

**Moniteau School District**  
**Food Service Department**  
**Meal Charge and Collection Procedures**

**Proactive Measures**

- Provide access to Free and Reduced Price Meal Program and provide assistance, when needed in completing the application.
- Encourage parents/guardians to enroll in [www.schoolcafe.com](http://www.schoolcafe.com) to set-up notification alerts and view account balances.

**Negative Balance Procedure**

Communication about a student's meal debt must be directed to the parent/guardian, not to the student, except as follows:

1. Food service staff are permitted communicate with students in grades 9-12 regarding low and/or negative meal account balances if the communications are made individually and discreetly; and
2. Correspondence regarding low and/or negative meal account balances may be communicated in the form of a notice or letter that is delivered by the student to his/her parent/guardian, so long as the letter is addressed to the student's parents/guardians.

The following steps will be followed to collect outstanding balances incurred by student charges:

STEP 1: When a negative balance is reached, an email is sent to the parents/guardians that have an email address in the district database. If no email is available, the following step will be taken:

- For students in grades K-8, student meal debt must be directed to the parent/guardian, not the student. A letter marked "confidential" addressed to the parent/guardian is sent home once a week with the student in the backpack.
- For students in grades 9-12, they will be notified individually and discreetly by a Food Service Employee.

STEP 2: When a negative balance reaches \$25.00 or more and remains unpaid, a letter will be mailed home and the parents/guardians may contacted by district personnel in order to collect funds.

STEP 3: When a negative balance reaches \$50.00 or more, the Food Service Director will made personal phone call home to notify/follow-up with the parent/guardian concerning the negative account balance.

STEP 4: When a negative balance reaches \$75.00 or more, a certified letter is sent home via US Postal Service indicating options for payment plans, a Free and Reduced Price Meal application and the possibility of magistrate or collection agency involvement.

STEP 5: When a negative balance reaches \$100.00 or more, parents/guardians may be contacted by the guidance department and/or building principal.

If a payment is not received, additional steps may include, but are not limited to a parent/guardian conference and/or magistrate or collection agency involvement.

Parents/guardians are responsible for the maintenance of the student meal account balances. Payments may be made by cash, check or electronically via schoolcafe.com.

### **Charge Procedure**

Students without money in their account are permitted to charge 1 breakfast and 1 lunch per day. The meal charged must be a reimbursable meal. The student will not be denied a meal for due to lack of funds; however, the negative balance will then follow the Negative Balance Procedure listed above. Students meals will be denied only when written notification from the parents have been received.

Once a negative balance is reached, students are not permitted to charge a la carte purchases (extras, snacks, ice cream).

Adults are not permitted to charge meals.

### **Payment Plan**

If a payment plan is requested by the parent, the Food Service Department will make every effort to accommodate their request. Payment must be made at least every two weeks with the balance being paid in full by June 30<sup>th</sup> of each school year or the balance will be considered bad debt and could be turned over to a collection agency at the discretion of the district.

## **Moniteau School District**

### **End of the Year Food Service Information**

The current meal account balances can be found on-line at [www.schoolcafe.com](http://www.schoolcafe.com) or by calling your child's school cafeteria office.

**All meal accounts must be brought to a zero or positive balance prior to the last scheduled day of school.** The current meal account balances can be found on-line at [www.schoolcafe.com](http://www.schoolcafe.com) or by calling your child's school cafeteria office.

#### **Students in Grades K-11**

Account balances will be maintained by the food service department over summer and will be available in your students account at the start of the next school year. If your child will be moving to from the elementary school to the high school, the account balance will be transferred.

#### **Seniors**

If a senior has other siblings within the school district, the remaining balance will be transferred to the siblings account. On the last scheduled day of school, cash refunds will be made directly to all other graduating students with account balances less of than \$20.00. If the graduating student does not request a refund prior to June 30, a refund will be mailed home. All unrequested balances of less than \$5.00 will be forfeited and donated to the "MSD student in need" meal fund.

If your student receives free or reduced priced meals this school year, they will continue to receive those benefits for the first 30 days of next school year. A new application needs to be completed each school year. Applications will be available after July 1 and will be provided to the students when they come back to school in August.

#### **All Students**

If your student is graduating or if you have requested an account refund and you have automatic, recurring payments set up on [schoolcafe.com](http://schoolcafe.com), please turn that feature off before we refund your account balance. School Café will continue to add funds to your child's account if this feature is not deactivated.

Please contact the Food Service Department with any questions. Food Service Director - 724-637-2091 ext 1760

#### **Money remaining on account**

1. Withdrawn students: For any student who is withdrawn, a written request using the "Food Service Meal Account Refund Form" for any money remaining in a students' meal account must be submitted. The Meal Account Request Form is available on the Food Service website or any school building office.
2. Graduating students: Students who are graduating at the end of the year will be given a refund per established guidelines or transferred to a sibling's account.

3. Unclaimed funds: For accounts with a remaining balance over \$5.00 or less with no notification received from the student/parent/guardian within 30 days will be considered donated to the MSD student in need account.

For accounts with a remaining balance over \$5.00 the Food Service Director will make at least 3 attempts to contact the parent/guardian by e-mail, phone or mail. If the money remains unclaimed it will be donated to the MSD student in need account.

### **Donations**

The Food Service Department can accept donations to help pay for student meals. The donation will need to be coded and deposited in the Student in Need Account and will be used at the discretion of the Administration to determine need.