



Alamo Heights ISD Food Services

Student Health Advisory Council Meeting
11/3/2010





Background



- New Partnership for Southwest Food Service Excellence, LLC (SFE)
 - 1st Year of Contract (07/01/2010)
 - Option to renew, 4 years



- Cost Reimbursement Agreement
- Five Campus
 - 6 serving Locations
 - 15 Points of Sale



- Enrollment 4,735
 - 21% of Students Qualify for Free or Reduced Price Meals (↑ 1%)





About SFE



- Full Service Food Management Company



- Corporate office in Arizona

- 34 Accounts in 3 states

- 23 School Districts in AZ
- 10 School Districts in TX
- 1 School Districts in OK





About SFE



Texas Support Team

- Regional VP of Field Operations
- Regional VP, Business Operations
- Assoc. Director Health & Nutrition Standard
- Regional Chef, District Chefs, District Directors



Alamo Heights Team (29)

- Director of Dining Services
- District Chef
- Cafeteria Manager at Each Campus (5)
- Cafeteria Workers (21)
- Administrative Assistant





SFE's Goal



- Become the foodservice partner of choice by building personalized long-lasting relationships with school districts and communities.



- Enhance your children's quality of life through fresh and wholesome food, a strong focus on nutrition, and unparalleled customer service.





SFE's Goal Cont.



- Achieve the highest possible level of happiness and satisfaction with our students, parents, teachers, administrators, and foodservice employees.



- Deliver of our goods and services in a way that is healthy and fun for our students, well-received by our parents, popular with our teachers, trusted by administrators, and sensitive to our employees.





Our Menus



- Nutrient Standard Menu Planning
 - Breakfast Provides $\frac{1}{4}$ of RDA
 - Lunch Provides $\frac{1}{3}$ of RDA
 - Calories
 - Iron
 - Calcium
 - Vitamin A
 - Protein
 - Fat
 - Saturated Fat



- Must Comply with TPSNP





Our Programs



- Elementary Breakfast
 - Choice of Reduced Sugar Cereal or Hot Entrée of the Day
 - Pancakes, Egg & Cheese Biscuit, Ham & Cheese Taco, Waffles, Egg & Sausage, Egg, Ham & Cheese English Muffin
 - Fresh Fruit & Vegetable Bar
 - Take as Much as You Want
 - Choice of Low Fat Milk

[Menu](#)



- Elementary Lunch
 - Choice of Entrée (4 offered Daily)
 - Chicken Tetrizzini, Chicken Enchiladas,
 - Meatloaf, Beef Stir Fry
 - May Select Hot Vegetable of the Day
 - Fresh Fruit & Vegetable Bar
 - Take as Much as You Want
 - Choice of Low Fat Milk





- Secondary Breakfast

- Choice of Reduced Sugar Cereal or Hot Entrée of the Day
 - Pancakes, Egg & Cheese Biscuit, Ham & Cheese Taco, Waffles, Egg & Sausage, Egg, Ham & Cheese English Muffin
- Fresh Fruit & Vegetable Bar
 - Take as Much as You Want
- Choice of Low Fat Milk

[Menu](#)

- Secondary Lunch

- Choice of Entrée
- May Select Hot Vegetable of the Day
- Fresh Fruit & Vegetable Bar
 - Take as Much as You Want
- Choice of Low Fat Milk



Offerings





Promotions



- Roving Chef
- Flaming Grill
 - Carne Asada
 - BBQ Chicken



- Demonstration Cooking
 - Omelet Station
 - Pasta Station
 - Asian Station





Breakfast Participation



- Sept 2010 & 2009
 - High School \uparrow 0.4%
 - Jr. High \uparrow 0.4%
 - Cambridge \downarrow 0.4%
 - Howard \downarrow 1.6%
 - Woodridge \uparrow 1.0%
 - District \uparrow 0.1%





Lunch Participation



- Sept 2010 & 2009
 - High School ↑ 3.8%
 - Jr. High ↑ 7.5%
 - Cambridge ↑ 0.8%
 - Howard ↓ 3.1%
 - Woodridge ↓ 2.2%
 - District ↑ 2.2%





SMI / CRE



- The Coordinated Review Effort, or CRE Review, focuses on the administrative aspects of school foodservice operations. State agencies are required to conduct CRE and SMI Reviews of each school district or SFA participating in the NSLP once every five years.



- **CRE Reviews Have the Following Goals:**
 - To determine if free and reduced-price meal benefits are provided in accordance with the regulations,
 - To determine if proper meal counts are being taken at the point of service, and
 - To determine if complete reimbursable meals are being offered.



