



# Thelma Flanagan Quality Program Award

## All FSNA Award Submissions are due May 1<sup>st</sup>

Thelma Flanagan joined the Florida Department of Education in 1943 as state director to establish the School Foodservice Program. Through her leadership, the Florida Child Nutrition Program became recognized nationally for service to children. She served as one of the founders and the fourth president of the American School Foodservice Service Association (now SNA). Each year, FSNA honors school centers of certified SNA and FSNA members who have strived to improve the school's foodservice nutrition programs to the utmost level with the Thelma Flanagan Quality Program Award.

### The nominee must be:

- A Foodservice Employee/Manager: Someone who is assigned to one school or a central kitchen that serves more than one school.
- An active SNA Member
- An active FSNA Member (you have to be a member of both organizations)
- Hold an active SNA Certification (any level) and/or SNS Credential

### How to Apply:

- Complete the Entry Form (pg 2). Must be submitted as a Microsoft Word document.
- Complete the Performance Criteria and Award Checklist (pgs 5 & 6). Must be submitted as a Microsoft Word document. Images are allowed and must be inserted directly onto the document pages.
- Upload both files (and up to three supporting files) to the FSNA Dropbox:  
<https://www.dropbox.com/request/Fnl7c7R07u3FSRZkArRp>
  - Please save your documents as "Award Name and Level\_Nominee Name"
  - eg – "Thelma Flanagan\_Jane Doe".
  - If you have multiple documents you may add a number at the end of the name, eg "Thelma Flanagan\_Jane Doe1" and "Thelma Flanagan\_Jane Doe2"

### Judging

Judging will be done by members of the FSNA Scholarships and Awards Committee. Judging will be based on the following criteria:

1. Official forms used and all sections completed
2. Entry Form
  - a. 100% Membership
  - b. SNA Certification for Manager
  - c. Correct Percentage of SNA Certification for other SFS personnel for Award Level
3. Performance Standards
  - a. Correct number of criteria completed from the Five Performance Standards
  - b. Description and Documentation for each criteria provided

### Recognition

There are 3 award levels. Read the criteria for each award carefully. Check the level you are applying for on the entry form. The winner shall receive recognition and an engraved plaque at the FSNA Annual Conference & Expo. All eligible nominees will receive a nomination certificate.

All presentations and submissions including photos and videos may be shown at any FSNA Event and/or on the FSNA Website and/or used in any FSNA publication.



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## Criteria & Performance Standards

Award Level Criteria			
Award Level	Bronze	Silver	Gold
1.) The school foodservice nutrition staff has <u>100%</u> membership in the local, state, and national foodservice associations. (Copies must be submitted)	YES	YES	YES
2.) School Foodservice Nutrition Manager must possess a <u>current SNA certification</u> . (Names must be submitted; FSNA will confirm certification with SNA.) (Copy must be submitted.)	YES	YES	YES
3.) ___% of school foodservice nutrition personnel at the school center, who are eligible, must possess a <u>current SNA certification</u> . (Copies of certification to be submitted)	70%	85%	100%
4.) The school center must complete ___ criteria from <u>each</u> of the Five Performance Standard Areas.	1	2	3

### The Five Performance Standard Areas and their individual criteria:

#### **I. Nutrition Education Standard:**

- A. Project targeting the Dietary Guidelines or Meal Pattern Requirements, is conducted at the school.
- B. A nutrition education project for students is conducted at the school.
- C. A nutrition education project for school foodservice nutrition personnel is conducted at the school center.
- D. A monthly nutrition newsletter is published and distributed to schools.

#### **II. Personnel Standards:**

- A. New school foodservice nutrition personnel at the school center receive orientation; on-going training is conducted for all school foodservice nutrition personnel in food preparation, sanitation, and customer service.
- B. Monthly school foodservice nutrition personnel meetings are held at the school center with opportunity provided for school foodservice nutrition personnel to participate in planning and problem solving.
- C. A recognition system for rewarding school foodservice nutrition personnel is present at the school center.

#### **III. Quality Food and Service Standards:**

- A. Standardized recipes reflecting current U.S. Dietary Guidelines are utilized at the school center (minimum of five).
- B. Food choices within each of the five components are available at the school center.
- C. A plan to improve customer service is implemented at the school center.

