

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. Why can I only get one meal per day?

We are a small grant and donation-based program, to keep our program running we can only offer one meal per day.

2. Why can I only get a meal between 8 a.m. and 7 p.m.?

The store has to have all components of the meal to serve. It cannot be guaranteed that all components are available outside of this time frame.

3. 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.

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

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

5. 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. 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.

6. 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. Please note, the Prairie Village store rarely serves fish.

7. Will CHAMPSS offer gluten free, vegetarian and dairy free options?

Vegetarian options include: We don't offer a vegetarian menu for clients; however, we do serve vegetable/cheese pizza.

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

Dairy Free: Dairy free milk is not an option, because so little is actually ordered, it tends to spoil.

8. *Is the salad bar not an option?*

Hy-Vee has removed the salad bar from all of their stores. A prepared side salad for the Italian meals is available with the meal. Other available salad options are the DiLusso Salads as a meal option. These include the DiLusso Berry Chicken Salad, Chef Salad and the Regular Garden Salad.

9. *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.

10. *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.

11. *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

12. *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 or call us at 913-715-8894.

13. *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.

14. *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.

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

Only one meal can be purchased per 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.

16. 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.

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.