

Inver Grove Heights Schools
NEGATIVE MEAL CHARGE PROCEDURE

8/18

I. PURPOSE

The purpose is to establish consistent negative meal account procedures for Inver Grove Heights (IGH) Schools.

II. GENERAL STATEMENT OF PROCEDURE

- A. IGH recognizes the parent/guardian's responsibility to provide breakfast and lunch for their children. Proper nutritional intake is essential for academic success.
- B. IGH offers breakfast and lunch to all grade levels. The Food Service Department strives to produce high-quality meals at a reasonable cost.
- C. Students or district employees may purchase meals when funds have been deposited into their meal account through online ACH or credit card payments, cash, or check.
- D. Households may apply for free/reduced meals anytime during the school year. Prior to the start of the school year postcards are mailed to all households notifying parent/guardian's the new school year application is available. Postcards direct parent/guardian's where to find the Application for Educational Benefits on the school website. The website directs where to print a paper application for completion or how to apply online for free/reduced meals. Applications are included in new enrollment packets and also are available in the school office, kitchen office and Food Service office in both the English and Spanish language. Applications are available online at www.isd199.org under Food Service and Free and Reduced Meal Application.

III. PROCEDURES FOR NOTIFYING FAMILY OF ACCOUNT STATUS

- A. Families will be notified via automated phone calling and/or email and text messages when a student's meal account balance falls to a negative amount. Parent/guardian's may not opt out of receiving notifications from the school district. Parent/guardian's are expected to have a current address, working phone number and/or email in the parent portal, such as Campus Portal.
- B. Families will be notified via mail when a student's meal account balance has reached negative \$20.00. A letter will be mailed to the household address stating the current negative meal account balance and include an Application for Educational Benefits. The letter will state how to make a payment on the meal account and contact information to arrange a payment plan.
- C. Families will again be notified via mail when a student's meal account balance has reached negative \$30.00. A letter will be mailed to the household address stating the current negative meal account balance and include an Application for Educational Benefits. A phone call is made to notify the parent of the negative balance.
- D. No student in the serving line will be denied a meal. If a student's account does not have enough money to pay for a breakfast and/or a lunch meal, the student will still be allowed to purchase a meal, which will cause the account balance to become negative. All students will be provided a meal regardless of their account balance. While the district is under no legal obligation to do so, we believe this is in the best interest for the student.
- E. All notifications and communication efforts will be facilitated and documented by district employees.
- F. If a student's meal account falls below negative \$50 (fifty dollars) or more, or a household of 2 or more students falls below negative \$100 (one hundred dollars), a United States Postal Service certified letter will be mailed to the address on record. If there is no response from the parent or guardian within 14 days after receipt of the certified letter, further efforts to collect the negative balance will be pursued.

More details about how the handling of unpaid student meal charges are available by contacting the District Food Service Office at 651-306-7822.