place on \_\_\_\_\_ site and will include in-person training to get started, further assistance through Teams to keep everyone on track, and continuing education once your teams have the basics.

The Chefs in Schools Collaborative will educate School Food Service personnel on:

- Knife Skills
- Kitchen Safety and Sanitation
- Recipe and Menu development per USDA guidelines for schools
- Equipment use and maintenance.
- Proper handling of fresh local foods
- Taste-testing with Students and Staff
- Presentation
- Trainings for staff

*“School food service workers want to serve healthy, delicious meals to Kentucky children, and these projects will help them do that,”* Commissioner of Agriculture Ryan Quarles said. *“These investments will help the next generation of Kentuckians grow up healthy and strong, and they also will teach them to value farmers and local food systems as a way of life.”*

The program aims to reach all Kentucky schools participating in the National School Lunch Program, increase support of the Farm to School movement, and reduce hunger in Kentucky.

Funding for the Chefs in Schools program is provided by the U.S. Department of Agriculture’s Food and Nutrition Service and Kentucky Department of Education School and Community Nutrition.

For more information on Chefs in Schools please contact:

**Tina Garland**

Branch Manager, SFMP, Farm to School Program

Office: (502) 782-9212

Cell: (502) 382-7505

Email: [Tina.Garland@ky.gov](mailto:Tina.Garland@ky.gov)

**Rebecca Shepherd-Smith**

Food Operations Manager II

Chefs in Schools & Junior Chef Manager

Office: (502) 782-9224

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Email: [Rebecca.Sheperd-Smith@ky.gov](mailto:Rebecca.Sheperd-Smith@ky.gov)

**Shannon Stevens**

Food Operations Manager II

Chefs in Schools & Junior Chef Manager

Cell: (502) 871-2995

Email: [Shannon.stevens@ky.gov](mailto:Shannon.stevens@ky.gov)

## **APPENDIX**

The following sub-appendices include some of the required forms and materials that will be utilized and required while participating in the USDA Foods Programs.

### **KDA Requirements for USDA Foods Program Participation**

- NSLP participant as registered through the Kentucky Department of Education
- Program Administration Agreement, KY-FD-12-S
- Supplement to the Agreement, KY-FD-41, which includes the Food service director, the superintendent, and the emergency contact.

All the Kentucky Department forms listed and unlisted can be found on the KDA webpage, [www.kyagr.gov](http://www.kyagr.gov), or by contacting your KDA representative.

### **Forms:**

A-1: Food Distribution Division Administrative Review Report KY-FD-32-COR

A-2: Temperature Recording Chart KY-FD-8

A-3: Instructions for Completing Notice of Delivery of USDA Donated Foods

Please note that these forms are only currently utilized in the KC Provisions distributor regions.

Notice of Delivery of Donated Foods to Schools KY-FD-3

Notice of Delivery of Donated Foods to One Drop Site KY-FD-3ODSI

A-4: USDA Foods Complaint Form KY-FD-21

A-5: Contract Award Memo Example



## **A-1: Food Distribution Division Administrative Review KY-FD-32-COR**

### Central Office Review

#### **General Information**

1. Date \*

---

2. RA# \*

---

3. Recipient Agency Name \*

---

4. Address \*

---

5. Phone \*

---

6. Email Address \*

---

7. Number of Locations \*

---

8. Name & Title of Person(s) Interviewed \*

---

9. Name & Title of KDA FDD Representative \*

---

## Record Keeping

Are USDA Foods programs records maintained for three (3) plus the current in regards to:

10. Inventory at contracted warehouse? \*

- Yes
- No

11. Invoices from contracted warehouse for Direct Delivery & Processed USDA Foods? \*

- Yes
- No

12. Were any discrepancies noted on invoices regarding overage, shortage, or damage? \*

- Yes
- No

13. If so, please describe the discrepancy or discrepancies below: \*

---

14. Invoices from contracted DoD Fresh program vendor? \*

- Yes
- No
- N/A (Does not Participate in DoD Fresh)

15. USDA Foods losses? \*

- Yes
- No
- N/A

16. Did the RA use USDA Foods in a disaster OR transfer USDA Foods to another RA in a disaster? \*

- Yes
- No

17. Were records maintained in regards to the use or transfer of USDA Foods in a disaster? \*

- Yes
- No

18. Recalls or holds on any USDA Foods products? \*

- Yes
- No
- N/A (Did not experience USDA Foods recall or hold)

## **Program Agreement**

19. Is there a signed copy of the Permanent Agreement with KDA & RA? \*

- Yes
- No

20. Has the supplement to the agreement been signed for the upcoming year? \*

- Yes
- No

## **Program Ordering**

21. The KDA utilizes the Commodity Advisory Council (CAC) to assist in the ordering of USDA Foods. RA has been in contact with their CAC Region Leader. \*

