

HELPING CHILDREN GET HEALTHY MEALS AT SCHOOL

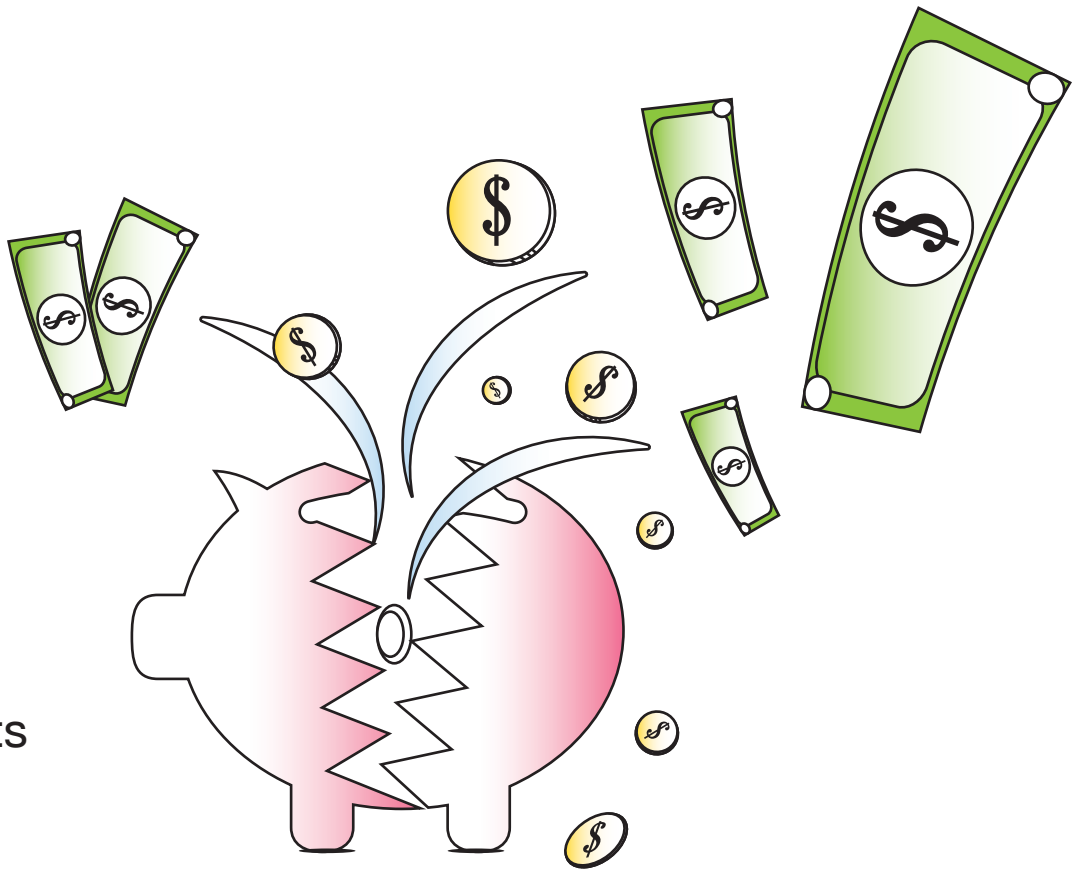
BY THE LAB AT OPM

Concerns

Improper payment data indicated challenges

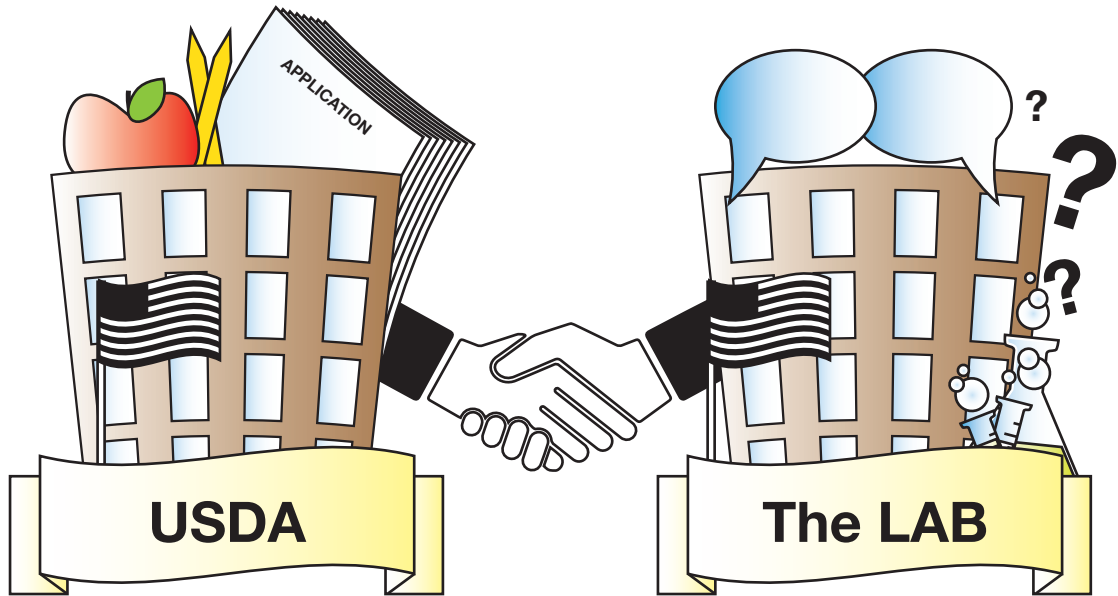
15.7% = \$1.8 Billion
FY13 payment error rates In improper payments

