



Sun Prairie Area School District

Futures depend on us...every child, every day.

2018-19 Department Level Scorecard and Action Plan

Department: Nutrition Services

Director: Kathy Walker

Link to [District Scorecard](#)

Nutrition Services Scorecard				
Results Measures	Q1	MY	Q3	EOY
Increase Good Customer Service for All Stakeholders	<ul style="list-style-type: none"> Daily pan & bake at elementary schools implemented 9/4 Daily salad bar implemented 9/4 - K-7th More culturally diverse menu items added - Chana Masala, Curried Potatoes, and Black Bean and Rice Burrito Rounding with staff - School visits on calendar - completed Check Up/Check In Forms with 9 staff Invited to Northside SCO meeting to discuss nutrition program initiatives this year Staff diversification - 5 of the 7 positions filled during the 2018 summer months are ethnically diverse - 27% of staff currently (12 of 45) 	<ul style="list-style-type: none"> More culturally diverse menu items - Diversity Week is March 4th-8th, 2019 and will be celebrated K-7 with African American, Asian, Indian, Latino and American items - RO will taste test Puerto Rican Rice with Pigeon Peas Check Up/Check In with 3 staff, more scheduled 1/7/19 - 2 hour Powerpoint presentation for TLEC - How is the Nutrition Program and Staff Meeting the Needs of the Community? NS SCO Meeting - October 9th Staff diversification - 24% (11 of 46) 	<ul style="list-style-type: none"> Planning for 2 new Fast Lines incorporated at High School - student favorites and prepackaged for line speed Planning for new taco bar on Tuesdays and Thursday and adding salad bars at High School for faster service Slicer Training (new equipment) - 2/25 Staff Diversification - 11 of 44 staff equals 25% RO SCO Meeting - March 12th - powerpoint PLC Meeting with condensed version of TLEC powerpoint - March 27th PV & PM salad bar implementation 	<ul style="list-style-type: none"> Implementing High School Reorganization Plan (Salad Bar with Corn Salsa) - students comment - "This is the best thing ever. Thank you!" Staff rounding complete and ongoing Retention Percentage - 91% Focus Group - feedback from staff on resources they need Staff Diversification - 11 of 44 staff equals 25% Standardized process for elementary students to choose lunch choice for less waste and better customer service - connect with Principal for feedback on procedure Based on student Nutrislice menu feedback from students and parents - discontinue Cheesy Lasagna in September 2019 and Sloppy Joes in November 2019 PLC Meeting Powerpoint Presentation

				<ul style="list-style-type: none"> Staff Survey - 76.6% agree or strongly agree that "All things considered the District is a good place to work." - the goal was at least 71% Focus Staff Group Extra Mile Award Certificate
<p>Increase Meal Participation</p> <ul style="list-style-type: none"> Increase Lunch Participation by 1% Increase Breakfast Participation by 3% 	<ul style="list-style-type: none"> September 30th: -3% September 30th: -6.1% 	<ul style="list-style-type: none"> December 30th: -.1% December 30th: 3.5% increase 	<ul style="list-style-type: none"> March 30th: -2.4% March 30th: 2.0% increase 	<ul style="list-style-type: none"> May 30th: -1.4% decrease in Lunch May 30th: 1.7% increase in Breakfast
<p>Continue to Work on Filling Open Job Positions</p> <p>Solution to combine a few unfilled shorter hour jobs for longer hour positions and a more stable workforce</p>	<ul style="list-style-type: none"> Plan on 2 job fairs 	<ul style="list-style-type: none"> Job Fair - in District at High School on February 28th 	<ul style="list-style-type: none"> March 4th - 3 hour position opens, no applicants May- 3 short hour positions open 	<ul style="list-style-type: none"> Created 2 - six hour positions in May that are benefit eligible because not able to fill some 3 and 4 hour positions; moved two 3 hour employees to fill positions at Elementary Schools for posted jobs that no one applied for
Operational and Strategic	<ul style="list-style-type: none"> Received quotes, purchased and accepted delivery on deadline: <ul style="list-style-type: none"> Double hot and cold carts for drop off and pickup at same time instead of two trips Salad bars and small containers for all elementary schools Working on creating processes for school kitchens to simplify work and increase standardization across schools Production Kitchen reorganization plan (instead of splitting out revenues and expenditures for one school - this will be delayed) Offer vs. Serve Training for Staff - 8/28 Nutrition Training Survey. Met with students in 3 WS classrooms to get feedback on menus 	<ul style="list-style-type: none"> Standardizing portion sizes of bulk foods such as taco meat Reviewing recipes for improvement Updating Production Kitchen product ship outs as menu changes Staff training scheduled for new equipment Training for equipment cleaning - Combi oven (staff survey) Goal Change: Working on Middle School Production Kitchens Upgrade Implementation Plan. Nutrition Staff Training Survey Results - ServeSafe training held November 27th & 28th Production Record and Recipe 	<ul style="list-style-type: none"> Pan and Bake at Elementary Schools for "Just in Time" Cooking Double Hot Carts procedure for efficiency in truck routes and less wear and tear on trucks and less staff time Improved recipe and procedure for Brown Rice and Mashed Potatoes Director worked with Head Cook at PV to determine product ship out system and developed a daily sheet to document and save for future forecasting of food amounts 	<ul style="list-style-type: none"> Recalculate CEP for PPA and possibly WS - determine if financially viable - DPI - CEP Worksheet. Note - Number of identified students must be confirmed through DPI and negative balances have been incorporated into revenue calculations Goal change: Instead of Production Kitchen Upgrade change to reorganization of High School Serving areas and adding new food items for students - new items include Taco bar on Tuesdays and Thursdays, salad bars, and Fiery Szechuan Beef Production Record Training completed twice for staff Combi oven cleaning training - 4/22 Summer Training for staff Head Cook Training - recipe conversion, new cooking processes

