

TECHNOLOGY INNOVATIONS POWER AGILE GRAB & GO SOLUTIONS



INTRODUCTION:

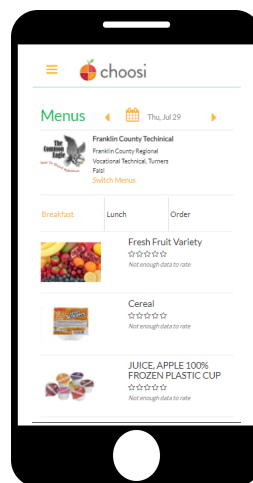
Grab & Go is here to stay as we reimagine school nutrition programs in the post pandemic period. The concept was first pioneered in breakfast programs to facilitate quick service, catching students en route to class.

Responding to added logistical challenges posed by the pandemic, G&G innovations have come at a rapid pace, now accounting for a significant share of school lunches. This trend is likely to continue as added challenges of universal meal service intersect with post pandemic limited contact rules to create the "new normal".

Software companies have adopted as well, building enhancements to their applications. New ways to configure software that supports multiple production and serving locations. Fully integrated menu planning, forecasting, and ordering, production and mobile apps are more powerful than ever.

The nutrition program at Franklin County (MA) Technical School turned to inTEAM as its software provider to help manage agile Grab & Go solutions. Faced with large fluctuations in both attendance and product availability, Food Service Director Elizabeth Bouchard needed flexibility to make just in time decisions to serve students while using limited labor and minimizing waste. inTEAM proposed CNCentral, the first K-12 nutrition software to use the GDSN (the Global Data Synchronization Network) to simplify menu setup while building direct connections to the supply chain partners.

inTEAM added new features to CNCentral menu planning with shortcuts to manage rapid fire changes that would seamlessly permeate through the system. For example, menu plan updates automatically adjust recipes, production records and bill of materials, keeping staff informed up until the moment production starts. Real time updates to the Choosi Mobile app kept parents and students informed of daily choices.



inTEAM also collaborated with Hubert to design an efficient system utilizing a grab and go mobile cart to fit hand-in-glove with its software. Franklin County piloted an early mobile cart design.

Recent design revisions now include the ability to manage hot and cold foods with an offer vs. serve capacity of 100 meals.



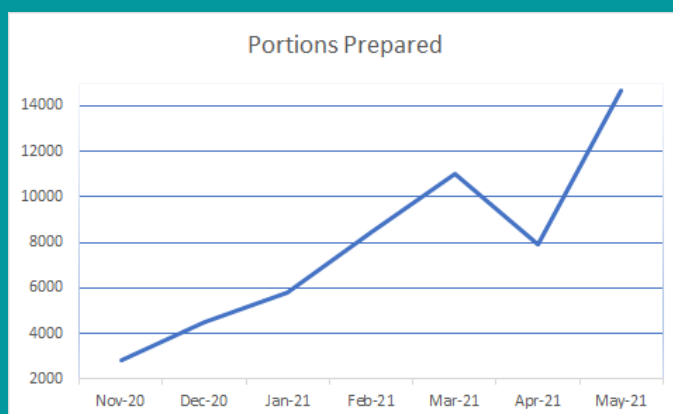
THE COVID YEAR

By selecting a bundled solution, Elizabeth enabled her team to overcome the day to day requirements, while developing the basic infrastructure to adapt to uncertain times ahead.

inTEAM's K-12 data exchange, prepopulated with 185,000 unique K-12 food items via the Global Data Standardization Network (GDSN), facilitated rapid implementation with only a couple of days needed to get FCTS's complete item list imported, enter recipes, build menus, and sync to the integrated Choosi mobile app for online menus accessible to students and parents. Immediate improvements in efficiencies were achieved with standardized data entered once and automatically updated throughout the application.

The initial implementation yielded efficiencies in menu planning and the implementation of Grab & Go breakfasts utilizing the Hubert mobile cart for pick-up in the gym.

Month over month meal participation rates rose dramatically from the start of the school year to the end. As shown in the Portions Prepared chart, meal participation peaked in May 2021, where nearly 14,000 breakfast and lunch meals were served over the course of the month, with an average of 700 meals being served daily. Participation rates rose to 63% for breakfast and 75% for lunch.



With Choosi online menus being implemented during the school year, the school also made extensive use of social media, including Facebook, to help ensure that existing methods of communication regarding changing schedules, weekly menus and healthy eating guidance was maximized.

Liz credits the increase largely due to a combination of free meals, a commitment to multiple methods of communications and the availability of meal kits. FCTS also encouraged students to provide their feedback on meals and even shared food brands knowing that kids (and their parents) find comfort when familiar brands are being used.



Forecasting was improved with production records being better managed with data readily available to assist with planning. Better use of production record data helped to reduce waste, and FCTS also credits pre-packaging and pre-cupping items.

EXPANDING IN THE NEW YEAR

Entering the 2021/22 school year, Liz expects uncertainty in delivery methods to continue due to the recent surge in COVID. Like last year, FCTS will continue with offer versus serve but with the system's flexibility she is comfortable with planning for lunch in traditional serving line but is confident that she can move to utilizing weekly meal kits configured in the software to be ordered by families for pick-up.



FCTS is also expanding the use of the Choosi app to introduce mobile pre-ordering capability. Initially, they will utilize pre-ordering for Grab & Go breakfast with potential to expand to lunch pre-ordering. They will also use continue to expand access, using the Hubert cart to serve breakfast and in the cafeteria at lunch to speed the line this year. The system's functionality includes improved efficiencies that will save time such as not having to re-enter/change menu data, ability to generate labels for meals ordered, and reporting capabilities such as inventory pull sheets for meal items ordered, and an order list that includes a place to check off reimbursable meals that were not picked up and recorded as leftovers and waste. This includes an audit trail for electronic claims without any need for a point of sale system.

Last year, FCTS continued to record paper production records that were later keyed into the system for reporting and planning purposes. This year, the staff will utilize CNCentral's Daily Wrap Up app to automatically pull over menu information to manage pre-and post-production record information, accounting for food waste and leftovers.

With a more "normal" school year approaching, Franklin County is well equipped to operate efficiently and continue to increase participation.