

### **Unpaid Meal Charge Policy – 2020-21**

The purpose of this policy is to establish consistent meal account procedures throughout the district. Unpaid charges place a financial strain on the Nutrition Services Department and ultimately the District's general fund. The goals of this standard of practice are to establish a consistent department policy regarding charges and collection of charges.

#### **Procedures:**

If a student does not have money to purchase their meal, the following steps will be taken:

- Students will be allowed to charge a reimbursable meal to their account.
- Second meals (i.e. a second slice of pizza or a second breakfast meal) will not be allowed without sufficient funds.
- No a la carte items may be charged.

Parents are made aware of their student's negative balance by:

1. Weekly automated emails are sent to households.
2. If a negative balance reaches twenty dollars or more, households will be contacted twice a week.
3. IUSD staff may contact households via phone or written correspondence.

Payments to Nutrition Services may be made via the following:

- Parents are encouraged to make payments through our online payment company TITAN School Solutions.
  - [family.titank12.com](http://family.titank12.com) or click on the orange Titan icon at the top of the Parent Portal page at [my.iusd.org](http://my.iusd.org).
  - Titan School Solutions allows parents to pay online for a fee of \$2.49 for each transaction and to monitor the balance in their child's account.
- Parents and/or students may pay by cash or check at each school site.
  - Checks should be made payable to IUSD Nutrition Services

#### **Free or Reduced-Price Meal Program:**

If a household is unable to pay for their child's meal, they are strongly encouraged to apply for free or reduced-price meals. Applications are accepted at any time throughout the year.

- Parents are encouraged to apply online by clicking on the orange Titan icon on the Parent Portal at [my.iusd.org](http://my.iusd.org) or by visiting [family.titank12.com](http://family.titank12.com). Online Applications are usually processed within 24 business hours.
- Parents can also apply by completing a paper application. Paper applications may take up to 10 school days to process.
- Households are responsible for any charges incurred until the application is approved. Application approval/denial letters are mailed or emailed to each household.

### Policy Communication

- Families receive a written copy of the Unpaid Meal Charge Policy at the beginning of each school year or when the family transfers to the District.
- School Administration receives a written copy of the Unpaid Meal Charge Policy at the beginning of each school year.
- Nutrition Services staff receives training and review of the policy at the beginning of year meeting. All new hires will receive training during their new hire orientation.

---

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at the Filing a Program Discrimination Complaint as a USDA Customer page <https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>, 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](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.