

*Quincy Public Schools
Program Improvement Plan*

*Food Service Department,
School Nutrition Programs*



*Joanne Morrissey
Director of Food Services*

2013 - 2014

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I. Mission Statements

a. Quincy Public Schools Mission Statement

Our mission is to provide a safe and nurturing learning environment for children to achieve their individual maximum potential.

Our desire is to develop students who persevere in their studies, take responsibility for their choices, and are honest in their character.

We seek to equip the students with the necessary skills to thrive as productive workers and committed citizens, and to meet the challenge of change in a global community.

We strive to help children discover and explore their gifts and talents, and to value and respect each other's uniqueness.

In order to accomplish our mission, staff, parents and students must work in a collaboration of effort and trust with open communication.

Our success will be measured by our students who exemplify a lifelong love of learning.

b. Food Services Mission Statement

The mission of the School Nutrition Program is to make a significant contribution to the general well-being and learning ability of each student. This will be achieved by providing students with healthy, nutritious, appetizing and affordable meals served courteously, in a clean and pleasant dining environment.

II. Program Leader's Message

Nutrition influences a child's development, health status, well-being and potential for learning. Each school day, the Food Service Department is charged with providing nutritious breakfasts and lunches, as well as snacks for students in organized after-school education or enrichment programs. During the summer school break period, meals are provided in designated need areas under the guidelines for the federal Summer Food Service Program for Children.

The School Nutrition program operates in accordance with the National School Lunch Act and the Child Nutrition Act of 1966 as amended and regulations set by the United States Department of Agriculture (USDA) as well as state and local laws, regulations and policies.

School Nutrition Programs are an integral part of the school environment. Food Service staff work cooperatively with administrators, school nurses, guidance, teachers, parents and students to facilitate and encourage the participation of all students in the School Nutrition Programs.

School Meals are planned using the USDA Food Based Menu Option which requires foods from specific food groups in specific quantities to be offered to students. Meals must follow the Dietary Guidelines for Americans to: 1. Include a variety of foods, 2. Include adequate foods from the grain, vegetable and fruit groups, 3. Include foods low in fat, saturated fat, and cholesterol, 4. Limit foods high in sugar content, 5. Limit foods high in sodium.

The Massachusetts Department of Elementary and Secondary Education monitors compliance with program requirements. Program operating funds are derived from federal and state reimbursement for meals served to students, competitive grants and student/staff payments. The United States Department of Agriculture provides food products acquired under farm support programs to supplement food purchases made at the local level.

The Quincy Public Schools will have a Health, Nutrition and Wellness Advisory Team, consisting of school staff and concerned community representatives to recommend, review and help implement school district policies addressing school nutrition, nutrition education, physical activity and related issues that affect student health.

III. Program Description

a. Food Service Program Administration

1. School Food and Nutrition Program Organization. The school food and nutrition program's goals and sound business practices provide the basis for planning.

- The school food and nutrition program has written short- and long-term goals that are communicated and evaluated annually.
- Written policies and procedures cover key areas, are implemented, kept up to date, and communicated to the school community.

2. Financial Management. The school food and nutrition program uses sound financial and accounting practices.

- The school food and nutrition budget includes input from school food and nutrition management staff.
- Financial and management practices are reviewed on an ongoing basis.
- Internal controls assure financial accountability.

3. Human Resources. School food and nutrition personnel are qualified to implement the goals of the school food and nutrition program.

- Procedures ensure that qualified staff are recruited and hired following local, state, and federal requirements.
- Staffing is planned and allocated according to operational needs.

- The school food and nutrition program offers employees wage, salary, and fringe benefits that are competitive and equitable.
- Training and employee orientation are available to school food and nutrition personnel, and the training responds to the district's goals and workers' needs.
- Internal communications among school food and nutrition personnel are open and ongoing.
- Performance standards and a formal evaluation system are clear and followed.
- School food and nutrition personnel are encouraged to join and participate in professional associations.

4. District Organization. The school food and nutrition program works in concert with the school community to maintain a healthy school environment.

