



# Welcome!

Improving Communication  
Between Business  
Officials and Child  
Nutrition Staff

**Presenter:** Beverly Shaw



TEXAS DEPARTMENT OF AGRICULTURE  
**COMMISSIONER SID MILLER**





# Meet our Speaker!

Improving Communication Between Business Officials and Child Nutrition Staff



**Beverly Shaw**

Coordinator for Child Nutrition Programs  
Education Service Center Region 13



# Meet our Panel!



**Darin Crawford, MBA, RTSBA,**  
Assistant Superintendent for Support  
Services,  
Cypress Fairbanks ISD



**Steve Smith, MBA, SNS**  
Executive Director of School Nutrition  
Killeen ISD



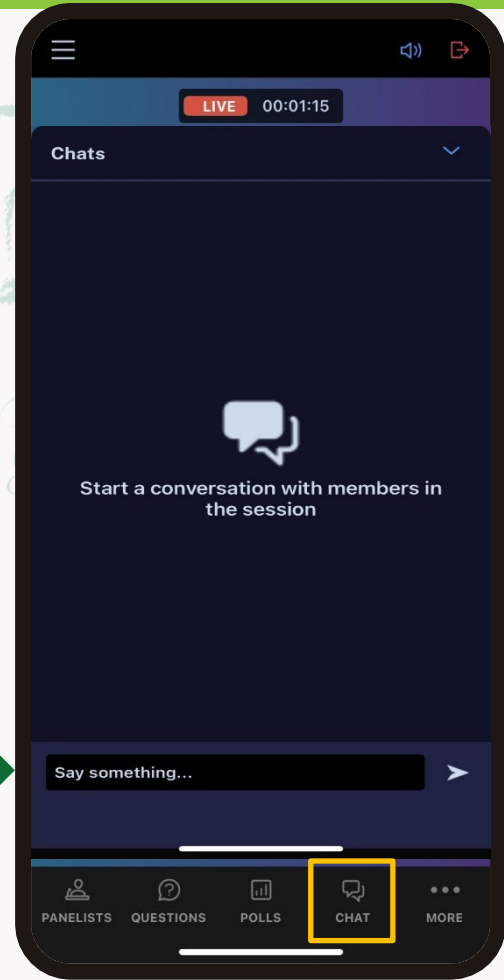
## Acknowledgement Statement

You understand and acknowledge that:

- **The training you are about to take does not cover the entire scope of the program; and that**
- **You are responsible for knowing and understanding all handbooks, manuals, alerts, notices, and guidance, as well as any other forms of communication that provide further guidance, clarification, or instruction on operating the program.**



# Submit ALL Questions Via The App





# House Rules

- This is a safe space to communicate openly.
- Listen respectfully, without interrupting.
- Keep your questions and answers clear and concise.
- Treat everyone's ideas with respect.
- Celebrate each other's accomplishments.
- **Remember, sharing is caring!**



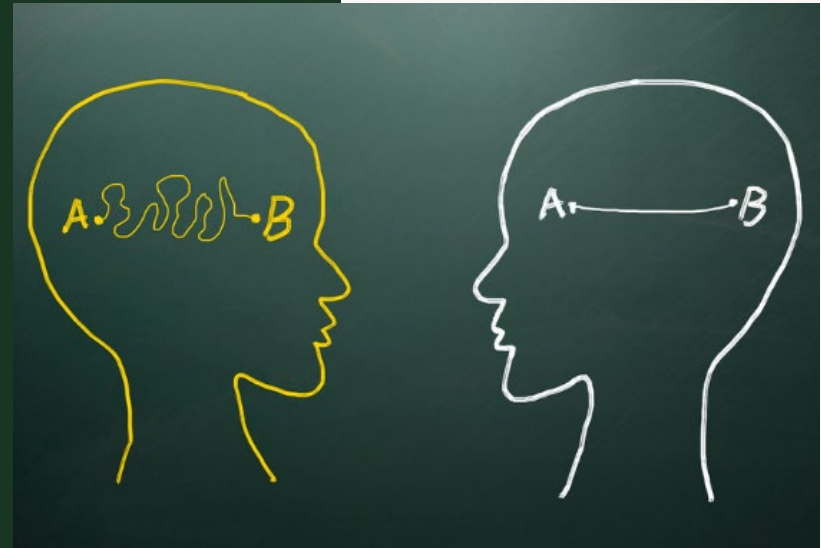
# Why is Effective Communication Important?





