Welcome Back to School!

Our School Food Service motto is *Kids First... Providing Food For Thought* and the School Food Service team of dedicated individuals truly lived up to our motto this year. All staff members were asked to reach outside their comfort zones to serve meals to students through new and unique delivery models. Most schools not only offered meals to students through our regular serving line method, but many also provided grab-and-go meals to distance learners, meals in the classroom, daily take-home snacks, and weekend meals when students left campus on Fridays. In addition to the daily meals, School Food Service staff went above and beyond to plan, package, and distribute meals and pantry-style boxes of food for the pre-Thanksgiving, pre-winter break, and pre-spring break holidays where over 2 million meals were provided to our students. Team work and dedication was seen in every kitchen; all while working through the personal challenges brought forth by COVID-19. Our theme this year was “Stepping Up and Standing Out” and I want to thank all of our staff for doing just that. Thank you for Keeping Kids First! Without you all the initiatives highlighted in this annual report would not have been possible.

Allison O. Monbleau
Purpose Statement

To provide nutritious meals and promote healthful living.

Departmental Goals

- Increase access to breakfast and lunch by implementing creative meal delivery programs.
- Re-align procedures to ensure program efficiencies and accountability.
- Increase revenues and reduce expenses to remain fiscally effective.
- Increase community engagement to impact students and families.

Core Values

- Passion
- Quality
- Respect

Vision

Kids First. Committed to being the best school food service department in the country.

Our Pledge

- Passion
- Quality
- Respect

FY 2021
Executive Summary

Total Meals Served
Including Adult and A La Carte:
28.2 million

Child Nutrition Programs
During the 2020-2021 school year the following number of meals were served in each program.
*Children had the option to attend school virtually (57.34%) or in person (43.66%)*

<table>
<thead>
<tr>
<th></th>
<th>Breakfast</th>
<th>Lunch</th>
<th>Snack</th>
<th>Supper</th>
<th>Summer</th>
<th>A La Carte, Adult &amp; Earned Meals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>7.5 million</td>
<td>12.0 million</td>
<td>2.7 million</td>
<td>5.4 million</td>
<td>346 thousand</td>
<td>319 thousand</td>
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</table>

24% Students participated in the Breakfast Program
39% Students participated in the Lunch Program
740,000 Extra Snacks Were served at 27 schools That participated in the Fresh Fruits & Vegetable Program

Staff worked in schools the entire year, even when schools were closed
• Serving meals boxes curbside
• Distributing produce boxes to families

Over $3.3 millions in grants were secured to assist with feeding the children through the pandemic
• Serving meals boxes curbside
• Distributing produce boxes to families

Kids First... Providing Food for Thought

Efficient and Accountable

Business Automation and Intelligence

106 business process workflows have been written or modified in the past year by the Tech Team, ranging from simple email triggers to complicated approvals and data manipulation.

The overhaul of the electronic ordering and invoicing process for two vendors has been completed and documented. Other vendors’ processes are underway. Stakeholders receive emailed reports to make informed decisions based on the process outcome.

We also overhauled the non-EDI vendor order process. Order approvers get the order information they need to make informed decisions at the point of action.

The Start of Year and End of Year checklist processes were reconstructed and optimized in a SQL database and four new applications were developed to facilitate the process for disparate user groups.

The migration of SharePoint on-premise to SharePoint online is complete. 500+ assets were analyzed, categorized, and migrated. All workflows were rewritten in the new platform.

The SFS Organizational Plan and Strategic Business Plan was rebooted to provide a platform that can interact with other data sources within and outside SharePoint.
Each year the USDA, through the Commodity Program, allocates funds for Food Service Authorities (FSA), based on participation in the Nation School Lunch Program from the previous school year. Districts use these funds to help build a meal that is affordable while offering all the components required of the program to include the protein, grain, fruit, vegetable and milk.

