Streamlining Between Different Programs

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Health and Nutrition Services

Agenda

Section 1: Leveraging Department Organization to Streamline Program Administration

Section 2: Integrating New Technologies to Streamline CNP Operations & Administration

Questions and Answers

Leveraging Department Organization to Streamline Multi-Program Administration

ADE Mission Statement

We are a service organization committed to raising academic outcomes and empowering parents.

HNS Vision Statement

Ensure that our customers receive the maximum benefit from our programs.

About **HNS**

Essential USDA Programs we administer:
Child and Adult Care Food Program, Summer Food Service Program, National School Lunch Program, Fresh Fruit and Vegetable Program, At-Risk Afterschool Meals Program, USDA Foods in Schools Program
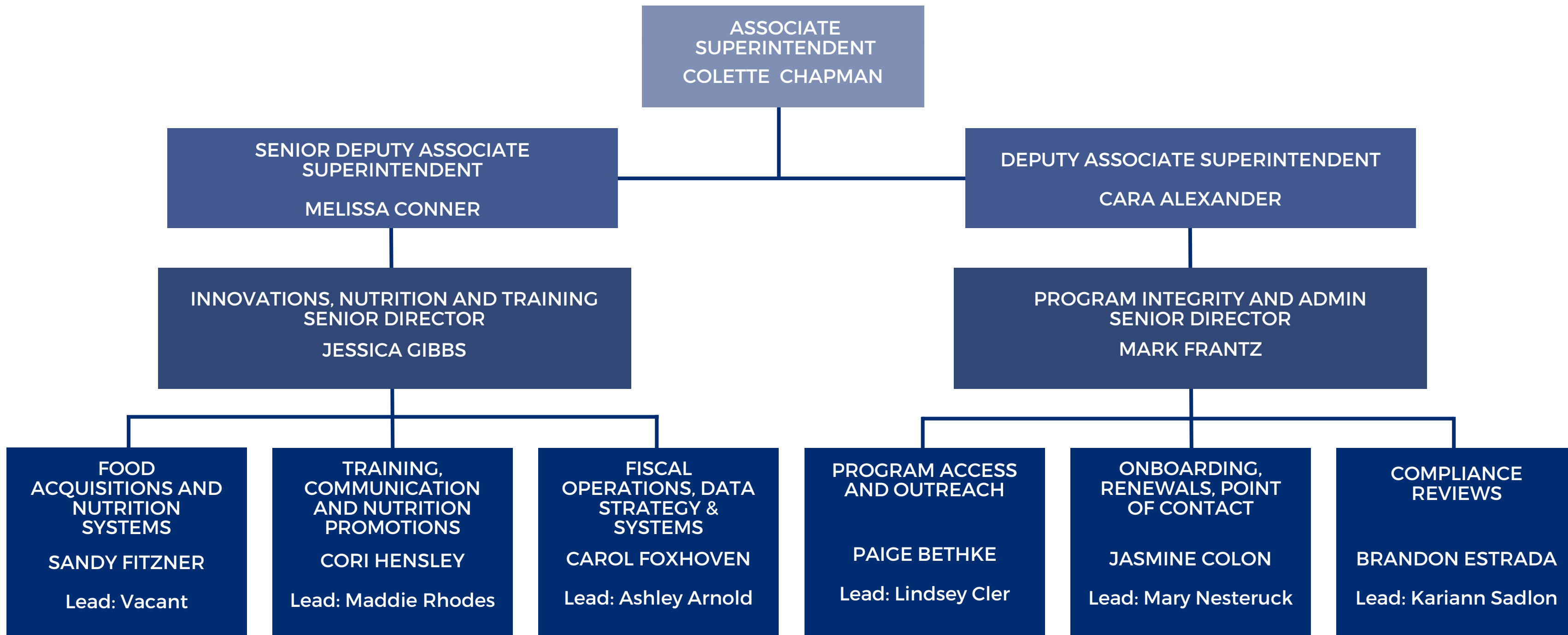
Initiatives and Platforms:
upLIFT, Creating Your Kitchen, Farm to School

HNS Structure:
Six function-based teams that serve all USDA programs we administer.

