

## 2017 BOARD REPORT

- Feeding Children, Nourishing Minds
- Free Reduced Applications
- Customer Service
- Farm to School Grant
- Celebrating National Farm to School
- Finance
- Successes
- Opportunities
- Future Goals

## FEEDING CHILDREN, NOURISHING MINDS

**BSD's Nutrition Services department believes that feeding children will nourish the minds of our children we serve:**

- Great nutrition is essential in the learning process. We provide a program that provides food items that help encourage children to seek a healthy eating lifestyle. A diet rich in fruit, vegetables, whole grain breads and low-fat dairy is proven to give children the building blocks for success.

## FREE REDUCED APPLICATIONS

**BSD's Nutrition Services department believes that we are here to help our families:**

- We provide one on one computer help with families that need help filling out applications
- Currently Nutrition Services have processed over 4000 applications to date.
- Last year we processed similar amount of applications
- Current Free/Reduced percentage is 35.29%, last years was 36.37%
- Current Free is 29.25% and Reduced is 6.04%
- Of the 40,000 plus students in our districts 14,319 are considered needy according to our data.

## CUSTOMER SERVICE FOCUS

### **BSD's Nutrition Service department believes in the power of excellent customer service:**

- Providing a welcoming environment that shows service with a smile
- Focusing on LOVE=Looking for every Opportunity to make a Very memorable Experience
- Developing menu items that focus on semi scratch items that look, taste and smell good
- Using the words Good Morning, It's Great to see You Again, and thanking our guests with a simple thank you!
- Bring back popular requested food items like our traditional turkey meal before Thanksgiving break
- Talking to our families and finding out what other great foods they would like to see

## FARM TO SCHOOL GRANT

### **BSD's Nutrition Service department believes that we should be good stewards:**

- We are proud to announce that our program was again selected to receive the Oregon Farm to School Grant. The amount awarded to our department is \$216,632.55. This can be spread out for two years and allows us to be reimbursed this amount of money for buying Oregon grown or produced foods. As result of the grant items we can buy foods we typically can't afford because of the high food cost. NS have several plans to spend this money on local produce and finding Oregon produced salad dressings that are child friendly and have simple ingredients.

