Food Service 2.1 competency reflection

Throughout the community SEL, I noticed there were some locations that had more storage capacity than others, and those sites were storing emergency and frozen meals far behind the SOP of age guide. So, I mention this to Richard, and we thought it would be an excellent task during the food service internship to conduct a food delivery and storage audit of most sites. I set up a schedule of each site and how to drop in for an audit, and at the end of this I found I could only do Joliet Central, Joshua Arms, Park Towers, Lockport and New Lenox. These are the main sites for Will County, but there are some satellite sites, but their schedules didn't match my time frame. During these audits, I examined their delivery logs, meal request and their storage units. A few sites were given leniency because their freezer or fridge were getting replaced but we found that the storage was not an issue, it was the ordering that was the problem. Some sites didn't use the emergency meals (5 pack), and they just delivered 5 frozen meals instead which is not the standard. While other sites either had clients cancelling or were just over ordering. This was just one segment of the audit and the other looked at the finances.

Before I delve into the finance audit of some of the sites, I conducted an age guide mock audit for two sites. I wanted to do this throughout the entirety of Will County, but I could not get an Age Guide associate to email me back regarding the forms used for the yearly audit. So, I decided to take the SOP and regulation of Age Guide and other standards that Meals on Wheels must abide by and create my own audit. While this may not be the exact standard of the audit that these sites are subjected too, it allowed me to conceptualize the auditing process, while also prepping the site mangers for the real audit that would be handled in 2026. Since I only conducted this at two sites, I ask the site managers the questions and checklist I created, but I also wanted their feedback. I didn't ask them feedback on behalf of what I did, rather I ask them how the directors and CEO could help improve their sites or to help prepare them for the yearly audits. The main take away from the feedback was that they felt forgotten about and just want to chain of command to check in from time to time to get a better understanding of what is happening at their sites.

To bring it back to the audit, I was able to get Meals on Wheels finance department to give me the finance data and the director to send me all vendor orders as well. After I received all this data, I was task with auditing Meals on Wheels, with the main goal of finding any discrepancies with the finances or orders with any of the sites. After I reviewed all the data, compiled it into an excel spreadsheet and analyzed it, I created a report and presentation to send to Richard, to give him the raw data, and the synthesized data for the site managers. The intention was the present me findings to the CEO and the site managers, but the meetings had to be rescheduled twice, and my internship came to an end. However, Richard and Charmaine said they reviewed the data and went on to resolve to issues. By completing this financial audit, it opened my eyes to how complex a meal delivery and café system can be and how many moving parts are involved but I eventually wanted to do the same with the city of Chicago, but I didn't have the time in our schedule to complete this.