

# **Moniteau School District**

## **Food Service Department**

### **Meal Charge and Collection Procedures**

Moniteau School District participates in the Community Eligibility Program (CEP). This means that every enrolled student who attends brick & mortar school will receive one (1) breakfast and one (1) lunch each school day free of charge.

- If a student has money in their food service account they are able to purchase ala carte items.
- If the student has a negative balance they will not be allowed to purchase any ala carte items.

#### **Negative Account Balance Procedure**

Parents/guardians are responsible for their child's account balances.

Payments may be made by cash, check (payable to Moniteau School District), or electronically via schoolcafe.com.

Communication about a student's meal debt must be directed to the parent/guardian, not to the student, except as follows:

- Food service staff are permitted to communicate with students in grades 7-12 regarding low and/or negative meal account balances if the communications are made individually and discreetly and
- Correspondence regarding low and/or negative meal account balances may be communicated in the form of a notice or letter that is delivered by the student to his/her parent/guardian, so long as the letter is addressed to the student's parents/guardians.

The following steps will be followed to collect outstanding balances incurred by student charges:

1. When there is a negative balance of \$10 or more an email will be sent to the parents/guardians that have an email address in Skyward.
2. If no email is available a letter will be mailed to the parent/guardian detailing that the student has a negative balance and requesting payment.
3. If there is no response to the email and/or letter from the parent/guardian the Food Service Director will make a personal phone call to the parent/guardian.
4. If the negative balance is \$50 or more the parent/guardian may be contacted by District Personnel.
5. If the negative balance reaches \$100 or more, a certified letter may be sent home via US Postal Service, outlining payment plans and the possibility of magistrate or collection agency involvement.

#### **Payment Plan**

If a payment plan is requested by the parent or guardian, the Food Service Department will make every effort to accommodate the request. Payment must be made every 2 weeks (at a minimum) with the balance being paid in full by June 30th of each school year. If the balance is not paid in full by June 30<sup>th</sup>, it will be considered bad debt and could be turned over to a collection agency at the discretion of the district.

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### **End of year Food Service information**

The current meal account balances can be found online at [www.schoolcafe.com](http://www.schoolcafe.com) or by calling your child's school cafeteria office.

**All meal accounts must be brought to a zero or positive balance prior to the last scheduled day of school.**

#### **Students in Grades k-11**

Account balances will be maintained by the food service over the summer and will be available in your students account at the start of the next school year. If your child will be moving from the elementary school to the high school, the balance will be transferred.

#### **Seniors**

If a senior has other siblings within the district, the remaining balance can be transferred, if the parent/guardian contacts the Department. The graduating seniors can request a refund by contacting the Food Service Department. If a graduating student does not request a refund prior to June 30th a refund will be mailed home.

For accounts with a remaining balance over \$5.00 the Food Service Director will attempt to contact the parent/guardian by email, phone or mail, if the money remains unclaimed it will be donated to the MSD student in need account.

All unrequested balances less than \$5.00 will be forfeited and donated to the MSD student in need fund.

#### **All Students**

If your student is graduating or if you have requested an account refund and you have automatic recurring payments set up on schoolcafe.com, please turn that feature off before we refund your account balance. School cafe will continue to add funds to your child's account if this feature is not deactivated.

Withdrawn students: a written request using the "Food Service Meal Account Refund Form" must be used, you can access this form on the Food Service webpage or any school Cafeteria office.

Please contact the Food Service Department with any questions. Food Service Director  
724-637-2091 ext. 1760