

Student Nutrition Services Systems Report April 23, 2024

System Description

Mission

The mission of the student nutrition department is to inspire healthy lifestyles. Our staff carries out this mission by designing delicious and nutrient-dense menus that kids enjoy eating. We teach our students how to build a balanced plate through our required meal pattern. Our students are exposed to many different types of foods in our program, and even some very unique ingredients, through our fun menu promotions such as “Try Something New.” We know that our work positively impacts our students on being college, career and life ready.

What is SNS doing to be a destination district?



Board policies that impact the day-to-day operation of our department:

DA series	Equal employment opportunity, nondiscrimination, criteria for personnel decisions
DBAA	Criminal history and credit reports
DBD	Conflict of interest
DC	Employment practices
DEA series	Salaries and wages; incentives and stipends
DEC series	Leaves and absences
DFD	Hearing before hearing examiner

DFE	Resignation
DG	Employee rights and privileges
DGBA	Employee complaints and grievances
DH	Employee standards of conduct
DHE	Searches and alcohol/drug testing
DI	Employee welfare
DIA	Freedom from discrimination, harassment, and retaliation
DK	Assignment and schedules (includes at-will employees)
DJ	Employee Relations and Communications
DN series	Performance appraisal
FFA	Wellness Policy
CO	Meal Charging Policy
COB	Free & Reduced Priced Meals
COA	Child Nutrition Procurement
FL	Student Records
FFG	Student Welfare/ Child Abuse and Neglect
CKC	Emergency Plans
GKD	Community Relations – non-school use of School Facilities
FFC	Student Welfare – Student Support Services
CLB	Buildings, Grounds, and Equipment Management

The number of students that are directly involved in the program:

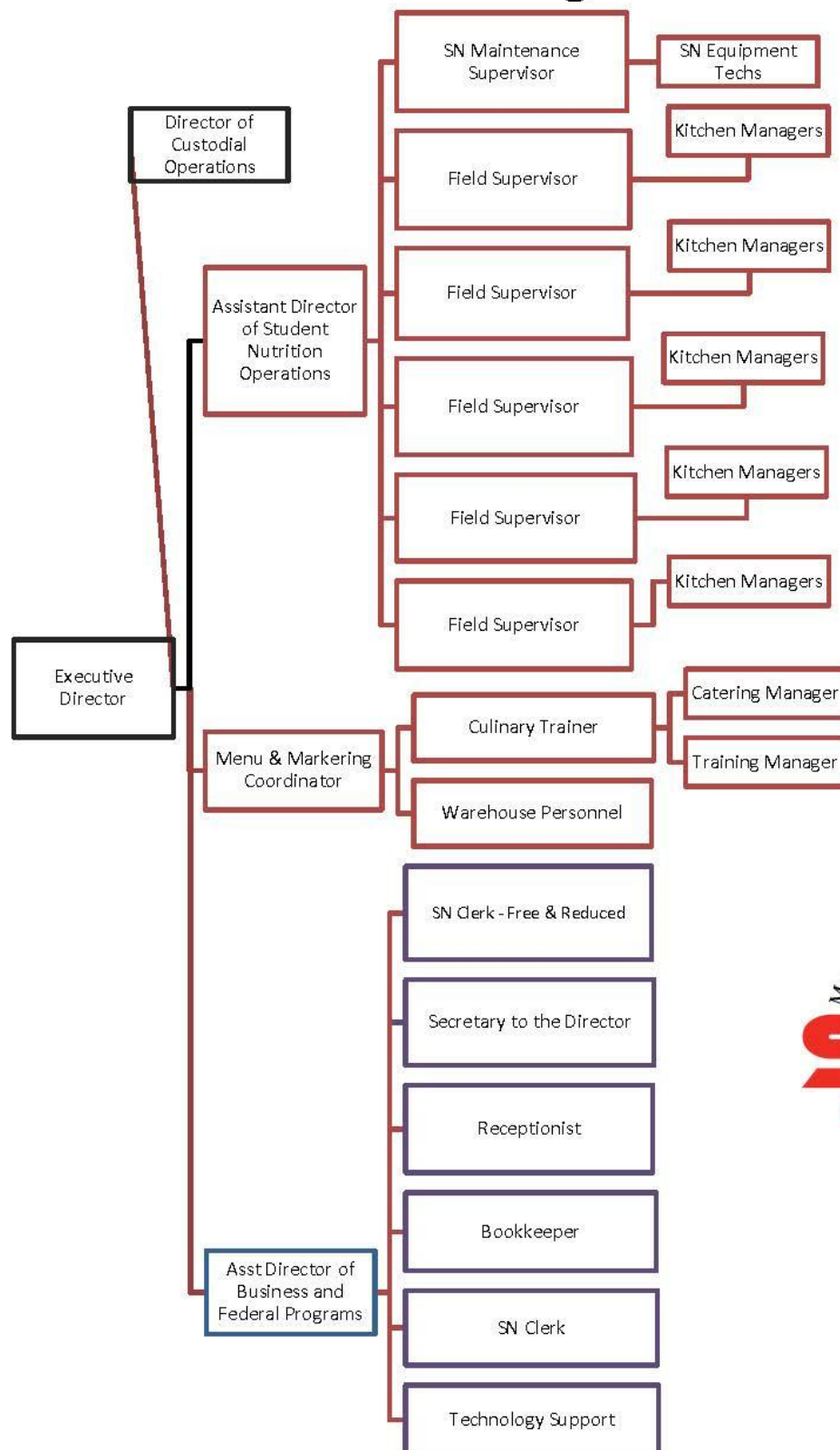
Student Nutrition serves approximately 24,000 students daily throughout breakfast, lunch, and a la carte meal transactions.