- The school food and nutrition program meets Child Nutrition Program regulations.
- The school district's mission statement reflects that the school food and nutrition program plays an integral role in the learning readiness of children.
- The local board of education has adopted a written policy that commits to student health, including nutrition and physical activity.
- School food and nutrition personnel are accepted as partners in the education of children.
- The school food and nutrition program provides consistent and reliable nutrition information to all grades.
- School food and nutrition personnel work with policymakers to establish nutrition standards for all foods and beverages sold on campus.
- Facility design, meal schedules, and operational procedures are planned to meet the food, nutrition, health, and social needs of students.
- Administrators work with the school food and nutrition program to create a positive dining environment that includes adults as role models.
- The school food and nutrition programs use information technology to enhance its services.
- The school food and nutrition program's district office and school sites coordinate efforts.

b. Communication and Marketing

1. Marketing. A comprehensive marketing plan promotes a positive image of the school food and nutrition program.

- School food and nutrition management staff works with the school community to increase participation.
- Reimbursable meals are promoted as the meal of choice.
- School food and nutrition management staff acts as advocates inside and outside the school.
- The school food and nutrition program is a resource for meeting the community's food and nutrition needs.
- School food and nutrition management staff develops opportunities to extended programs to meet school and community needs.

2. Communication. School food and nutrition personnel work with the school community and allied organizations to promote nutritious food and nutrition education.

- School food and nutrition program management staff works with groups allied with schools, higher education institutions and the community to promote good nutrition.
- School food and nutrition program management staff work to develop partnerships with industry and commercial and non-profit food service operations to support and promote the program.
- School food and nutrition personnel assist in developing policies to support nutrition integrity.
- School food and nutrition program management staff advocates for public policy that is beneficial to the health and education of children.

c. Nutrition

1. School meals/snacks and à la carte foods contribute to healthy eating habits.
 - School meals and snacks meet the nutritional needs of all students.
 - The school food and nutrition program identifies and addresses competitive food activities.
 - Standards have been established that provide an appealing and healthy variety of foods and beverages in the school food and nutrition program, à la carte, and vending machine sales.
2. **Nutrition Education.** School food and nutrition personnel are actively involved in nutrition education at the school level.
 - School food and nutrition personnel provide opportunities to reinforce classroom nutrition education.

d. Operations

1. **Menu Planning.** Menus are planned to ensure a balance between optimal nutrition and student acceptance.
 - Planned menus and standardized recipes direct school food and nutrition operations.
 - Student preferences are considered when planning menus.
 - Recipes are selected or modified to achieve appropriate levels of fat, sodium, sugar, and fiber while considering palatability.
2. **Procurement.** Ethical purchasing practices ensure the use of high quality and safe ingredients and products.
 - Purchasing practices for foods and beverages include written specifications that reflect quality, safety, nutritional value, customer acceptance, and cost.
 - Purchasing practices for equipment, supplies, and services include a written description that reflects quality, safety, costs, and needs of the program.
 - Purchasing decisions are made after an objective evaluation of quality, safety, conditions, service, and cost.
3. **Receiving and Storage.** Appropriate receiving and storage practices are followed to ensure quality, quantity, and safety of all food and non-food products.
 - Policies and practices ensure that products are checked for safety and specifications when received.
 - A system is in place that assures an accurate inventory is tracked and maintained.
4. **Production and Service.** Management procedures assure the production and service of high quality and safe foods to all students.
 - Daily operations for food production and service are planned in advance.
 - Standardized procedures for food preparation and handling are implemented and monitored and school food and nutrition personnel are trained in food production, service, and safety.
 - A student-centered environment, conducive to healthy eating habits and social interaction, is provided.
 - Food set up and service options are provided that encourage healthy choices and minimize the time students wait to be service.
 - School food and nutrition personnel make an effort to show concern and interest in students.

E Safety and Security

An environment for safe and secure food and worker safety is maintained.

School food and nutrition program staff follows food safety and health regulations.