273 CACFP Sponsors

12 Federal Programs

1 State Program

213 SFSP Sponsors

3 Competitive Grants

112 FFVP Sites

472 NSLP Sponsors

33M Pounds of food

1946 | **2023** — **77** Years

6 Function-based Teams

67 Employees

HNS **Structure**

ASSOCIATE SUPERINTENDENT
COLETTE CHAPMAN

SENIOR DEPUTY ASSOCIATE SUPERINTENDENT
MELISSA CONNER

DEPUTY ASSOCIATE SUPERINTENDENT
CARA ALEXANDER

INNOVATIONS, NUTRITION AND TRAINING SENIOR DIRECTOR
JESSICA GIBBS

PROGRAM INTEGRITY AND ADMIN SENIOR DIRECTOR
MARK FRANTZ

FOOD ACQUISITIONS AND NUTRITION SYSTEMS
SANDY FITZNER
Lead: Vacant

TRAINING, COMMUNICATION AND NUTRITION PROMOTIONS
CORI HENSLEY
Lead: Maddie Rhodes

FISCAL OPERATIONS, DATA STRATEGY & SYSTEMS
CAROL FOXHOVEN
Lead: Ashley Arnold

PROGRAM ACCESS AND OUTREACH
PAIGE BETHKE
Lead: Lindsey Cler

ONBOARDING, RENEWALS, POINT OF CONTACT
JASMINE COLON
Lead: Mary Nesteruck

COMPLIANCE REVIEWS
BRANDON ESTRADA
Lead: Kariann Sadlon

Meet the Teams

FOOD ACQUISITION AND NUTRITION SYSTEMS

Team Functions:

- Provides grant oversight
- Farm to CNPs
- Operates day-to-day for USDA Foods In Schools
- Operates day-to-day for DoD Fresh Program Initiatives/Campaigns
- Nutrition Trends
- Reports/future reporting Kitchen Creations
- Creating Your Kitchen/Scratch Works

Examples of Team Outcomes:

- Maximize quality of menus incorporating USDA Foods
- Maximize usage of the USDA Foods and DoD entitlement
- Improve and expand knowledge/confidence of menu planner
- Improved access to affordable and healthy items for menus

Meet the Teams

TRAINING, COMMUNICATION, AND NUTRITION PROMOTION

Team Functions:

- HNS Webpage Development and Maintenance
- HNS Communications Development and Maintenance
- Internal and External Training/Resource and Guidance Development and Delivery

Examples of Team Outcomes

- Program operators are updated on regulation/policy changes
- Utilize and expand communication groups, measure the effectiveness of communications
- Annual HNS Training Schedule
- External customer views HNS programs under one umbrella
- Training leads to compliant operations, food acquisition/proper and effective procurement Improvements in knowledge, and expanded confidence of menu planners at the local level

Meet the Teams

FISCAL OPERATIONS, DATA STRATEGY & SYSTEMS

Team Functions:

- Grant Award Management
- Internal and External Data Requests
- Fiscal Data Management
- DCH Carry Over analysis and collection of overage
- USDA Financial Management Reviews Data Analysis
- FNS Reporting

Examples of Team Outcomes:

- Strong internal operations with sound budgeting for easy expenditure decision-making
- Entity operations are fiscally sound and maintaining non-profit status/programs improve
- Funding is adequately budgeted and expended in compliance with federal regulations
- Operator-level and HNS level data provided to HNS teams for further actioning

Meet the Teams

PROGRAM ACCESS AND OUTREACH

Team Functions:
- Outreach and Recruitment of new potential program participants
- Civil Rights
- External Partnerships (SNAC, ECNT, Data Share)
- USDA Management Evaluations coordination
- State Audits coordination Provisions
- Direct Certification/Direct Verification

Examples of Team Outcomes:
- Entities maximize operations of programs for which they are eligible to operate
- Children have access to the CNPs
- Division staff report strong leadership/consistency
- External groups connect with HNS to advance growth of CNPs
- MEs are successful and free of findings

Meet the Teams

ONBOARDING, RENEWALS, POINT OF CONTACT

Team Functions:
- New and renewal application processing
- Customer point of contact
- Contracts Management
- Financial Viability Assessments
- Pre-approval visits
- Follow-up TA after trainings (new applicants)
- General TA/SOD

Examples of Team Outcomes:
- Timely processing of applications
- Customer service delivered is exceptional and promotes access to the programs with ease
- Applications for new (and returning) sites are eligible based on entity attributes and the VCA model
- Division staff report ease of navigating application processing and fully utilize the technology created for this purpose

Meet the Teams

COMPLIANCE REVIEWS

Team Functions:

- Conducts all CNP reviews, including Procurement Reviews
- Establishes plans for corrective actions and evaluates corrective action plans
- Assess needs for fiscal action

Examples of Team Outcomes:

- USDA-FNS Review cycles are met
- Compliance/non-compliance trends are known
- Timely reports provided to entities
- CAPs yield greater program integrity
- Procurement coincides with other monitoring and consistency for operators' review process is attained

HNS **Onboarding**

HNS offers all new employees a comprehensive onboarding process.

