



FRESH FOOD FACTOR

SERVED UP BY



Food Service Management Proposal For Fannie C Williams

2023-2024 National School Lunch Program

Submitted by Fresh Food Factor

EVALUATION CRITERIA

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EXECUTIVE SUMMARY

In May of 2013, Fresh Food Factor was created by Volunteers of America Southeast Louisiana, Inc. (VOASELA). Fresh Food Factor opened its doors to address multiple growing childhood problems in Louisiana. The main two issues came into focus — child obesity and child starvation. New Orleans has one of the highest at-risk populations dealing with both categories in the nation.

Our vision here at Fresh Food Factor is to provide each and every child with access to healthy nutrient-based meals every day. Being able to provide low-income children with fresh, local, and affordable food options is our main priority.

What makes fresh food factor special?

Fresh Food Factor provides healthy sustenance through a holistic service model. Our goal is not only to provide a fresh and healthy meal but also to educate families that a healthy lifestyle begins with good eating habits. By providing youth the opportunity to try healthy, delicious food, we enable them to make positive food choices for a lifetime.

OUR MISSION

- Make fresh and healthy food essential for kids instead of a rare treat.
- Help nourish the bodies and minds of families in our local communities.
- Provide a viable alternative to the quick fix of processed foods.
- Nurture and invest in our community's health.



Nurturing the Soul.



SERVICE CAPABILITY PLAN

Fresh Food Factor is a non-profit social enterprise, operated by Volunteers of America Southeast Louisiana, Inc. Being local allows us to be responsive to specific community needs and allows opportunities to immerse in culture.

SCOPE OF SERVICE

- Our ambition is to provide fresh and healthy school food. ‘Scratch Cooking’ is the foundation of our fresh and healthy approach. We take whole, raw food items and apply technique, skill and devotion to create delicious, healthy and nutritious meals.
- Fresh and healthy can sometimes be a deterrent to school children. However, Fresh Food Factor serves acquainted, popular and eye-appealing meals and meal components that are produced in a healthy manner.
- The central facility is a stand-alone food preparation operation that assists in the production of some of the formulated recipes. Our team will finish all foods on-site including bread, cooking meats and vegetables. Our facility is capable of operating 24 hours to serve all our customer needs. This gives us an edge over competitors who typically operate a kitchen within each school.
- Fresh Food Factor will provide all prescribed special dietary needs. Each request should be accompanied with a doctor’s prescription. Substitutions will be as close to the daily menu as possible. Fresh Food Factor will provide vegetarian, vegan and gluten-free meals upon request per proposal.



PLAN COMPONENTS

- Fresh Food Factor has conducted competitive bids for all suppliers and is fully compliant with the state and federal procurement requirements.
- To provide the highest quality of service, production orders will be placed daily/weekly in advance for menu production.
- All food purchases including vegetables, fruits, dairy, fresh meats and poultry are USDA Grade A certified.
- All of our menus are approved and certified by a registered dietician to meet all USDA requirements.
- Fresh Food Factor will use USDA donated commodities awarded to qualifying schools. The values will be applied as a credit to each school on the invoice pertaining to the month of utilization.
- Fresh Food Factor will manage the ordering and receiving of any DOD fruit and vegetable allocation.
- Fresh Food Factor uses Louisiana local and regional suppliers when available.
- Fresh Food Factor is in full compliance with HACCP guidelines.
- Fresh Food Factor is the sole proprietor of production, subcontractors or third party vendors will NOT be employed. 100% management of this proposal will be by Fresh Food Factor.

NON-TRADITIONAL CAFETERIA SETTINGS



Whatever logistical challenges you may have at your school Fresh Food Factor will be able to service you. Presently, Fresh Food Factor is successfully serving in schools where cooking on site is not available.

In addition to serving our local schools, Fresh Food Factor provides meals for local summer camp programs.. We provide hot, pre-packaged food to these sites in thermal heated travel bags. Our distribution team logs the temperatures of every travel bag upon delivery to make sure each delivery is with in proper health code compliance.

PROGRAM CAPABILITIES

Fresh Food Factor is a central facility located at 1746 Tchoupitoulas Street in New Orleans.