Funding/Revenue Sources

Student Nutrition is a self-sufficient department and does not receive local tax dollars. The student nutrition budget is separate from the general fund. Student Nutrition is required to have no more than three months of expenses on hand in the fund balance.

- USDA Federal Meal Reimbursement (approximately 70% of total revenue)
- State Funding
- Local Funding (catering services, a la carte snacks/beverages, paid portion of meals)
- Commodity (USDA) Foods
- Grants (Supply Chain Grants, Local Foods, DairyMax, etc)
- Donation

Student Nutrition Organizational Chart



Rev. 1/2023

System Requirements

Students are eligible for meal participation in the NSLP and SBP if they are enrolled in the district and are present at school. Students are allowed one breakfast meal and one lunch meal each school day and may have additional portions for a la carte pricing. In addition, any enrolled family may apply for free and reduced meal benefits. A determination of eligibility is then communicated to the family.

System Integrity

Key Processes

National School Breakfast and Lunch Program:

We serve breakfast and lunch meals to students every school day. We plan menus, order ingredients, assign work schedules, prepare food, serve food, count leftovers and record all relevant data on food production records. The Texas Department of Agriculture and the United States Department of Agriculture regulate the program, and we receive a flat reimbursement for each meal served which is determined by the student eligibility.

Supper Program through Child and Adult Care Food Program (CACFP):

We serve meals to students attending an educational/enrichment program after school at select sites that are area eligible. The meal requirements are similar to NSLP. The cafeteria staff prepare the meals and store them in temperature controlled storage units. The after-school staff distribute meals and complete the roster for claiming the meals daily. We record all relevant data on food production records.

Summer Food Service Program (SFSP):

We serve meals at no cost to the students at our district summer school and enrichment programs at select sites that are area eligible. Various programs are also open to the general public which allows kids 18 and younger to have breakfast and/or lunch at no cost to the family. The meal requirements are similar to NSLP. The cafeteria staff prepare and distribute the meals and maintain all required data on food production records. The program staff also complete the roster for claiming the meals daily. We partner with the City of Mansfield and offer lunches at the library to increase our impact on the community.

Meal Accommodations & Special Diets:

We plan meals to accommodate students requiring special diets for medical reasons, including food allergies. Families submit a special diet request form to the department if they have a student that requires modifications to the student menu. Qualifying families then work with our menu planner for final menu creation. School kitchen staff are trained on the student's special diet requirements and the needed ingredients are procured for the kitchen.

Catering Services:

We offer catering services for meeting breaks, business meeting luncheons, staff recognition, receptions, and more! We are available to all campuses and departments for these types of services. Benefits of using the inhouse catering department is extra care, no-charge customization, and less stringent procurement steps for campus and department staff.

