



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2023.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: Chesterfield

Program Title: Food Service Employee Retention Through Special Recognition

Program Category: Organizational Development

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Joseph P. Casey, Ph.D.

Title: County Administrator

Signature: Joseph P. Casey, Ph.D.

Digitally signed by Joseph P. Casey, Ph.D.
DN: cn=Joseph P. Casey, Ph.D., o=Chesterfield County, ou=County Administration,
email=caseyjoe@chesterfield.gov, c=US
Date: 2023.06.27 12:13:08 -04'00'

Food Service Employee Retention
(Organizational Development Category)

Abstract of the Program:

When reflecting back on COVID, we believed that the worst was behind us. However, Chesterfield County Public Schools Food and Nutrition Services (CCPS F&N) operations continue to experience critical labor shortages, supply chain issues, unexpected distributor food substitutions, and inflationary costs. During the pandemic, the Chesterfield community recognized the significant contributions made by our food service employees.

There wasn't an opportunity in place for CCPS F&N to recognize employees in a formal manner. We wanted to be able to highlight the individual's contribution to the department's success. Our cafeteria teams were highlighted during national campaigns; National School Breakfast Week, National School Lunch Week and School Lunch Hero Day. However, Director Berkley Dunbrack felt that the individual employee recognition piece was missing and essential. So, our innovative commendation "Outstanding Food Service Employee" was initiated in 2021.

Chesterfield County Public Schools, an award-winning school district, is the largest school system in central Virginia, the fifth largest in Virginia and among the 70 largest school divisions in the country. CCPS F&N is a self-preparation sponsor with over 400 employees. We participate in the National School Lunch and Breakfast Programs, providing nutritious meals to students as part of their educational day.

Problem or need addressed by the program:

Chesterfield County Public Schools Food and Nutrition Services (CCPS F&N) initiated a new commendation to acknowledge heroes at work. The "Outstanding Food Service Employee" recognition

Chesterfield County, VA

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was created to highlight excellence. Each month, honorees receive a personalized plaque and are recognized at the Chesterfield County School Board Meetings for their positive contribution.

The award requirements include to:

- demonstrate excellence on the job
- promote a sense of community within the cafeteria and school environment
- welcome and value diversity of opinions and adhere to a respectful workplace expectations and
- provide ongoing high-quality performance

The Chesterfield County School Board recognized CCPS F&N by adopting a Resolution in their honor. The Resolution highlighted “The Dedication And Importance of Food Service Employees.” A formal presentation took place in December 2021.

Program Description:

The Chesterfield County Public Schools Food and Nutrition Services (CCPS F&N) facilitates an employee recognition program every month to honor and acknowledge excellence at work. It began with the Field Supervisor recognitions in January 2021 for their service during COVID. It was extended to all employees. This award elevates the quality and character of the cafeteria so that it reflects the positive and supported values of the department. It helps to retain high-quality staff.

The process begins with the five CCPS F&N Field Supervisors, who select an outstanding employee within their responsibility. The Marketing Specialist will take their selections and go through the following steps. The time frame is about 2-3 weeks.

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- Send an email to the award recipients to congratulate them for being selected. Included is a request for them to provide a quote about 'what they feel is the best part of their job' or 'why they love their job'.
- Send an email to Human Resources who determines the recipient's total years of service.
- The quotes and the total years of service are included in the monthly BoardDocs. CCPS Memorandum Subject: Recognition of Outstanding Food Service Employees. This is provided to the Executive Assistant and Clerk to the School Board, who adds this information for work session presentations.
- Marketing Specialist creates a 5x7 invitation with work assignment information and School Board meeting date/time, R.S.V.P date, location and recommended dress. This is sent through the school district mail distribution service. Recipients must RSVP with their Field Supervisor.
- Professional plaques, size 5x7, were originally designed and created by Crown Trophy, a local retailer of award and recognition trophies. Same plaque size and design setup is used for all awardees. They are presented at the School Board meeting.
- Photos are taken of the winners. They are submitted to Chesterfield County Public Schools Creative and Media Services Department, who uploads them to social media.

This is an easy and low-cost program that can be implemented into any department employee recognition.

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Program Cost:

The operating and capital costs incurred in developing and implementing this program are minimal.

There is a time commitment for the Marketing Specialist and the purchase of the 5x7 plaques. Individual plaques cost \$12.45 each and there is no tax. An invoice for five 5x7 classic wood plaques with engraved logo top plate costs \$62.25 each month and includes engraving.

If you can offer a recognition for your staff that makes them feel appreciated, why not create your own “Outstanding Employee” recognition. It continues to be an excellent way for us to show employees that the CCPS F&N Director, the central office, and food services staff support and acknowledge them.

Program Results/Success:

The Chesterfield Food and Nutrition cafeteria employees have been very interested in the “Outstanding Food Service Employee” award opportunity and strive to meet the award requirements. They are happy when they are selected by their Field Supervisor. The Chesterfield County School Board meetings are held on the second Tuesday of each month at 6:30 p.m. This recognition is outside of their contract. We have over 80% of the staff who attend the meetings, when their outside of work life allows.

