

MANTECA UNIFIED SCHOOL DISTRICT

Nutrition Education Department

Meal Charge Collection Procedures

1.0 Purpose:

To provide guidance to parents/guardians and school management for recovery of outstanding monies owed for school meals. Manteca Unified Students have the ability to charge lunch meals against their account and every opportunity will be given to the household to make arrangements for payment of the debt. The goals of this policy are:

- 1.1 To treat all students with dignity in the serving line regarding meal accounts.
- 1.2 To support positive outcomes with district staff, students and parents/guardians to the maximum extent possible.
- 1.3 To encourage parent/guardian responsibility of meal payments and to promote self-responsibility of the student.
- 1.4 To establish a consistent district policy regarding the collection of charges

2.0 Scope:

Nutrition Education Department: Responsible for maintaining charge records and notifying the parent/guardian of outstanding balances.

School District: Responsible for supporting the Nutrition Education Department in collection and/or outreach activities.

Parent/Guardian: Responsible for payment of outstanding balances.

3.0 Charge Policy Collection:

- 3.1 **Letters Home:** A letter will be mailed home twice a month to all families of student(s) who owe money on their meal account. The balance owed is based on (-0.01 to the highest negative amount). The letters will be printed on pink paper only.
- 3.2 **Automated Phone Calls:** Weekly phone calls will be made to the parent/legal guardian of student lunch accounts that have a negative balance. Daily phone calls will be made to meal accounts that have a negative balance of \$50.00 or more.
- 3.3 **Automated Emails:** Weekly emails will be sent to the parent/legal guardian of student meal accounts that have a negative balance on the last Friday of every month. Daily emails will be sent to meal accounts that have a negative balance of \$50.00 or more.