During the 2020-2021 school year many orders were cancelled due to district shut downs the previous year, leaving high inventory levels at processors and State contracted warehouses. This left us with additional funds for use in our program. In order to utilize these funds we transferred a portion of our allocation to DoD Produce. DoD Produce is an opportunity for FSA’s to use funds towards fresh fruits and vegetables through awarded vendors.

In order to accomplish this, we piloted the program with 5 schools to get live feedback from the managers and vendors, determined best practices for ordering, delivery, and receiving procedures and how a district wide roll out could best be implemented.

The 5 school pilot was a success. Through the pilot we were able to confirm each portion’s fruit or vegetable crediting, design a delivery schedule for all 187 locations and conduct 2 live training sessions each week for 4 weeks. In addition to the live training, each session was recorded for the managers to use a reference following the training and a resource folder was created to store all reference materials.

The DoD program aided in the infusion of additional IW fruits and vegetables, reducing the need for staff to manually wash and bag servings. This also allowed us to use bulk produce for curbside distribution. Through this program it allowed us to redirect approximately 2.3 million commodity dollars back into the SFS Program.

With the onset of the global pandemic, School Food Service, along with everyone else needed to switch gears to performing our jobs virtually and that included providing professional development. Initially our team had to learn how to use Google Meet and teach our managers how to navigate through the process of receiving training and attending meetings virtually through the meeting platform.

We met with our department’s IT team to discuss and learn about the different methods available to deliver the manager in-service virtually. We needed to be able to document attendance and content for each training/meeting to meet USDA guidelines which required us to work through the limited parameters of Google Meet.

A Q & A form was created in Google Drive for meeting attendees to submit questions they had on content presented. Managers were provided a link to the form via email prior to the meeting. This form sent the information to an adjoining spreadsheet listing the questions to which SFS office staff could directly respond to that spreadsheet.

All meetings were required to be completed virtually for the 2020/2021 school year as compared to the prior year where training through School Food Handler and eLearning were the only training offered virtually.
Environmental Stewardship
Community Gardens - Nutrition

The primary goal of this strategy was to create a formal agreement between the District and a non-profit community partner, Soli and Soul, that allows for the development of a community garden on District property. This agreement helps to promote the benefits of school gardens and nutrition for students and community members. The formal agreement was drafted by the Garden Collaboration Team for the use of district property on the campus of North Grade Elementary. The Garden Collaboration Team was comprised of various District operational and academic departments that share a common need for adhering and aligning to policies and protocols. Some of the District Departments that contributed to the creation of this agreement included: Building Code Services, Maintenance and Plant Operations, Environmental & Conservation Services, Risk & Benefits Management.

Jeannine Rizzo, Student Wellness Specialist with School Food Service, facilitated the process by working closely with the Garden Collaboration Team and the General Counsel's Office to ensure that the agreement was drafted in accordance with District requirements.

On October 27th, the School Board and Superintendent approved the five year agreement between the District and Soil and Soul for a community shared garden, known as Tiger Garden, on the campus of North Grade Elementary.

Excellence in Customer Service
Grants - Covid Relief

During the 2020-2021 school year, the School Food Service Department secured $3,451,858.75 in grants and donations. These funds were used to help support and offset costs within our program in various needs such as purchasing equipment for new meal service models, providing staff with disaster pay, supplementing meals with fresh produce and paying off student negative balances.
The Garden of Dreams program began in 2018 with Omni Middle, followed by HL Watkins in 2019 and Don Estridge High Tech Middle in 2020. The intention of the program is to provide a green space for middle school students so that they have a place to power down, recharge, regroup and just be.

In addition to the beautiful space for them to connect with nature, to support our District’s SEL initiatives, students are introduced to different thinking modalities to help them expand their self-awareness, effectively manage their own behavior and to provide tools and strategies to assist them with their decision-making process.

This year, we were fortunate to receive funding for two additional schools. On February 4th, Dr. Enrique Vela, the Principal at Woodlands Middle, onboarded the program and Jeannette Alfaro, their Drama teacher, along with Kayla Irby, their Behavioral Health Professional, are spearheading the program there.