Nutrition Education:

Our menu planning teams partner with campuses throughout the school year to offer classes to various student, parent, and community groups. The class topic varies by campus and uses a mix of teaching methods.

Emergency Response:

Student Nutrition has a key role in emergency response for our students and staff. We have contingency plans to have continuous operations through power outages, floods, and other facility emergencies. We also have standardized operating procedures for feeding students in the reunification process if an emergency requires us to relocate a campus.

Food Safety / HACCP:

We document safe food handling practices throughout the flow of food from delivery through meal service. We record all relevant temperatures and sanitation concentrations associated with receiving, storage, preparation, cooking, serving, and handling leftovers. We record temperatures of equipment and sanitation concentrations twice a day. We are able to electronically monitor temperatures of walk-in units remotely to respond to after-hour emergencies and protect our inventory. Records are maintained for 5 years.

Cash Handling:

Campus managers are responsible for accurate cash handling procedures. Deposits are delivered to the bank by the MISD Police. Daily reports of sales and deposits are prepared by the Assistant Director of Business for the MISD Business Office that ensures all funds are accounted for. An independent audit reviews Student Nutrition cash receipts during the annual district audit to ensure fiscal integrity.

Renovations and Equipment Procurement

The renovation of cafeteria serving lines and large equipment purchases (such as ovens, steamers, dishwashers, etc.) are included as expenses in our department's annual budget to ensure optimum efficiency for the staff and equity of work environments. Student Nutrition is required to get approval from TDA for any equipment purchase over \$5,000. The department must comply with USDA and district purchasing guidelines. As a department that receives federal funds, the standard purchase process requires a minimum of three competitive quotes for purchases. Expenses that are expected to be more than \$50,000 require a formal bid and school board approval.

Recent Reports or Audits

Health Inspections (Two per year per campus)

NSLP Administrative Review–Spring 2023; No findings

NSLP Procurement Review–Spring 2023; One procurement finding for policy verbiage.

CACFP Administrative Review-April 2022; No findings

SFSP Administrative Review-July 2023; No findings

Frequent time-studies and onsite reviews for program requirements

System Measures that Matter

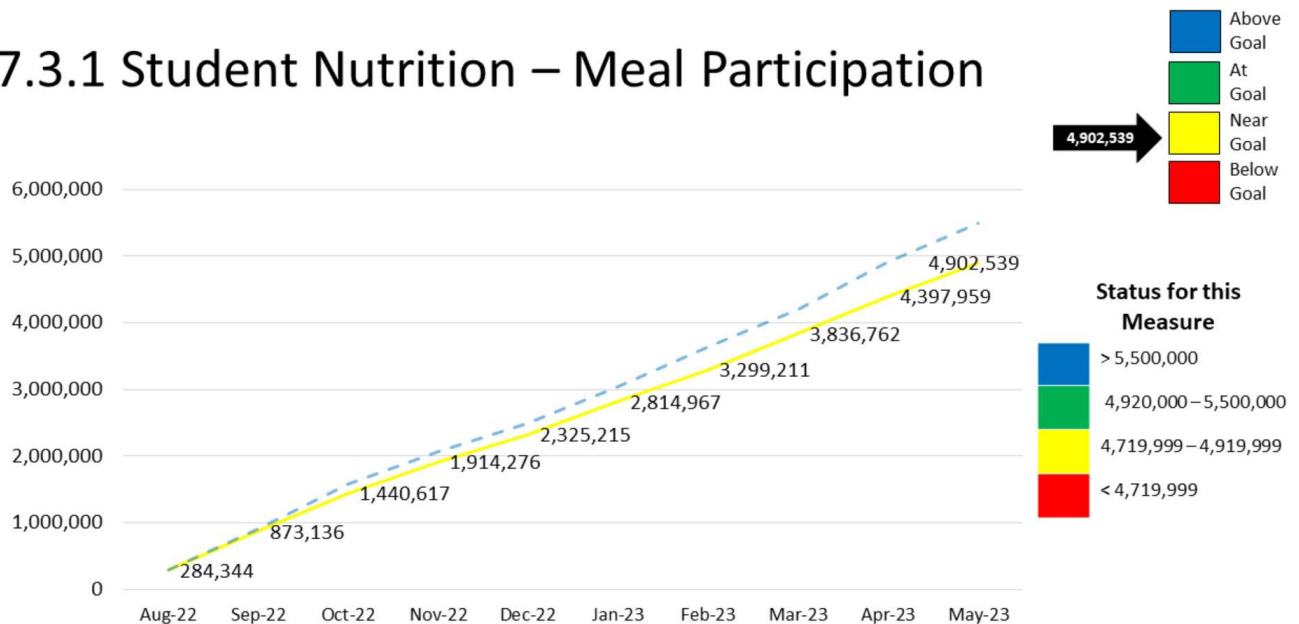
- Meal Participation
- Food Cost Ratio
- Workers' Compensation Medical Claims
- Employee Retention
- Employee Attendance Rates
- Meals Per Labor Hour
- Nutrient Analysis
- Campus Sales Goals
- Menu Item Ratings from Students