- HR Orientation

- HNS Onboarding
  - Introduction, Mission, Vision, Goals
  - Meet the Team
  - Systems and Tools
  - Your Role
  - Onboarding Activities Checklist *action items to complete in the first few weeks*
  - Goals and Tasks *outline of actions to complete in the first two months*
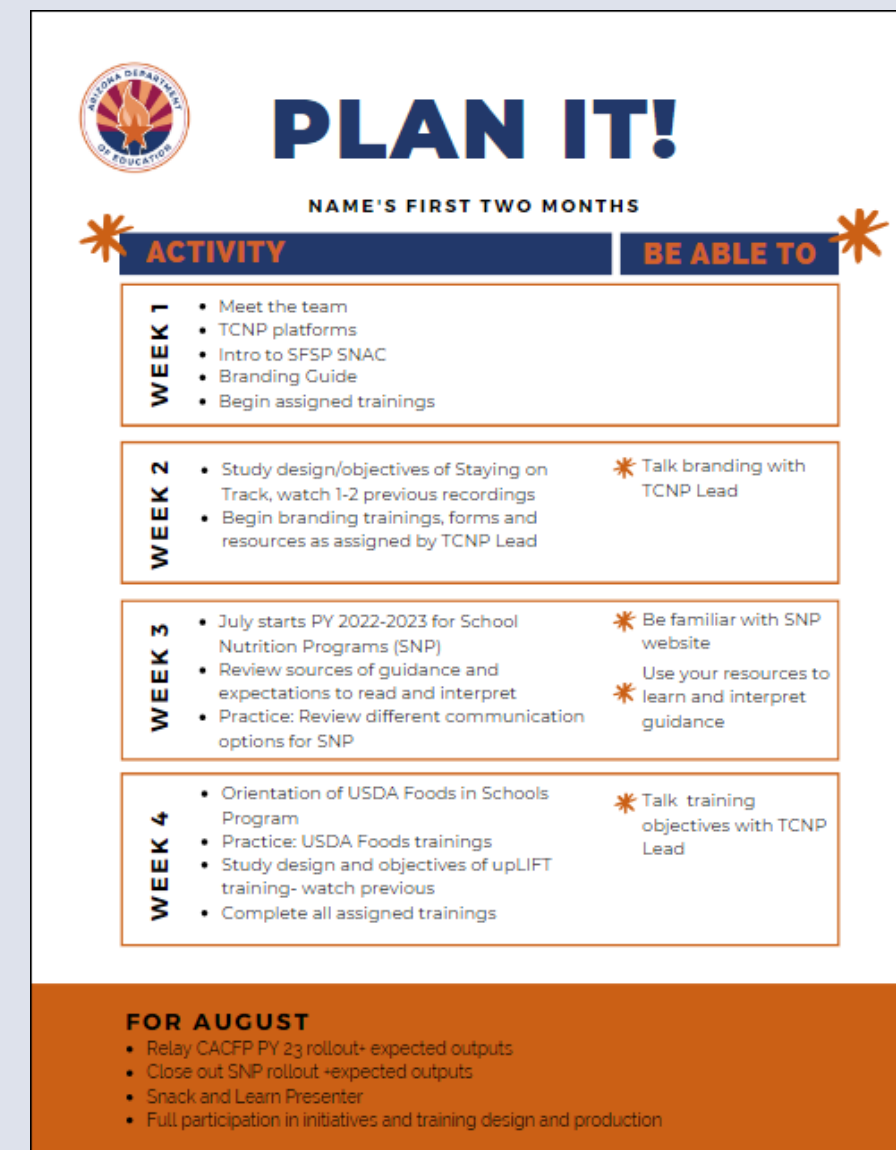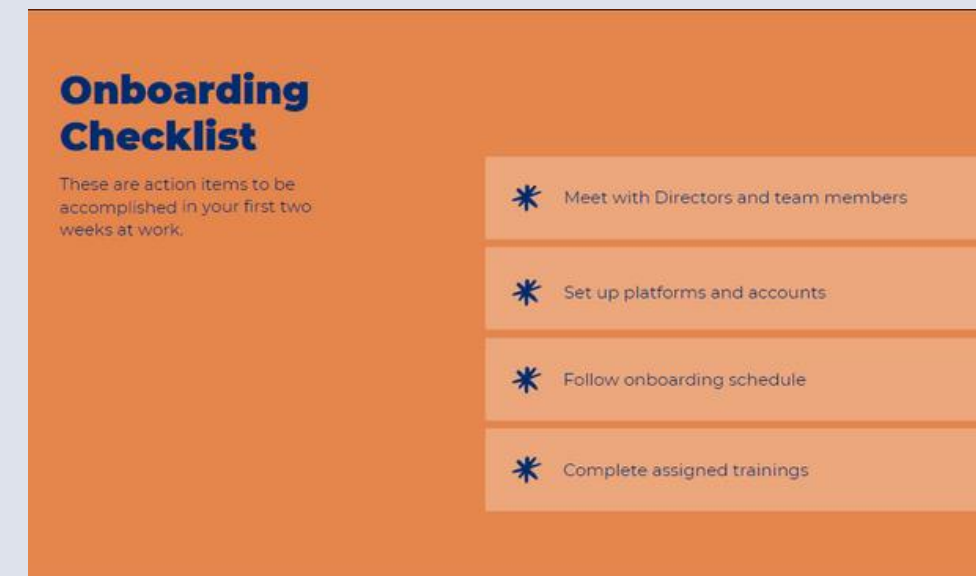
Sample Onboarding Resources for a new Training, Communication, and Nutrition Promotion Specialist.

