



To: Members of Supervisory Chapters

From: Carol Hiort-Lorenzen

Subject: CSNA Mentorship

Date: October, 2009

The California School Nutrition Association is developing a mentorship program for the benefit of its members. Mentors would be listed on the CSNA website indicating their area(s) of expertise and location. Mentors would not be expected to travel to districts requesting assistance, but might be available by phone, e-mail, or visits to their own districts.

The first step in organizing the mentor program would be to regionalize the program into areas. CSNA would like to begin this development through the supervisory chapters. We would like to have a representative from each of these chapters assist in recruiting and organizing volunteers in their area.

Mentors would not hold classes or workshops, but would recommend to the CSDE Nutrition Services Department, those subject areas that are most often requested. If you would be interested in participating in the CSNA Mentorship please complete the following information:

I will participate in the CSNA Mentorship Program

Name \_\_\_\_\_ Chapter \_\_\_\_\_

District \_\_\_\_\_ E-mail \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

Specific Areas (The SNA *Keys to Excellence* may be used by checking areas that apply):

\_\_\_\_\_

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Please submit to CSNA, [CSNA@emaoffice.com](mailto:CSNA@emaoffice.com) or FAX (818) 843-7423

## ***Keys to Excellence***

The *Keys to Excellence* is an initiative developed by the School Nutrition Association and addresses the four program sections or levels of practice on specific management or operational aspects of School Food and Nutrition Programs. The Key areas are: Administration; Communications and Marketing; Nutrition and Nutrition Education; and Operations.

The *Keys to Excellence* sets a national standard for quality child nutrition programs. CSNA Mentors may use the *Keys to Excellence* as a road map for determining areas of support that they provide to Mentees.

The following areas of practice are taken from the School Nutrition Association ***Keys to Excellence in School Food and Nutrition Programs:***

### **1. Administration**

#### **1.1 School Food and Nutrition Program Organization**

- Program mission/vision, goals and objectives consistent with district that will provide the basis for program planning
- Evaluating, developing, communicating, and implementing written policies and procedures

#### **1.2 Financial Management**

- Budget preparation and review process
- Internal Controls to assure financial accountability
- Review of financial and management practices

#### **1.3 Human Resources**

- Procedures for recruiting and hiring staff
- Training and staff development
- Performance standards and evaluation system

#### **1.4 District Organization**

- Meeting Child Nutrition Program regulations
- Planning for Coordinated Review Effort (CRE) and School Meals Initiative (SMI) review
- Developing the district Wellness Policy
- Gaining acceptance as partners in the education of children
- Providing consistent and reliable nutrition and nutrition education materials
- Facility design, meal schedules, and operational procedures planned to meet the food, nutrition, health, and social needs of students.

## **2. Communications and Marketing**

### **2.1 Marketing**

- Developing a marketing plan to promote a positive image of school nutrition program
- Promoting reimbursable meals as the meal of choice
- Planning and promoting activities to enhance program image and participation

### **2.2 Communications**

- Working with school community and allied organizations to promote nutrition food and nutrition education
- Developing partnership with industry , commercial and non-profit food service to support and promote the program
- Advocating and developing policies to support nutrition integrity

## **3. Nutrition and Nutrition Education**

### **3.1 Nutrition**

- Nutrient analysis of school meals and snacks to meet the nutritional needs of all students and contribute to healthy eating habits
- Identifying and addressing competitive food activities
- Developing nutrition standards for a la carte and vended food items

### **3.2 Nutrition Education**

- Providing school nutrition personnel opportunities to reinforce classroom nutrition education
- Encouraging school nutrition personnel to participate in school wellness activities

## **4. Operations**

### **4.1 Menu Planning**

- Planning to ensure a balance between optimal nutrition and student acceptance
- Recipe development and standardization including critical control points
- Determining usage, processing, handling, storage and costing of commodity foods for maximum utilization
- Using student advisory groups for menu planning, product evaluation and selection
- Selection of nutrient analysis software

### **4.2 Procurement**

- Purchasing practices for food and beverages that reflect quality, safety, nutritional value, customer acceptance, and cost

- Developing written purchasing specifications and conditions for all purchasing
- Purchasing Code of Ethics

#### **4.3 Receiving and Storage**

- Evaluation of receiving and storage practices to ensure quality, quantity, and safety of all food and non-food products
- Written policies and procedures to ensure that products received meet specifications, cost, quantities, and delivery instructions
- Developing and implementing policies and procedures for accurate storage and inventory control

#### **4.4 Production and Service**

- Developing an on-going training program for nutrition staff in food production, service and safety
- Developing procedures to assure the production and service of high quality and safe foods to all students
- Utilizing work schedules, including cleaning schedules, developed, posted and implemented
- Developing and implementing long-range facility and equipment planning, including records of equipment repair
- Evaluation of dining and serving areas that are conducive to healthy eating habits and social interaction
- Providing customer service training to nutrition staff

#### **4.5 Safety and Security**

- Development and implementation of a written Hazard Analysis of Critical Control Points (HACCP) plan including appropriate documentation procedures.
- Planning a food safety training program for all nutrition personnel
- Developing, and maintaining a food borne illness outbreak crisis management plan
- Maintaining state and local regulations, health inspection reports and corrective actions on file

#### **4.6 Environmental Resources**

- Working cooperatively with the school community and industry to improve systems of waste management