Department Scorecard

7.3 Student Nutrition								
#	Key Strategic Measure	5 Year Goal	Base Line 2019-2020	Actual Data				
				21-22	22-23	23-24	24-25	25-26
7.3.1	Meal Participation	70%	60%	74%	69%			
7.3.2	Food cost margin	≤ 41%	43.0%	32%	37%			
7.3.3	Workers Compensation Claims	≤ 6.0%	8.6%	7.37%	4.55%			
7.3.4	Kitchen Staff Retention	> 83%	70.0%	NG	NG			

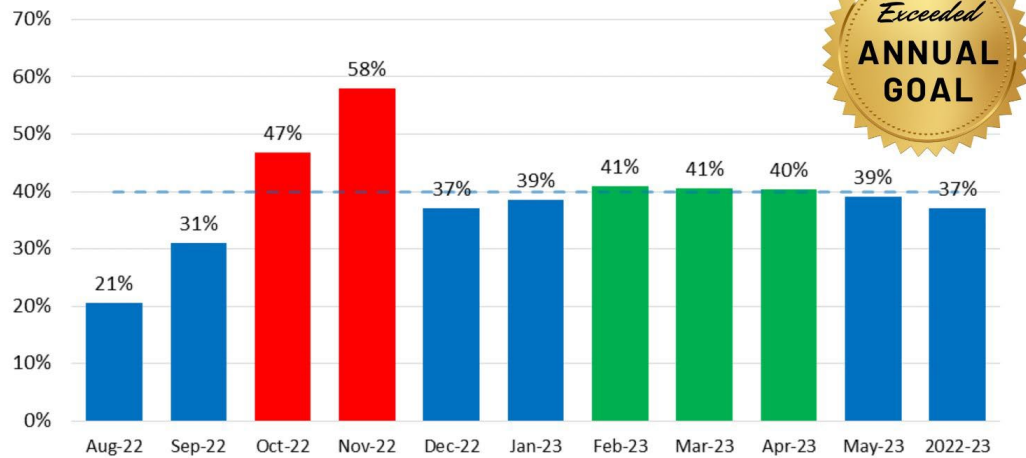
Cadance of Accountability: School Year 2022-23

7.3.1 Student Nutrition – Meal Participation

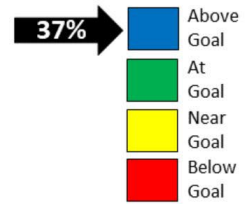


Goal: Serve 5,500,000 meals annually

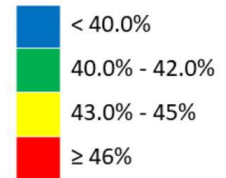
7.3.2 Student Nutrition – Food Cost Margin