HNS Structure &
Streamlining CNPs

Benefits of HNS Structure:

- Provide targeted and specialized assistance to operators

- Leverage staff skills and interest to provide excellent internal and external customer service
  - Recognize employees' strengths
  - Increased opportunities for lateral and vertical expansion of program knowledge

HOW DO WE KNOW IT'S WORKING? CUSTOMER SATISFACTION

Please rate your overall level of satisfaction with the customer service provided by HNS.

Source: HNS Annual Customer Satisfaction Survey - Spring 2022

SECTION 2

Integrating New Technologies to Streamline CNP Operations & Administration

About AZ's
New CN System

ADE in partnership with LINQ/Colyar Technology Solutions is building a new **entity-centric** CN System that is scheduled to deploy this summer.

Goal of new system:
- Streamline Processes
  - Reduce errors
  - Speed up processes
  - Promote program participation
  - Increase productivity
  - Save time
  - Foster improved communication

Benefits of an Entity-Centric System:
- Maximize the benefits of CN Programs by increasing program access and participation.
  - System will display what program(s) entities are eligible to operate as opposed to only program(s) the entity has applied for.

- Streamlined information sharing.
  - The system will pull information directly from the entity database rather than requiring duplicative information.

Benefits & **Features**

The system is a user-friendly application that allows authorized users to manage their CNPs.

