Unscrambling Offer Versus Serve

With Making It Count

Lisa Jackson, MS RD LDN
Linda Fischer, MEd. RD LDN
Educational Specialists at MA ESE

July 10, 2017    3:30-4:30pm
Disclosure

We have no disclosures to announce.
Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;
(2) fax: (202) 690-7442; or
(3) email: program.intake@usda.gov. This institution is an equal opportunity provider
Massachusetts Department of Elementary and Secondary Education

Lisa Jackson, MS RD LDN
Educational Specialist
Question

Nearly how many schools/institutions serve school lunch each day?

• A – 100,000
• B – 60,000
• C – 30,000
Objectives

After this session, you will learn how to:

• Identify reimbursable lunches using offer versus serve.

• Use Making It Count to provide training that meets USDA’s Professional Standards requirements as a self-study or in a group training.
2001
Answer

Each day, nearly 100,000 schools serve 30.4 million lunches...

After one week that would be enough trays to reach the moon!
2005
Food and Nutrition Service
Access, Participation Eligibility and Certification (APEC) Study

National Findings:

• Administrative errors by school districts in processing applications
• Errors by cashiers in counting reimbursable meals

$$$$$$
Massachusetts Department of Elementary & Secondary Education
School-Based Findings & Errors

- Consolidation errors
- Incorrect identification of reimbursable meals
- Counting inaccuracies
- Recording inaccuracies
Administrative Review and Training (ART) 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** through implementation of **SMARTTTs**
SMARTTs’ web project became known as Making It Count.

MA ESE’s Office for Food and Nutrition Programs contracted UMass Extension to create this interactive website to:

• Improve the nutritional quality of school meals through meal pattern education.

• Train LEA personnel in application, verification, meal counting, and meal claiming procedures.
Benefits

• **Entirely online** and accessible from anywhere with internet
• Complete some or all trainings **at your own pace**
• **Detailed videos and fun interactive activities** to enhance learning
• **Downloadable resources and handouts** to guide and supplement your trainings
• **Addresses Massachusetts state specific requirements**
Benefits

• Option for **continuing education credits** recognized by ESE
• Available in **English, Spanish, Portuguese, Haitian-Creole, and Chinese**

**ABSOLUTELY FREE!!!**
¡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 tu conocimiento y fortalecer tus 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.

#Comencemos!
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.
Unscrambling Offer vs. Serve

1. Watch video:
   • Identify a Reimbursable Lunch

2. Play interactive activity:
   • Making It Count as a Reimbursable Meal
Massachusetts Department of Elementary and Secondary Education

Linda Fischer, MEd. RD LDN
Educational Specialist
Famous Quotes

“I’ll be back.”

-Arnold Schwarzenegger in *The Terminator*

“Where’s the beef?”

-Wendy’s

“(Ice cream) is a nutritious and wholesome food.”

-Ronald Reagan
Hottest Christmas Toy
Pop Quiz

Using Offer Versus Serve (OVS), what components must be selected for a reimbursable meal?

What minimum quantity must be selected?
Offer Versus Serve Challenges

• 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
• Minimal or inadequate signage near or at the beginning of serving lines
What is Offer Versus Serve?
Interactive Activity

Does this count as a reimbursable meal in OFFER VS SERVE?
- Yes
- No

Tray includes:
- Chili with Grated Cheese
- Orange Slices
- Cornbread Square
Unscrambling Offer Versus Serve
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
Take Home Message

No Vegetable Offered

If the correct food components are not **OFFERED** the meal will not be reimbursable!
How YOU can Make it Count
Resources
### Handouts

#### Making It Count: School Meals Accountability & Responsibility Training Tool

**Dietary Specifications**

**LUNCH**

Specific calorie, sodium and saturated fat ranges are required to be considered a healthy school meal depending on age/grade groups. These daily levels are based on weekly averages.

<table>
<thead>
<tr>
<th>Grades</th>
<th>CALORIE TARGETS</th>
<th>SODIUM TARGETS</th>
<th>SATURATED FAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-5</td>
<td>550 - 650</td>
<td>Equal to or less than 1230 mg</td>
<td>Less than 10% of total calories over the school week.</td>
</tr>
<tr>
<td>K-8</td>
<td>600 - 700</td>
<td>Equal to or less than 1360 mg</td>
<td>Nutrition label or manufacturer specifications indicate zero grams of trans fat per serving.</td>
</tr>
<tr>
<td>6-8</td>
<td>600 - 700</td>
<td>Equal to or less than 1360 mg</td>
<td></td>
</tr>
<tr>
<td>9-12</td>
<td>750-850</td>
<td>Equal to or less than 1420 mg</td>
<td></td>
</tr>
</tbody>
</table>


---

**OVS: CHECK IT OUT, CHECK IT OFF!**

**FOCUSING ON FRUITS & VEGETABLES**

<table>
<thead>
<tr>
<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>
</tr>
<tr>
<td>White milk is placed in front of other beverages in all coolers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White milk is available at all points of sale (cold-line, snack windows, à la carte lines, etc.).</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>
</tr>
<tr>
<td>White milk is bundled into all grab and go meals available to students at the default beverage.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ENTRÉE OF THE DAY**

