

## 763 - SCHOOL MEAL ACCOUNT CHARGES AND COLLECTIONS

### **Access to School Meals and Other Food Service Items**

Parents and guardians must plan for their child to have sufficient access to food at school on each school day and must actively monitor and manage their child's school food service account. The following information is essential to maintain a positive food-service individual or family meal balance:

1. **Prepayment Program**: The District's food service program is a prepayment program which means that the account must have a positive balance
2. **Account Information**: Parents have 24-hour access to their student's individual or family accounts through the Parent Portal of our Infinite Campus student information software. To gain access to individual or family food service meal balances, please contact Lacey Rasmussen at (715) 652-2812 or email at [lasmussen@aubschools.com](mailto:lasmussen@aubschools.com) . The Parent Portal URL is: <https://wicloud1.infinitecampus.org/campus/portal/auburndale.jsp> It is the parent's responsibility to check for balances.
3. **Low Balance Notification**: Parents may elect phone, text, or e-mail low balance notifications. Notifications are issued when the account falls below \$7.50.
4. **Account Set-Up and Student PIN Numbers**: Accounts are established by individual or family at the time of initial entrance into the School District of Auburndale. Each student is assigned a PIN (personal identification number). Each student's PIN is entered at the end of the lunch line. An assigned food service worker will verify each meal meets the minimum Wisconsin Department of Public Instruction (DPI) criteria and that the meal, additional entree, and/or additional milk, is charged correctly to the student's individual or family account. Students are responsible for keeping their PIN confidential.
5. **Payment Options**:
  - a. Cash or check brought to the student's respective school.
  - b. Cash or check mailed to School District of Auburndale, Attn: District Office, 10564 School Avenue, Auburndale, WI 54412.
  - c. Online payment using Infinite Campus Parent Portal
6. **Free and Reduced Lunches**: Information and application materials regarding the Free or Reduced Price Meal program is available at the District Office at Auburndale Elementary School, 10564 School Avenue, Auburndale, WI 54412 or you can receive copies by mail or email by contacting the District Office at (715) 652-2117.

7. **End-of-Year Account Balances and Refunds:** Account balances carry forward from one year to the next while enrolled in the School District of Auburndale. Upon withdrawing from the District, food service refunds may be requested in writing. When the youngest of a family graduates from high school, remaining funds may be required in writing. If there are other bills, fines, or fees, the food service balance may be used to pay those items prior to refund.

In order to help parents and guardians meet these responsibilities and to ensure that school families are reasonably informed about the food-service options that are available to students, the District has established the following guidelines regarding food-service charges and student access to food at school:

A student will always have access to school meals that meet all State and USDA guidelines established through the National School Lunch Program and the School Breakfast Program.

When a student pays for a school meal or any other food-service items, the general rule is that payment is due no later than the time of service. However, if a student does not have enough money to pay for a meal, the student will be allowed to continue charging to their account while the parents/guardians will be amply notified and held responsible for the negative balance.

### **Negative Account Balances and Collection Procedures**

The District strongly encourages school families to regularly fund a prepaid school food service account for each student in the household. A negative balance in a student food service account is a debt that is owed by the student's parent or guardian (or, if applicable, by an adult student).

Once a student's account has a negative balance, the District will make an initial and at least one documented follow-up attempt to collect the debt by providing a person responsible for payment with notice (e.g., by mail, e-mail, telephone, or a similar method) of the amount owed. Payment is due immediately upon notice. If these attempts are not successful, a school official will attempt to make a person-to-person telephone contact or schedule an in-person meeting with a person responsible for payment. The parties may discuss payment plan options.

Graduating seniors who have a negative food service balance will not be allowed to participate in the graduation ceremony until this balance is paid.

If a negative balance still has not been paid, the debt in a food service account is not automatically forgiven or reduced at the end of the school year due to a change in a student's enrollment status (e.g., graduates, transfer, drops-out, etc.).

The District may continue to pursue collection efforts which may include the costs of small claims court or pursuing other legal action. However, as long as the total amount owed by any household (for all children in the household) does not exceed a negative balance of the cost of five meals, the District normally will not refer the debt to a third-party collection agency or pursue collection in small claims court.

Debts owed to the District's food service program may result in the denial of certain school-related privileges in the same manner that applies to other past-due school fees and charges.

LEGAL REFERENCE:       Healthy, Hunger-Free Kids Act of 2010 (USDA)  
                              National School Lunch Program School Breakfast Program

CROSS REFERENCE:       Policy 345.62 Graduation Ceremony

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