

## SURVEY QUESTIONS ANSWERED by CHAMPY

Thank you so much for responding to our survey. Your comments allow us the opportunity to address concerns and improve our program.

### **1. Will there be new stores added to the program?**

At this time we are not planning on adding new Hy-Vee stores to the program.

### **2. How can I get a replacement card?**

If you have lost your card, please call the store where you last ordered a meal to see if it is at the customer service desk or the pay station by the Hickory House counter. After a week of looking for it feel free to call us at 913-715-8894.

### **3. Why are the nutritional guidelines so strict?**

CHAMPSS adheres to the federal nutritional guidelines to offer a well-balanced meal within the appropriate calorie count. Portion sizes might appear small to some, but they are the correct sizes for the senior population. Fried foods are not part of our program since these items are too high in fat and calories.

### **4. Who do I speak to about the quality of the food? Sometimes it's looks old and dried out?**

Talk to a store manager about any concerns you may have. CHAMPSS is not involved in the food preparation.

### **5. We used to be able to sit where we like, why now are we only allowed to sit in the café area?**

The management at Hy-Vee has made some changes within the store. The market grill area is designed like a restaurant with wait staff, so anyone ordering a meal from the Hickory House counter dines in the café area.

### **6. Can I use my CHAMPSS card at the neighborhood centers or the centers' coupons at Hy-Vee?**

The CHAMPSS program and meals at the neighborhood centers are two different programs. You cannot use your CHAMPSS card at the centers, nor can you use a neighborhood center coupon at Hy-Vee.

### **7. What is the online address to order meals, and can I check my balance online?**

Please go to the following link to do both: <https://www.jocogov.org/dept/human-services/area-agency-aging/nutrition-services/champss> or when paying for your meal, ask the Hy-Vee staff to give you a balance.

### **8. Will CHAMPSS offer gluten free and vegetarian options?**

Vegetarian options include: Vegetarian/Cheese Pizza; however, we do not offer vegetarian options due to our federal regulations.

Gluten Free: Per Hy-Vee Dietitian, the stores are not equipped with a second kitchen to provide this option.

**9. Why is the salad bar not an option? Are there other salad options available?**

It is not possible to properly serve the correct portion sizes through the salad bar. The salad options available are Dilusso Salads as a meal option or side salads with the pizza and pasta dinners. Please refer to the menu options form for side salad directions off of the salad bar.

**10. Which stores have the Dietitian's Choice Lunch Boxes?**

Mission, Olathe, Overland Park and Prairie Village are now offering CHAMPSS approved Dietitian's Choice Lunch Boxes.

**11. How often is fish served?**

Fish is now being served on most days. Please check with the Hy-Vee staff at an individual store for their schedule.

**12. Why was orange juice taken off the lunch and dinner menus?**

We are required to serve a calcium fortified beverage and we are not able to get the correct serving size of orange juice that meets our requirements.

**13. Does cutting the food portions in half for CHAMPSS participants cause food to be thrown away?**

Hy-Vee does not discard the other half portion of a meat option when serving a CHAMPSS participant. The other half will be served to another CHAMPSS client. Please note, the size of the meatloaf is twice the recommended portion size for CHAMPSS. This is the reason it gets cut in half before serving it to you.

**14. Can tea, soda, or coffee be considered drink options?**

No, because tea, soda, and coffee have no nutritional value, but you may purchase them separately from Hy-Vee to have with your meal.

**15. What will my statement indicate when I order meals using my credit card?**

Your credit card statement will say "Johnson County Human Services" and whatever dollar amount you charged

**16. If we have comments, do we have to wait for the annual survey?**

No, you don't have to wait for our annual survey if you have feedback regarding the CHAMPSS program. You are always welcome to email us at [HSA-CHAMPSS@jocogov.org](mailto:HSA-CHAMPSS@jocogov.org) or call us.

**17. Is kosher food available?**

Our menu options are for the general population, therefore, we cannot guarantee kosher food options.

**18. Can I trust that when the technology isn't working, only one meal is being deducted from my account?**

Yes, you can. The card system is designed, so that only one meal a day can be deducted from your card. The Hy-Vee staff sends us your card number and what kind of meal you ordered and it is then entered manually into the system.

**19. Why does Hy-Vee offer the same foods each week?**

CHAMPSS does not have any input as to what their daily menus are going to be. Individual stores are going to prepare what sells best at their store. However, there should always be 3-4 CHAMPSS options for meat selections every day per our contract. If you find this is not the case please let us know. CHAMPSS has worked with the Hy-Vee dietitian to create a meal plan using what the store is already preparing. They do not make anything special for our program.

**20. Why does CHAMPSS not offer a milk substitute drink?**

CHAMPSS used to offer soy milk, but there were so few participants asking for it, that most of the soy milk would spoil.

**21. Would it be possible to pay first for the meal and then take the ticket to get the meal?**

No, it is store policy that every customer order their meal and then take their ticket to the register to pay. Therefore, CHAMPSS customers must order and receive their meal before paying with their CHAMPSS card.

**22. Why do I reach the voicemail when I call the CHAMPSS office?**

There is only one phone line for CHAMPSS. If we are talking to a client or performing duties away from the desk, the voicemail will pick up.

**23. Why can't spouses share a card?**

Only one meal can be purchased a day with a CHAMPSS card, therefore, sharing a card is impossible. This allows us to properly count meals each client orders, so we can receive the correct amount of funding through our federal grant. However, one spouse may take both cards to the store and order two meals.

**24. Why do some stores offer rolls and others offer bread, and why do some offer fruit cup and others offer whole fruit?**

It is at the stores discretion as to which kind of bread or fruit to offer. Both wheat rolls and bread are options the stores can serve as well as fruit cup and/or whole fruit. We suggest you find the store that offers the options you prefer and get your meals there.

The **Johnson County Area Agency on Aging** offers a single point of entry for services. Information & Assistance Specialists are your starting point for locating resources such as in-home services, congregate and home-delivered meals, transportation, legal assistance, insurance counseling, housing, and more. Please call the Information and Assistance line at 913-715-8861.