## CELEBRATING NATIONAL FARM TO SCHOOL MONTH

**BSD's Nutrition Service department believes that we should support Oregon's farmers and producers:**

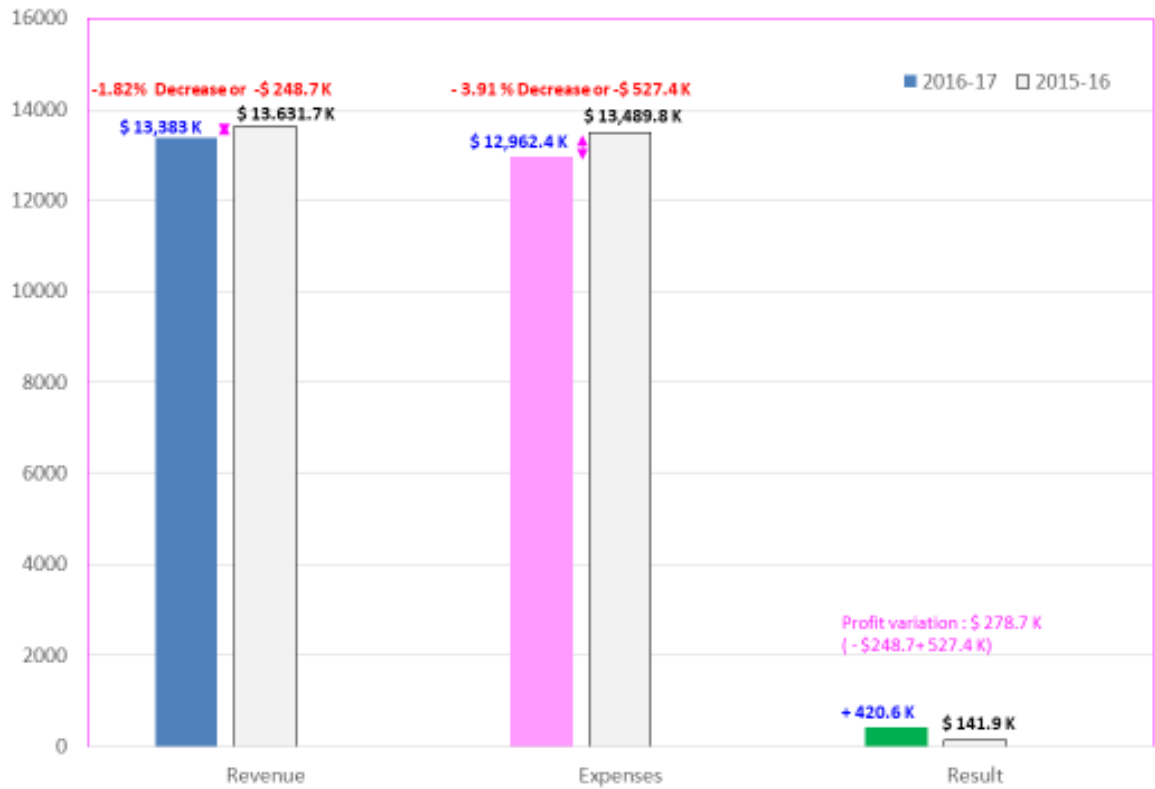
- We are celebrating Farm to School the month of October and are using a portion of Oregon Farm to School Grant to help pay for Oregon grown produce we are purchasing. We are planning on serving the following items.
  - Dried Cranberries Bandon
  - Watermelon Hermiston
  - Grapes from Vial Farms Scholl's
  - Red and Romaine lettuce Canby
  - Radishes Forest Grove
  - Zucchini Forest Grove
  - Granny Smith, Golden Delicious, Braeburn, Gala Apples Hood River
  - Anjou, Bartlett pears Hood River
  - And other Great Items!
- To advertise this great program, we are using color laminated signage as well as buttons at all our sites

## FINANCIAL

**BSD's Nutrition Service department believes that we must operate a program that encourages new guests to try our great food:**

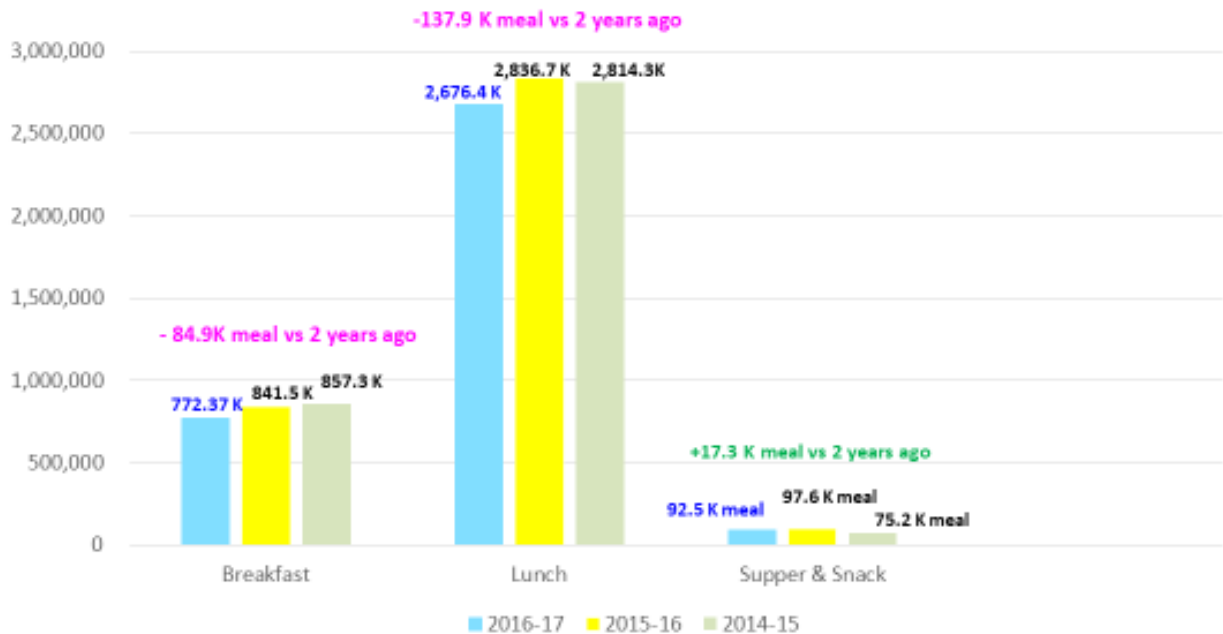
- Below are some graphs so showing NS previous performance including meal count comparisons
- We saw a reduction in revenue and expenses last year
- We have seen a reduction in breakfast and lunch meal counts
- This can be because of the many snow weather days off last year