Goal: $\leq 40\%$ annually



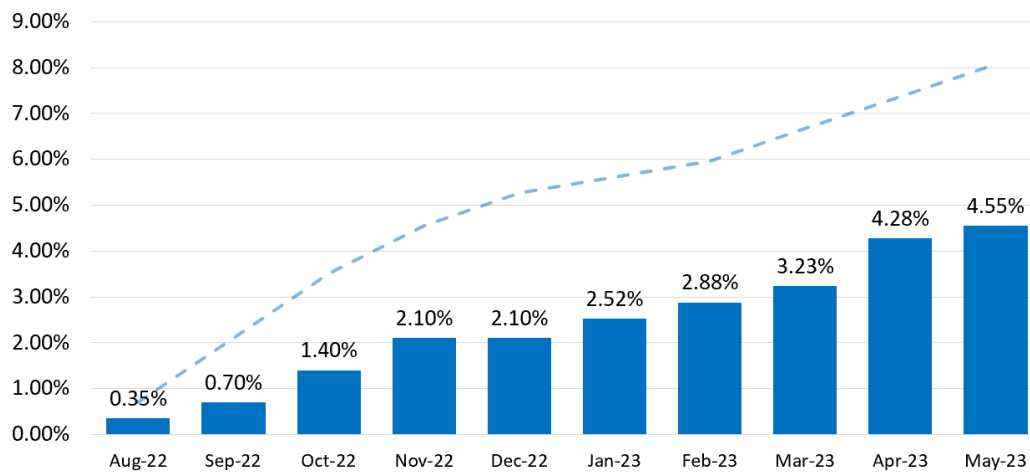
Status for this Measure



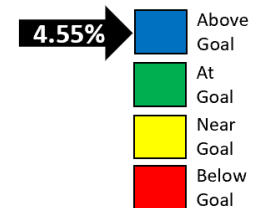
Good



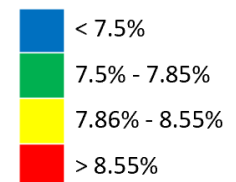
7.3.3 Student Nutrition – % of Workers' Compensation Claims per Total Employees



Goal: $\leq 7.5\%$ Annually



Status for this Measure



Good



System Performance

Strengths

Meal Participation/Food Quality

Innovative Menus & Continuous Improvement Methods

Customer Service/Building Relationships

Training Staff

Opportunities for Improvement

Additional points of sale in high growth areas

Communicating to stakeholders in additional languages

Expansion of Catering Services and Faculty Meal Service

Recommendations for Changes in System and/or Policy

Examine the need to increase student pricing as inflation continues to impact our ingredient cost.

System Innovations

Recent Innovations

Champ U

Jenny Parham developed a kitchen staff training program based on manager feedback to ensure the training meets the specific needs and preferences for front line employees. She collected data by surveying managers, analyzed the data, and created a committee to get direct input.

Approximately a third of our kitchen managers answered “Staff Training” and “Full Teams” on the survey when asked what they most needed. An example comment from manager survey: *“Hiring and training. Hire more kitchen staff. Review and update requirements for hiring. Set up a permanent strong training team to train new hiring staff. Increase time of training period.”*

Training content was developed by the Operations Team, and incorporated a mix of instructional methods such as presentations, hands-on activities, and group discussions. A training manager was hired to oversee the program and provide feedback on new hires to continue their training at their assigned campus. We are currently in the process of gathering feedback on the training effectiveness to improve the quality of training to help employee retention and kitchen morale.

Kitchen Renovation Operations

Two High Schools underwent major kitchen renovations in 2019 and 2023 that required us to temporarily relocate and adjust our service methods. Jenny Parham and the operations team developed a temporary service layout that allowed us to continue serving student favorites, and maintain participation. We procured new, ventless cooking equipment and launched a new pizza program that is now featured in all traditional high schools. Our most recent renovation is a collection of our best features throughout the district to provide flexibility in menus and efficiency for staff. When most districts lose revenue during renovation periods, our district continued to thrive for our kids and department.

Labor Structure

COVID-19 was unprecedented times, adjusting to distance-learning, free meals for all, and labor shortages. Throughout the last 4 years, Jenny Parham and her Operations Team have been innovative to keep kitchens staffed to continue providing quality meals. To get through difficult times, we had to shut down serving lines where feasible, adjust our menus, and assign SN office staff to assist during meal service. Our “core” team was established, and we were able to connect with them to see the great lengths they go to for the students and remove unnecessary obstacles. Our team and operation is stronger having gone through that together, and we know we can always come up with a plan.

Bulk Milk Offering for School Meals

We piloted a bulk milk program at Mary Jo Shepard Elementary School in the Fall of 2019. We procured new milk dispensers that allow students to pour exactly the amount of milk that they would like to enjoy with their meal. Students are still offered a variety of flavors and fat content but can get a more precise pour which decreases overall milk waste. We also decreased the amount of trash with this system which reduced the amount of trips to the dumpster and ultimately can reduce the overall truck pick-ups. We expanded this program to McKinzey Middle School and Legacy High School. We are highlighted nationwide for this initiative.

