



"Coming together is a beginning. Keeping together is progress.
Working together is success."
Henry Ford

It's Only Just Begun... and It Will Be Great!



Welcome Back!

Luann Shipley—Child Nutrition Director

Welcome to the new school year! This year, the State Office will be supporting the School Nutrition Association of Utah's focus on Marketing by offering a training for managers at this year's area meetings. In addition, we'll be putting the spotlight on programs that are doing a great job, so we need your help. If you have managers who do a great job of marketing school lunch, we'd like to know about it so we can highlight their practices. Think of managers who are great at presenting the meal, encouraging interaction between the teachers and the school nutrition program, encouraging the children in their school to follow good eating habits, or in thinking of ways to efficiently keep the records associated with the program, and give us their names and the sites they operate.

The State Office will continue to use technology to make it easier to receive information. For example, we have a new series of training videos which are available on our web site, and we have a video of best practices that we'll show you at the fall business meeting. If you have other ideas, please send them to your specialist. Welcome to a new school year!

Application Reminders

Charlene Allert—NSLP Child Nutrition Assistant

There was a subtle change in the regulations last year of which we want to be sure all those who process free and reduced-price applications are aware. Income applications now require that six items be present before the application can be evaluated. The required items are: the names of all household members, the amount and source of current income by each family member, the signature of an adult household member, and the social security number (or an indication that the household member does not have one) of the adult who signs the application. Make sure those processing applications know that all those listed on the application have their income listed or the box checked showing they receive no income (this includes all children listed on the application). If those six items are not on the application, the application is in error. The household must be contacted to supply the missing information. Document the household contact and the result of the contact on the application.

At the fall business meetings, we'll be talking about verification activities. All those who are on the program must conduct verification of a percentage of all applications yearly (except those schools on Provision II or III). Failure to perform verification activities will result in an automatic Additional Administrative Review (Coordinated Review Effort). These reviews are new and must be conducted according to updated regulations. Avoid them by conducting the correct verification activities! Call your specialist if you have questions.

Important reminder for those of you who use part of your commodities dollars to order your produce through the FFAVORS web:

Once your commodities dollars run out in the Department of Defense FFAVORS system, or if you want to order bananas using your own 4 and 11 funding, you will need to send an e-mail request to Char Johnson. She will forward your request to the Regional contact. She will need the following information: name of business Manager, district name, billing address, e-mail, fax and phone. You should not use the State order link until approved. Bills for these items will be sent directly to your school district or charter.

Issue Highlights:

- ◆ Application reminders
- ◆ Menu quality survey
- ◆ Wellness policy
- ◆ Procurement
- ◆ Budget
- ◆ 2009-10 school year calendar

Yep, that's right. I said it. If you don't agree with me, then prove it.

I am amazed by the number of schools in the state that do not have a formal menu and food quality evaluation process. Please understand, I am not saying that all the food being served in schools across the state is of poor quality but I do believe there is always room for improvement and that proactive self-evaluation is a best practice. Meal service evaluation creates an opportunity to give positive feedback as much as it does to give negative criticism. We must dispel the belief that being critical about something is always negative.

Do we sometimes overlook food that is not served at its highest quality because we do not want to hurt the feelings of the those who prepared it? Do we tell ourselves it probably only happened today, but we don't need to say anything because they obviously did not do it on purpose? I know that I have. Mistakes happen, but as food service professionals we cannot afford to look the other way, even if the mistakes or errors made are our own. Someone must preserve the quality and integrity of the food served and provide prompt and honest feedback regarding the quality of the meal service.

We must be more *proactive* than *reactive*. Do not wait until you receive complaints from students or parents. I believe that if we make meal service evaluation part of our regular training and monitoring, then

whether the evaluation is good or bad, the practice will be perceived in a more positive light. If I was a coordinator and came to your school only periodically, then proceeded to point out all the things that I thought you did wrong, I would not expect it to go over well. Would it not be better to have a meeting set up in advance where everyone sits down as a group with a sample of the food in front of them and rates it on color, shape, texture, height, flavor and proper execution, taking time to speak about positives as well as areas where improvement is possible? For example, you may take twice as much time talking about how great the decorations look in the cafeteria as you do pointing out the fact that the corn dog was still cold in the middle.



If meetings are facilitated correctly, the person in authority may not have to point out the areas that need improvement. I have found that, many times, people know what needs to be improved if you ask them in such a way that it does not leave them feeling defensive. Below are some tips on how this may be accomplished.

- ◆ Have an evaluation form for each person to fill out (a sample has been

included with this newsletter).

- ◆ If possible, facilitate others' comments. Do not do all of the talking. (It will get easier the more you do this.)
- ◆ Problem-solve with an understanding that there are non-negotiable items (e.g., nutrient analysis, menu cost), but don't let that become an excuse to be overly controlling. The only way to instill ownership is to let others have some creative control.
- ◆ Let others facilitate the meeting, so you can participate as just another member of the group.
- ◆ Recognize that just taking the time to discuss and think about all the different aspects of meal service is a step in the right direction. (Evaluations are not a faultfinding mission.)
- ◆ Do not institute change for the sake of change. Institute change in the pursuit of something better.
- ◆ Accept that there will be some days expectations will not be met, and others when everything turns out better than can be expected.
- ◆ Invite others outside your staff to fill out an evaluation. Remember to be proactive rather than reactive.
- ◆ Show your staff – and allow them to show you – how much you care about producing a quality product.