- **SMI Reviews Have These Goals:**
 - To ensure Program meals meet the nutrition standards, and
 - To ensure that SFAs receive the technical assistance and resources needed to meet the nutrition standards.





Results of SMI



- Commendations
 - Menu very colorful, great line presentation
 - New management company and staff in district. Striving to make changed in menu offering for students
 - Company employs chef, will be using him in nutrition education in schools. Encourage district to sign up for “Chef’s Move to Schools” for recognition





Results of SMI



- Finding Requiring Corrective Action
 - Nutritional Analysis – Mayo does not match, Chicken Caesar Salad calculation
 - HACCP Policy not customized to district
 - Recipes – not utilized by staff, taking verbal commands from chef
 - Portion Control – lettuce for sandwich not measured, bell peppers weighing on portion scale.
 - Health Inspection – latest not placed in area where public can see
 - Milk served after point of sale
 - Temperature of food taken but no time noted



Results of SMI



- Suggestions for Improvement
 - Re-analyze menus
 - Customize HACCP plan
 - Follow standardized recipes at all times
 - Post Health Inspection
 - Place all items before point of sale





Results of CRE



- 1 out of 143 free and reduced applications determined 2 students for free eligibility instead of reduced
- Several applications were annualized when one income frequency was given
- Fruit roll ups were sold at High School as an ala carte item during the lunch period
- Verification exceeded the 3% sample size
- Food production records were incomplete due to case/bag weight, volume, or size was not recorded on a consistent basis



Moving Forward



- Tastings
- Healthier US Challenge
- Chefs on the Move



- Nutrition Education
 - CATCH Format (Slow, Go, Whoa)
 - Nutrition Information on Line
 - Nutrition Information on Web
 - Parent Night



- Surveys
- Focus Groups





Q & A



Q: Are items prepared on-site (in campus kitchen) or trucked in from a commissary?



Q: What sorts of nutrition outreach has your company done elsewhere to educate and involve students, parents, and/or teachers in nutrition?

[Menu Back](#)



Q: Can you make the nutritional information available for menu items?





Q & A



Q: What are your goals for meal preparation?

Q: How do you solicit feedback from parents, students, AHISD?



Q: How do you decide how many choices to offer each day?



Q: How often do you introduce new menu items and 'education' food choices?





Q & A



Q: How much consideration is given to the age of the students in menu planning?



Q: What kind of data reporting do you have? Can you tell how many meals are purchased at each campus, how many are free and reduced price, how many 'extras' are sold and what they are for each student? [Period End](#) [Student Report](#)



Q: How do you monitor portion size and waste?

[Production Record](#)





Q & A



Q: What changes have been made to the old system?
i.e. what has been added, removed or altered in
terms of menus, extras and service?



Q: What percentage of what we serve to children is
commodity food? [Commodities](#)



Q: How is the nutrition compliance calculated? Does
each meal fulfill regulations or does it average over
the week? In other words, will we continue to see a
plate full of starches on some days because you
only have to balance the macro-nutrients over 5
days?





Q & A



Q: What ideas do you have to increase cafeteria use among all students? Are there incentives we can offer for kids to try the cafeteria again? (100 on a homework or quiz grade for the older kids?)



Q: What are the plans for addressing our kitchens that only have “heat and serve” functionality?



Q: Would YOU want to eat in our school cafeterias each day?





Q & A



Q: Is there a suggestion box or website for students, staff and parents to offer menu item ideas?



Q: Do you have any data on how many of our families deal with food security issues?



Q: Do you currently purchase local/regional foods (foods that originate within a 100-mile radius of AH)? If so, what percentage of your purchasing falls in that category? If not, what plans do you have to redirect some of your purchasing?





Q & A



Q: Do you currently purchase organic food? If so, what percentage of your purchasing falls in that category? If not, what plans do you have to redirect some of your purchasing?



Q: Has your company produced any internal marketing campaigns among stakeholders? Besides traditional communication, perhaps include tastings of new/ planned menu items, contests among students to submit the best meal plan and then implement it on a special day (gets them interested in meal planning), and similar non-traditional ideas. Perhaps consider a student advisory board on each campus to facilitate feedback, idea-sharing, etc.





Q & A



Q: There is a high school competition to prepare the best tasting, healthy snack (Silver Ventures and Pearl Brewery). Maybe those kids can come to our schools and give taste test of their creations? Peer-to-peer may work well.



Q: Would it be possible to provide the nutritional value info in a simplified format for the students and parents to see before making a choice in line?



Q: Where does SFE get their recipes, info on portion sizes, daily requirements, etc?





Q & A



Q: Can we limit a child from going through the line more than once, if not already being done?



Q: At the same time, can we allow a child to get a second helping/serving of fruit or vegetables?