A daily entrée option has been identified to promote as a "targeted entrée in each service area and for each designated line (cold-line, à la carte lines, etc.)."
Teaching Tools

Making It Count
School Meals Accountability & Responsibility Training Tools

Lunch Training Outline

This module includes the following videos, interactive and site-based activities:
- USDA Meal Pattern Requirements (Part 1 & 2)
- Make the Food Count as the Right Component
- Site-based Activities (see individual site-based instruction sheets)
- Food Game
- USDA Meal Pattern Requirements (Part 2 & 3)

Make the Portion Count

Make a Reimbursable Lunch

Site-based Activities (see individual site-based instruction sheets)

Dietary Specifications
- Making a Healthier Food Choice
- Identify a Reimbursable Lunch (Part 1 & 2)
- Make a Reimbursable Lunch

Site-based Activities (see individual site-based instruction sheets)

Key Words:
- A la carte
- Adult meal
- Calories
- Child Nutrition (CN) label
- Combined meal
- Commodity food
- Decline
- Dietary Guidelines for Americans
- Dietary specifications
- Food based menus (planning)
- Food component
- Food item
- Free meal
- Meal pattern
- Meal structure
- Non-creditable food
- Non-reimbursable meals
- Nutrition facts label
- Nutrition-dense
- Other Versus Serve meal
- Paid meal
- Point of service
- Reduced price meal
- Reimbursable meal
- Reimbursement

Get Ready
- Review the minimum requirements for Other Versus Serve in your school.
- Some schools may require 3 food components as a minimum and others may require 4 food components.
- Setup computer and projector.
- On a flip chart or board write the components listed below:
  - utensil
  - whole grain
  - 1 cup of green beans
  - 1 cup of cooked butternut squash
  - whole wheat
  - 1 cup of fruit salad
- Variety of unflavored low-fat and unflavored flavored fat-free milk
- Record start time on this form and circulate a sign-in sheet among participants.
- Distribute handouts and supplies to participants.

Start the Training
- Outline what the participants will be covering during the session.
- Ensure that participants understand the basic components of Other Versus Serve including what must be offered, what must be selected, and what may be declined for the meal to be reimbursable.

Discuss:
- Are each of the five food components offered?
- Are they offered in the minimum daily requirements?
# Training Tracking Sheets

## LUNCH

<table>
<thead>
<tr>
<th>Videos/Activities/Other</th>
<th>Creditable Minutes</th>
<th>Learning Codes</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meal Pattern Requirements Part 1</td>
<td>10</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Make It Count as the Right Component</td>
<td>5</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Group Activity #1 - Key Word Count or Key Word Match Game</td>
<td></td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Group Activity #2 - Vegetable Components and Subgroup</td>
<td></td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Meal Pattern Requirements Part 2</td>
<td>5</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Making the Portion Count</td>
<td>5</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Group Activity #3 - Replaceable Lunch: Daily/Weekly Minimum Requirements</td>
<td></td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Dietary Specifications</td>
<td>10</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Making Healthier Foods Choices</td>
<td>5</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Identify a Reimbursable Lunch Part 1</td>
<td>10</td>
<td>U210</td>
<td></td>
</tr>
<tr>
<td>Make It Count as an Offer Versus Serve Reimbursable Meal</td>
<td>5</td>
<td>U210</td>
<td></td>
</tr>
<tr>
<td>Identify a Reimbursable Lunch Part 2</td>
<td>10</td>
<td>U210</td>
<td></td>
</tr>
<tr>
<td>Group Activity #4 - Understanding Offer Versus Serve</td>
<td></td>
<td>U210</td>
<td></td>
</tr>
<tr>
<td>Review Questions</td>
<td>15</td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Q &amp; A - Individual Discussion/Wrap-up Meeting with Supervisor</td>
<td></td>
<td>U110</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Creditable Minutes:**

**Certificate awarded on:**

July 11, 2016

### Training Tracking Sheet

- **Planning tool for trainings**
- **Group or self-directed**
- **Learning codes**
- **Tracking time**
Certificate of Completion

to

for participation in

School Meals Accountability and Responsibility Training Tools

MAKING IT COUNT: Lunch

Time credited  School Nutrition Director/Supervisor  Date

This project, School Meals Accountability and Responsibility Training Tools (SMARTx) has been funded in part with federal funds from the U.S. Department of Agriculture, Food and Nutrition Service, under this 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 2010.

This institution is an equal opportunity provider.
This session provides one (1) CEU

- **Key Area:** Operations – 2000
- **Key Topic:** Unscrambling Offer vs. Serve - 2220
Acknowledgements
Questions
Thanks!

Lisa Jackson, MS RD LDN  
Office for Food and Nutrition Programs  
Massachusetts Dept. of Elementary and Secondary Education  
Email: lisa.jackson@doe.mass.edu  
Phone: 781-338-6463