		Conversion training from survey will be held within two months.		and food item recipes <ul style="list-style-type: none"> Training completed - 4 trainings for a total of 6 classes
<p>Developing Equipment Replacement Plan - short-term</p> <p>Purchasing new equipment for new initiatives</p> <p>Repairing equipment as it breaks down (determined on a case by case basis depending on age and cost of repairing versus replacing)</p>	<ul style="list-style-type: none"> Created preliminary list of current Equipment Needs - ranked in importance NS & ES - 2 new food warmer/proofer units to hold food at correct temperatures - pan & bake at elementary schools Repairing PV combi oven with new gasket to prevent leaking of water (safety hazard) 	<ul style="list-style-type: none"> Purchased 2 produce slicers Will send out for quotes on milk cooler (WS), 2 convection ovens (PM & PV), hot well and serving line (NS) and freezer (PV) Short term plan complete - Equipment Replacement Plan CS - replaced garbage disposal PV & WS - 2 new milk cooler replacements DO Warehouse - 9 transport U-Boats for delivery of food from warehouse to school kitchens 	<ul style="list-style-type: none"> PV - milk cooler replaced PM - two new convection ovens PM & PV - two new salad bars and food containers PM - replaced garbage disposal 	<ul style="list-style-type: none"> Northside - 2 new convection ovens Cardinal Heights - dishwasher scheduled for Summer 2019 replacement

Workforce Focus:

To promote a student responsive and positive workforce which in turn makes a difference in student's lives.

Strategy Map:	Balanced Scorecard:		Action Plan			Q1	MY	Q3	EOY
Objectives	Measurement	Target	Timeline (by when)	Supporting Initiative	Budget				
Rounding	Visits to schools	Two planned visits to each school	June 30, 2019	Schedule visits on calendar	N/A				
Retention Goal	In our effort to create a district where the needs of all students are met, we will maintain a retention rate in the 2018-2019 school year of 90% or higher (National avg. 84%)	<p>Develop and schedule 3 new staff training courses</p> <p>Develop feedback process to implement staff ideas</p> <p>Give staff resources to perform their jobs at a high level</p>	June 30, 2019	<p>Use retention data to quantify</p> <p>Encourage staff to complete form suggesting staff trainings</p> <p>Staff Focus Group to create feedback process</p> <p>Create standardized process for efficiency</p>	N/A				
Customer Service Goal	In an effort to create an asset-based school district where staff feel engaged in our work as a school district, we will have an increase in the percentage of staff answering "agree" or "strongly agree" from 65.5% in the spring of 2018 to 71% or higher by the spring of 2019 to the survey item "All things considered, this District is a good place to work"	<p>Focus Staff Group with developing award system to encourage going above and beyond with offering ideas and putting children first</p> <p>Staff appreciation party with drawing of gifts for attending*</p>	June 30, 2019	<p>Focus Staff Group - Create recognition and award criteria matrix</p> <p>Collect data to determine if other areas prevent participation such as:</p> <ul style="list-style-type: none"> • Bus routes • Serving periods - lunches are spread out for elementary either every 15 or 20 minutes <p>Increase student satisfaction with foods served:</p> <ul style="list-style-type: none"> • Elementary kitchens will pan and bake many foods to increase quality of foods served • Daily salad bar K-7th • Increase ethnically diverse foods at all schools <p>Analyze how CEP process at PPA has impacted participation</p>	*Use points from vendor incentives for this; no budget needed				