Employee’s children may see them as just a ‘cafeteria worker’. However, when they see their mother or father being recognized, they feel proud and the parent feels appreciated. In addition, friends and co-workers are often in attendance to provide support. Meetings are broadcasted live online at <http://chesterfieldschoolsva.swagit.com/live/> and on television via Comcast Channel 98 and Verizon Channel 28.

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We believe the description of the results and the success of the program in meeting its objectives, is a good opportunity to share quotes from some of the awardees.

“I often tell people “Cooking is not a job to me but who I am”. Working at my elementary school with my awesome manager and co-workers is a benefit to the job. How can you not enjoy a job where you see smiling children everyday.” Lisa S., Food Service Associate, Elementary (8 years of service)

“I feel great joy and my heart overflows with happiness because this recognition means a lot to me. When I started working with CCPS, I didn’t speak English and reaching the position of manager was a gift from God that put many good people on my way. I am happy and grateful for the trust you placed in me and I have done what is in my power not to disappoint you and my family. Now I can say that I am an example for my children, for my family, and for my community.” Elsa R., Manager, Elementary (12 years of service)

“I love my job, love the kids, and I love the people I work with. I do almost all of the cooking and feel confident that every child will get a nutritious meal. I haven’t missed but one or two days in the last decade and worked all through COVID and never complained because I like helping others. Pearl W., Food Service Associate, Elementary (50 years of service)

“I think the best part of my job is seeing the smiles from the students when I say their name. They love that we take the time to ask about their day and they will share things that are going on with them.” Christine S., Manager, Middle (21 years of service)

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“After working in two other school systems, I am impressed with how the CCPS Food and Nutrition operates. The best part of my job is my amazing staff. It is a privilege to have a group of people that cooperates with one another and work as a team.” Birgit B., Manager, High School (1 year of service)

Worthiness of an award:

Like many school districts, CCPS F&N dealt with extreme staffing shortages. Cafeterias worked understaffed and administration worked to streamline processes. Berkley Dunbrack, Director of Food & Nutrition Services introduces the “Outstanding Food Service Employees” to the Chesterfield County School Board. “I would like to take this opportunity to honor outstanding members of our Chesterfield County Food & Nutrition Services team. The nature of food service in and of itself is one of fluidity and the unknown. Our dedicated team of professionals come to work every day ready to tackle these challenges while retaining a single focus in mind: feed our students. We could not ask for more caring or hard-working individuals to represent Chesterfield County Food and Nutrition Services. They are truly examples of what makes our team so exceptional.”

This award honors our essential personnel with appreciation and support. Superintendent Mervin B. Daugherty says, “We value our CCPS F&N staff and can't thank them enough for the time and effort they put into feeding the children of Chesterfield.”

Supplemental Materials:

- Recognitions and pictures (attached)

Supplemental Materials

Achievement Certificate (sample):



Outstanding Food Service Employee Plaque (sample):



February 2022 CCPS Outstanding Employees:



August 2022 Recognition at School Board meeting:



January 2023 CCPS Outstanding Employees:



CCPS December 2021 School Board Resolution:



RECOGNIZING THE DEDICATION AND IMPORTANCE OF FOOD SERVICE EMPLOYEES

WHEREAS, the Chesterfield County Food and Nutrition Services Team is essential to the operations of the school division; and

WHEREAS, food service employees provide healthy meals with love, kindness, and friendship to all CCPS students; and

WHEREAS, the meals served by our food service employees are too often the only food many of our students eat during the week; and

WHEREAS, during the COVID-19 pandemic, our food service employees went above and beyond to ensure food stability for all 63,000 CCPS students through the "Chesterfield's Essential Employees Serving Their Community with Heart" program; and

WHEREAS, the dedication of our school division's food service employees was recognized by the Virginia School Boards Association when they chose our team as the winner of the VSB's annual Food for Thought Competition -- a statewide competition that recognizes the best in food service initiatives in the Commonwealth of Virginia -- in both 2020 and 2021, in the "Meal Annex to Fight Hunger" and "Healthy School Meals" categories, respectively; and

WHEREAS, the Chesterfield County School Board appreciates the hard work, dedication, and commitment to their community that food service employees exhibit every day; and

WHEREAS, food service employees are heroes.

NOW, THEREFORE, BE IT RESOLVED that the Chesterfield County School Board recognizes the dedication and importance of food service employees and offers its thanks to every food service employee for the work they continue to do to ensure that our students are well-fed and ready to learn.



Merlin B. Daugherty
 Dr. Merlin B. Daugherty
 Superintendent

Dorothy E. Heffron

 Dorothy E. Heffron, Clover Hill

Debbie G. Bailey, Dale

 Debbie G. Bailey, Dale

Kathryn S. Haines, Midlothian

 Kathryn S. Haines, Midlothian

Ann C. Coker

 Ann C. Coker, Vice Chair, Bermuda

Ryan M. Harter

 Ryan M. Harter, Chair, Matoaca