Fresh Food Factor is fully capable of preparing meals of high quality, meeting all health and safety requirements. Our new state-of-the-art equipment includes two 120-gallon automated kettles, two double convection ovens, three fully HACCP controlled blast chillers, a 300 square foot walk-in cooler, and a 80-quart Hobart mixer with an automated filling station. This equipment was fully installed and operational by the beginning of the 2015-16 school year. These upgrades have complemented our existing equipment including a double convo-thermal oven, double Blodgett convection oven, 60-gallon steam kettle, 40-gallon steam kettle, 40-gallon tilt skillet and 1,200 square feet of refrigeration and freezers. The kitchen has adequate cooking areas, storage areas, assembly areas and large upscale equipment.

Fresh Food Factor prides itself on consistency. Specific recipes such as red and white beans are produced under the watchful eye of an USDA inspector in our manufacturing facility. This ensures that all locations will get the same flavor profile as well as full safety traceability. We can guarantee that meals will achieve the same



meticulous attention.

Our hurricane evacuation plan allows us to prepare methodically and systematically. The building is not located in a flood zone, and storage units are backed up by a natural gas generator. In the event of a city evacuation due to a hurricane, Fresh Food Factor can be up and running as soon as the city is allowed to return.



DESCRIPTION OF OPERATIONS

Below is a detailed description of the operations and step-by-step methods for meals to be prepared at the central facility and transported for service at individual school sites.

- Fresh Food Factor develops a school menu under the guidance of a licensed dietician that complies with child nutrition requirements.
- The menu is entered into the NutriKids Menu Planning Software to ensure all standards and requirements are met.
- Anticipated participation numbers are entered into NutriKids by each school lead weekly. We utilize NutriKids Menu Planning software to ensure that we meet and/or exceed child nutrition requirements. This is a universally adopted software by 9,000 school districts across the country. All numbers convert to cases needed, and orders are placed with our approved suppliers.
- The NutriKids Software creates a daily production recipe formulation sheet for each school and each meal service.
- Menu ingredients are assembled in the proper quantities from kitchen storage areas.
- Proper kitchen equipment is utilized, i.e. ovens, convection ovens, convection steamers, kettles, tilt skillets, broilers or cook tops to properly prepare the food.
- All cooking processes are in accordance with time and temperature regulations.
- The Fresh Food Factor has a fully operational HACCP plan in place that highlights all critical control points throughout the entire food preparation and delivery process.
- After the food is prepared, it is portioned into stainless steel serving pans ready for service and maintained hot within warmers or cold within refrigerators.
- Any menu items that are produced at the central facility will be transported below 41 degrees and held under refrigeration or freezer until needed.



ALTERNATIVE SERVICE MODEL

Should any school experience operation difficulty for any reason, Fresh Food Factor can offer an alternative service model that includes offering vended meal service until the issue is remedied.

Option 1: HOT Option

Sealed and wrapped receptacles are placed in insulated cambros/rolling racks secured within the refrigerated vehicle. A temperature reading is taken to ensure standards are met at 41 degrees or below prior to shipping. At each school site, the receptacles are removed from the cambros/refrigerated vehicle and temperature is taken by the designated school lead/food service worker to make sure the temperature is still within health parameters.

Option 2: COLD Option

Using chilled food product, food is appropriately portioned into individual biodegradable meal trays and sealed with a heat resistant film. After packaging, meals are stored in the cooler prior to shipping. At each school site, the receptacles are removed from the cambros/refrigerated vehicle and temperature reading is taken at the school site to ensure health standards are met at 41 degrees or below.



FRESH FOOD FACTOR STAFF

Fresh Food Factor has 25 employees based at the central facility, including managers, cooks, drivers, meal packers and administrative staff. They are an integral part of Fresh Food Factor's successful operations. All operations are overseen by Food Service Director James Zelaya.

DISTRIBUTION CAPABILITIES

Fresh Food Factor presently has transit vehicles and one 18 -foot refrigerated box trucks, which can fully service all our needs efficiently and effectively. We can lease or purchase additional vehicles as necessary. All Volunteers of America fleet vehicles are monitored by GPS at all times. This software encourages our drivers to be fully compliant. All fleet drivers are equipped with cell phone communication to enable full and complete communication for delivery of all meals.

In the event of unforeseen circumstances, Fresh Food Factor has a number of contingencies in place to ensure all school sites are being fully serviced. The contingencies are as follows:

- Fresh Food Factor will store a ready-to-heat frozen emergency meal at each site.
- In the event of a power outage that compromises health and safety standards, Fresh Food Factor will provide a cold emergency meal. Dietary meals are



carried at the school site as an inventory item.

