

## Nutrition Services Balanced Scorecard 2016-17



Teaching & Learning	Workforce Focus	Community Engagement	Facilities & Operations
<p><b>5 Year Goal:</b> All students surpass their annual academic growth targets and graduate ready for success.</p>	<p><b>5 Year Goal:</b> Proactively recruit, retain and engage talent that reflects and is responsive to our diverse community.</p>	<p><b>5 Year Goal:</b> Excel in how we serve all stakeholders and build relationships with families, community members, and businesses that promote positive outcomes for students.</p>	<p><b>5 Year Goals:</b> Use district resources effectively and efficiently</p> <p>Facilities and services meet the needs of our diverse and growing student population and community.</p>

### Department Annual Target

Annual Goals are to be approved by Senior Leadership Team.

	<p>Increase the % of employees w/ racially and ethnically diverse backgrounds from <b>18%</b> to <b>20%</b>.</p> <p>Increase the mean on the District Office - School Nutrition Employee Engagement Survey from <b>2.98</b> to <b>3.13</b>.</p>	<p>Increase parent satisfaction of Nutrition Staff meeting their children's needs from <b>3.32</b> to <b>3.47</b>.</p> <p>Increase community awareness and education of School Nutrition - Hold 2 events this year.</p> <p>Increase Student satisfaction of food choices from <b>2.74</b> to <b>2.85</b>.</p>	<p>Increase the mean on the Food Services District Services Survey from <b>3.32</b> to <b>3.47</b>.</p>
<p>Interim Executive Director of Operations: Clark Luessman</p> <p>Approval Date: August 22, 2016</p>			

## Progress Monitoring Report

Progress Monitoring Report for each department will be collected, recorded, and reported in this document at mid and end of year.

Spotlight: Green = On track to meet goal; Yellow = In danger of not meeting goal; Red = Not likely to meet goal

Teaching & Learning	Workforce Focus	Community Engagement	Facilities & Operations Goals
<p><u>What specific data will be provided to demonstrate growth in this goal?</u> NA</p>	<p><u>What specific data will be provided to demonstrate growth in this goal?</u> Human Resources records</p> <p>EE and Staff meeting surveys</p> <p>Attend one job fair event</p>	<p><u>What specific data will be provided to demonstrate growth in this goal?</u> Parent survey Attend 2 community events with food samples and nutrition education information</p>	<p><u>What specific data will be provided to demonstrate growth in this goal?</u> Meeting results Possible pilot of food distribution to one more school site.</p>
<p><u>Quarter 1 Data Summit Report</u> NA</p>	<p><u>Quarter 1 Data Summit Report</u></p> <ul style="list-style-type: none"> <li>Diversity - Decrease in Sept to 16.3% - less one staff member who didn't return from summer</li> </ul>	<p><u>Quarter 1 Data Summit Report</u></p>	<p><u>Quarter 1 Data Summit Report</u> Research feasibility of Prairie View shipments going directly to school, bypassing warehouse. Feasibility of CHUMS and Patrick Marsh also. Meetings with drivers on new ordering system and delivery system.</p>
<p><u>Quarter 2 Data Summit Report</u> NA</p>	<p><u>Quarter 2 Data Summit Report</u></p> <ul style="list-style-type: none"> <li>Diversity - Decrease to 13% - 1 hired in another Sun Prairie Department</li> <li>Job Fair at Urban League to interview and offer positions with condition of passing the reference and background checks. Offered 2 positions</li> <li>One person accepted substitute adding to diversity of substitutes.</li> </ul>	<p><u>Quarter 2 Data Summit Report</u></p> <ul style="list-style-type: none"> <li>Parent survey results in Spring</li> <li>Met with social workers - Discuss how to increase families filling out Free/Reduced Applications, Pilot program with Social worker interns weekly in the Nutrition Office to support families with information on negative balance and status on Free/Reduced Applications.</li> <li>Focus Group employees engaged in developing plans for these events</li> </ul>	<p><u>Quarter 2 Data Summit Report</u></p> <ul style="list-style-type: none"> <li>Prairie View shipments started on 12/1/16. CHUMS shipments started 12/15/16.</li> </ul>
<p><u>Quarter 3 Data Summit Report</u> NA</p>	<p><u>Quarter 3 Data Summit Report</u> <i>(Enter data and outcome report here)</i></p>	<p><u>Quarter 3 Data Summit Report</u> <i>(Enter data and outcome report here)</i></p>	<p><u>Quarter 3 Data Summit Report</u> <i>(Enter data and outcome report here)</i></p>
<p><u>Quarter 4 Data Summary Report</u> NA</p>	<p><u>Quarter 4 Data Summary Report</u> <i>(Enter data and outcome report here)</i></p>	<p><u>Quarter 4 Data Summary Report</u> <i>(Enter data and outcome report here)</i></p>	<p><u>Quarter 4 Data Summary Report</u> <i>(Enter data and outcome report here)</i></p>

## Strategic Actions

**Proposed Strategic Actions:**

- Will be listed for each goal at the beginning of the year,
- May be revised as a result of what is learned through progress monitoring, and
- Will be approved by the Interim Executive Director of Operations.

