

G-6: Administrative Procedures

Child Nutrition Food Service Management



REFERENCES

- [Board Policy G-6](#)
 - [Eligibility Manual for School Meals](#)
 - [Income Eligibility Guidelines](#)
 - [National School Lunch Program and School Breakfast Program Manual and Quick Reference](#)
 - [Free and Reduced Price School Meals Family Application](#)
 - [Medical Statement to Request Special Meals, Accommodations, and Milk Substitutions](#)
 - [Board Policy G-3, Wellness](#)
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DEFINITIONS

- Automated Meal Payment System:** The district's web-based system, [MyPaymentsPlus](#), which allows parents to deposit funds into their students' meal accounts. The system has the capability to inform participating parents of account balances and payments, and notify parents when account balances drop below a certain level.
- Collection Efforts:** Using a collecting agency or other means in order to collect unpaid meal balances.
- Delinquent Account:** A student's meal fund account that does not have adequate funds to cover the meal charges.
- Free Meal:** A meal served to a student whose parents have qualified, based on federal standards, to have their child receive free meals. A free meal, by definition, is served at no cost to the student.
- Meal Charging:** Allowing students who do not have sufficient funds in their account to receive a full meal, with parents or other sources paying for these meals at a later time.
- Non-Program Foods:** A meal or food component which does not meet the U.S. Department of Agriculture regulations and may not be claimed for payment from the U.S. Department of Agriculture. Examples include adult meals, second meals, extra milk, separate meal components, non-enrolled children meals, classroom snacks, school community events, etc.
- Parent:** A student's parent, legal guardian, or person acting as the parent for school purposes.
- Paid Meal:** A meal served to a student whose parents have not qualified for free or reduced price meals. The parent must pay the lunch price charged by the district.
- Point of Service:** The place in the line where meal payments and counting of reimbursable meals occurs.
- Reduced Price Meal:** A meal served to a student whose parents have qualified, based on federal standards, to have their child receive a reduced price meal. While the federal regulations allow the district to charge the parent up to \$0.40 per lunch and/or \$0.30 per breakfast, the district has elected to waive the charge to parents for reduced price meals.
- Reimbursable Meal:** A meal which meets the U.S. Department of Agriculture regulations and may be claimed for payment from the U.S. Department of Agriculture.
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PROCEDURES FOR IMPLEMENTATION

I. School Meals

- A. All reimbursable meals shall meet the minimum nutrition standards as required by the U.S. Department of Agriculture's (USDA) National School Lunch and Breakfast Program and 2010 Healthy Hunger-Free Kids Act regulations.
- B. This requirement does not apply to medically authorized special needs diets.
 1. The child nutrition department will comply with the USDA's disability requirements for modified diets when a student has a documented disability and the state-approved [Medical Statement to Request Special Meals, Accommodations, and Milk Substitutions](#) form has been completed.
 2. The child nutrition department may comply with requests for non-disability medical conditions.
 3. Accommodations will be made on a case-by-case basis upon receipt of a completed request form.
 4. Parents should coordinate with their child's school nurse and the district's dietician when making a request for special meals or accommodations.
 5. The district's school lunch menus are available online at <http://www.slcschools.org/departments/child-nutrition/>
- C. The price for a paid meal shall comply with the federal Paid Lunch Equity guidelines and be ratified by the board.
- D. The price for non-program foods must be sufficient to cover the full cost of the food, labor, equipment and program operations in accordance with federal regulations.

II. Staff and Equipment

- A. The district will employ a child nutrition director who is properly qualified, certified and/or credentialed according to professional standards to administer the child nutrition department's programs and satisfy reporting requirements.

- B. All child nutrition personnel will have all necessary training in accordance with federal and state law, and program regulations.
- C. All food service workers handling open food must obtain and maintain a food handler's permit.
- D. All kitchen site managers must obtain and maintain ServSafe Certification and be a Registered Food Safety Manager with the Salt Lake County Health Department.
- E. All food service equipment and facilities must meet applicable local and state standards concerning health, safe food preparation, handling and storage, sanitation, and workplace safety.
- F. All equipment that is the responsibility of the child nutrition department should be left in the serving kitchen and should not be taken out on field trips, to faculty rooms, or to other areas of the school for special functions.
- G. Individuals or groups are not allowed to use school food services facilities or equipment without having an authorized child nutrition staff member present to maintain sanitation, proper equipment use, and security of equipment and inventory.