Wellness Policy... It's Here Somewhere....

Nicole Vance—Specialist

The end of your review is drawing near. Things have gone pretty well so far. You begin to breathe easy because it is almost over and the specialist – your new best friend – has been so pleasant to work with. What could fall through at this point?

Then your specialist asks, "Can I see your school wellness policy?"

When it comes to the wellness policy there are two questions to ask yourself:

1. Does my school have a wellness policy? 2. Do I know where it is?

The answer to question #1 should be yes, since schools are required to have a



wellness policy in place as of the 2006-2007 school year in order to participate in the National School Lunch Program.

As for question #2, we certainly hope you know where to find your wellness policy, or will take a minute now to locate it, dust it off, and put it somewhere easily accessible so you can produce it when requested, i.e., during your next review.

For bonus points, ask another question: **3. Do I know what my school wellness policy says?**

Ideally, it lists your school's goals for nutrition education and physical activity, guidelines for the foods on campus, how to implement the policy, and the people

involved in creating and enforcing it, such as parents, teachers, staff, and school board members.

It may be the case that the policy is not actually being practiced, or that the actions your school is taking are not documented within the policy. Perhaps it is time to revise the wellness policy to reflect what your school is willing and able to do. Make it specific to your school's needs and capabilities, then put it to work for the good of your students!

Ah, yes. You pull your wellness policy – reviewed and revised – from the shelf and hand it to your specialist. That makes another flawless review!

Balancing Your Budget

Kim Loveland— Specialist

Are you trying to decide if a price increase is needed for your food service program? A food service budget is a valuable tool to project income, expenditures, and financial outcomes of the school food service program.

A written budget provides advantages such as identification of resources and costs, a source for cost control, communication of goals to others, foresight of potential problems, and a measure for evaluating financial operations.



Key actions to take when planning an annual budget include reviewing historical data and predicting future par-

ticipation. Consider the following questions when planning a budget: By what percentage has food costs increased? Have labor costs increased? Could labor costs be decreased? Is enrollment increasing or decreasing? Have the menus changed, and will this result in an increase in participation? What are the goals and plans for the program for the current year and future years? Will a meal price increase be necessary? What are the changes in reimbursement rates? Will new equipment need to be purchased? All of these questions will provide valuable data in preparing a budget.

The budget should be evaluated on a monthly basis. Each year the planned budget should be compared to what actually happened to identify trends and find opportunities to stay fiscally sound.

Raising meal prices may be the answer to

balance the budget. Be sure to analyze the revenue and expenditures of your program to see what changes could be made prior to raising meal prices. Consider the costs of producing and the serving the food, reimbursement rates, and the current economic situation.

Answering the following questions will help guide your decision to change meal prices: Will the customer be able to pay more? What alternatives does the customer have? Is the customer getting a better deal by eating school meals? Will participation be affected by increasing meal prices? Taking these considerations into account will help in adjusting meal prices. Be prepared to answer questions regarding the meal price increase and have data available to justify the change.

Commodities Update

Char Johnson — Commodity Tech

This year, as anticipated, we will begin using CNPweb for all commodity ordering. In an effort to streamline the process and provide you, the customer, with more control over your commodities, change is inevitable. There are several things you must be aware of:

You will be ordering your own products and requesting deliveries.

We will no longer be preparing a standard release of products.

Instead, you will need to let us know what you would like delivered from your survey orders.

As products arrive in the state warehouse, you must inform us of what you would like delivered to you. There are some dates that will be of critical importance.

If items are not ordered before the cutoff dates, you will be unable to receive any product until the following month, so watch the dates closely.

Be sure all orders are placed between the starting and ending dates for each shipment period.

There is a chart to help you remember when you need to complete your delivery requests. You can view it or print a copy in CNPweb by clicking on Resources.

You will also soon be able to view a training presentation by clicking on the resource tab on CNPweb, Food Distribution module.

Straight From the Oven



Sofia Ann Rose

Born July 14 at 8:13 a.m.

6 pounds, 10 ounces, 19.5 inches
Congratulations to Janelle and Andy!

Janelle has decided to stay home permanently with her new bundle of joy and will not be returning to her position as Specialist for the School Team. We wish her all the best!



“Promote the nutritional well-being of the Utah public, with a focus on children, so they may reach their full potential.”



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Submissions, suggestions, and comments are welcome.

100% Whole Wheat Raisin-Nut Bread

3 C. whole-wheat flour
1/4 C. toasted wheat germ
2 tsp. baking powder
1 1/4 tsp. baking soda
1 1/2 C. buttermilk or rice milk
1/2 C. honey
1/4 C. salad oil or applesauce
1/2 C. each raisins and chopped walnuts

Directions:
In a bowl, stir together flour, wheat germ, baking powder, soda, and salt. In a separate bowl, combine the buttermilk, honey and oil. Pour all into the flour mixture, stir until ingredients are combined. Add raisins and nuts (optional); be careful not to over-mix.

Bake 325° for 1 hour or until knife or toothpick comes out clean. The loaf top should be slightly pebbled and evenly browned. Let cool in pan for 10 minutes.

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