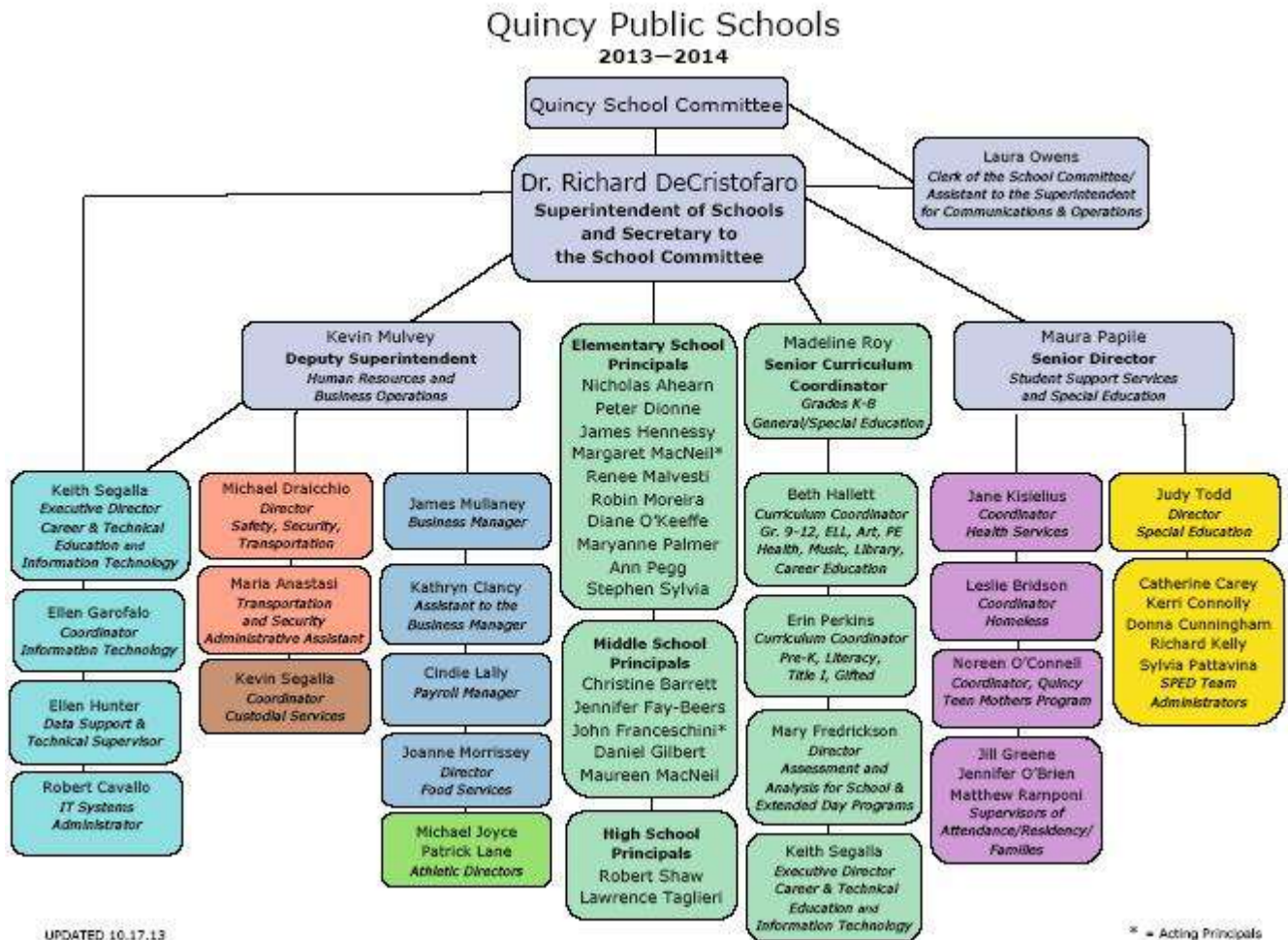
Procedures are in place and accessible to school food and nutrition program personnel to ensure a safe working environment.

f. Environmental Resources.