The Lab at OPM is dedicated to the use of Human-Centered Design, a philosophy and iterative process that focuses first and foremost on the needs and motivations of the people who use any given service or product. The Lab partnered with the US Department of Agriculture’s (USDA) Food and Nutrition Services (FNS) to apply Human-Centered Design to eliminate obstacles in children’s access to healthy meals at school for free and reduced prices from both the perspective of program operators and the perspective of the parents who fill out an application in order to obtain benefits for their children.



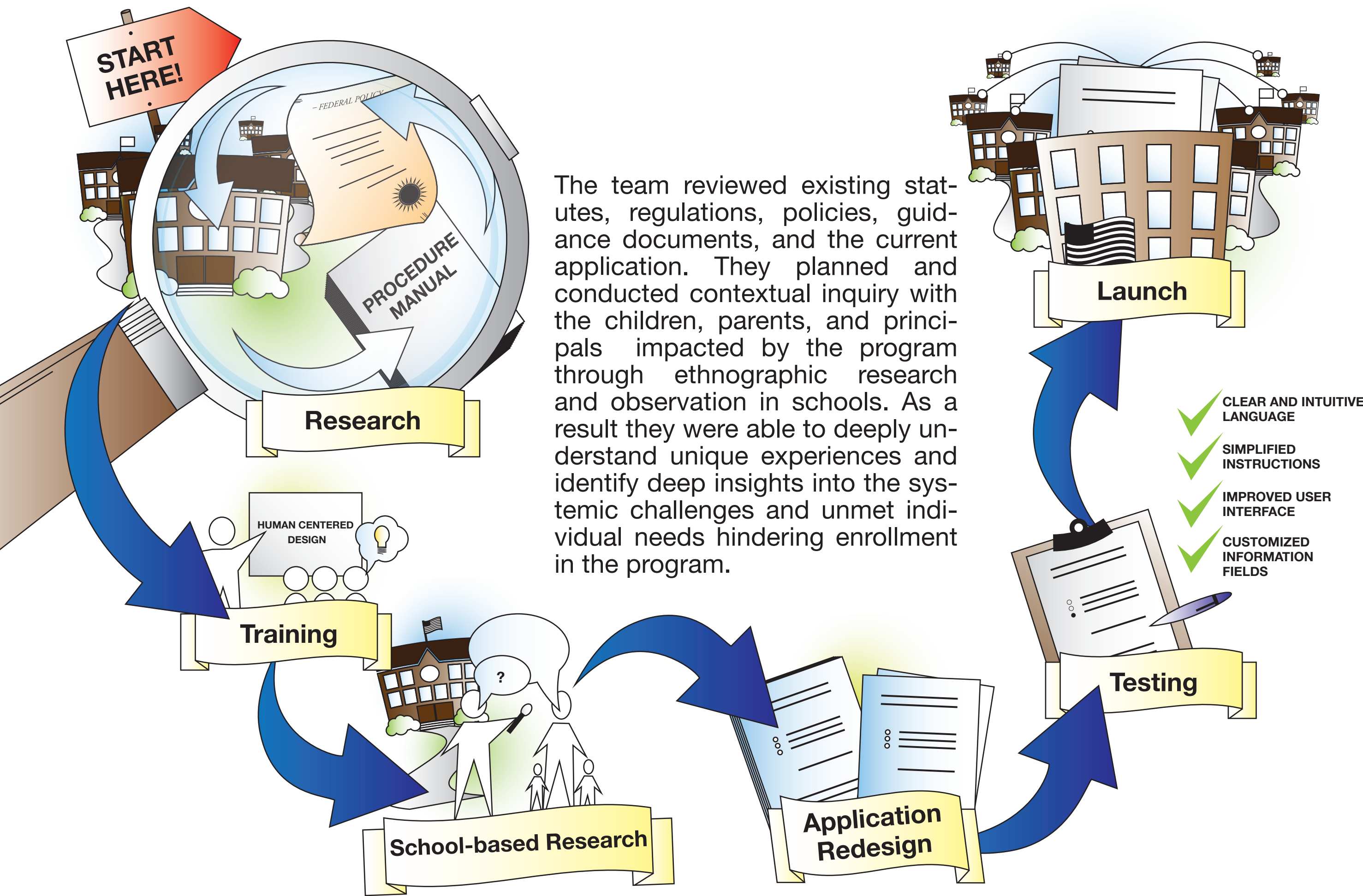
Objective

Improve children’s access to healthy school meals



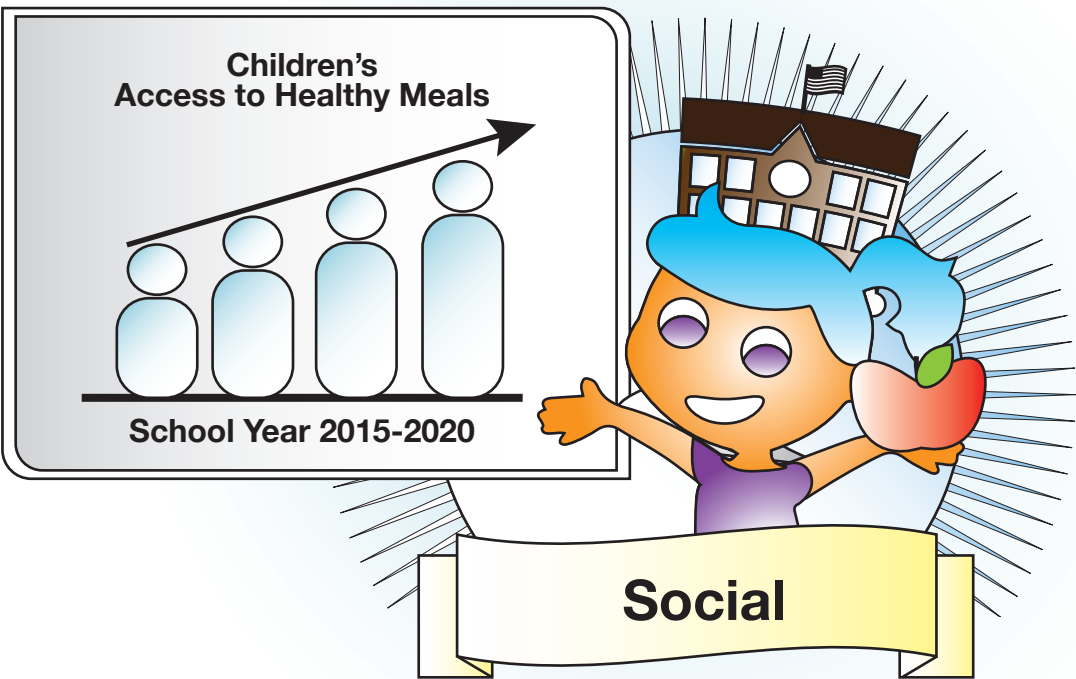
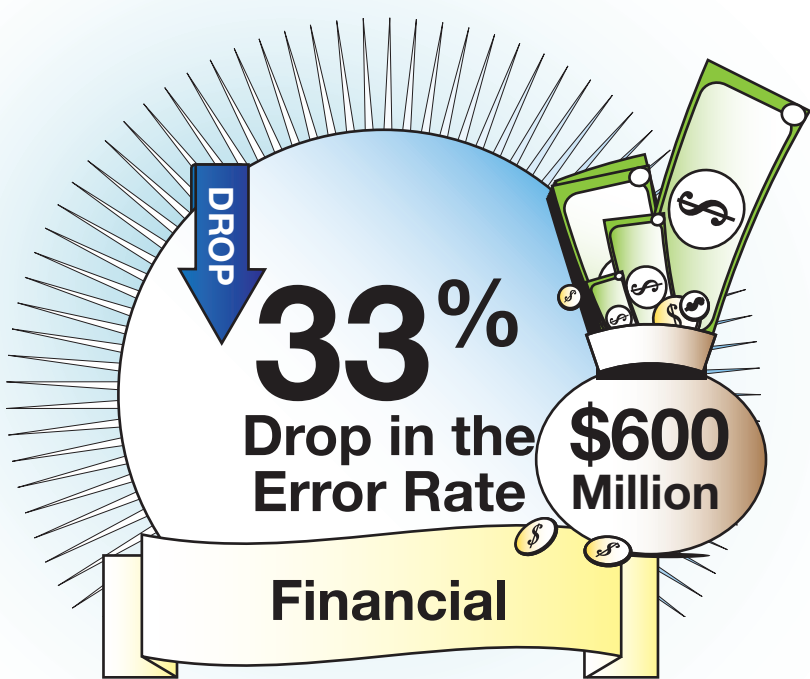
Process

Research insights, deliverables, and recommendations



Impact

A shift in approach creates solutions for change



The solution was implemented in May 2015 and sent to 14,000+ school districts running over 100,000 schools. The first application cycle using the new version will occur in Fall 2015.