- Yes
- No

22. RA understands that they are the party responsible for submitting USDA Foods orders in WBSCM after receiving a revised/updated/final CAC Spreadsheet from the CAC Region Leader. \*

- Yes
- No

23. Do you have access to WBSCM? \*

- Yes
- No

24. Date of last WBSCM login

---

25. Do you have access to FFAVORS (Fresh Fruit and Vegetable Order Request System)? \*

- Yes
- No

## **USDA Foods Further Processing**

26. Does this RA utilize USDA Food Further Processing? \*

- Yes
- No

27. Please list USDA Foods further processors that you are utilizing this school year.

---

28. What systems are you utilizing to track further processed USDA Foods?

- K12 Foodservice
- Processorlink
- GFS
- Other \_\_\_\_\_

#### Summary of Review

29. RECOMMENDATIONS:

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30. COMMENTS:

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---

31. Corrective Action Required \*

- Yes
- No

## A-2: Temperature Recording Chart KY-FD-8

KY-FD-8

(3/17)



### TEMPERATURE RECORDING CHART

Name of School: \_\_\_\_\_

Month: \_\_\_\_\_

Freezer Log ☐  
(-10°F to 0°F)

Cooler Log ☐  
(34°F to 41°F)

Dry Storage Log ☐  
(50°F to 70°F)

| Location/<br>Unit Description | Date | Time | Temperature | Corrective Action | Food Worker<br>Initials | Manager<br>Initials/ Date |
|-------------------------------|------|------|-------------|-------------------|-------------------------|---------------------------|
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
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|                               |      |      |             |                   |                         |                           |
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|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |
|                               |      |      |             |                   |                         |                           |

### **A-3: Instructions for Completing Notice of Delivery of USDA Donated Foods**

Notice of Delivery of Donated Foods to Schools KY-FD-3

#### **Instructions For Completing Notice of Delivery of USDA Donated Foods (KY-FD-3 Form)**

**\*Only utilized by KC Provisions\***

**Purpose:** The KY-Fd-3 Form is used by Recipient Agencies to request delivery of USDA donated food from distributors and to notify recipient agencies within a system of requested delivery dates and amount of food ordered for each sub-outlet.

#### **Instructions:**

##### **STEP-BY-STEP INSTRUCTIONS FOR COMPLETING THE KY-FD-3 FORM:**

1. Enter Name of Recipient Agency (RA).
2. Enter Name of USDA Foods product ordered.
3. Enter WBSCM Sales Order number (S/O).
4. Enter Price Per Case as indicated in WBSCM.
5. Enter Account Number-provided by distributor.
6. Enter Pack Size.
7. Enter Total Number of cases ordered.
8. Enter Arrival Date as listed in WBSCM, which is date product arrived at distributor's warehouse.
9. Enter Name: of Sub-outlets (sites), to which food is allocated.
10. Enter Total Cases Allocated for sub-outlets.
11. List Date food is to be delivered to each sub-outlet (as previously arranged with distributor – At least one week's lead time may be required)
12. Enter Amount Requested for each delivery date.
13. Enter Total Case(s) Requested for each delivery stop. Ensure minimum drop quantities are requested across all materials for each site.
14. Enter name of FSD
15. Enter date submitted to distributor.

## NOTICE OF DELIVERY OF DONATED FOODS TO SCHOOLS

Account Number:

Pack Size: No. Cases: Arrival Date: [illegible]

Date:

NOTICE OF DELIVERY OF DONATED FOODS  
FOR ONE DROP SITES

|   |   |
|---|---|
| 1. Recipient Agency:  | 5. Account Number:  |
| 2. Donated Food:  | 6. Pack Size:   |
| 3. D/O Number:  | 7. No. Cases:   |
| 4. Price Per Case:  | 8. Arrival Date:  |
| Check one 10. Original Allocation: <input type="checkbox"/> | 9. Expiration Date:   |
| 12. Delivery Date:  | 11. Change Order (number) <input type="checkbox"/> (      ) |
| 13. Name FSD:   | 14. Date:   |

|   |   |
|---|---|
| 1. Recipient Agency:  | 5. Account Number:  |
| 2. Donated Food:  | 6. Pack Size:   |
| 3. D/O Number:  | 7. No. Cases:   |
| 4. Price Per Case:  | 8. Arrival Date:  |
| Check one 10. Original Allocation: <input type="checkbox"/> | 9. Expiration Date:   |
| 12. Delivery Date:  | 11. Change Order (number) <input type="checkbox"/> (      ) |
| 13. Name FSD:   | 14. Date:   |