On March 26th we launched Polo Park Middle, led by Principal Mike Aronson. Leading the charge there is Chelsea Solorzano, their Behavioral Health Professional and Brittny Kirik, their School Counselor.

Community Funding for this program came from:

- Keep Palm Beach County Beautiful - Garden Benefactor Lourdes Ferris, the Executive Director has been a phenomenal community partner. It is her willingness to support green spaces and our schools that made the Garden of Dreams possible on all FIVE campuses!
- Native Choice Nursery and Green Thumb - Jeff Nurge from Native Choice Nursery and Janine Griffiths from Green Thumb are responsible for each of these beautiful garden designs and installations.
- Wellness Promotion Task Force Grant Funds - Provided the Digital Display at Woodlands Middle which allows the students there to display their artwork campus wide.
Throughout the 2020-2021 school year, we continued our collaboration with the Dairy Council of Florida to engage schools and encourage them to participate in the Fuel Up To Play (FUTP60) 60. FUTP60 is an excellent resource for schools to use in order to promote and increase wellness initiatives on site and the Dairy Council updated their model to include more virtual and COVID safe plays. Traditionally the District has between 3-5 schools complete both a nutrition and fitness play and reach the end goal of a touchdown. With a dedicated team approach, during the FY22 school year, we assisted 34 schools in Palm Beach County to score a touchdown. This number represented 40% of the total schools in the entire State of Florida.

Congratulations to the following schools:

Allamanda Elementary  
Bear Lakes Middle  
Belle Glade Elementary  
Berkshire Elementary  
Christa McAuliffe Middle  
Conniston Middle  
Crestwood Middle  
Cypress Trails Elementary  
Don Estridge High Tech Middle  
Egret Lake Elementary  
Gove Elementary  
Hammock Pointe Elementary  

HL Johnson Elementary  
HL Watkins Middle  
Jupiter High  
Lake Worth Middle  
LC Swain Middle  
Limestone Creek Elementary  
Loxahatchee Groves Elementary  
New Horizons Elementary  
Northmore Elementary  
Okeechobee Middle  
Olympic Heights High  
Pahokee Middle/High  
Panther Run Elementary  

Pine Grove Elementary  
Poinciana Elementary  
Royal Palm Beach Elementary  
Royal Palm Beach High  
South Grade Elementary  
Timber Trace Elementary  
Tradewinds Middle  
UB Kinsey Elementary  
Woodlands Middle  

In order to support schools with a safe and comprehensive return to school plan in August 2020, Food Service evaluated all aspects of meal service from how the students select their meals to how their meal was recorded.

Schools had the opportunity to record meals on a stroke sheet or provide their students with a lanyard and barcode so they could have a touchless check out process, not using our standard keypad procedure to capture their meal. While the decision to use ID cards was at the discretion of the manager, this process expedited the line, reduced unnecessary paperwork and eliminated the need for manual bulk entry at the end of the day to account for the meals served. The success of the ID cards will be supported by SFS for one additional year while the district aligns all schools with the necessary equipment and supplies to print ID cards for all district students.
Serve Children
Promote Participation

Access to Meals

In order to help families while school was not in session, School Food Service provided meals to students prior to holiday breaks this year.

Pre-Thanksgiving Meal Distribution
The Thursday prior to Thanksgiving, School Food Service staff handed out approximately 400,000 meals assisting over 16,000 students. Additionally, boxes containing 10-12 pounds of produce were given out to parents who picked up the meals.

Winter Break Meal Distribution
For the first time in District history, and possibly the nation, School Food Service provided 16 days’ worth of nutritious meals through a pantry style box of food to students and parents on December 17, 2020. Over 1,114,000 meals were distributed. In addition to the meals, resources to include a recipe cookbook, recipe videos, and enrichment activities were made available on the District’s website for parents to access. School Food Service was not alone in this endeavor. Principals and other school staff throughout the District assisted with this initiative to make it a success.

