**Meeting Invitees: Nutrition Directors:**

**Agenda:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Time:** | **Topic:** | **Discussion** | **Follow-up Items:** |
| 2 pm | **Welcome & Housekeeping.**  **GWAAR Nutr. Team** | Thank you for joining the call today. We have been hearing from several of you that you are interested in learning more about the My Meal, My Way Restaurant Model. | **Access the recording at** [**this link**](https://gwaar-my.sharepoint.com/:v:/g/personal/pam_vankampen_gwaar_org/EefAiJ8-rARElL_ObahIrXsBDbKVnUildfRCPsp5Mnr-6Q?e=S58EHo) |
| 2:05 pm | **My Meal My Way Presentation- Angela Velasquez and Shannon Gabriel RD, Area Agency on Aging of Dane County** | * Started this model in 2014! Why? People don’t like reservations, time constraints, not having a choice. There is no stigma, it’s where people go to eat. They wanted a model that would attract younger seniors and those who appreciate the choice. * Encourages intergenerational participation, i.e., can bring their grandkids. * Freshly prepared options to meet most tastes. * How is My Meal, My Way different than the traditional restaurant model?   + It’s a partnership with the restaurant.   + Folks can come from a window of time, dine with whom they like, and have a choice of meals. * How does the restaurant benefit?   + Drives traffic to the restaurant during their “slower” day or time.   + Way to introduce new restaurants to the community to be seen as senior-friendly and become loyal patronage.   + In the grocery store sites, it’s a way to rotate products and introduce new products. I.e., HyVee partnership.   + You need to find a win-win for both entities. * The SCs were afraid of folks not coming to the SC to eat because they thought they may not come to the SC for other activities. They found the folks who come to the restaurants are not the ones they come to the SC so you are introducing a new group of folks to the services you offer thru the site manager at the restaurant promoting and once they register for the program, they start receiving emails about classes and other ADRC and SCs offerings (a back doorway to get them thru your front door 😊) * Creates a positive image of seniors in the community, i.e., shows they are contributing to the community. During the pandemic, 2 restaurants said that seniors doing carry out meals saved their restaurant. * The signage helps increase awareness. * Food quality is greatly improved since it is cooked and served to order vs catered and transported. * Donations increased significantly. In the first 3 years, with 6 rest. Open increased donations by $144,000! Wow, the value add is there and they show their appreciation with increased donation 😊 * No overhead for the meal site since the restaurant is covering all of this, the Nutr. program is only paying for the cost of the meal. You will see reduced site costs. * From 2007 to 2014 showed a steady decline with the average donation also decreasing, less than 23 cents at one site. * Finks Café photo shows the full capacity of 23 people. This site started with a new owner who wasn’t seeing any traffic. Now the site is so popular he now offers coupons for Friday night Fish fry if you come between 9-11, their slower time. They have breakfast all day for a total of 10 choices, 5 L and 5 D. They had 119 NEW people start coming to the site. Weekly 1-5 new people are coming in! * You can designate a window of time for folks to come. * Can offer 1 day a week and keep your regular site or a combination. It’s not all or nothing. * DeForest Family Restaurant. They have B and L and offer B all day. Same, 5 B and 5 Lunch choices. They had 211 new people in the first 6 months. Donations increased from $2.12 to $3.31 from the traditional SC site. This site opened in 2015. * Business Acumen… find their point of pain. Are they new, do they need people to know they exist, if a new restaurant comes to town and is drawing folks away, this can keep traffic generated? One site didn’t have a B crowd, so My Meal, My Way drove restaurant traffic. People saw the parking lot was full and more non-seniors came in. * They go to a restaurant, eat the food, review the menu to see if it can align with the Meal pattern, and then they meet with the manager. They go during a slow time to help make the sell… boy we can help you. * Look at prior licensing inspections. * Is the site handicap accessible, plenty