- Each school site is set up with Fresh Food Factor approved suppliers and each school lead will order directly with the supplier. Fresh Food Factor will compliment this with some customized meal components.
- As a back up, Fresh Food Factor has the capability to provide hot food to each school prior to the meal service start time using our central facility as a base. In the event that we provide hot meals, they will be transported within insulated cambros. The cambros meet all health and safety regulations.

20-PLUS YEARS OF EXPERIENCE

For more than 20 years, Volunteers of America has managed child nutrition for agency after school programs including the Algiers Charter Network and Choice Charter schools.

The afterschool program has provided snacks and supper at each school during the school year and served breakfast and lunch during summer programs. Volunteers of America has administered a Department of Education 21st Century grant serving 340 children at Alice Harte, Lafayette Academy and Moton Elementary during this time.

SUMMER FOOD SERVICE EXPERIENCE

- **Summer 2013** — 18,000 meals to 6 summer camps.
- **Summer 2014** — 70,000 meals to 12 summer camps.
- **Summer 2015** — 100,000 meals to 26 summer camps.
- **Summer 2016** — 240,000 meals to 30 summer camps.
- **Summer 2017** — 275,000 meals to 38 summer camps.
- **Summer 2018** — 300,000 meals to 50 summer camps.
- **Summer 2019** — 300,000 meals to 51 summer camps.
- **Summer 2020** — 100,000 meals to 15 Covid locations.
- **Summer 2021** — 61,000 meals to 24 Summer camps.
- **Summer 2022** — 63,000 meals to 29 Summer camps.
- **Summer 2023** — 68,000 meals to 39 Summer camps.





ADULT NUTRITION EXPERIENCE

Since 1971, Volunteers of America has managed adult nutrition for the Federal Bureau of Prisons contract for the Eastern District of Louisiana whereby, Volunteers of America produces three fresh and healthy meals each day for 365 days a year for all the clients at our fully furnished kitchen at 2929 St. Anthony, New Orleans, LA 70122. We average 70 consumers per day or 76,650 meals per year in this operation. All menus are approved by a licensed dietician and meet the rigorous standards of the Federal Bureau of Prisons.



Nourishing the Body.



CHILD NUTRITION PROGRAM EXPERIENCE

Fresh Food Factor operated at six schools and five Head Start programs and 20 After School programs in FY 22/23.

PARTNER SCHOOLS AND HEAD START PROGRAMS

- **Athlos Academy of Jefferson** — since 2018-2019, we've served over 950 students.
- **Central City Head Start School (Carolyn Green and Priscilla Edwards)** — since 2013-14 this school of 166 students has received over 60,000 breakfasts, lunches and snacks.
- **Lake Forest Elementary** — since the 2013-14 school year, we have produced over 200,000 breakfast, lunch and supper meals at this 700-student school.
- **Encore Academy** — since 2014-15, this school with 750 students has received breakfast, lunch, snack and supper meals with over 200,000 meals.
- **New Orleans College Prep Network (Cohen HS and Hoffman)** — since 2018-19, we have served two locations with 400 students.
- **Fannie C. Williams** — since 2018-19, we've served over 450 students.
- **Rayne Head Start** — since 2016, we serve an average of 70 students 365 each year.
- **Dryades YMCA Head Start** — since 2022, we serve 50 students breakfast, lunch and snack 365 days a year.
- **Elan Academy** — since 2022, we have served 360 students breakfast, lunch and snacks the school year serving 50,000 meals



FINANCIAL CONDITIONS | STABILITY | BUSINESS PRACTICES

- Volunteers of America's board approved agency budget for fiscal year 2022 is \$39,576,000.00. If necessary, we would be happy to provide a copy of the agency operating budget.
- Volunteers of America performs monthly cost accounting by program. Fresh Food Factor is an official program of Volunteers of America. The accounting department is comprised of a Vice President, Controller and nine full-time Accounting staff.
- Fresh Food Factor will provide the school with a monthly breakdown of daily participation. All daily paperwork relating to the delivery and production of all meals will be uploaded onto a shared drive accessible to the School Food Authority. Fresh Food Factor will maintain all food service records for a minimum of three years as required by the state of Louisiana.
- Fresh Food Factor has a full time registered dietician who implements in-service training for Fresh Food Factor staff. It should be noted that the State Department of Education audited all Fresh Food Factor school accounts during the 2018/2019 school year and achieved 100% compliance for the National School Lunch Program and for the Child and Adult Care Food Program. Each year the Summer Food Service Program is reviewed for compliance and has passed all audits.
- Fresh Food Factor will provide Nutritional information and caloric counts meeting or exceeding the required standards for the NSLP, CACFP and SFSP.
- Fresh Food Factor will provide all information needed for the application or renewal of the 6 cents certification if needed.
- Fresh Food Factor will provide monthly invoicing of food services using the school point of sale systems.
- Volunteers of America Southeast Louisiana agency assets are \$186 million with total net assets at \$81 million.
- Volunteers of America's annual agency audits are conducted by the accounting firm La Porte. The agency has had no incidents or any violations, fines or penalties from any agencies. If requested, we would be happy to provide a copy of the agency audit and 990.
- Volunteers of America is fully accredited by the Commission of Rehabilitative Facilities (CARF). In the most recent accreditation, Volunteers of America was evaluated on 1,100 standards and received a rating of 97% for all standards.
- Volunteers of America was founded in 1896 and has been in operation serving the community for 127 years. Volunteers of America has an endowment fund of \$7.3 million. The agency has a line of credit with Capitol One Bank for \$1 million. The agency exceeds the minimum insurance requirement outlined in the RFP, by providing comprehensive general liability insurance of \$6 million.