Spring Break Meal Distribution
Prior to Spring Break School Food Service staff distributed meals at 140 grab-and-go locations passing out pantry style boxes of food containing eight days’ worth of breakfast, lunch, supper and snacks. In total over 495,000 meals were provided to over 15,000 students.

Distance Learning Grab-and-Go Curbside Distribution
While over half of our students decided to return to in person education for the 2020-2021 school year, many students elected to continue distance learning. In order to reach those who remained at home during the school year with nutritious meals, we decided to continue our grab and go curbside distributions. Ninety sites throughout the District were open on Tuesdays and Thursdays to provide meals kits containing 3 days' worth of breakfast, lunch, supper, and snacks. We reached over 5,000 students per day with our grab-and-go meals.

Take Home Snacks and Weekend Meals
Throughout this year School Food Service continued to look for ways to reach our students with good nutrition. Beginning in January, 123 schools provided take home snacks to brick and mortar students as they were being dismissed from school and 115 schools sent home weekend meals. In total, including snacks and suppers served at school, over 8 million snacks and supper meals were provided throughout the year equating to a 161% increase over the 2019-2020 school year.

Kids First Mobile Meal Delivery
Kids First Mobile Meals was created out of a vision that came about with the unsureness of how Covid – 19 was going to affect our children returning to schools. As Distance Learning became an option and over 50 percent of our children were learning from home, trying to figure out how we could combat food insecurity within this group of learners became our priority.

Through surveys (3 languages) sent out by Parentlink, we were able to connect with parents of students who were participating in Distance Learning. We were able to provide meals to any child in the home 18 years of age or younger.
Serve Children  
Promote Participation  
Access to Meals

Kids First Mobile Meal Delivery
We entered into a collaborative agreement with the Transportation Department. They provided the buses and drivers and we provided the meals and staff to make the delivery. Parents were notified when the buses were arriving at the designated stops. They met the bus where staff greeted them to deliver their weekly meals for each child. Each child received a total of 7 nutritious breakfasts, lunches, snacks and suppers. Additionally, School Police joined in to support this program by having an officer follow behind the buses.

We began servicing the Riviera Beach area on January 5th 2021, with one bus out of Suncoast High School. We expanded to the Glades area in March, with a bus leaving from Glades Central High School. The need grew stronger in Riviera Beach in May so we added a second bus leaving from Suncoast High School.

The program ran for 23 weeks serving a total of 64 students each week. In the end, we provided 14,896 meals and the program netted $14,872.81.

In an effort to expand students’ access to meals we focused this year on placing mobile feeding carts in each of our schools. Our goal was to provide every school the ability to operate distribution outposts throughout their campus to minimize clusters of students attempting to receive a meal and ensure that students were able to practice social distancing while having access to free school meals.

Mobile feeding carts also allowed for flexibility in serving breakfast and lunch through in-classroom feeding, as well as facilitating Grab-and-Go curbside meal distributions for distance learners and after school snacks to all brick and mortar students.

Mobile meal carts were also a great way to increase participation by allowing staff to bring the meals directly to where the students congregate during the school day. This successful effort was made possible through the collaboration of work with teams from Procurement, Tech, Equipment, Operations, and Nutrition Services.

As of June 30, 2021 there have been a total of 120 mobile carts placed in schools from January 2020-present, that were received or purchased from: Action for Healthy Kids, Beltram, Foodservice Group, GENYOUth and The Batchelor Foundation, Hubert Company, and The Dairy Council of Florida.

Meals off the bus Video
Serve Children
Promote Participation

Menu Adaptation

We began FY21 knowing that meal service delivery challenges were going to impact the menu design. To start, seven menu cycles for breakfast, lunch, supper and snack for both curbside and onsite distribution models were designed. The breakdown of these seven menu cycles was one onsite breakfast, supper and snack menus for all three levels while lunch was different per level.