#### **IV. Management Standards:**

- A. A work schedule detailing food production, service, and clean-up duties for all school foodservice nutrition personnel is in place at the school center.
- B. Written equipment operation procedures are present for each major piece of equipment in the school center.
- C. The school center currently possesses a satisfactory health inspection report.
- D. The school center is financially solvent.

#### **V. Marketing Standards:**

- A. An up-to-date calendar with school foodservice nutrition based special events is published.
- B. A plan to improve public perception of the school center is in place.
- C. A plan to increase the participation in your school foodservice nutrition programs is in place.
- D. A food and customer service survey is distributed and appropriate action taken at the school center.

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## **Performance Standards Criteria Documentation**

Evidence must be provided for each Performance Standard Criteria completed. You must provide:

- A. A brief explanation of how the performance criteria was met. (use template on pg. 5)
  
- B. Documentation of each completed criteria. Documentation must be from the current school year, should include one or more of the following, and should be submitted with the award entry. Be sure to clearly indicate the documentation with its corresponding criteria.
  - 1. Written procedures
  - 2. Committee objectives, action plan, results achieved
  - 3. Survey forms and results achieved
  - 4. Newsletter
  - 5. Description of Project activities
  - 6. Work schedule detailing food production, service, and clean-up duties
  - 7. List of kitchen employees and photo copies of their SNA certification cards
  - 8. Menu detailing food choices
  - 9. Copies of standardized recipes (minimum of 5)

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## **Performance Standards Criteria Description Template**

Use this template to document the criteria completed and provide descriptions on how it was completed. You can use as much space as necessary. There is not a minimum or maximum word count. Pictures can be inserted directly into the document.

### **I. NUTRITION EDUCATION STANDARDS**

- A. What criteria were completed and describe how it was completed.
- B. What criteria were completed and describe how it was completed.
- C. What criteria were completed and describe how it was completed.
- D. What criteria were completed and describe how it was completed.

### **II. PERSONNEL STANDARDS**

- A. What criteria were completed and describe how it was completed.
- B. What criteria were completed and describe how it was completed.
- C. What criteria were completed and describe how it was completed.

### **III. QUALITY FOOD AND SERVICE STANDARDS**

- A. What criteria were completed and describe how it was completed.
- B. What criteria were completed and describe how it was completed.
- C. What criteria were completed and describe how it was completed.

### **IV. MANAGEMENT STANDARDS**

- A. What criteria were completed and describe how it was completed.
- B. What criteria were completed and describe how it was completed.
- C. What criteria were completed and describe how it was completed.
- D. What criteria were completed and describe how it was completed.

### **V. MARKETING STANDARDS**

- A. What criteria were completed and describe how it was completed.
- B. What criteria were completed and describe how it was completed.
- C. What criteria were completed and describe how it was completed.
- D. What criteria were completed and describe how it was completed.

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## Award Checklist

Have a third party go through your award documents and verify that all information request. This individual will sign and date on the lines below verifying all information is provided and correct.

Activity to Completed Award Entry	Date Verified	Signature
100% Membership		
100% Certified		
Performance Standards	Date Verified	Signature
<b>I. NUTRITION</b>		
A. Dietary Guidelines, Meal Pattern Requirements project at school		
B. Nutrition education project for students		
C. Nutrition education project for staff		
D. Monthly nutrition newsletter		
<b>II. PERSONNEL</b>		
A. Orientation for new employees & ongoing training for all		
B. Monthly personnel meetings		
C. Employee recognition system		
<b>III. QUALITY FOOD</b>		
A. Standardized recipes (5) reflecting Dietary Guidelines		
B. Food choices in all five (5) components		
C. Plan to improve customer service		
<b>IV. MANAGEMENT</b>		
A. Work schedule & clean-up		
B. Written equipment procedures		
C. Satisfactory health inspection		
D. Financially solvent		
<b>V. MARKETING</b>		
A. Calendar of school food special events		
B. Plan to improve public perception		
C. Plan to increase participation		
D. Food and customer survey & action taken		