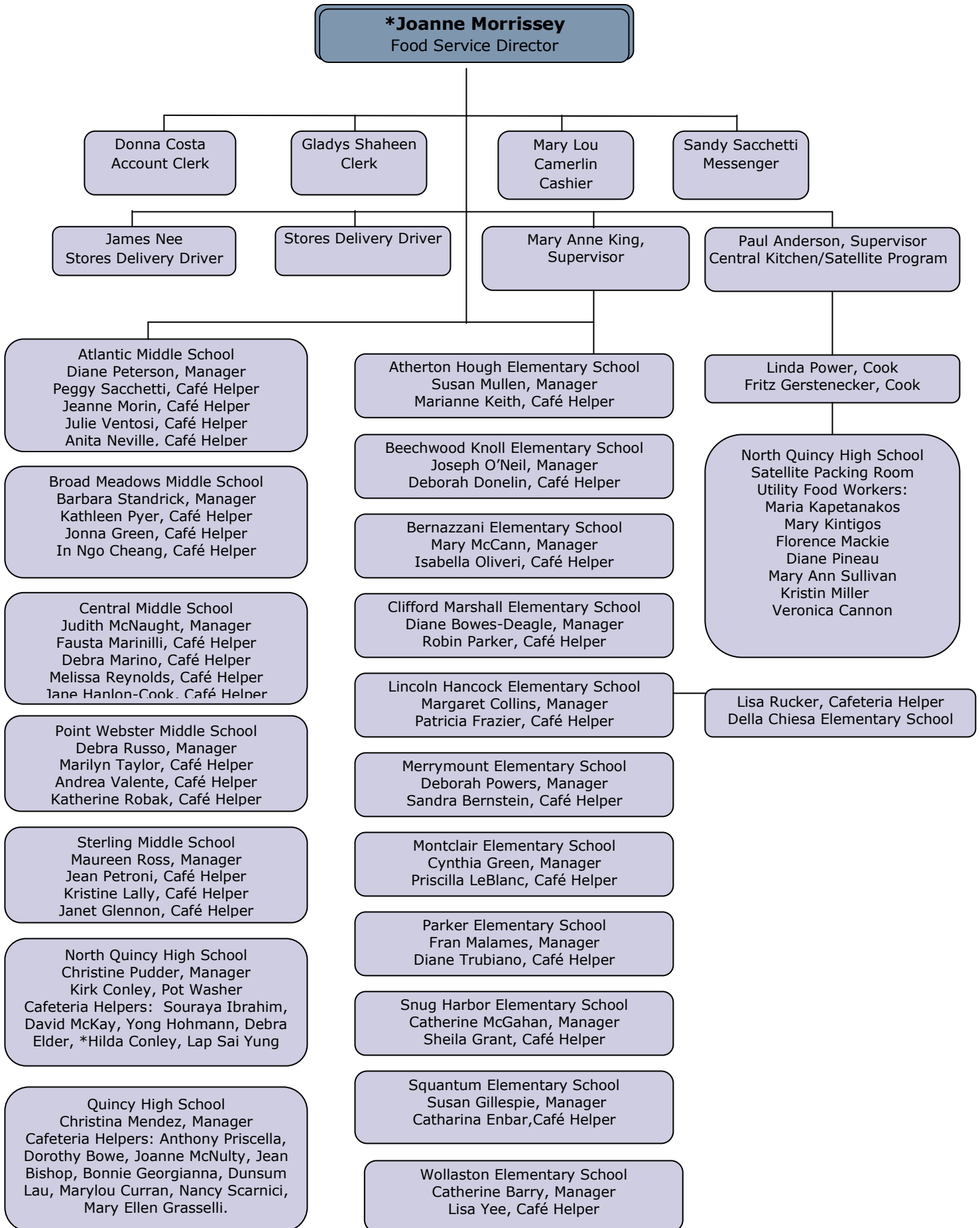
A commitment to responsible waste management and water and energy conservation practices exists in the school food and nutrition program. School food and nutrition program personnel work to improve waste management and water and energy conservations practices.

IV. District Improvement Plan Alignment

a. Quincy Public Schools Team Organization and Alignment Chart 2013-2014



b. Food Service Staff Organizational Chart



● Staff Position Descriptions

The Food Service Department employs 84 staff members at the elementary, middle, high school and central office levels. Most staff are represented by a collective bargaining group including: The Quincy Food Service Employees Association, Quincy Educational Employees Union and Quincy Public Schools Maintenance Employees Association. The following is a General description of roles and responsibility (not all-inclusive).

Food Service Director

Responsible for the overall management and operation of the Food Service Program in accordance with local, state and federal regulations. Hires, trains, supervises and evaluates staff; prepares menu, purchases food and supplies and equipment; orders and accounts for USDA Donated Foods; communicates and collaborates with administrators, teachers, staff, students, parents, public; oversees filing of claims for reimbursement and other required reports and maintenance of records and accounts.

