

San Angelo ISD Cafeteria Charge Policy and Procedures Overview

The following District policy and procedures for charges will apply at all SAISD campus sites. The intent of the charge policy is to create an intervention point with parents to determine if financial hardships may exist that is preventing them from providing meals or money for their child's meals. Meal benefits are available to qualifying households experiencing financial difficulties and we need to assist in obtaining the necessary paperwork to extend meal benefits to students in this situation.

Cafeteria Charge Policy Summary

- Ten (\$10) dollars is the maximum amount a student or staff member can charge.
- Charging is limited to school meals for students.
- Students cannot charge a la carte items or extra food items.
- Charging of meals will not be allowed the last two weeks of school

Alternative Meals

- An alternative meal consisting of a cheese sandwich and milk will be offered to students when their account exceeds the \$10 charge limit **AND** they do not have money to pay for a meal.
- An alternative meal will not be served, if the student has money to pay for their meal or has been approved for free meal benefits regardless of the amount of charges owed.
- A maximum of 5 alternative meals may be offered.

Charge Notices and Reminders - Student, Parent, and Campus communication

- **Parent Tools Available** – At no cost, parents can go on-line at MySchoolBucks.com to check on their child's cafeteria account. Parents can set up e-mail alerts. These services are available 24/7.
- **Daily Verbal Reminders** - Managers and cashiers will verbally remind students of low and negative account balances.
- **Cafeteria Charge Reminder letter** will be sent home with the student when their account has reached the following charge amount:
 - Elementary - **\$6.75**
 - Middle and High Schools - **\$7.50**
 - Campus office will assist with distribution of charge letters to students. *Sample letter attached.*
- **High Balance Charge List** will be issued to campus principal for Full-Pay and Reduced students that have \$7.50 or more in meal charges. List will be issued to school office by 2:00 p.m. each day.
 - Managers and/or campus staff will attempt to call households of full pay and reduced students.
 - Food Service office will contact households that incurred charges before they were eligible for free meal benefits.
 - Campus At Risk Coordinator or Social Worker assistance is requested. Family may qualify for meal benefits or fall under the "Homeless Act."
- **Alternative Meal Charge Report** – Contains names of students that are over the \$10 charge limit.
 - Managers will print report no earlier than 8:30 a.m. to accurately reflect payments received thru on-line payments.
 - List will be issued to campus office daily by 9:00 a.m. by the cafeteria manager to identify students that may be offered an alternative meal at lunch, if the student does not have money for payment of meals.
 - Campus personnel can use the alternative meal report to notify the student to report to office at lunch to make meal arrangements, or provides an option to notify parents to bring money for students in this situation.

Intervention Strategies and Contacts

- Calls or home visits by social workers and CN office will occur to assist in collecting information for qualifying student for meal benefits.
- Assigned contacts at Food Service main office for monitoring and assisting with excessive charges are:
 - Maggie Richardson – Primary
 - Cindy Kilman – Secondary
- **Cafeteria Charges – Immediate Action Letter** will be mailed directly to parents by the Food Service office when charges exceed charge limit of \$10 dollars.
- CN Director will be notified of any students that have exceeded the charge limit and are being served alternative meals.
- Authorization of meal benefits may be issued by CN Director based on communication received regarding household's financial situation.

End of Year Cafeteria Charge Collections

- Establish annual district cut-off date for meal charges
 - Disallow charging the last 2 weeks of school – Target date: 15th of May
- Communication options for charge cut-off date
 - May Menus
 - Department website
 - Campus Newsletters
 - MySchoolBucks e-mail reminders to registered account holders.
 - CN Department Letter to parents
- Provide full list of all outstanding charges for Full Pay, Reduced, and Staff to campus administrator or designee by May 1st each year.
- July – CN department will classify any outstanding charges as bad debt.
 - Local or Concession funds will need to be transferred to pay off charges.

Communication of Charge Policy and Procedures

The following tools will be used to communicate with parents the charge policy and procedures:

- Department website
- School menus
- Student handbook
- Child Nutrition beginning year newsletter covering cafeteria services and announcements
- Charge Reminder letters
- MySchoolBucks – parents can have system send reminder e-mails for low balance information.
- Optional – campus newsletters

Cafeteria Manager Instructions and Form Letters

- Refer to procedures located on the Charge Tab on the department website staff section printing charge letters and charge list.

SAN ANGELO INDEPENDENT SCHOOL DISTRICT

Child Nutrition Department

Kim Carter, Director

305 Baker, San Angelo, Texas 76903-7030

Phone (325) 659-3615 Fax (325) 658-4353

Cafeteria Charge Reminder – Action Needed

Student: _____

Grade: _____

Teacher: _____

Date: _____

Account Balance: _____

It is our pleasure to offer meal services for your child that are healthy, convenient and affordable. This courtesy notice is being sent to remind you that your child's cafeteria account has a negative balance. Payments to bring the charges up to date may be made at the campus cafeteria or mypaymentsplus.com.

With today's hectic lifestyles, the Child Nutrition Department has services available to make your life easier to monitor and track your child's cafeteria account.

Services Available – MySchoolBucks – Free registration and 24/7 access

- On-Line access – www.myschoolbucks.com
- Free Phone Apps for iPhones and Android

With these services you can:

- Check account balance and purchase history – Free
- Set-up email reminders for low balances – Free
- Make payments to your account - (small fee applies)

We would like to work together to insure your child has the proper nourishment that he or she needs for learning.

SAISD has a charge policy to ensure that kids get to eat when there are special circumstances. All students will be allowed to charge up to \$10. After reaching the \$10 limit, a student will be served an alternative meal. This alternative meal consists of a cheese sandwich and milk.

Financial Assistance is available. Your family may qualify for meal benefits. Applications are available at each school office, on the SAISD Food Service website (www.saisdschoolnutrition.com), or at the Food Service Office located at 305 Baker Street.

For further questions feel free to contact your child's cafeteria or the Child Nutrition office at 659-3615.

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