Unscrambling Offer Versus Serve

with Making It Count

www.makingitcount.info

This project is funded by the US Department of Agriculture through the Massachusetts Department of Elementary and Secondary Education in collaboration with the University of Massachusetts Extension Nutrition Education Program
Question

In 2015, how many school lunches were served each day in the U.S.?

• A – 30,500,000
• B – 49,120,000
• C – 20,950,000
Lynne Thompson, MS
UMass Extension Nutrition Education Program
Marketing and Design Director

SMARTTs Principle Investigator
Introduction

Learn about:

• Project background
• What makes us SMARTTs
• Why Making it Counts

Be Smart & Use SMARTTs

The SMARTTs mission is to improve and increase:

Accountability
With technology improvements and oversight that help address administrative errors and training activities focused on the nutritional quality of school meals, and the counting and claiming of these meals.

Responsibility
Through training of all school staff connected with the administration and operation of school meal programs, and involved in application, certification, verification, meal counting and meal claiming procedures.

Making It Count
Enhancing knowledge of child nutrition programs.
Unscramble Offer versus Serve

• Watch
  Identify a Reimbursable Lunch – video

• Play
  Making it Count as a Reimbursable Lunch - interactive activity
How YOU can make it count!

• Practice what we learned
  Site-based activities

• Review
  Tracking sheets & Checklists

• Questions
2005-06
Food and Nutrition Service
Access, Participation Eligibility and Certification (APEC) Study

FINDINGS:
Nationally, most program errors

• administrative errors by school districts in processing applications

• errors by cashiers in counting reimbursable meals
Coordinated Review Effort

Massachusetts Department of ELEMENTARY & SECONDARY EDUCATION
Administrative errors

• consolidation errors
• incorrect identification of a reimbursable meal based on menu planning type
• incorrect menu format
School-based Errors and Issues

• incorrect identification of a reimbursable meal
• counting inaccuracies
• recording inaccuracies
2009
Administrative Review and Training Grant

with funding from USDA
Overall Goal

To **enhance** the administration and quality of school meals by **improving** school nutrition personnel practices thus **minimizing** errors.
What Makes Us SMARTTts

School Meals Accountability and Responsibility Training Tools (SMARTTts)
SMARTTts Strategies

Train district and school-based personnel

• Online instructional modules with videos and online interactive activities

• Factsheets for nutrition topics

• Teaching/training tips for supervisors and managers

• Accommodate multi-lingual work force
¡Bienvenido A "Comidas Que Cuentan"!

El programa "Comidas que cuentan" fue desarrollado por el "Departamento de Educación Primaria y Secundaria de Massachusetts" (Massachusetts Department of Elementary and Secondary Education) y está diseñado para ampliar su conocimiento y fortalecer sus habilidades a fin de satisfacer las necesidades alimentarias de los alumnos de tu escuela. Este programa incluye videos, fichas informativas y recursos para ayudarte a poner en práctica tu programa de nutrición escolar de la mejor manera posible.
Videos and Activities

Lunch
Through videos and interactive activities, you will get an overview of the National School Lunch Program, focusing on USDA Meal Pattern Requirements and Dietary Specifications. You will also learn how to better identify a Reimbursable Lunch. Special Dietary Needs explains the procedures involved in accommodating students with certain medical conditions.

See additional resources.
Unscramble
Offer Versus Serve
Catherine Wickham MS, RDN, CD-N
UMass Department of Nutrition
Doctoral Candidate

SMARTTs Program Assistant
1986
Question

• Using Offer Versus Serve (OVS), what food component must a student select at lunch to count the meal as reimbursable?
  