PROMOTION OF PROGRAM

EDUCATION

Healthy Lifestyle Choices is a program of Volunteers of America SELA, Inc. Through this curriculum students learn the key components to make lifestyle changes. A parenting guide, which contains useful parenting tips to help children make positive, healthy choices, will be offered to Crescent City Schools. Fresh Food Factor can provide upon request complimentary curriculums for the schools to aid in health education, conflict resolution, anti-bullying, substance abuse and stress management.



“A healthy school lunch has the potential to increase students’ concentration so they can focus on academics in the classroom.”

—James Zelaya , Program Director

CORPORATE PARTNERS

Fresh Food Factor has partnered with local corporations such as United Healthcare, Ochsner, Target, Enterprise and Share Our Strength to create volunteer opportunities for their employees. This has allowed us to increase capacity and reach more students in our community. These partnerships have also led to monetary donations for equipment expansion, TV advertising and national awareness. All community partner activities are shared on social media and web sites.

The Fresh Food Factor program also encourages local and national media to feature the collaboration between schools and healthy meals.

An important component of our initiative is teaching the importance of eating a variety of fruits and vegetables and why fresh and frozen produce offer the highest nutrient content. Our monthly newsletter focusses on shopping on a budget, purchasing nutritious foods and shopping for a healthy lifestyle.

MEAL PLAN

Fresh Food Factor has a vast inventory of tried and true recipes. Through exploration and experimentation with school food advisory groups we are proposing our most popular menu items as represented in this proposal. In addition we propose to provide additional menu items throughout the course of the year that provides creativity and flexibility for students selection on a daily basis. Diversity, culture and palette are our key drivers when designing a menu that is attractive, nutritious and appealing to students of all age groups.

On award of the contract, Fresh Food Factor will meet school administrators on a weekly basis to initiate the proposed menu attached within this RFP. We will seek advise and feedback from students and staff. This feedback is paramount to the success in participation and the overall student satisfaction.

Fresh Food Factor key account personnel will work closely with school site staff collecting feedback on the popularity of menu items. This information will determine changes to future menus and allow us to respond in a quick and seamless manner.

PARTICIPATION

Fresh Food Factor believes that teachers act as role models to their students.

We will provide a monthly health education newsletter to be shared with parents and students to help education at home. This will help increase participation and trust among students and teachers providing awareness and leading to a healthier lifestyle.

Fresh Food Factor participates in school open house activities and has nutritional information available at these events to bring awareness to children and parents of food item contents and the effects that consuming these has on each individual.





MARKETING ENGAGEMENT

Fresh Food Factor may also participate in community events as identified by Volunteers of America Southeast Louisiana and/or the SFA to educate the community of the need for fresh and healthy meals.

Our headquarters are open to field trips, or individuals wanting to understand the process of preparing cooked from scratch meals.

Our marketing department will develop consistent and engaging social media content targeting families from our schools. School specific content will be featured on Fresh Food Factor and VOASELA's website.

Promotional materials such as banners, flyers and posters emphasizing the merit of nutrition and health will be posted in the cafeteria at all campuses.

LA FARM TO SCHOOL PROGRAM

Fresh Food Factor has partnered previously with Stoney Point Farms in the town of Franklinton in Washington Parish.

In addition, we procure local seasonal fruit and vegetables such as Ponchatoula strawberries, tomatoes, sweet potatoes and satsumas when available.