**Comparison YTD**  
SY 2016-17 vs 2015-16





## Meal Count Variation



## SUCCESS

**BSD's Nutrition Service department believes that we should think outside the box to create Success:**

- The new administrator of nutrition is visiting schools, meeting students and staff and building relationships with his new Beaverton family.
- School nutrition supervisors are focusing on customer service by being visible in their schools of responsibility. They have been working with their staff from covering short positions or providing tools to ensure the schools success.
- Menus are beginning to develop more semi scratch items like the Thanksgiving meal as well as our new coming soon Street Vendor Taco.
- In January of 2018 NS will be having our review with ODE. This audit happens every 3 years. Our team has been working together to ensure a successful audit.
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## OPPORTUNITIES

**BSD's Nutrition Service department believes that we should view challenges/difficulties as opportunities:**

- The Wednesday early release has been a little rough for nutrition services with regards to some staff that also works crossing guard. At a few sites, some staff are leaving early from their nutrition job to perform the crossing duties. We have adjusted our schedules to accommodate and are still fine tuning.
- HB 3454, currently our negative balance total for the district is approximately \$16,000. We have sent text and emails to parents via our school messenger program. In addition, sending out hundreds of letters via postage mail. To continue to improve our program the administrator of nutrition has contacted our neighboring districts to find out about their process.
- Food cost of some items have continued to increase for our program including a \$1.00 a pound increase on beef products. With recent crazy weather, we suspect a premium for citrus fruits and juices. To combat we are looking for alternatives as well as continued focusing on the semi scratch methods of cooking that is typically more affordable.
- Food allergy and ensuring our program is the best. A recent opportunity arose and we are adjusting our program to ensure a stronger food allergy process.

## FUTURE GOALS

**BSD's Nutrition Service department believes that we should find ways to enhance our program:**

- Focus on reducing the amount of noncritical work for staff so they focus on achieving the LOVE goal
  - This could include simplifying the POS. This would allow the cashier to get to know the guest better as well help speed up our line speed.
  - Look at doing beginning, mid, end of year inventory instead of the monthly inventory again allowing more time to focus on LOVE.
- Create a lunch card system for all elementary age students instead of the current pin pad method. The lunch card would contain the following information.
  - The child's name
  - Picture ID
  - A scannable student ID number
  - A code that represents if the child has a food allergy. The code would be helpful in case the computer warning system is down and would allow us to collect cards instead if power is off. This system would also greatly improve the meal lines allowing the children more time to eat.
- Provide customer service training to all nutrition service staff to increase their understanding of how we achieve this goal. We would focus on many things:
  - Learning our customers names
  - Talking to our guest and finding out there like/dislikes
  - How Following Up is a key to success
  - Hiring the smile when we add new staff
  - How to make a difference everyday