

It is important for parents to check their child's meal account balance regularly. Meal account balances are available online through the Parent Portal which is also accessible through the website and district app (a free download in the Google Play or App stores). You can make payments to meal accounts through the Portal (via a laptop or the app), by sending money to school with your child, or by bringing money to the food service department at 1200 Eastwood Road.

To make a payment on your meal account via a computer, log into the Portal, go to the Menu circle in the upper left hand corner, then select Online Payment. On the app, go to the Parent Portal icon, log in, and then simply select Online Payment.

Below are the procedures the district will follow to remind parents and students of meal account balances.

1. Lunch room cashier will provide a verbal notice to the student when the student has \$5 or less in their account.
2. Once an account has a negative balance, parents will receive an automated SchoolMessenger call and email once per week.
3. Students will not be able to purchase ala carte items with any negative balance.
4. Once a student's balance is negative \$11 or more, he/she will be asked to select the sunbutter meal option. For all meal options, elementary students choose their sides at the garden bars and secondary students will receive the same sides with all options.
5. Invoices and parent letters will be mailed to parents once a month, on the first working day of the month, for students who have a negative \$20.00 charge or more. The district social worker will also contact the parent to discuss options.
6. Building principals will make phone calls to parents when charges reach negative \$30.00 to discuss payment options, available resources, and next steps.
7. Once charges reach \$40, the building principal, food service director, district social worker, and assistant superintendent will meet to discuss options and once again, contact parents.

In an effort to remain fiscally responsible and meet student needs, the district will work continuously with community partners and families to meet challenges with meal payment. If you have questions you can contact your building principal or Director of Food and Nutrition Services Sherry Richardson at 816-380-4226.

Families may apply for the Free & Reduced Meal program at any time during the school year. The application is based on the family's income over the past 30 days.