**Stoplight: Green = Completed; Yellow = In Progress; Red = Not Started**

Teaching & Learning School Annual Goals:					
All students surpass their annual academic growth targets and graduate ready for success.					
Leadership Actions	Process Owner(s)	Timeline	Measures	Stop Light	EOY Stop Light
NA	NA	NA	NA	NA	NA

Workforce Focus School Annual Goal:						
Increase the mean on the District Office - School Nutrition Employee Engagement Survey from 2.98 to 3.13.						
Proactively recruit, retain and engage talent that reflects and is responsive to our diverse community.						
Goal:	Leadership Actions	Process Owner(s)	Timeline	Measures	Stop Light	EOY Stop Light
Proactively recruit, retain and engage talent that reflects and is responsive to our diverse community	Ad in newspaper (w/ Facilities), job fair, and school site newsletters	Nutrition Director	June 2017	<p>Send job ad to schools to be included in school newsletters twice per year</p> <p>Ads in local newspaper twice per year</p> <p>Job fair yearly</p> <p>Work with Facilities and Grounds on sharing applicant information to suit their needs - i.e., Part-time in Food Services, more hours in F&amp;G</p>	<p>Q1: One ad sent to schools for newsletters in August, hiring ad on menus 3 times, one job ad in newspaper</p> <p>Urban League Job Fair - 2 offers of jobs and one hire for Sub position</p>	

Proactively recruit, retain and engage talent	Create monthly nutrition staff newsletter - w/ job and personal info, kudos, pictures	Nutrition staff	Monthly starting in February 2017	<p>Management and Office Staff rounding feedback</p> <p>Employee Engagement survey 3.38 up from May 2016 - 2.98 (goal was 3.13)</p> <p>Work together with Focus Group on starting staff newsletter</p>	<p>Q1: Rounding at schools - 60% of staff</p> <p>Q2: EE Survey 3.38</p> <p>Q2: Feb 1st Nutrition Dept Newsletter sent to staff</p>
Proactively recruit, retain and engage talent	<p>Meetings with staff to inform and educate</p> <p>Create Menu/Focus groups</p>	Nutrition Staff	Monthly	<p>Post-meeting surveys - August Inservice and December Focus Group</p> <p>Nutrition Services Inservice meetings and Human Resources 4 hour meeting in August</p> <p>Focus Group monthly meetings - Input on short and long term problems and solutions. Goals: Create monthly Newsletter for staff, standardize recipes, portion sizes and processes.</p> <p>Menu Group monthly meetings for 2 separate groups - K-9th and High School</p>	<p>Q1: Inservice Surveys - 65.7% response - 3.94</p> <p>Q2: Focus Group Survey - 4.53</p>
Proactively recruit, retain and engage talent	Equity, poverty, and/or socioeconomic sensitivity training for nutrition staff	Nutrition Director	June 2017	Class will be scheduled and completed this year	Q1: Contacted teacher to train staff
Proactively recruit, retain and engage talent	Professional Development hours - 10 hours of choices - Customer Service and Offer vs Serve	Nutrition Director	June 2017	<p>Schedule classes throughout the year with some mandatory August Inservice - 4 hour Basic information, Customer Service and Offer vs Serve Training</p> <p>Human Resources 4 hour class on District Basics</p> <p>November 10th - 2 hour class on SafeSchools and Absence Pilot</p> <p>ServSafe Class Testing in March is scheduled. 21 staff will attend</p>	<p>Q1: Inservice - Offer vs. Serve. Technology</p> <p>Q2: SafeSchools and Absence Pilot</p>

Proactively recruit, retain and engage talent	Implement new-employee checklist.	Nutrition Director & Food service manager	Ongoing	Checklist for new employees is completed in 30 days, 100% of the time	Q1: 7 = 100% Q2: 2 staff = 100%	
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**Community Engagement School Annual Goal:**  
 Increase the mean on the Parent Satisfaction Survey from 3.32 to 3.47.  
 Excel in how we serve all stakeholders and build relationships with families, community members, and businesses  
 that promote positive outcomes for students.