As a food service management company contracting to an SFA for the last 10 years we have not been requested previously to participate in the LA Farms to School program prior to this RFP release.

We welcome the opportunity to do this with all local schools and to cultivate relationships with local growers and producers to create specific themed monthly offerings to the students and to partner with the school to market and educate the students.

We do not have a current reporting template; however we will create a document to meet the needs of the quarterly reports. All purchasing will be tracked and logged as part of this process.





HEALTHY FOOD STANDARDS

Fresh Food Factor meals are crafted by true chefs and nutrition experts. Our menus are developed with nutrition and quality in mind:

- Local favorites are always cooked in a healthier way using skill and technique.
- A variety of whole or cut fresh fruit as well as tropical selections like pineapple and cantaloupe are served.
Canned fruit is never used in any meal service.
- Low or nonfat milk is offered with every meal.
- Whole grains and fresh produce is the cornerstone of our menu.
- Meals will contain little or no sugar.
- Popular fast food associated items have been developed, i.e. chicken tenders coated in a whole grain crumb and baked instead of fried, and gumbo – traditionally made with an oil-based roux — the recipe has been constructed to omit the oil creating a healthier alternative without compromising flavor.
- All meals are analyzed nutritionally and exceed USDA nutrition guidelines.
- Care and thought is used when developing allergen-friendly meals as not to alienate kids from the normal menu. Fresh Food Factor caters to a number of different diets, i.e. lactose intolerant, gluten free and seafood allergies to name a few.



FRUITS



VEGGIES



PROTEIN



GRAINS



DAIRY

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INNOVATION



Fresh Food Factor operates Nutri-Kids menu planning software which ensures all specific menu requirements are met.

- Nutri-Kids allows us to plan our menus to meet all color and portion requirements.
- Fresh Food Factor will provide all nutritional data upon request.
- Fresh Food Factor services consists of:
 1. Head Start CACFP
 2. K-12 SBP
 3. K-12 NSLP
 4. Supper CACFP
 5. At-Risk Snacks
- 6. SFSP
 - All menus are in compliance with meal patterns within the appropriate age groups
 - Nutri-Kids allows Fresh Food Factor record keeping to maximize the following:
 1. Production records
 2. Recipes/Sub-recipes
 3. Nutrition support
 4. Delivery Invoices
 5. CN labels or product formulation sheets

HEALTHY HUNGER FREE KIDS ACT

Compliance to the Healthy Hunger Free Kids Act is guaranteed through Nutri-Kids software and provides documentation needed for 6 cent Certification. Fresh Food Factor will provide the following documents:

- One week of menus
- Detailed menu worksheets
- Nutrient analysis showing compliance with new regulation targets

FLAVOR & HEALTHY RECIPES

Fresh Food Factor will develop flavors from true and trusted recipes through a step by step process creating layered cooking. This procedure maximizes flavors at each stage of cooking to enhance the best flavor profile.

Fresh Food Factor adheres to the following nutrition standards:

- Baked goods contain at least 51% whole grains.
- A variety of vegetables are rotated to meet the USDA requirements for the NSLP menus plan.
- Only fresh fruit is served.
- All recipes are cooked with little or no fat.
- All meals contain no more than 30% of calories from total fat and no more than 10% of calories from saturated fats.
- Sodium levels are kept to national child nutrition requirements for all school students.
- Spices such as garlic powder and herbs are used as flavor enhancers.



STUDENT MENU FEEDBACK

Fresh Food Factor will work closely with the school's student advisory board if implemented and will gather all feedback from school administrators and students. New menu items/side dishes are developed and are presented to the students via samples either at these meetings or during lunch. Feedback on these will determine a plan to incorporate or substitute a less favorable meal offering. Cycle menus are produced one month ahead for approval, so depending on the timing of the implementation, this can happen quickly and seamlessly. Fresh Food Factor has the ability to react quickly to change. Our dedicated account manager will also be at the schools regularly. They are encouraged to interact with the students and discuss meal likes and dislikes either on a one-to-one or table-to-table basis.

LEADERSHIP TEAM

What sets Fresh Food Factor apart goes beyond expertise. Our team is mission-driven, able to adapt, imagine new possibilities and meet the challenges of providing healthy meals.

VOA & FRESH FOOD FACTOR KEY STAFF



Voris Vigee, President & CEO

Voris serves as the President & CEO of Volunteers of America Southeast Louisiana (VOASELA) and has been with the organization over 28 years. Voris' principles of transparency, integrity and accountability are imbedded in the service delivery of everything Volunteers of America does.