  • A – milk
  • B – fruit or vegetable
  • C – grain
  • D – meat/meat alternate
What is Offer Versus Serve?
Online Interactive Activity

Tray includes:
- Chili with Grated Cheese
- Orange Slices
- Cornbread Square

Does this count as a reimbursable meal in OFFER VS SERVE?
- Yes
- No
Answer To Question
Feedback
How YOU can Make it Count
1984
Challenges of Offer Versus Serve

• Minimum meal pattern requirements for appropriate age/grade ranges are not being offered
• Students are not taking either a ½ cup of fruit and/or vegetable to count the meal as reimbursable
• Staff is not adequately trained on recognizing reimbursable meals at the Point of Service
• None or inadequate signage near or at the beginning of serving lines
Resources

- Breakfast
- Lunch
- Afterschool Snack
- Special Dietary Needs
- Accountability
- Access
- Teaching Tools
- MassTERI
- Useful Links
Handouts:

Meal Pattern Requirements

**Grains**
- K-5 (pdf/doc)
- K-6 (pdf/doc)
- K-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)

Whole Grain Ounce Equivalency (Grains A–I) (pdf/doc)
Whole Grain Resource for the NSLP and SBP (pdf/doc)

**Milk**
- K-5 (pdf/doc)
- K-6 (pdf/doc)
- K-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)

**Dietary Specification by Calories, Fat, and Sodium**
- K-5 (pdf/doc)
- K-8 (pdf/doc)
- 6-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)

Review Questions – Dietary Specifications (pdf/doc)

**Meat/Meat Alternates**
- K-5 (pdf/doc)
- K-6 (pdf/doc)
- K-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)

**Vegetables**
- K-5 (pdf/doc)
- K-6 (pdf/doc)
- K-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)

Vegetable Subgroups (pdf/doc)

**Reimbursable Lunch – Daily and Weekly Requirements**
- K-5 (pdf/doc)
- K-6 (pdf/doc)
- K-8 (pdf/doc)
- 6-8 (pdf/doc)
- 9-12 (pdf/doc)
- K-12 (pdf/doc)
Teaching Tools: Lunch

- Facilitators Guide (pdf/doc)
- Tracking Sheet (pdf/doc)
- Review Questions (pdf/doc)
- Certificate of Completion (pdf/doc)

- Site-Based Activities (pdf/doc)
  - Key Word Kickoff (pdf/doc)
  - Key Word Match Game (pdf/doc)
  - Vegetable Subgroups (pdf/doc)
  - Reimbursable Lunch: Daily/Weekly Minimum Requirements (pdf/doc)
  - Understanding Offer Versus Serve (pdf/doc)

- Handouts
  - Vegetable Checklist (pdf/doc)
  - Offer Versus Serve Checklist (pdf/doc)
  - Lunch Menu Worksheet (pdf/doc)
Intro to Activity 1

• Person setting up line
*Assume all portions are in compliance with the meal pattern

Take Home Message

No Grain Offered

If the correct food components are not **OFFERED** the meal will not be reimbursable!
Intro to Activity 2

• Student selecting a meal
*Assume all portions are in compliance with the meal pattern

Take Home Message

Reimbursable Meal

Students can take any 3 food components so long as one is ½ cup of fruit or vegetable!
Intro to Activity 3

• Cashier
*Assume all portions are in compliance with the meal pattern

Take Home Message

No Vegetable Offered

If the correct food components are not OFFERED the meal will not be reimbursable!
### Offer Versus Serve Checklist

Check the box that best represents what you are doing for the following.