Food Service Supervisor

Reports directly to the Food Service Director. Responsible for supervision, management and operation of cafeterias and staff under his/her jurisdiction; large scale food preparation and service; assists in menu preparation; purchasing food, supplies and equipment when required; conducts performance evaluation of personnel and machinery; takes inventory; keeps cost control records, maintains sanitation and safety in accordance with laws, trains personnel and makes reports. Participates in the review and approval of student Free and Reduced Price Meal Benefit applications. Maintains computer database records and prepares reports as needed. Trains staff on the operation and use of computer-based Food Service applications including email and Point of Sale software programs. Facilitates and supervises the implementation of computer-based foodservice systems at assigned cafeterias.

Cafeteria Manager Secondary Schools

Responsible for the efficient operation of the kitchen and cafeteria, including ordering of foods and supplies, preparation and serving of meals, cleanup of kitchen and equipment, handling of money transactions, keeping accurate records and accounts including daily sales, inventories, payroll and other records relating to the Food Service operation, planning work schedules, assigning duties and supervising the cafeteria employees.

Cafeteria Manager Elementary Schools

Responsible for the efficient operation of the Elementary School kitchen and cafeteria including ordering, receipt, storage, heating and serving of foods and supplies; handling of money transactions and daily deposits; proper care and clean up of equipment, utensils and facilities; keeping of accurate records and accounts including daily sales, inventories, payroll and other records relating to the Food Service operation; assigning of duties to the Cafeteria Helper and Lunch Attendants, supervision of the Cafeteria Helper.

Cafeteria Helper and Utility Food Service Worker

Performs tasks requiring an ordinary degree of skill in the preparation and serving of food as well as other tasks required for the operation and sanitary maintenance of a Food Service facility or area. Assists in receiving and checking deliveries of food and other supplies; storing foods properly in refrigerators and storerooms; keeping stores clean and in good order; taking of inventories of foods and supplies; cashiering, keeping simple records and performing other related tasks assigned by the Cafeteria Manager or Supervisor

Assists the Food Service Director in the operations of the Food Service Department by coordinating the accountability and documentation of all functions. Receives and reviews payroll forms from schools for signature by Director. Calls for substitute cafeteria workers as needed. Receives and reviews daily sales reports from schools. Reconciles the daily potential income reported by schools to the cashier deposit records. Reviews monthly school sales reports and performs edit checks before preparing and filing claim for reimbursement (online) with Department of Elementary and Secondary Education. Receives purchase requisitions from City Hall. Prepares the monthly warrant. Maintains copies of all payment documents on file. Reconciles department financial reports with City Auditor reports. Receives and tabulates monthly inventory reports from schools and central storage facility. Prepares position posting and posts open positions. Distributes monthly menus to media outlets and schools. Operates office machines including calculator photocopier and computer.

Stores Delivery Driver

Loads and delivers food and supply orders between various schools or other locations; picks up materials and supplies and returns them to central supply area; delivers mail to these locations; assists in receiving and storing supplies as they arrive at central storage area; assists in taking periodic inventories; assists in filing and preparing supply orders for delivery; operates motor vehicles in connection with these duties.

Messenger

Operates a small van or passenger automobile. Picks up and delivers materials and supplies to difference points across the city. Loads and unload packages, mail, and money bags. Performs simple manual and clerical duties related to messenger work. Valid Massachusetts driver's license required.

Cashier

Responsible for receiving cash and other negotiable instruments from system schools. Performs basic arithmetic functions and record-keeping procedures to accurately count and record cash receipts from schools. Performs accounting functions including computing sales tax, preparing bank deposit, and preparing deposit reports. Operates office machines including adding machines, calculator, photocopier, cash register, coin counting machine.

Clerk

Receives invoices from Food Service vendors. Reviews invoices to confirm receipt of items and accuracy of pricing. Prepares bills for payment. Enters invoice payments into Munis System to prepare purchase requisitions. Receives food and supply orders from schools. Reviews and compiles orders and submits either online or via fax to vendors. Receives and reviews daily sales reports from schools, enters sales data into computer. Prepares and copies order and accounting forms for schools. Posts monthly menus to the QPS website. Calls in repairs requested by schools. Maintains files, answers phone calls. Operates office machines including calculator, photocopier and computer.

c. Food Service Team Information

Team Name: Food Services Team

Chairperson: Kevin Mulvey, Co Chair Joanne Morrissey

Purpose: To review, reflect, and share relevant goals and issues pertaining to all aspects of the Quincy Public Schools Food Service program.

