

Sultan School District  
Unpaid Meal Charge – Standard Practices  
06/30/17

As required by the United States Department of Agriculture (USDA), the Sultan School District will establish the following standard practices effective July 1, 2017.

**General Considerations:**

It is the district's goal for all students to have access to the meal offerings of its Food Services department. While we understand some students will voluntarily choose to bring a lunch from home, the district will endeavor to make sure those students who wish to eat a school provided meal will have their benefits properly classified so that they may enjoy these offerings uninterrupted.

**Application Process:**

To facilitate this process, the district will mail NSB/L program applications and a copy of the district meal charge policy to all households during the first week of August. For those families who do not respond to the initial mailing, a subsequent mailing will go out the third week of August encouraging families to complete/submit their application no later than September 10<sup>th</sup> so that their status determination can be assessed accurately and cause no interruption in meals. If no response is forthcoming from the second mailing, an automated call will be placed every other day for five days to the phone number of record for the given student(s). If these steps do not produce a response, a personal phone call will be initiated from the district office explaining the need for them to return the application, and provide additional assistance as needed. If during this call it is determined that special circumstances or assistance is needed within the household, the district office will reach out to the building principal and counselor to facilitate contact, better determine need and formulate an individualized plan to get benefits established.

**Operating Protocol:**

Once a family submits a completed application, they will be classified as "free", "reduced" or "paid". For students classified as "reduced" or "paid" for NSB/L meals, they will be permitted to charge breakfast and/or lunch meals should their account go into a deficit position. Students will be allowed to exercise this option until such time as they have been extended credit of two meals total. Students are not allowed to charge any ala-carte items. After being allowed to charge these two meals, unless a financial payment arrangement has been agreed upon by the food service department, the student will be provided an "alternate" (reimbursable) meal. The student's account will not be charged for this "alternate" meal. The student will continue to receive the "alternate" meal until such time as their account balance is brought to a positive state.

**Ongoing Communication:**

To assist in minimizing student accounts going into arrears, and aid in monitoring their student's food service balances, the district has put the following in place:

1. Ability for parents to check the students balances remotely via the PowerSchool portal
2. Text message alerts (message and data rates may apply)
3. E-mail notifications
4. Personal phone calls

Outreach methods two & three will be initiated whenever a student's balance drops below five (5) dollars. Outreach method four will be initiated by the district office whenever a student's balance drops to a negative balance in excess of five (5) dollars. If these methods are unsuccessful in bringing the students account to a positive balance within one week, the school counseling office will be made aware of the situation and asked to reach out to the family directly to see if additional support/accommodations are appropriate.

**Recourse & Recovery:**

Students who accumulate unpaid meal charges will be required to pay such in full prior to receiving their high school diploma from the district. The district retains the right to refer unpaid balance to an outside collection agency upon the approval of the Superintendent.