III. Program Information

- A. The district will strive for maximum participation in the school meal program, which includes all eligible children qualifying and receiving free and reduced price meals, through outreach and a low-cost meal pricing plan.
- B. Parents may obtain information about the district's school lunch and breakfast program and apply for free and reduced meal benefits at <http://www.slcschools.org/departments/child-nutrition/> or by contacting the child nutrition department by phone at (801)974-8380 during regular school hours.
- C. In conjunction with student registration, each school will provide information to parents regarding:
 - 1. the school meal programs offered;
 - 2. prices for student meals, adult meals and extra milk;
 - 3. payment options for meals, including, if applicable, the use of discretionary school funds to pay for meals;
 - 4. application procedures to qualify for free and reduced price meals; and
 - 5. delinquent meal account policies, including, if applicable, the school's use of a collection agency.
- D. Schools will send reminders to parents of the payment options and program policy throughout the school year. Schools may use various reasonable and effective means of communication to contact parents, including but not limited to student handbooks, newsletters, announcements, lunch menus, e-mails, or telephone calls.
- E. Parents are encouraged to apply online for free and reduced priced meals at <http://www.slcschools.org/departments/child-nutrition/>. Parents may also elect to print out and submit a paper application to the kitchen manager or child nutrition department. Applications are available in a variety of languages at <http://www.fns.usda.gov/school-meals/family-friendly-application-translations>. The school must provide paper applications for parents who do not have access to on-line forms.
- F. If the student's family receives benefits from the Special Nutrition Assistance Program (SNAP), the Family Employment Program (FEP), or the Food Distribution Program on Indian Reservations (FDPIR), the household qualifies for meals at no charge. Once the school receives notice of the student's or family's eligibility based on participation in one of these programs, the family does not have to complete or submit a free and reduced price application. The child nutrition department will communicate in writing with the parents that their students are eligible for free meals. If a parent or family qualifies under one of these programs, and has not received such a letter before school starts, the parent should contact the child nutrition department.
- G. The school may complete an application for free and reduced price meals on behalf of the parents, if school personnel have knowledge of the family's financial circumstances and the parents have given their permission. The school must notify the parents that an application has been completed on their behalf.
- H. Families can apply for free and reduced price meals at any time during the school year.
- I. The child nutrition program must maintain the confidentiality of the identities of participants in the free and reduced price program.

IV. Payments

- A. It is the parents' responsibility to ensure that their child has money in his or her meal account.
- B. Meals can be paid for electronically using [MyPaymentsPlus](#) or at the school with cash or check. Payments for elementary and middle school students will be accepted at the school office. Payments for high school students will be accepted either by the kitchen manager or at the point of sale. Payments should clearly indicate the account to which the funds should be credited, e.g. if a parent has multiple children at one school the payment must indicate which student's account should be credited and the amount to be credited to that student's account.
- C. Personal checks will not be accepted from parents who have previously provided a check that was returned from their bank for any reason, including insufficient funds.
- D. If a student qualifies for free or reduced price meals, no payments are due for the reimbursable meal. However, payment will be required for any additional food purchases beyond the reimbursable meal.

- E. A school will credit meal payments from parents to students' accounts before the meal period. Schools will apply payments to the purchase of the current day's meal first, and the payment to past-due accounts second.
- F. The district's child nutrition program is subject to federally mandated cost principles which state that bad debts, including losses arising from uncollectable accounts and related collection and legal costs are unallowable. Accordingly, the district must use all reasonable collection efforts, including the use of a collection agency, in order to ensure that parents, who have not qualified for free or reduced price meals, pay for their students' school meals.

