

MONONA GROVE SCHOOL DISTRICT

Administrative Rule 761

FOOD SERVICE AUTOMATED PAYMENT SYSTEM GUIDELINES

1. Students shall be issued an identification number and assigned a lunch account that the computer will monitor. Secondary (grades six through 12) students shall be issued a multi-use picture I.D. card, which shall be used to purchase food through the debit system. Elementary students may be expected to handle the debit card used for the system. Secondary students and adults may choose to pay cash in the lunch line.
2. Secondary students must immediately report missing I.D. cards to the school office. The lunch identification number shall be inactivated upon notification. The District shall not be held responsible for any charges made to accounts if a card was not reported missing within 24 hours of the actual loss of the card. A replacement card shall be issued at a cost of \$5. Temporary lunch passes shall be available upon request. The temporary pass shall be good for one lunch only. Students shall not be allowed to purchase extra portions or milk with a lunch pass. Monies collected for replacement I.D. cards shall be retained by the respective school office to cover the administrative costs associated with replacing cards. Food service shall not retain any funds collected for missing I.D. cards.
3. The Food Service Director or designee shall be responsible for the accurate and timely collection of funds due the District from food service-related transactions. Building principals may be asked for assistance in problem collection situations.
4. All receipts from food service transactions shall be deposited promptly. Collections shall be deposited daily. Any subsequent collections made, but not deposited the same day, shall be locked in a safe and deposited with the following day's collection. Money should never be left in a school over weekends or holidays.
5. Insufficient Account Balances
 - a. If an account is at or below negative \$8.00, the student's parent/guardian shall be mailed a detailed account statement or shall be called by the food service office, a minimum of one time per week. The caller should keep detailed notes of any phone conversations.
 - b. Secondary students and adults in all District schools shall not be able to charge meals or milk if their account is negative.
 - c. If an elementary student's account is at or below a negative \$8.00, the student's parent/guardian shall be notified in writing that their child(ren) will be denied access to food service programs until a mutually agreed upon payment plan is reached or the account balance is paid in full. Payment shall be expected within seven days of the notification. Patrons shall not be allowed to purchase extra portions or milk during the time period when the account reaches negative \$8.00 and actual denial of access to food service program begins.

Students who are eligible for free/reduced meals will be provided a meal even if the student owes money. All students will be provided a meal if they have money in hand to pay for a current days meal even if the food service debit account includes an uncollected amount.

6. Denial of Access to Food Service
 - a. Parents/guardians shall be notified of the district's intention to deny meal benefits.
 - b. Building principals shall be informed of families in their respective buildings who will be receiving this notification. Building principals may be asked for assistance in resolving each situation.
 - (1) An attempt shall be made to personally contact families who will be denied access to school food service the school day prior to the actual termination of service. Parents/guardians shall be reminded to send a cold lunch with their child(ren) the next school day.
 - (2) Building principals shall be informed of students in their respective buildings who will be denied food service, the morning of the scheduled termination of service. This notification shall be distributed by the Kitchen Manager in each respective school.
 - (3) The accounts of students being denied food service shall be inactivated so the meal card will no longer be able to be used to purchase food.
 - (4) Parents/guardians who choose not to meet this deadline shall be asked to send a cold lunch with their child(ren). Any child who has been denied access to food service programs and attempts to purchase lunch shall be sent to the office to call his/her parent/guardian. If the parent/guardian does not provide lunch for the child, a peanut butter sandwich and a carton of milk shall be provided for a maximum of two days, with a charge of 70 cents for the peanut butter sandwich and 30 cents for the carton of milk. After two days, food service shall be denied completely and a social worker shall be contacted.
7. The Food Service Director or designee may file a claim with small claims court or utilize the services of a collection agency and/or legal counsel to secure collection of unpaid debts not paid within 30 days of the restriction of access to food service programs, unless an alternative payment plan has been reached. The charges for filing claims with small claims courts or for securing the services of a collection agency shall be added to the unpaid debt due the district.
8. The Director of Business Services and Food Service Director shall review all outstanding obligations and approve for write-off of any debt which in his/her judgement remains uncollectible at the end of each fiscal year.