

SURVEY QUESTIONS ANSWERED by CHAMPY



Thank you so much for responding to our 2016 survey. Your comments allow us the opportunity to address concerns and improve our program.

**1. Can someone else get my meals for me when I'm sick?**

Yes, someone else can pick up a meal for you if they have your CHAMPSS card.

**2. Can we get cold salads at the hot food kitchen?**

CHAMPSS approved vegetable options also include cold vegetable salads (located in the hot food kitchen).

**3. We have been looking for a place to socialize with friends and enjoy various activities?**

Enjoy lunch at a senior center near you, make new friends and participate in the activities. (see coupon in this newsletter).

**4. Sometimes at Hy-Vee my food isn't hot or it looks dried out. What should I do?**

Talk to a store manager about your concerns.

**5. What is the purpose of the CHAMPSS program?**

It's a dining program that we developed so seniors (60+) can enjoy healthy meals at their convenience, 7 days per week.

**6. Can my son add meals to my card for me as a gift?**

Of course he can! Ask him to call our office and we will assist him.

**7. I sent a check to order more meals but the meals never appeared on my card. What happened?**

When this happens it's usually because we didn't receive an order form with your donation. Without that form, we won't be able to add the meals to your card.

**8. On the CHAMPSS program, can we get soup, sandwiches and salads?**

We offer a DiLusso salad meal AND a soup & sandwich meal.

**9. Are Vegetarian & Gluten Free meals offered on the CHAMPSS program?**

Vegetarian options include: Select Chinese Vegetarian Options, Vegetarian/Cheese Pizza and Vegetarian Omelet during Breakfast hours 8:00-11:00 am.

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

**10. Can I get fried chicken on the CHAMPSS program?**

Fried foods are not part of the CHAMPSS program since we are promoting healthy eating.

**11. Does the CHAMPSS program offer breakfast or Chinese options?**

Yes, we offer both! Breakfast is served from 8:00am-11:00am and Chinese is available from 11:00am-7:00pm.

**12. What are the hours for the CHAMPSS program?**

CHAMPSS meals are available from 8:00am – 7:00pm

**13. Can my CHAMPSS meals be delivered?**

Delivery of CHAMPSS meals is not a provided service. If you need home delivered meals, please call our office, 913-715-8894, and inquire about Meals on Wheels.

**14. Why can't the stores offer spaghetti every day?**

They don't have the space in their serving tables. Please check with your store to see which day(s) it is offered.

**15. The staff at the store treated me very poorly, insulted me and made me feel horrible. It even ruined my meal. What should I have done about this?**

Talk to a Store Manager immediately and explain the situation.

**16. Is the Hy-Vee at 135<sup>th</sup> & Antioch and 151<sup>st</sup> in Olathe planning to join the CHAMPSS program?**

Not at this time.

**17. Do I get an egg roll with my Chinese meal?**

With the Chinese meals, you don't receive an egg roll you receive a fortune cookie.

**18. Can you move the lunch serving time to 10:30am instead of 11:00am?**

We have no control over the serving hours....it is determined by Hy-Vee.

**19. How many stores do you currently have participating in the CHAMPSS program?**

As of this writing, we have 6 stores in Johnson County participating in our program.

**20. Is soy milk available on the CHAMPSS program?**

It is no longer available on the CHAMPSS program because very few customers requested it and it was going to waste.

**21. Is brown rice served at any of the locations?**

The only store that we know is serving brown rice is at 95<sup>th</sup> and Antioch in their Chinese department.

**22. How can I leave a message on the CHAMPSS line without having to listen to the Enrollment Information?**

When the message comes on, if you press the # key on your phone, it should take you directly to the beep so you can leave your message.

**23. If I don't have a credit card, can I order more meals through the mail using a Money Order?**

Yes, you can use a Money Order to order additional meals.

**24. Can I reload my card with meals while I'm at Hy-Vee?**

Meals can only be added to your card through our office as it takes a special software program which Hy-Vee doesn't have.

**25. If I have a family member with me, can I use my CHAMPSS card and get a meal for them?**

No, we're sorry but you cannot use your card to get them a meal. The CHAMPSS cards are for registered participants only and are limited to one (1) meal per day.

**26. Does the Mission store offer the Dietitian's Choice Lunch Box?**

It is our understanding that the Dietitian Choice Lunch Box meal is currently only offered at Overland Park and Shawnee stores. If this changes, we will send out an email to our CHAMPSS distribution list.

**27. Is it possible to see how many meals we have remaining on our cards when we order online?**

Our software doesn't currently have that feature. When you get your CHAMPSS meal, the Hy-Vee staff can tell you how many meals you have remaining.

**28. When ordering additional meals online or over the phone, is it possible to order less than 10 meals at a time?**

Yes, it is now possible since we made changes to our website.

**29. When I order meals using my credit card, what will my statement indicate?**

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

**30. 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.

**31. 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.

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.