



INNOVATIONS IN FOOD SERVICE



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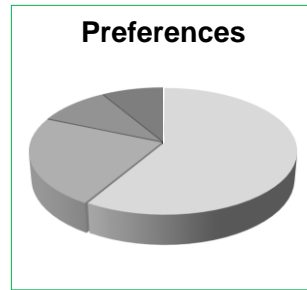
MEALS ON WHEELS AMERICA

2018 MEALS ON WHEELS ANNUAL CONFERENCE & EXPO

Food Comments

But does it taste good?

- Annual Survey
 - Summer Interns
 - 75 Question Survey
 - Favorite and Least Favorite Foods
 - Used to develop future cycle menus
- Database
 - Food comments
 - Complaints
 - Requests



Food Comments

Would you and your staff eat it daily?

- Recipes
 - Increase % of Fresh produce
 - Increase use of herbs and spices
 - Change production methods
- Time and Temperature
 - Adjusted Cook to temperature
 - 185 → 165
 - Lowered hold temperature
 - 165 → 145



Testing Theories

Testing delivery temperatures – goal hot enough to eat.

Requirement – Meals delivered within 4 hours of leaving trayline or temperature safety zone of 145 degrees.

| | Start temp | Site Temp | Last Drop 2hrs |
|--------|------------|-----------|----------------|
| A meal | 165° | 140° | 106° |
| B meal | 145° | 130° | 104° |

After 2 months of B meals at lower temperatures

Client meal survey conducted with excellent results.

And the Survey Says...

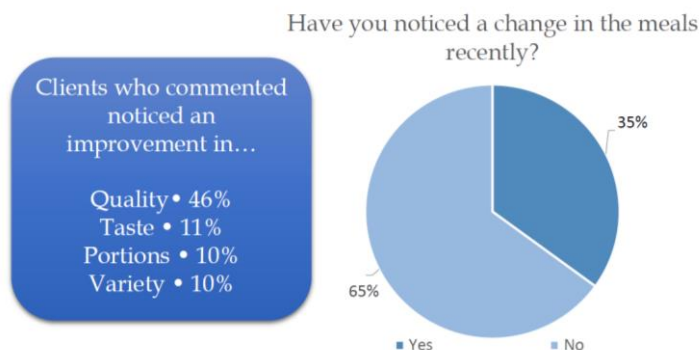
Developed a Meal Satisfaction Survey

Tarrant County Health Department Volunteer Corps

195 clients asked 5 questions:

1. Are the meals you receive warm enough to eat immediately?
2. Are the vegetables usually cooked to your liking?
3. Are the meat entrees usually tender and moist?
4. Have you noticed a change in the meals recently?
5. Do you have anything else to say about the food quality?

And the Survey Says...



Presentation

We eat with our eyes

- Portion sizes
 - Increased 3oz to 4oz
 - Increased $\frac{1}{2}$ c to $\frac{3}{4}$ c
 - Raw Food cost impact



Presentation

We eat with our eyes

- Color and Texture
 - Avoid all white or brown combinations
 - Smooth and fine textures



Presentation

We eat with our eyes

- Menu development
 - Consider demographic
 - Comfort food aimed at growing “foodie” population
 - Caution when adding “superfoods” and “power foods” most can’t pronounce
 - Ethnic diversity vs Americana
 - Taste buds set in old habits and changes due to medications and disease process



Choices

Control Issues

Take a seat in her chair.

She was a great cook and fed the whole neighborhood. She survived tough times and a couple of wars. She understands the value of a dollar and proud of her accomplishments in life. Age and debility has left her weak and dependent on others. Loss of control in everyday life is frightening and for many it is embarrassing.

Having a meal that is as close to what she would have prepared gives pleasure and something to look forward to each day.

Choices

Creating a choice menu

Currently choice of 2 entrees

All sides, breads are the same

Diet and Regular dessert options

Beverage choice: Skim milk, 2% milk, FF Chocolate Milk and Vit D fortified OJ

Diet dessert general goals

- <7g added sugars
- <15g Carbohydrates

Choices

Building the menu

- Complimentary or Similar entrée type
 - Breaded Fish or Chopped BBQ Beef – both work with a hamburger bun.
 - Seven Layer Bean Dip or Zesty Baja Chicken Salad – both work with Tostitos Baked Scoops
 - Balsamic Chopped Steak or Mango Glazed Salmon
 - Teriyaki Chicken or Sweet and Sour Pork – both work with Jasmine Rice
- Pair Starches in larger compartment with entrée
 - Gives appearance of more food
 - Allows space for added vegetable or hot dessert like cinnamon fried apples