<table>
<thead>
<tr>
<th>FOCUSING ON FRUITS &amp; VEGETABLES</th>
<th>Doing NOW</th>
<th>Plan TO DO</th>
<th>Goals/Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least two types of fruit and vegetables are available daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fruits and vegetables are not browning, bruised, wilted or otherwise damaged</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A fruit and vegetable option is available at all points of sale (deli-line, snack windows, à la carte lines etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At least one daily fruit option is available near all registers (if there are concerns regarding edible peel, fruit can be bagged or wrapped)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sliced or cut fruit is available daily</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Whole fruit options are displayed in attractive bowls or baskets (instead of chaffing/hotel pans)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A mixed variety of whole fruits are displayed together</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Daily fruit and vegetable options are bundled into all grab and go meals available to students</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MOVING MORE WHITE MILK</th>
<th>Doing NOW</th>
<th>Plan TO DO</th>
<th>Goals/Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>All beverage coolers have white milk available</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White milk is placed in front of other beverages in all coolers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White milk is available at all points of sale (deli-line, snack windows, à la carte lines etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White milk represents at least 1/3 of all visible milk in the lunchroom</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White milk is bundled into all grab and go meals available to students as the default beverage</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ENTRÉE OF THE DAY</th>
<th>Doing NOW</th>
<th>Plan TO DO</th>
<th>Goals/Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td>A daily entrée option has been identified to promote as a “targeted entrée in each service area and for each designated line (deli-line, snack windows, à la carte lines etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*This project, School Meals Accountability and Responsibility Training Tools (SMARTTools) has been funded in part with Federal Funds from the U.S. Department of Agriculture, Food and Nutrition Services, under the Cooperative Agreement. The contents of this publication do not necessarily reflect the view or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement of the U.S. Government. May 2016. This institution is an equal opportunity provider.*
# Training Tracking Sheets

## Lunch

**Name of Participant & School:** [Include name and school details]

**Education Session:** [Provide session details]

**San Antonio, Texas:** [Include location details]

### Supervisor Notes:
- Group Pre-Training Plans
- [SNA Annual National Conference]

### Supervisor Notes:
- Self-study Training Plans

### Videos/Activities/Other (check all that can be completed):

<table>
<thead>
<tr>
<th>Creditable Minutes</th>
<th>Learning Codes</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal Pattern Requirements Part 1</td>
<td>VIDEO (3 mins. 24 secs.)</td>
<td>10</td>
</tr>
<tr>
<td>Make the Food Count as the Right Component</td>
<td>ACTIVITY</td>
<td>5</td>
</tr>
<tr>
<td>Group Activity #1 - Key Word Kickoff Key Word Match Game</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Activity #2 - Vegetable Components and Subgroups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meal Pattern Requirements Part 2</td>
<td>VIDEO (3 mins. 24 secs.)</td>
<td>5</td>
</tr>
<tr>
<td>Making the Portion Count</td>
<td>ACTIVITY</td>
<td>5</td>
</tr>
<tr>
<td>Group Activity #3 - Reimbursable Lunch: Daily/Weekly Minimum Requirements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dietary Specifications</td>
<td>VIDEO (10 mins. 34 secs.)</td>
<td>10</td>
</tr>
<tr>
<td>Making Healthier Food Choices</td>
<td>ACTIVITY</td>
<td>5</td>
</tr>
<tr>
<td>Identify a Reimbursable Lunch Part 1</td>
<td>VIDEO (10 mins. 39 secs.)</td>
<td>10</td>
</tr>
<tr>
<td>Making It Count as an Other versus Reimbursable Meal</td>
<td>ACTIVITY</td>
<td>5</td>
</tr>
<tr>
<td>Identify a Reimbursable Lunch Part 2</td>
<td>VIDEO (10 mins. 39 secs.)</td>
<td>10</td>
</tr>
<tr>
<td>Group Activity #4 - Understanding Other Versus Serve</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Review Questions (Lunch)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group Processing/discussion</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q &amp; A - Individual Discussion/Wrap-up Meeting with Supervisor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Other:
- DNA session: Unscrambling Other vs. Serve

1 CEU | 2220 | July 11, 2016

### Total Creditable Minutes:

- **[Calculated total creditable minutes]**

**Certificate awarded on:**

- **[Date of certificate award]**

**Supervisor Notes:** Follow-up Instructions

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Certificate of Completion

to

MAKING IT COUNT

for participation in

School Meals Accountability and Responsibility Training Tools

MAKING IT COUNT: Lunch

Time credited: ____________________  School Nutrition Director/Supervisor: ____________________  Date: ____________________

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Professional Standards Code

• This session provides one (1) CEU

  • **Key Area:** Operations - 2000

  • **Key Topic:** Unscrambling Offer vs. Serve - 2220
Acknowledgements
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(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave., SW
Washington, D.C. 20150-9410
(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov

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