# Keep Communication H.O.T.

- Honest
- Open
- Transparent





# Understand Your Audience

## Who's at the table?

- Child Nutrition
- Business Officials



- USDA Federal Regulations and EDGAR
- Engagement
- Future Planning
- Ask questions





# Know Who You Are Talking To

- Chief Financial Officers
- Business Manager
- Controller
- Accounting
- Buyers
- Purchasing
- Accounting Analyst
- Accounts Payable
- Accounts Receivable
- Senior Account
- Budget Analyst
- Treasury & Debt
- Payroll
- Budget and Compliance
- Operations
- Others . . . .



**Be  
Open,  
Clear &  
Transparent**

## **Define BOTH Child Nutrition & Business Office Language**

- **Develop standing meetings.**
  - School Year Start
  - Monthly or Bi-monthly
- **Identify the information required for reporting.**
- **Identify how information should be delivered.**
- **Ask Questions!**



# Be Our Guest!

When's the last time you had a delicious and nutritious school lunch or breakfast?





# Panel Discussion

Improving Communication Between Child Nutrition  
and School Business Officials



# Let's Hear From Our Panelists

**Darin Crawford, MBA, RTSBA,**

Assistant Superintendent for Support Services,  
Cypress Fairbanks ISD,

**Steve Smith MBS, SNS**

Director of Food & Nutrition Services  
Killeen ISD



# Question #1

How does communication with child nutrition differ from communicating with other staff within the organization?



## Question #2

What does Child Nutrition need to tell a Chief Financial Officer about the Child Nutrition Program?



# Question #3

What kind of meetings should CNP have with business officials, when, how often, and what is the anticipated outcome(s)?



# Question #4

How is budget information and reports shared in a digestible way?



# Question #5

What is an example of bad news you may have to deliver to a Chief Financial Officer?



## Question #6

Turnover is inevitable in Child Nutrition roles. What are the recommendations when you do have turnover to ensure no gaps in communication occur?



# Question #7

What are some key discussion points to note when meeting with business officials and future planning for the programs?



# Question #8

How do you communicate to business officials when the district has followed its procurement procedures and not federal procurement procedures, resulting in a possible contract rebid?



# Let's Talk....

## Best Practices





# Leave Us Feedback In The App!



2:03 LTE 95%

Skip Submit

Session feedback

1. Session Rating \*

★ ★ ★ ★ ★

2. The content is relevant to my current role and applicable to my daily work

☐ Agree  
☐ Disagree

3. I feel confident in applying the knowledge gained in this presentation. \*

☐ Agree  
☐ Disagree

4. The presenter's delivery of the content was effective. \*

☐ Agree  
☐ Disagree

5. The session was engaging and interactive.

☐ Agree  
☐ Disagree

6. The presenter encouraged questions and discussions.

☐ Agree  
☐ Disagree



# Thank You

Keep Talking!



In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

**1. mail:**

U.S. Department of Agriculture  
Office of the Assistant Secretary  
for Civil Rights 1400 Independence  
Avenue, SW Washington, D.C.  
20250-9410; or

**2. fax:**

(833) 256-1665 or (202) 690-7442; or

**3. email:**

[program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.



TEXAS DEPARTMENT OF AGRICULTURE  
**COMMISSIONER SID MILLER**

This product was funded by USDA. This institution is an equal opportunity provider.

Fraud Hotline: 1-866-5-FRAUD-4 or 1-866-537-2834 | P.O. Box 12847 | Austin, TX 78711  
Toll Free: (877) TEX-MEAL | For the hearing impaired: (800) 735-2989 (TTY)