Shortly after students returned brick and mortar, we separated the menu plans for onsite and curbside distribution and added an All COLD breakfast menu increasing the number of menus/menu plans to 12. From that point forward, we managed the process by updating WebSmartt to include more Menu Types, Menu Cycles, Site Groups for accurate publishing, Ordering Groups, and Nutrislice Menu Types with updated site locations. Throughout the process we made adjustments to the menus to accommodate no school days and added Sunday as an additional claiming day for curbside.

Ahead of the holiday break in December 2020, we designed a 16 day pantry-style menu to provide families with meals throughout winter break. To accompany the pantry-style box, SFS Kids First Tasty Videos were filmed and a Kids First cookbook was designed.

Serve Children
Promote Participation

Menu Adaptation

As more students transitioned back to brick and mortar, we identified a continued need to help alleviate the burden of hunger that may have been present for many students. In mid January 2021, we rolled out two new brick and mortar menus for students attending school in person. Schools began offering a take home snack every day and a weekend meal kit on Friday which includes a breakfast, lunch, supper and snack for two days. The addition of these menu offerings ensured our brick and mortar students had access to nutrient dense snacks every day and on the weekends.
Menu Adaptation

Similar to how we managed our December winter break meal distribution, for spring break in March 2021 we offered a pantry-style box of food that offered families 8 days of 4 meals for a total of 32 meals for each child in their household 18 years or younger. From that point moving forward, we transitioned our curbside distribution from a weekly Tuesday/Thursday to a one day pantry-style box (Thursday distribution). The feedback was overwhelmingly positive from both the families participating in this meal pick-up and our boots on the ground staff who were preparing these meals every week. In addition to our family and staff satisfaction improving with the pantry-style meals, we also reduced our food cost by half and our schools were able to manage labor costs more efficiently. Prior to the pantry-style boxes our average daily food cost for the curbside distribution was $4.06 and by moving to the curbside box the average daily food cost was approximately $2.03. It is also important to note, we also began utilizing our commodity allocation for DoD produce which aligned perfectly for this program and significantly reduced the overall cost of meal service.

As we closed FY21 we went from managing 7 menu cycles for breakfast, lunch, supper and snack for both curbside and onsite distribution models in August to 20 menu cycles in May 2021. The reason for the increase was to ensure that all schools were meeting the individual needs of their student population as well as operational needs. By expanding our menu cycles, we are directly able to positively impact student meal participation. Throughout this entire school year, we listened to our students, families, staff and leadership team to ensure we pivoted and adapted menus in a manner that were customer driven and financially responsible. Our team seamlessly managed the process by updating WebSmartt to include more Menu Types, Menu Cycles, Site Groups for accurate publishing, Ordering Groups, and Nutrislice Menu Types with updated site locations.

Supper Programs

The Child Care Feeding Program (CCFP) Afterschool Meals Snack and Supper Program has been in place since 2015. This program is funded by the USDA and administered in Florida by the Department of Health, Bureau of Child Care Food Programs. Traditionally in order to qualify for this program, schools must be ‘area eligible’ meaning they are located in a school zone in which 50% or more of enrolled children are eligible for free or reduced-price school meals. Each year we try to expand the program to serve more students. Last year, due to program flexibility offered through National Waivers, the vast majority of schools were able to participate in the Afterschool Meals Program for the 2020-2021 school year increasing our count from 108 to 193 schools.

In addition to on site supper and snack, we were also able to serve our distance learners through our weekly curbside food distribution. The supper and snack program also extended into our holiday pantry distribution for Thanksgiving, Winter Break, and Spring Break to provide additional assistance during school closure. It was no small task to ensure the food was ordered, received, packaged and distributed weekly regardless of the weather. The dedication of our School Food Service Field Managers and collaboration with school based staff, ensured the successful execution of this program.

Since the inception of the program in 2015, over 14 million supper meals and snacks have been served to students in Palm Beach County.