Implementation of the SFSP and CACFP meal programs

The Child and Adult Care Food Program (CACFP) allows the student nutrition department to serve students a nutritious meal as part of the ACE program which provides academic support and enrichment opportunities to students at campuses with the afterschool program. The Summer Food Service Program (SFSP) allows us to serve breakfast and lunch to students in our summer academic and enrichment programs as well as other kids in the community for at no cost to the families. The summer program also allows us to offer work opportunities for our staff. These programs help us in our efforts to serve 5+ Million Meals and the work opportunities increases staff morale and retention. Both programs have unique application and eligibility requirements and are funded by federal grants, not MISD tax dollars.

Installation of Primero Edge Sales Software and School Café Online App

We transitioned from Nutrislice to Primero Edge Point-of-Sale software and the School Café Online App which allows parents to view student purchases, add funds to student accounts, request refunds, and apply for free/reduced meal benefits easily from their phone or computer. The web-based software is essential for student nutrition leadership to monitor

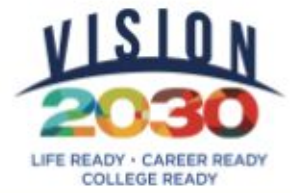
campus sales and assist with parent questions/concerns from anywhere. The software is used to gather sales data and set campus goals based on real time information, and the register layout is user friendly which is helpful for our staff.

Angel Accounts

When students leave the district families have the option to request account refunds or transfer the balance to a donation account. Accumulated funds are dispersed to individual campus accounts which are used to help pay for student meals when a child is at the -\$25 charge limit. Other donors have contacted us to pay off negative balances for students at specific campuses. These funds help families have outstanding balances that accumulated prior to qualifying for meal benefits or may not qualify for meal benefits but still struggle with day to day expenses. Sondra Thomas established staff processes to seamlessly assist students using these funds.

Future Department Innovations:

1. Continue to increase staff training, especially as new hires.
2. Consistent revision of menus to provide choices that mimic food trends while staying compliant with our federal regulations
3. Provide equipment and line upgrades as needed for great serving experiences and positive work environments.
4. Student Nutrition Building will host more meetings and retreats in the future to benefit the district professional development and increase catering sales opportunities.
5. Adopt Centralized Kitchen Techniques
 - a. Small, specialized staff to prepare homemade baked goods and made-from-scratch items
 - b. Clean labels/ whole foods
 - c. Reduce costs by buying bulk ingredients
 - d. Create consistency throughout the district
 - e. Utilize kitchens under capacity
 - f. Innovative Ventless cooking equipment
6. Continuous education program for staff
 - a. Valuable investment for staff retention
 - b. Enticing for Gen Z population entering the workforce
 - c. Provide training in areas such as customer service, technology, ESL, Child Nutrition Finance, Employee documentation/difficult conversations



PLAN ON A PAGE

2023-2024

Department: Student Nutrition

District Mission

To inspire and educate students to be productive citizens.

District Vision

A destination district committed to excellence.

District Motto

MISD: A great place to live, learn, and teach.

Department Motto

Good Food, Real Food.

District Vision

- Students First
- Continuous Improvement
- Integrity
- Communication
- Positive Relations
- Resiliency

MISD Guiding Statements

1. Students will read on level or higher by the beginning of third grade and will remain on level or higher as a MISD student.
2. Students will demonstrate mastery of Algebra II by the end of eleventh grade.
3. Students will graduate life ready.
4. Students will graduate college and/or career ready.

Vision Goals

Facilitate the process of students learning to read on grade level (MISD Guiding Statement #1) and facilitate the process of students mastering Algebra II by the eleventh grade (MISD Guiding Statement #2) by providing a safe, comfortable, clean, and high functioning facility free of defects.

Supporting Goals

1. To serve at least 5 million meals (students first). 2. To maintain a food cost margin of $\leq 40\%$ (fiscal responsibility). 3. To reduce the amount of employee medical claims to $\leq 6.5\%$ (fiscal responsibility) 4. To improve employee retention to $> 83\%$ (Great Place to Live, Learn, and Teach)