of parking, easy to find, good menu variety, and the manager wants to give back to the community? * The site manager role changes. They are the face of the Aging Unit. They greet people, help them fill out the form, address quality issues and portions, assess consumer satisfaction and provide Nutr. ed and they tell them about all the other senior services happening! * One participant said they came to the meal site is because they knew they would see someone they know, and this made them more comfortable and they didn’t feel alone. * The site manager is only at the café for 15 min. before and after the time window starts, usually a 2-hour window. Most are PT. It has to be someone trained in the rules of the program and Serving Safe Food Trained.   **Newest Model- Market Fresh Grill at the HyVee Grocery stores in Madison started July 7, 2021.**   * The serve on Wednesday from 10 am to 1 pm and one of the locations added a 2nd day. * Served 177 people in 3 hours at all 3 locations! 27 people were brand new to the program. It started a little slow so the site manager started walking thru the store giving out info and promoting the program. * Shannon showed a promo video. * Shannon worked with HyVee Registered Dietitian to vet out the menus. * You can do prep beforehand to come up with some menus as a starting point for the discussion to get the meal options. * They like to have a couple of meatless options for folks. Right now, they have 2 Breakfast meals that are meatless, hoping to add some meatless lunch options HyVee throws in a cup of coffee with the meal. Included no refills and no substitutions to it meets the Nutr. guidelines and this is easier on the wait staff and cooks as well. * Shannon showed photos of the meal served. They changed the name from Kale Salad to Apple Pecan Salad and this made all the difference, people loved it and they may have never tried it with the Kale salad name. * They have 2 menus, one with all the serving and portion sizes for staff and to be sure they are meeting requirements, the seniors don’t see this menu. Do you do full nutrient analysis or meal pattern? They start with the meal pattern, and they will also do the nutrient analysis as well. * Note: The Breakfast meal pattern is a bit different and allows flexibility.  (Double click to open) Email [Pam.vankampen@gwaar.org](mailto:Pam.vankampen@gwaar.org) for a blank form and/or for help with meal planning if you like. * HyVee has very high-quality food! They make their food on site. * An amazing presentation that you both for sharing.   **Questions:**   * HDM meals don’t come out of the restaurant, they go out of the catered kitchen or their regular location. My Meal, My Way is only congregate site. | (Double Click to open)  **Presentation**    **Menus for** **Hy-Vee** One for the customers and the other for wait/kitchen staff.      Questions please contact Gabriel, Shannon [Gabriel.Shannon@countyofdane.com](mailto:Gabriel.Shannon@countyofdane.com) |
| 2:35 pm | **Relationships with Restaurants- Sue Richmond, Vilas County** | * Sue said they have traditional restaurant sites. They have 3 restaurant sites, and they do 1 meal choice per day for the month. They also added an entrée salad as an alternative. They eat at the same time in one area of the restaurant. * Sue is hoping to modify it to her area. The restaurants are catering to the tourists, and this can be tricky, esp. in the summer months they need the seniors to eat and move on. * They do not want to do Nutr. Ed at the restaurant. * This can be a good alternative for the restaurants to mix with tourists for a nice mix. * Sue goes to the restaurant to be sure handicapped accessible. Works with public health dept to get the latest inspection and goes along on the inspection to see what they are pointing out. * They do not have a waitress at the site, there is someone who brings a tray of food to the location, and the site manager and volunteer distribute the food. The site manager eats with the folks, so they know the food is of good quality and that they are serving what they are supposed to. * The cooks come out and talk with the seniors to make sure they like the food and to see what they like. * One area of the county is hurting for participants, this may be a good way to offer a site one day a week with more flexibility. * The restaurants do not like to do a menu monthly. Sue suggested they do a 3-month menu. * The RD reviews and sends comments back and there can be a back and forth with the menu choices but overall, it ends up with what people want. * Thank you, Sue, for your knowledge and sharing today. | Questions for Sue? Sue Richmond [surich@co.vilas.wi.us](mailto:surich@co.vilas.wi.us) |
