

BNN – Peer Collaboration – Small ISDs

CNDs and Business Official's Solutions – June 12, 2019

Solutions for the Top 5 Challenges

Room 105, Group J-R

1. Financials and Procurement

- CNDs and BOs need to discuss financials together if only one handles the budget or other expense numbers
 - This will bridge the budget communication gaps
 - Will promote more collaboration between the two parties and create an easier communication platform
- Financials can be improved and discussed in other ways like including parents in eating in the cafeteria to boost participation
- Both parties need to meet to discuss financials from both parties (CNDs and BOs) if applicable
 - Discussion and communication needs to revolve around how participation affects the bottom-line so everyone is onboard
 - CNDs need to be made aware 2 or more days in advance about field trips so they can create sack lunch reimbursable meals. The earlier the communication from all parties (teachers, principals, etc) the better
 - Keep track of school calendar and go over or create a school policy on who can bring food on campus
- CNDs would like to be included in the Administrator meetings
- Some CNDs are included in the staff meeting which occurs 1 week after their board meeting to discuss all topics that arose
- CNDs would like to be invite or included in Professional Development with staff
- Increase bottom-line by involving staff, superintendents, principals, etc in lunchroom to participate in taste testing and oversee what is occurring so they are abreast of the situations as well
- Show with statistics, analytics, and any dollar values how off campus lunch decreases participation and how it has affected the districts numbers over the years to see if a change can be made with open campus policy
- Social Media can affect financials because of negative comments and post – it is up to the district to control that or combat it with good meal appeal and marketing on social media as well
- Educate parents about offer versus serve so they are not just hearing potential negatives from their child. Make sure they are aware of the policies that are put in place. Remember the audience – mold communication to match what they will understand
- Policies on lunch time should be put in place



Solutions for the Top 5 Challenges (*continued*)

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2. Staffing

- Honesty and Transparency go a long way; the job is not glamorous and can be very hard work. If this is mentioned up front, it can help the employee combat a negative morale issue they may be dealing with in the future.
- Co-learning – take the time to teach. Staff to staff if training budget is not available. Computer efficiency and kitchen prep work can be taught.
- Play to everyone's strengths : delegate smart - just because some one person is in charge of a specific task or section of the kitchen and good at it, doesn't mean they are not open to learning more skills. This will lead to more appreciation for the employer and the employee.
- Vulnerability – admit it (transparency) – let staff know of past issues and how they have been fixed in the past or if your staff is still working on fixing the challenges they are facing
- Positive response and reinforcement – take the time to let you employees know they are appreciated and valued and the work they are doing is making a difference. You don't have to lead with a negative attitude all the time.
- Provide more access to training opportunities and share your lessons learned to staff
- Coach don't tell – please and thank you go a long way. Don't tell someone to do something, ask them to do something.

3. Training

- Employees
 - Train before starting the position
 - Peer training: great for collaboration and learning various computer skills to be literate on functions needed to do the job successfully
 - Budget Training
 - Cross Training
 - Increase awareness of training opportunities (free and paid)
 - Have better coordination of training across the entire school year and in the summer months – continuous and consistent
 - Plug from Christina Little Manley: Professional Standards training offered on www.SquareMeals.org



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3. Training (*continued*)

- Business Managers
 - Train and get up-to-date on CNDs role and daily tasks
 - Learn program rules and regulations to have a better understanding of operations and how things work
 - Become familiar with TX-UNPS platform
 - Provide Business Manager with reports from TX-UNPS to discuss and explain measures
 - Buy-in and support from Business Managers and CFO's for training budget/opportunities

4. Communication

- Issues with Food waste
 - Combat by utilizing leftovers brochure and food waste information (sharing tables and A la carte items were successful)
<http://www.squaremeals.org/FandNResources/OptionstoMinimizeWaste.aspx>
- Host taste testing events and food shows and provide surveys at the end to receive student and parent input. Talk to you food sales representative about setting these up.
- Modify food choices to cater more towards students preferences. Elementary school students on one CNDs region loved Baracoa and spicy foods. He said without the food shows and feedback he would have never have thought that.
- Take pictures of your food and enhance meal appeal – all kids eat with their eyes first. Make the food enticing and promote the pictures on social media for parents.
- Consider a weekly meeting between CNDs and Business Managers to go over participation numbers from year to year and week to week. Analyze what foods worked better in that school or district and adjust accordingly.
- Budget for a communication system that calls and/or emails parents weekly for delinquency. Most parents are unaware because their child may have gotten something extra that week at school.



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5. Participation

- More time needs to be spent on coming up with ideas to make meals more appealing. Use the internet and reach out to other CNDs to see what is feasible and working for them.
- Create a district policy to not allow outside food
- Incentivize for participation for student and staff. Example: Offer ice cream for the most participation.
- Make sure to market to parents and students via social media and other platforms. Make sure the parent is hearing from the school and not just the student.
- Have schools administration set an example for students and have them all attend a food show
- CEP to increase lunch numbers
- Breakfast in the classroom
- Ideas to increase participation were mentioned throughout the 1 hour discussion

