

DeForest Area School District
Administrative Rule

TITLE: UNPAID MEAL CHARGES FOR FOOD SERVICE ACCOUNTS	
<i>Recorded as Administrative Rule:</i> <i>Established: 5/17/17 Revisions:</i>	

- I. **Purpose:** To establish guidelines for handling unpaid meal charges for students and staff food service accounts.

- II. **Regulation:** Unpaid meal charge procedures will be defined to provide consistent and acceptable procedures for parents, staff, and students.

- III. **Procedures for Student Accounts:**
 - a. **Notifications:**
 - i. **LOW BALANCE:**
 - 1. Parents will be notified via School Messenger through email, phone and text if they are below \$8.00 in their food service account. Parents may opt out of the low balance reminder between \$.01 and \$8.00.
 - ii. **NEGATIVE BALANCE:**
 - 1. Parents will be notified by automated phone messages, emails and text messages twice weekly when their account becomes negative. Parents have the ability to choose one or all three of the notification methods.
 - 2. Parents will be notified by letter when their account becomes >\$25 negative.
 - 3. Parents will be notified by email and/or personal phone call if payment or payment plan is not received.
 - 4. If payment is still not received, the food service supervisor will notify parents by letter, phone call and email with a date that the account will be frozen and to send cold lunches with their student. Principals will let students know and/or contact parents of when the lunch account will be frozen as well.
 - b. **Payment Solutions:**
 - i. The Food Service Department will work with families to repay their unpaid meal charges. We will set up individualized payment plans and use strategies to keep student accounts open. Strategies include, but are not limited to, donation matching funds, meal assistance applications and weekly payment plans.
 - ii. Debit/Credit payments may be made online through Skyward Family Access. Cash and checks are accepted at each school or at the Holum Center Food Service Office.
 - c. **Frozen Lunch Accounts:**
 - i. If the payment plan is not successful, principals, head cooks, education assistants, teachers, parents and students will be notified when the school lunch account has been frozen before the student enters the lunch line.
 - ii. If the students does not bring a cold lunch from home and the account is

frozen, food service will provide the student a bagged lunch consisting of a turkey and cheese sandwich with fruit and milk. This is offered to all students as an alternate meal. This will be delivered to the classroom before lunch and coordinated with food service staff and the teacher at the elementary level. At the high school and middle school level, the student will receive the alternate meal in the lunch line. The alternate lunch will not be charged to the parent or claimed for reimbursement but paid for by non-federal sources.

- iii. Middle and High school students must have a positive balance to purchase a la carte items.

d. Unpaid Meal Charges:

- i. Unpaid meal charges will remain in the student's account from year to year until they graduate.
- ii. Students are required to pay off unpaid meal charges before the graduation ceremony.
- iii. Any unpaid meal charges that are bad debt will be restored to the food service fund by non-federal sources in accordance with National School Lunch regulations 2 CFR Part 200, Subpart E.

IV. Procedures for Staff:

- a. Staff will be made aware of overdue accounts by automated email weekly.
- b. Staff can check their balances through Skyward or call the food service office.
- c. At the end of the school year, overdue staff balances will be deducted from the staff's paycheck.