		Re-evaluate and renew CEP	By April 1, 2019 Run Direct Certification for CEP calculation	Recalculate CEP based on Direct Certification upload from the State by April 1st for PPA					
			Re-apply for CEP - May 2019	Determine whether CEP for 2019-20 will be the same, recalculated and/or other school(s) added or grouped with PPA					
Customer Service Goal	Increase Participation	Increase participation for: <ul style="list-style-type: none"> • Lunch - 1% • Breakfast - 3% 	By June 11th, 2019						
Staff Diversification Goal	In an effort to create a workforce mirroring the demographics of our student population, we will increase the number of applicants who identify as ethnically diverse/people of color	Continue with current successful model of hiring practices to maintain or increase percentage (22%-32%+)	June 30, 2019	2016-17 results were 19.2% 2017-18 - May 15th results were 11 of 42 positions - 26% 2018-19 - Currently 11 of 44 equals 25%	N/A				

Community Engagement:

To ensure parent and student satisfaction so they are ambassadors of the Nutrition Program, we will develop ways to receive feedback from them and incorporate ideas to improve the program.

Strategy Map:	Balanced Scorecard:		Action Plan			Q1	MY	Q3	EOY
Objectives	Measurement	Target	Timeline (by when)	Supporting Initiative	Budget				
Means on Parent Satisfaction, Student Engagement	Scores from School Perceptions survey	Increased emphasis on increasing communication via Nutrition Services website, website menus, and Blackboard Connect	Collect and analyze data twice this year	NutriSlice Menu - collect and analyze data to determine changes on menu using student and parent feedback on food served to students	N/A				

Facility and Operations Strategic Goal:
Serve the staff and community through exceptional customer service.

Strategy Map:	Balanced Scorecard:		Action Plan			Q1	MY	Q3	EOY
Objectives	Measurement	Target	Timeline (by when)	Supporting Initiative	Budget				
Strategic Budgeting	Equipment Replacement Plan	Equipment priority list and timeline plan	June 30, 2019 and ongoing for long-term plan	<ul style="list-style-type: none"> By February 1st - determine equipment list of needs by the end of the 2018-19 school year Bid, award, and place order for delivery of equipment to be used before June 30, 2019 Develop short term replacement plan and start to work on long term plan 	TBD				
Strategic Budgeting	Developed plan to implement for the 2019-20 school year	Collaborate internally and with Business Services to determine how to allocate all expenses for one school	June 30, 2019	<ul style="list-style-type: none"> Meet with Business Services in November to determine the plan and timeline Work through barriers and meet twice more throughout the 2018-19 year to analyze data to date 	N/A				
Replace above with Strategic Planning	Replacing above with Production Kitchen reorganization plan - preliminary phase	Standardize food across all elementary schools and become more efficient with staffing	September 2019	Develop plan: <ul style="list-style-type: none"> Determine stakeholders on needed changes and details Create staffing plan Create implementation plan with timeline Develop communication plan Determine equipment needs and purchase Coordinate equipment installation 	TBD				
Goal Change	Anecdotal evidence that students are happy with the changes and the offerings Fast lines (favorite sandwiches with either sun chips and garden salad or french fries) would be pre-made so	Plan, organize and support High School Staff for reorganization of all serving areas for High School students to include 2 fast lines with student favorites, salad bars in main serving room and adding new	Implement the Fast lines in cafeteria starting May 6th and the main serving areas in room adjacent to the kitchen starting on May 13th To have our staff	<ul style="list-style-type: none"> Work on preliminary plan in Nutrition Office and then meet with Head Cook at High School to make sure there are no red flags to consider and that he believes this would be good for students and the program Set meeting date for all High School Staff to talk about new change, what the implications are, how to work together to support them and any red flags they 	NA				

	<p>students grab n' go instead of waiting to be served - this would speed students through both lines</p>	<p>items such as "Build Your Own" Taco Bar (tacos, nachos, rice bowl with beef, chicken, cheese, and fiesta bean entree choices with corn salsa and salad bar) on Tuesdays and Thursdays and Fiery Szechuan Beef</p>	<p>become comfortable - all changes before year end June 12th</p>	<p>may see about the changes</p> <ul style="list-style-type: none"> • Set up a plan and 1 or 2 Nutrition Office Staff be there daily until the process is smooth • Also, Nutrition Staff be there at the end of the 2 Fridays before kickoff to rearrange equipment and make sure equipment works for the next week (salad bars, cold serving bars and computers for cashiering) 					
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