Key Features:
- Single integrated database to manage all aspects of CNPs
- Automated population of form data based on application and claims data
- Ability to save partially completed forms online
- Individual login credentials to track user behavior and system functions
- Robust security features and streamlined security setting controls for administrators
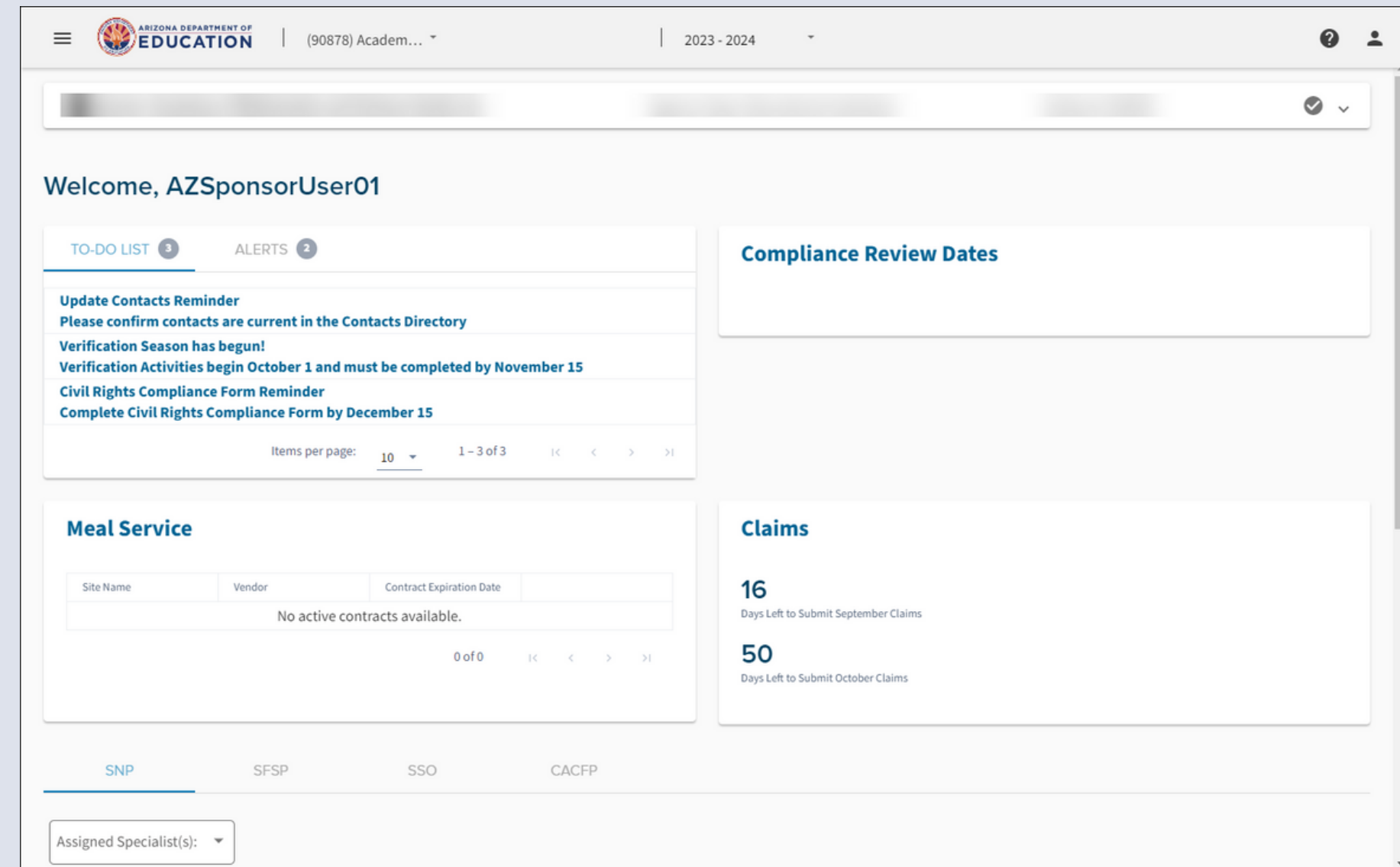
Sneak peek! myCNP Homepage

Streamlined Functions

CONTACT DIRECTORY

The CN system has centralized storage for contact information, which provides the following benefits:

- Reduced data entry errors and redundancy
- Improved communication
- Increased filter and search options
  - Ability to search for contacts by entity, program, role, or name
- Ability to import contact information via file transfers
- Increased tracking functions
  - Display training history for entity contacts

Streamlined Functions

CONTRACTS

The new system will streamline the collection and approval of contracts by introducing the following functions:

- View existing contracts and add new contracts
- Review and approve contracts within the system
- Auto-generated reminders of contract expirations
- Centralized storage streamlining record maintenance and retention

Streamlined Functions

FRESH FRUIT AND VEGETABLE PROGRAM

Functions of the new system that will streamline the Fresh Fruit and Vegetable Program:

- Submit applications and claims in the same system as other programs
- Complete and track nutrition education/training completion
- Potentially eligible sites will be notified
- Auto-generated approval letters and email notifications of status updates

Streamlined Functions

SPECIAL PROVISION OPTIONS

Functions of the new system that will streamline operations for Special Provision Options (SPO):

- Simplified application and renewal process
  - SPO cycle displayed
- Ability to group sites to determine the viability of operating a SPO
- Annually collect and maintain historic Identified Student Percentages

Streamlined Functions

DOCUMENT COLLECTION

Functions of the new system that will streamline document collection and storage:

- Centralized storage streamlining record maintenance and retention
- Required documents are easily accessed and stored in the Documents Library
- Documents can be directly updated in the site application(s)
- Easily access and view historical documents

Timeline &
Testing

ADE HNS has been working with LINQ/Colyar Technologies to build the system. Now, the system is in the final testing stages before its official release to the field.

What's next?

- Happening now! User Access Testing

- On Deck: Pilot Testing with CNP Operators

Questions and Answers

THANK YOU!