Summer Food Service

During the 2021 summer we provided meals at 154 sites. We served 2,609,981 lunches and 210,027 breakfasts for a total of 2,820,008 meals. This was the first summer where we returned on site meal service at our schools who offered summer sessions, camps and grant funded programs. Parents were offered the opportunity to come to any of the schools to pick up a breakfast and a lunch for their children. The program was marketed through a press release and ParentLink.
The School Food Service (SFS) Department continued to collaborate and support district-wide, since FY17, the efforts of many community organizations to assist in providing children and families with hunger relief. We cannot do it alone – it takes a village. With that responsibility, a team of internal stakeholders was assembled to provide conversation and expertise in this area of Hunger Relief needs. The ‘Hunger Relief Collaboration Team’ (HRCT) developed its main goal and was comprised of 10 departments that offered cohesive guidance and support with the creation of procedures and an agreement tool for Backpack/Family Bag Programs and Food Pantries.

The goal of the Hunger Relief Collaboration Team... is to establish a supportive system to assist schools with hunger insecurity issues in our community by working with local organizations who are looking to provide backpacks, food pantries and/or any other food distribution programs to support our students and families.

If you have any questions with regard to Hunger Relief throughout this school year, please send your email to: hungerreliefteam@palmbeachschools.org and someone will get right back with you.

It is a team effort that we are all very proud to be a part of...it takes a village!

### Special THANK YOU to our Community Partners…

<table>
<thead>
<tr>
<th>Distributing Partners for Feeding Families</th>
<th>Total Given Family MealBoxes/Bags</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feeding South Florida (FSF)</td>
<td>171,911</td>
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<tr>
<td>Pan-Florida Challenge:</td>
<td></td>
</tr>
<tr>
<td>(Belle Glade, Rosenwald, Pahokee, and Gove</td>
<td>9,485</td>
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<tr>
<td>Elementaries)</td>
<td></td>
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<tr>
<td>First UMC Jupiter-Tequesta &amp; Jupiter First</td>
<td>2,774</td>
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<td>Church:</td>
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<td>Jupiter Elementary</td>
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<td>Farm to Families Partnership Initiative</td>
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<td>(TJC/Farmers) Produce Boxes at 2</td>
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<tr>
<td>schools (Indian Pines and Benoist Farms</td>
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<tr>
<td>Elementaries)</td>
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<tr>
<td>County’s Farm Fresh Produce Boxes (4weeks</td>
<td>14,700</td>
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<td>- schools)</td>
<td></td>
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<td>199,550</td>
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In FY21, the old HRCT SharePoint site transitioned to a new HRCT SharePoint site in Microsoft 365, where one can find valuable resources in regard to hunger relief programs in the District. All the HRCT community partners/organizations continue to use the Hunger Relief School Program Participation Agreement that needs to be completed between community partners/organizations and the school participating in the specific program. Even in FY21, with COVID-19 limitations, there were a total of 28 Backpack/Family Food Bag programs and 6 Food Pantries. As for the 2020 Summer months, there were 12 schools that participated in the Lois’ Food4Kids Backpack Program with the Palm Beach County Food Bank.
Connecting with Community

In order to keep all internal and external stakeholders abreast about the District and community partners wellness efforts this year, we provided 26 ‘Wellness Promotion: District and Community Updates’ newsletters.

Our main goal for our newsletters was to promote the District’s Wellness Promotion Policy and its efforts of the Whole School, Whole Community, Whole Child (WSCC) model.

During the first half of FY21, each bi-monthly newsletter was sent to over 2,600 internal and external stakeholders, and by year-end, the newsletter’s reachable capacity was over 4,722 - an increase of 2,122 from mid-year status.

KY 21 NEWSLETTERS

(Above Hyperlink shows all the 26 Newsletters of FY21)

In addition, we worked with the Communications and Engagement Department to utilize social media platforms (Facebook, Instagram, and Twitter) to share news that promoted the District’s Wellness Promotion Policy’s efforts in the areas of the WSCC model.
School Food Service
Providing FOOD For Thought!