	Leadership Actions	Process Owner(s)	Timeline	Measures	Stop Light	EOY Stop Light
Increase parent satisfaction of Nutrition Staff meeting their children's needs from 3.32 to 3.47	Survey parents	Director of Nutrition	June 2017	Increase survey results from 3.32 to 3.47	Survey in Spring	
Increase parent satisfaction of Nutrition Staff meeting their children's needs from 3.32 to 3.47	Community awareness events	Nutrition Staff	June 2017	Attend 2 community events w/ food samples and nutrition information.  Focus Group Meetings with employee engagement on when and where to hold taste-testing and nutrition education information  Diversity Week - Indian food recipes shared and prepared by Royal Oaks Teacher, Royal Oaks Food Service Site Manager and Nutrition Program Director. Sampled out to students and students surveyed on	Q1: No events planned Q2: Focus Group engaged to help determine community events Q3: Meeting scheduled in March w/ District SCO on input on needed events	
Increase parent satisfaction of Nutrition Staff meeting their children's needs from 3.32 to 3.47	Insert new menu items based on student feedback	Nutrition Staff	Spring survey	Communication to families regarding menu generation through student feedback  Nutrition Program will focus on this by posting new items on menus, putting information on Nutrition Program website	Q1: None  Q2: New foods posted on menus	
				Parent satisfaction survey	Scheduled for Spring	
				Student engagement survey	Scheduled for Spring	

				<p>High School - Informal surveys with students on new products to determine whether to include on menu and increase menu diversity</p> <p>Menu groups help determine what is served to students based on what students are choosing</p>	<p>Q1: Menu changing based on student input</p> <p>Q2: Increasing student participation</p>	
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**Facilities & Operations Annual Goal:**

Increase the mean on the Food Services District Services Survey from **3.32 to 3.47**.

**Use district resources effectively and efficiently. Facilities and services meet the needs of our diverse and growing student population and community.**

Goal	Leadership Actions	Process Owner(s)	Timeline	Measures	Stop Light	EOY Stop Light
Use district resources effectively and efficiently	Create process for menu development via student and parent feedback	Director of Nutrition	Ongoing	<p>Informal taste testing with new menu items based on student feedback - mainly at High School with a few taste testing events at Elementary. Increased participation at high school.</p> <p>Middle School and CHUMS Pizza Wednesdays added student participation for highest participation days of the year - started in January.</p> <p>Surveys</p>	<p>Q1: Taste Testing new products at High School - resulted in 130 extra student meals sold daily.</p> <p>Q2: Pizza Wednesday started.</p> <p>Q3: Peachjar menus</p>	
Nutrition Services meets the needs of our diverse and growing student population	Increase participation in school nutrition program	Director of Nutrition	June 2017	<p>Websmartt (POS) data on number of meals served</p> <p>Preliminary student increase in participation at Middle School for new Pizza Wednesdays is:</p> <ul style="list-style-type: none"> <li>● Prairie View +18 lunches</li> <li>● Patrick Marsh +12 lunches</li> <li>● CHUMS +99 lunches (record lunch high for the year)</li> </ul> <p>Increase at High School Lunch Daily Participation from September to December 2016</p> <p>Increase diversity of foods served - Royal Oaks Taste-testing of Chicken Biryani and Vegetable Biryani - Indian dishes</p>	<p>Q1: Small increase in participation at lunch district-wide.</p> <p>Q2: Pizza Wednesdays started - with nominal increase in sales</p> <p>Q2: Seeing increase at HS by focus on student &amp; staff input</p> <p>Q2: RO Indian</p>	



				Increase in Asian meals i.e., Mandarin Orange Chicken at Elementary plus Szechuan and General Tsos at Secondary	Food Asian dishes	
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Quality Annual Department Target

Goal	Leadership Actions	Process Owner(s)	Timeline	Measures	Stoplight	EOY Stop Light
	Negative Balance Research - impacts on Educational Funding	Director of Nutrition	Ongoing	<p>Negative balance students for 2015-16 versus what their status was from the 2014-15 school year. What is the impact on Title 1 and AGR Funding?</p> <p>Social Worker Intern Pilot to work in Nutrition Office to support families in Free/Reduced Meal information &amp; reduce negative balances start first week in March</p> <p>Work w/ Communications and Engagement Officer on exploring local help with fundraising will start first week in March</p>	<p>Q1: AGR: Loss of \$106,000</p> <p>Q2: Pilot planned and will implement in March</p>	
	Implementation of Nutrislice nutrition information system	Director of Nutrition	June 2017	On website and marketed to stakeholders	<p>Q1: Input info in Nutrislice - approx. 20%</p> <p>Q2: NutriSlice info - approx. 30%</p>	