|   |   |
|---|---|
| 1. Recipient Agency:  | 5. Account Number:  |
| 2. Donated Food:  | 6. Pack Size:   |
| 3. D/O Number:  | 7. No. Cases:   |
| 4. Price Per Case:  | 8. Arrival Date:  |
| Check one 10. Original Allocation: <input type="checkbox"/> | 9. Expiration Date:   |
| 12. Delivery Date:  | 11. Change Order (number) <input type="checkbox"/> (      ) |
| 13. Name FSD:   | 14. Date:   |

|   |   |
|---|---|
| 1. Recipient Agency:  | 5. Account Number:  |
| 2. Donated Food:  | 6. Pack Size:   |
| 3. D/O Number:  | 7. No. Cases:   |
| 4. Price Per Case:  | 8. Arrival Date:  |
| Check one 10. Original Allocation: <input type="checkbox"/> | 9. Expiration Date:   |
| 12. Delivery Date:  | 11. Change Order (number) <input type="checkbox"/> (      ) |
| 13. Name FSD:   | 14. Date:   |

|   |   |
|---|---|
| 1. Recipient Agency:  | 5. Account Number:  |
| 2. Donated Food:  | 6. Pack Size:   |
| 3. D/O Number:  | 7. No. Cases:   |
| 4. Price Per Case:  | 8. Arrival Date:  |
| Check one 10. Original Allocation: <input type="checkbox"/> | 9. Expiration Date:   |
| 12. Delivery Date:  | 11. Change Order (number) <input type="checkbox"/> (      ) |
| 13. Name FSD:   | 14. Date:   |



## A-4: USDA Foods Complaint Form KY-FD-21



### USDA Foods Complaint Form

Complete this form and send to the Kentucky Department of Agriculture Food Distribution Division. You may email/scan to your Field Representative.

|  |  |           |  |
|--|--|-----------|--|
| Agency Name:                               |  |           |  |
| Location of complaint/product:             |  |           |  |
| Contact Person:                            |  |           |  |
| Phone:                                     |  |           |  |
| Email:                                     |  |           |  |
| Problem/Complaint Details: USDA Foods      |  |           |  |
|  |  |           |  |
|  |  |           |  |
| Description:                               |  |           |  |
| USDA Foods Material Identification Number: |  |           |  |
| Vendor/Product Name:                       |  |           |  |
| Pack/Best If Used By Date:                 |  |           |  |
| Lot/Can Code: Qty on Hand/Hold:            |  |           |  |
| Delivery/Receipt Date: Quantity            |  | Affected: |  |
| Illness/Injury From Product:               |  |           |  |
| Seeking Replacement/Reimbursement:         |  |           |  |
| Isolated Incident: Other:                  |  |           |  |

## **A-5: Contract Award Memo Example**

Informational Memorandum – KY–FD–IM–S–22-01

To: All Recipient Agencies in Region 1

From: Ian Hester, Director  
Division of Food Distribution

Date: August 20, 2023

Re: Distributor - Contract Year 2023-24

K.C. Provisions of Cynthiana, Kentucky has been awarded the distribution contract via Kentucky Department of Finance for the receipt, storage and delivery of USDA Foods in Region 1, beginning July 1, 2023 through June 30, 2024. Their service charges and contact information are as follows:

Delivery Cost per Case - \$3.98  
Cost to R/A for Backhaul - \$3.58 per cs  
Storage 60+ days - Direct Delivery - \$.995/cs  
Storage 30+ days - Further Processing - \$.995/cs

Contact: Jackie Zink  
Phone: 859-234-4044  
Fax: 859-234-0227  
Email: kcprovisions@att.net

Mailing Address: K.C. Provisions  
P.O. Box 7123  
105 US HWY 27S  
Cynthiana, KY 41031

Prior to July 1, 2023 each Food Service Director/Administrator is asked to supply K.C. Provisions with the following information for school year 2024; especially if there is a new Food Service Director, lunchroom manager, or are delivery sites that have been added and/or deleted: Name of FSD, e-mail address, work and home telephone number in the event changes in delivery schedules are required during off hours; name and telephone number of each manager, shipping address of each new site, and, if possible, a school calendar for school year 2024. Sites must be available to receive deliveries between 6:30am – 3:30pm Monday – Friday.

In order for the distribution program to be successful, mutual cooperation must exist between the distributor and the recipient agency. We are looking forward to another good year with the distribution program. If you have problems or concerns that you and the distributor cannot resolve, please contact Eliza-Jane Cruse-McCurry at 502-229-2619 or elizajane.cruse@ky.gov. As always, we are ready to assist you in the successful operation of this program.

Ian Hester  
Director, Division of Food Distribution  
KY Department of Agriculture  
107 Corporate Drive  
Frankfort, KY 40601  
M: 502-330-2540 | O: 502-782-9241  
ian.hester@ky.gov | KDA Food Distribution