DIP Standard:	Standard 6 ~ Financial Asset Management Effectiveness and Efficiency
Key Question:	Does the district engage in participative, well-documented transparent budget building? Is such as process pointed toward student achievement? Are sufficient financial, physical and capital resources available to provide for student advancement, change, and unanticipated events?

Indicators	Benchmarks
Indicator 8: The district used efficient accounting technology that integrated the district-level financial information of each school and program, and the district used forecast mechanisms and control procedures to ensure that spending was within fiscal budget limits. District administrators were able to regularly and accurately track spending and other financial transactions.	Expand the point of sale systems to all schools.
Indicator 9: The district had a system in place to pursue, acquire, monitor, and coordinate all local, state, federal, and private competitive grants and monitored special revenue funds, revolving accounts, and the fees related to them to ensure that they were managed efficiently and used effectively for the purposes intended.	The school food and nutrition program uses sound financial and accounting practices.

Food Service Department 2013-2014 Goals:

(1.) Complete the implementation of computerized point of sale system (Nutrikids) for Quincy Public Schools by installing hardware/software at all elementary schools by June 30, 2014.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Install hardware and software at schools and test operation	System Operating as of 6/30/14	Joanne Morrissey, Mary Ann King, IT Department Representative
b.	Train Food Service staff to operate system	Participation At Training	Joanne Morrissey, Mary Ann King
c.	Train students/implement system	System Operational	Joanne Morrissey, Mary Ann King, Principals, IT Department Staff.

2. By December 30, 2013, select and implement a system whereby parents/guardians can access an online payment system for student meal charges using credit/debit cards or electronic check. System will allow parent/guardian to review student purchase history, check meal account balances, set low-balance reminders and configure automatic or recurring payments for meal purchases.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Select system, coordinate implementation with Business Office, City Treasurer	System Selected	Joanne Morrissey, James Mullaney
b.	Install software, train staff.	Participation At Training	Joanne Morrissey, Mary Ann King, IT Department Staff
c.	Roll out to schools, promote system with Principals, parents/guardians, students	System Operational	Joanne Morrissey, Cafeteria Managers, Principals, IT Department Staff

(3.) Collaborate with school principals and cafeteria managers to conduct performance evaluations of all Food Service Employee Association members by June 30, 2014.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Conduct bi-annual performance evaluations of Middle and High School Cafeteria Managers.	Evaluation Form	Joanne Morrissey, School Principals
b.	Conduct annual performance evaluations of elementary cafeteria managers.	Evaluation Form	Joanne Morrissey, Elementary School Principals
c.	Conduct annual performance evaluations of elementary and secondary cafeteria helpers, utility food workers, cooks, and pot washer.	Evaluation Form	Joanne Morrissey, Mary Ann King, Elementary and Secondary School Cafeteria Managers

(4.) As a member of the system level wellness team, work with school wellness teams to: a) expand awareness of the QPS Wellness Policy and the Alliance for a Healthier Generation guidelines for competitive foods in schools, b) promote compliance with current policy, c) provide resources and assistance to school wellness teams to implement school wellness team goals.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Develop a Wellness page for the QPS Web Site. Post policy, guidelines and resources links pertaining to healthy food choices and wellness activities.	Web Page	System Wellness Team
b.	Inform constituencies about resources available on web site.		Joanne Morrissey, QPS Wellness Team Members, Principals

Related Staff Professional Development:

Date	Time	Location	Topic	Presenter/Contact
9/5/13	9:00	Point Webster MS	Back to School Overview for Elementary Level Managers	Joanne Morrissey
9/25, 10/23, 11/20, 12/18, 1/22, 3/19, 4/16, 5/21	2:00-3:00	Point Webster, Room 18	Secondary Level Manager Meeting/Training	Joanne Morrissey
TBD	TBD	Quincy Dept. Health	Safe Food Handling for Elementary Mgrs./Staff	Quincy Health Department staff
TBD	TBD	Point Webster	Allergy Awareness Training/Certification for Elementary Cafeteria Mgrs.	John Stalker Institute Trainer

Team Membership:

Member Names	Title	Telephone Ext.	Email
Joanne Morrissey	Director of Food Service	617-984-8768	joannemorrissey@quincypublicschools.com
Jim Mullaney	Director of Business	617-984-8771	jamesmullaney@quincypublicschools.com
Kevin Mulvey	Director of Personnel	617-984-8766	kevinmulvey@quincypublicschools.com
Ellen Hunter	Representing Info/Tech	617-984-8785	ellenhunter@quincypublicschools.com

Team Meeting Schedule:

Meeting Dates	Times	Location
Tuesday, November 19, 2013	8:30-9:30	NAGE
Tuesday, February 11, 2014	8:30-9:30	NAGE
Tuesday, May 13, 2014	8:30-9:30	NAGE

Food Service Department Reflection on 2012-2013 Goals:

(1.) Complete the implementation of computerized point of sale system (Nutrikids) for Quincy Public Schools by installing hardware/software at all elementary schools by June 30, 2013. Installation and go live operation will begin in October and continue one school at a time until all schools are operational.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Install hardware and software at schools and test operation	System Operating as of 6/30/13	Joanne Morrissey, Mary Ann King, IT Department Representative
b.	Train Food Service staff to operate system	Participation At Training	Joanne Morrissey, Mary Ann King
c.	Train students/implement system	System Operational	Joanne Morrissey, Mary Ann King,

Reflection: Installation was completed at Wollaston Elementary School. Hardware and software has been purchased to complete remaining elementary school implementation in SY 13-14.

(2.) Continue to consult with the Director of Human Resources, school principals and the Food Service Employees Association to implement performance evaluation procedures for school level food service employees district wide.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Continue to meet with Association to get input and approval of evaluation tool and procedures.	Evaluation Form	Joanne Morrissey, Kevin Mulvey
b.	Provide training to Principals and Managers on implementing evaluation tool.	Evaluation Form	Joanne Morrissey, Kevin Mulvey
c.	Begin implementation of evaluation tool	Evaluation Form	Joanne Morrissey, Kevin Mulvey

Reflection: Evaluation tool has been developed and approved by the Food Service Employee Association and made part of the Collective Bargaining Agreement. Annual reviews will be conducted beginning with SY 2013-14.

(3.) Work with system level and school wellness teams to implement QPS Wellness Policy for adoption by School Committee and implementation at all schools by June 30, 2013.

Steps	Action Steps / Timeline	Source of Evidence	Team/Person(s) Responsible
a.	Confer with System Level Wellness Team to develop recommended revisions to District Wellness Policy	Policy	Joanne Morrissey, QPS Wellness Team Members, Principals
b.	Present proposed policy to Health, Transportation and Safety Subcommittee	Policy	System Level Wellness Team
c.	Present final policy recommendations to full School Committee for approval	Policy	System Level Wellness Team, Health Transportation & Safety Subcommittee Chair.
d.	Advise/train school wellness teams and public about policy changes.	Policy	System Level and School Wellness Team members.

Reflection: The Quincy Public Schools Wellness Policy (revised) was adopted by the School Committee.

VI. Appendix

a. Program Documentation

1. Web Page: www.quincypublicschools.com; Food Service Page
2. Monthly Menus:
 - Published in the Patriot Ledger, Quincy Sun.
 - Posted daily on Cable TV Channel 22.
 - Posted monthly on web page and daily on QPS Web calendar
3. Food Service Standard Operating Procedures, Safety Program (Publication link)
4. Food Service Employee Handbook (Publication link)

b. Program References:

1. United States Department of Agriculture
 - National School Lunch Act, as amended (42USC 1751-1760)
 - Child Nutrition Act of 1966, PL 89-642 as amended
 - Chapter 7 Code of Federal Regulations Parts 210, 220, 250
 - Healthy, Hunger Free Kids Act of 2010, Section 204
2. Commonwealth of Massachusetts
 - 105 CMR 590.000-595 State Sanitary Code for Food Establishments, Article X
 - 111CMR 215 Standards for School Wellness Advisory Committees
 - 111 CMR 225 Nutrition Standards for Competitive Foods and Beverages in Public Schools
 - Department of Elementary and Secondary Education laws, rules, regulations, policy.
3. Quincy Public Schools Policy Manual, School Food Services File 5.6
4. Quincy Public Schools Policy Manual, Wellness Policy approved 1/23/13