| 2:40 pm | **Starting a My Meal My Way Model – Kristi Cooley, Portage County** | Kristi thanked Angela and Dane County for their help and hospitality to tour their sites.  They had a made from scratch restraint back in 2018 but sadly the owners sold. Found the 2nd restaurant and started in early 2020 but   * Had a different group of seniors than those who attended the traditional site. * The average donation was ~$4. * Had a site manager but in the future may do a volunteer or a Café 60 Voucher model. This is TBD. * The community loved it and excited to restart again in the new future. * Thank you, Kristi, greatly appreciated! | Questions for Kristi? Cooley, Kristi [cooleyk@co.portage.wi.us](mailto:cooleyk@co.portage.wi.us) |
|  | **BADR Input- Sara Koenig** | Sara stated: Thanks, Sue! I think the point you brought up about the challenge of finding a time that doesn't interfere with seasonal visitor traffic is important for our programs to consider. Maybe working with the restaurants to provide a menu with several choices will help ease the burden of creating monthly menus for the restaurant? |  |
| 2:45 pm | **Questions and Discussion - All** | How does the Salad Bar at Festival Food meet the needs?  Angela said they lost the Festival Foods site after COVID.  When they did the Food Bar, they had over 40 choices with several protein choices to meet the meal pattern. It was a matter of educating participants on how to build a healthy plate that was displayed with Posters to help guide their choices. They also had 4 soup options. Angela would love to go back to doing a salad bar meal again.  Examples of how Nutr. Ed is provided. In Dane, the RD creates quarterly placemats with education on the front and puzzles on the back and are seasonal and they use the placemats for their Nutr. ed.  Kristi said they would provide the topic for the month and the site manager used that. They would also provide Nutr. Ed in the newsletter and the site manager would highlight that information and the site manager would also make referrals and let folks know about other programs and services as appropriate.  Jen Jako offered Salad Bar and they posted signage with portion sizes and such.  Sue said they do activities in the later fall or winter when it’s not busy, they play bingo, do trivia questions and whoever gets the answer gets to pick a prize, give out the crossword and word puzzles for them to do while they are sitting and waiting. This goes over well during the non-busy months.   * Is Dane Cty willing to share their placemats? They are used for all participants. You can find the placemats in [this folder.](https://gwaar-my.sharepoint.com/:f:/g/personal/pam_vankampen_gwaar_org/EvUv6cnOGVdDhqa8E_xZF5QBjD7ezZYNkcRcIguN1U6Bxw?e=9XGDwW) You can also email Shannon [Gabriel.Shannon@countyofdane.com](mailto:Gabriel.Shannon@countyofdane.com) directly.   How are contributions handled? There is a donation box at all MYMW Dane sites. They also provide 2 in x 2 in envelope for privacy. They did carry out during the pandemic but no longer allowed. They provided info for folks to mail the donation to them vs sending them donation statements.  Is anyone doing HDM out of the My Mea, My Way sites? Portage Cty had a hybrid model that had the Central Kitchen food but they transported the HDMs to the restaurant and they went out of there.  Sue in Vilas does HDM and Cong. Meals from the restaurant. How is the meal packaged? One of the sites uses the Oliver System in the kitchen and uses that the other has 2 meals and they use reusable trays. |  |
| 3:00 pm | **Closing and thank you! GWAAR Nutr. Team** | * Jean thanked everyone on the panel for presenting, sharing stories, and success. * As you are planning your next 3-year goals, reach out to your GWAAR Nutr. Rep. * If you are getting ARPA Funding this is a great opportunity to try something new! | Jean Lynch [jean.lynch@gwaar.org](mailto:jean.lynch@gwaar.org)  Lori Fernandez [lori.fernandez@gwaar.org](mailto:lori.fernandez@gwaar.org)  Pam VanKampen [Pam.VanKampen@gwaar.org](mailto:Pam.VanKampen@gwaar.org) |