V. Identification of and Notification of Delinquent Accounts

- A. Schools will identify student accounts that do not have adequate balances to pay for student meals.
 - 1. At the end of each day, each school's kitchen manager will run a negative balance report for the school site.
 - 2. Before the final school bell rings, a report of all students who have a negative meal account balance of ten dollars (-\$10.00) or more will be provided to the school principal, and a copy of such report will be maintained in the kitchen office.
 - a. Parents will be notified when their student's meal account has a ten dollar (\$10.00) balance and every day when they have a negative account balance.
 - b. The district will use its in-house notification system, School Messenger, to notify all parents of low or delinquent meal accounts.
 - c. Parents using [MyPaymentsPlus](#) will also receive an automatic daily email notification until the account is replenished.
 - 3. When a student's account balance is between \$10.00 and \$0.01, the parent will receive a once-a-week reminder of the low balance.
 - a. This low balance notification will be sent every Friday afternoon before 8:00 p.m.
 - b. This notification will be sent to parents of students who have purchased a meal in the past 30 days.
 - 4. When a child's account balance is in the negative, parents will receive a daily notification until the account has been replenished.
 - a. This negative account balance notification will be sent every school day afternoon before 8:00 p.m.
 - b. This notification will be sent to the parents of students who have purchased a meal in the past 30 days, and whose student has a negative lunch account balance of -\$0.01 or more.
 - 5. The child nutrition department will be responsible for notifying the parents by telephone or e-mail through School Messenger. School administrators will also work with the child nutrition department to collect on and notify parents about delinquent meal accounts. All notifications attempts will be documented.
 - 6. All communication about payments in arrears should be directed to the students' parents. No district employee will ask students for meal payments nor ask them to remind their parents to send money for their meal accounts.
 - 7. Parents who wish to change their notification settings or opt-out of district notifications, can do so in the parent portal.
- B. If a student repeatedly has no money in his or her meal account, and no meals are sent from home for the student, school administrators and child nutrition department staff will consider the circumstances in the home, and may contact the district's student services department and/or child protective services.
- C. Parents are responsible for all collection fees attributable to the district's reasonable efforts to collect overdue meal accounts, including any fees associated with the use of a collection agency.

VI. School Procedures for Serving Students with Insufficient or Negative Meal Account Balances

- A. The child nutrition department staff will exercise sensitivity and confidentiality in serving students with insufficient or negative meal accounts. No district employee will subject a student to embarrassment or ridicule based on the balance in his or her meal accounts.
- B. If a student's meal account is inadequate to pay for a meal, the school will provide a full meal to the student, and parents will be notified that the school will use collection efforts to pay for the provided meals.

VII. Discrimination Prohibited

- A. No person shall, on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, sexual orientation, or income, be excluded from participation in, be denied benefits of, or otherwise be subjected to discrimination under any child nutrition program or activity.
- B. There will be no physical segregation of, nor any discrimination against, any student because of his or her inability to pay the full price of the meal or due to his or her eligibility for free and reduced price meals.
- C. The names of the students eligible to receive free and reduced price meals shall not be published, posted, or announced in any manner, and there shall be no overt identification of any such students by any means.
- D. No district employee may deny a meal benefit to any child as a disciplinary action.

- E. Persons who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language) or program information in a language other than English should contact Bob Muench, the district's Translation Coordinator, at 801.578.8378 for assistance. Individuals who are deaf, hard of hearing, or have speech disabilities may contact the U.S. Department of Agriculture through the Federal Relay Service at (800) 877-8339.
- F. A complaint alleging discrimination in the district's implementation of the federal Food and Nutrition Service School Meal Programs (e.g., school breakfast and lunch, the fresh fruit and vegetable program, free and reduced lunch, etc.) shall be communicated to Kelly Orton, the Director of the Child Nutrition Department, by phone at 801.974.8380, in person at 999 West Beardsley Place, Salt Lake City, or by email to Kelly.orton@slcschools.org.
 - 1. If the complaint is made verbally, the complaint will be transcribed.
 - 2. All complaints will be forwarded to the Child Nutrition Programs Director at the Utah State Board of Education ("USBE").
 - 3. The district's internal process for resolving discrimination complaints may be utilized, but is not a prerequisite for filing a complaint that is sent to USBE. Please see [Board Policy G-19: Discrimination, Harassment and Retaliation Prohibited](#) and its accompanying administrative procedures for further information.
- G. To file a complaint of discrimination directly with the U.S. Department of Agriculture ("USDA"), complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov

VIII. Refunds

- A. If a student has withdrawn from school, parents must submit a written request to the district's child nutrition department for a refund of any money remaining in their child's meal account.
- B. If a student is graduating or leaving the district, parents should contact the district's child nutrition department for meal account balances, and to request a refund. Any unused balance can also be transferred to a sibling's account upon request. After one year, the district will make a good faith effort to contact the parents to refund the monies. If the district's attempts are unsuccessful, the unclaimed funds will then be remitted to the Utah Division of Unclaimed Property.