

Food & Nutrition Services – Center Grove Comm School Corp
CHARGE PROCEDURE/COLLECTION PROCEDURE/INACTIVE ACCOUNT PROCEDURE

USDA Policy Memorandum SP 46-2016 requires all School Food Authorities (SFAs) operating federal school meal programs to have a written and clearly communicated procedure to address unpaid meal charges by July 1, 2017.

Unpaid Meal Charge Procedure

- Must explain how the SFA will handle situations where children eligible to receive reduced price or paid meals do not have money in their account or in hand to cover the cost of their meal at the time of service.
 - o If a child has money to purchase a reduced price or paid meal at the time of the meal service, the child must be provided a meal. SFAs may not use the child’s money to repay previously unpaid charges if the child intended to use the money to purchase that day’s meal.
- Should be implemented and enforced SFA-wide.
- Local discretion to vary procedure based on student grade level.
- Must be provided in writing (mail, email, back-to-school packet, etc.) to all households at the start of each school year and to households transferring to the school district during the school year.
- Must be provided in writing to all school or SFA-level staff who are responsible for procedure enforcement. SFAs are encouraged to provide information about the procedure to principals and other school or district administrators to ensure the procedure is supported.

GOALS:

- ◆ To encourage parents to assume appropriate parental responsibilities
- ◆ To treat all students with dignity about their meal account in the serving line
- ◆ To create positive situations with staff, students and parents
- ◆ To provide age appropriate policies
- ◆ To establish a consistent district procedure regarding charges and collection of charges

PROCESS AND PROCEDURE:

	<i>Elementary</i>	<i>Middle and High School</i>
Number of Outstanding Charges Permitted	No student is ever denied a meal. We charge the reimbursable meal to the student’s account. No food is taken off the tray (unless it is a la carte). Charges are not permitted for a la carte items or extra milk.	No student is ever denied a meal. We charge the reimbursable meal to the student’s account. No food is taken off the tray (unless it is a la carte). Charges are not permitted for a la carte items or extra milk.
Notifications to Student of Account Balance	Verbal reminder: Cashiers inform students of low balances. Written reminder: Managers notify parents of low balance accounts via email (when available) or letter via USPS. Parents are encouraged to receive low balance reminders with Efunds free of charge. Skyward also sends out low balance emails. Negative balances calls are made through Skylert every night before a school day.	Verbal reminder: Cashiers inform students of low balances. Written reminder: Managers notify parents of low balance accounts via email (when available) or letter via USPS. Parents are encouraged to receive low balance reminders with Efunds free of charge. Skyward also sends out low balance emails. Negative balances calls are made through Skylert every night before a school day.

Negative Balance Notifications	The Food Service Office sends letters to households monthly with account balances greater than (-\$20.00).	The Food Service Office sends letters to households monthly with account balances greater than (-\$20.00).
Collections of Unpaid Debt	At the end of each month, any account that is greater than (-\$20.00) will be sent a final negative balance letter. If the debt is not paid to the Food & Nutrition department within 30 days of the sent letter, the account is turned over to a collection agency. All debt amounts turned over to the collection agency are zeroed out in the student account. A record is kept listing the negative balances. If payment is made on the debt, the money is receipted into the "Other Revenue" account.	At the end of each month, any account that is greater than (-\$20.00) will be sent a final negative balance letter. If the debt is not paid to the Food & Nutrition department within 30 days of the sent letter, the account is turned over to a collection agency. All debt amounts turned over to the collection agency are zeroed out in the student account. A record is kept listing the negative balances. If payment is made on the debt, the money is receipted into the "Other Revenue" account.
Inactive Accounts	At the close of each month, inactive accounts (withdrawn or graduated students) with a negative balance of (-\$20.00) or greater will be included in the "Collections of Unpaid Debt" process. In the event of a positive account, the balance will be transferred to an active sibling within the district. A request for refund on positive accounts will be granted with a written request at the school level within 30 days of the end of year or 30 days after the date the student leaves the district. After 30 days, inactive account balances are closed and zeroed out and parents would need to contact the food service department for a refund request. The balance is receipted back into the "John Doe", Account in the 8400 Account.	At the close of each month, inactive accounts (withdrawn or graduated students) with a negative balance of (-\$20.00) or greater will be included in the "Collections of Unpaid Debt" process. In the event of a positive account, the balance will be transferred to an active sibling within the district. A request for refund on positive accounts will be granted with a written request at the school level within 30 days of the end of year or 30 days after the date the student leaves the district. After 30 days, inactive account balances are closed and zeroed out and parents would need to contact the food service department for a refund request. The balance is receipted back into the "John Doe", Account in the 8400 Account.
End of Year Balances (Rollover)	Funds remaining in the active students' meal account at the end of each school year (or negative balances less than -\$20.00) will automatically be applied to the students' balance for the next school year.	Funds remaining in the active students' meal account at the end of each school year (or negative balances less than -\$20.00) will automatically be applied to the students' balance for the next school year.