Jason Burt, Executive Vice Social Enterprises and Administration

Jason provides oversight of all of VOASELA's social enterprises and agency administration. Jason supervises Fresh Food Factor and provides support to the operational team.



James Zelaya, Food Service Director

James oversees all facets of food production for Fresh Food Factor. His management of procurement, quality control and quality assurance are essential to ensuring that all meals prepared by Fresh Food Factor are consistent and delicious.

James Pennick, Assistant Director of Field Operations

James holds a bachelor's degree in Business Management from Texas Southern University, a associate's degree in Culinary Arts from Delgado, and has worked in the hospitality industry for over 20 years. James provides a direct line of communication for all schools to have issues quickly reported and addressed.



Eugenia Rivers, Senior School Account Manager

Eugenia directly supervises the day-to-day operations of every school account. Eugenia's passion around childhood nutrition is unmatched and she works everyday to improve the food service experience for the children we serve.



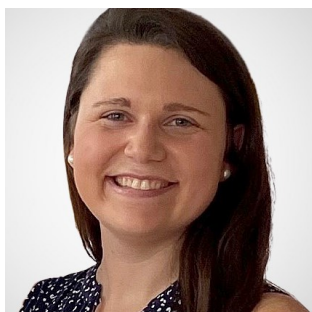
PERSONNEL & MANAGEMENT TEAM

Fresh School Factor's support staff extends outside of our food production team including the following individuals:



Kristen Nicholson, Marketing Director

Kristen will coordinate marketing and communications strategies. She has a Bachelor of Arts degree from Loyola University New Orleans and over 25 years of relevant experience.



Sabrina Kluchin, Registered and Licensed Dietician

Sabrina is a licensed dietitian with a bachelor's degree in science with a concentration in nutrition from Nicholls State University. A New Orleans native, she has been at Fresh Food Factor for over eight years.

ACCOUNT MANAGERS

Brandon Woodie, bwoodie@voasela.org, 504.452.9570

Eugenia Rivers, erivers@voasela.org, 504.800.9256



PERSONNEL MANAGEMENT

CUSTOMER SERVICE

In the event that there are any issues that arise at the school site, the designated account manager will initiate standard operating procedures to determine an immediate solution.

- **Food issue** — contact the assistant director at Fresh Food Factor central facility.
- **Delivery issue** — contact the shipping coordinator at Fresh Food Factor central facility.
- **Service issue** — Account managers will deal directly with food service staff to determine an immediate solution.

NOTE: The account manager will meet with school administrators on a weekly basis to ensure that Fresh Food Factor is meeting the school's expectations.

- On-going training is conducted thereafter to ensure all employees meet or exceed the required training hours per year. All site leads partake in a SERV-SAFE instructional class to be certified.
- Volunteers of America is in full compliance with the Office of Federal Contract Compliance Programs (OFCCP regulations); we partner with local community/diversity organizations to help recruit/fill our positions. We use a robust database of information to build further relationships with these organizations, including: contact information, organization details, excels tracking, documenting referrals, etc. for outreach. We have partnerships with over 50-plus organizations in Louisiana (veterans, IWD's, minorities, women, colleges, state workforce agencies, etc.)
- With the acquisition of the school account, Fresh Food Factor will appoint a designated account manager. This position will oversee all operations and issues as they arise. Fresh Food Factor will employ a school lead. This position will be full-time and be fully responsible for all daily operations. Each school will also employ food service workers.
- In the event an employee fails to attend their scheduled shift, the account manager will be notified and will be responsible for covering that position.



HUMAN RESOURCES

HIRING PRACTICES

Volunteers of America SELA, Inc.'s Human Resources Department is a full-service department (seven employees) and will coordinate recruitment, training and all employment services for the Fresh Food Factor. The department will conduct orientation sessions with employees and maintain all employee paperwork including insurance, benefits, retirement and all other employee matters. The payroll department will coordinate payroll based upon Fresh Food Factor employee timesheets.

The agency's Human Resources Department conducts extensive background checks and fingerprints on all Fresh Food Factor employees.

Fresh Food Factor has a core set of cooks in our central facility to produce all meals as per daily production plans. These cooks and the management team will serve as the framework to support the successful operation of Crescent City Schools food service program. We will acquire and train additional staff as needed to assure smooth operations for this contract. **We will also dedicate an account manager to provide premier customer service for school operations and the student experience.**



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Nourishing the Body. Nurturing the Soul. Lifting the Community.