Willmar Public Schools
FOOD AND NUTRITION SERVICES (FNS)

TITLE: **HOW TO USE PERSONAL IDENTIFICATION NUMBER (PIN#) AND LOST, STOLEN AND MISUSED TICKET POLICY**

POLICY: All Willmar Public Schools students will be required to know their student meal account personal identification number (PIN#). The Food and Nutrition Services (FNS) Department follows the Minnesota Department of Education (MDE-FNS) and United States Department of Agriculture (USDA-FNS) Lost, Stolen and Misused Ticket (PIN#s) Policy.

PROCEDURES:

1. The PIN# and Lost, Stolen and Misused Ticket Policy will be placed on the Food and Nutrition Services page of the district's website for parents and students to view. The "ticket" refers to any and all forms of exchange used in the school district's FNS collection of meal payment system.

2. A pin number will be assigned to each student and staff member when they enroll or are hired with the Willmar Public School District. The pin number will remain the same until the student or staff member leaves the district or when a student graduates.

3. Students will be required to either verbally say or enter their PIN# on a keypad at the Point of Sale computer station. The student's photo will appear on the screen for Cashier verification. Anytime a student goes through a serving line to purchase a food item, including the Snack Bars at the middle school and high school, the student must say or enter their PIN#. Students are allowed to pay for their meals with cash, by entering their PIN# at the computer station. At the Senior High and Middle School, students can also put their meal on their meal account and pay for ala carte as they are going through the line, as long as they have positive funds to pay for their purchase and the purchase does not make their account in a negative status. All students will be served their one breakfast and one lunch meal per day regardless of meal account balance (see school meals policy 534).

4. If a student states or enters their PIN# incorrectly, the student will be asked to reenter their PIN#. If a student fails to enter the PIN# correctly, the second time or has forgotten their PIN# at the computer station, the Cashier should:

   - Look up the PIN# for the student immediately or
   - Require the student to temporarily step out of the line, so that the line is not held up while their name and PIN# is being looked up, then when the line goes down, assist the student.

5. Students are not allowed to use another student's PIN#. If this is suspected that a pin number is being misused, the following actions will take place:
   a. If it is suspected that a PIN# is being misused; the FNS Business Coordinator will call the Cashier to notify them to watch for the PIN#.

b. If a student uses the PIN# in question, the Cashier will provide the student their correct PIN#.

c. If the student uses the incorrect PIN# a second time, and after being notified by the Cashier, the Site Administration will be notified of the student misusing the PIN# so that they may meet with the student to correct the action.

d. If a student misuses a PIN# a third time, a written warning will be sent to the parents or guardians explaining the student's repeated misuse of a PIN#. The written warning must include an explanation that the student has repeatedly misplaced or misused tickets.

e. If a fourth violation occurs, the student will be asked to meet with the Site Administration for disciplinary action (see below in step 7)

6. If the FNS Business Coordinator is notified of a PIN# violation, changes will be made to the appropriate student's meal account. The FNS Cashier must document any students who have been misusing a PIN# and/or reported to the Site Administration on the Cashier Reconciliation Sheet. Once the FNS Business Coordinator receives the documentation; a copy will be kept on file. A new pin number may be issued to the person(s) in unique circumstances. The communication of this new pin number will be sent to the parent/guardian(s) and the site cashier.

7. A parent/guardian/adult are not able to use a child's account to receive a free breakfast or lunch meal. Adults will be charged the adult rate all meals or ala carte items. See FNS Guest Meals Policy.

Disciplinary Measures:

8. Disciplinary measures can be taken at any time in which it is deemed appropriate by the site administrator. FNS and administrators must allow a minimum of three ticket replacements, or special meal arrangement resulting from three lost or stolen tickets, must be allowed each student within each school year.
   - Students cannot be denied a complete National School Breakfast or National School Lunch Program meal as a disciplinary measure, except when they are absent from school due to having been suspended.
   - Students cannot have their free, reduced price or full price meal status changed because of disciplinary measures. This means that students eligible for free or reduced meals cannot be required to pay for their meals as a form of discipline.

A staff member may not deny a meal or milk to any eligible child (paid, free or reduced) as a disciplinary measure (i.e. as a punishment for misbehavior). For example, if a student is unruly and is not allowed to eat in the cafeteria, arrangements must be made to provide the meal or milk to the student in another location. In other situations such as a child forgetting his/her lunch money on a given day, the child may be allowed to charge lunch before

having to pay the bill. These situations do not involve misconduct. Instead, the issue is an administrative problem that requires a policy decision at the school level. The school has an obligation to counsel the child and parents or guardians so that they are aware of the problems and have had an opportunity to rectify the situation.

Communication of Policy:

1. Parents and students must be advised in writing of the school's policy regarding missing meal tickets (pin number) and of the student's responsibility for their tickets (pin number). Such notice shall be provided at the time applications are distributed to households or upon approval of free or reduced price benefits.

References: FNS-GD-1988-0015

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
(2) **fax:** (833) 256-1665 or (202) 690-7442; or
(3) **email:** program.intake@usda.gov
This institution is an equal opportunity provider.

Updated March 2006, September 2007, September 2010, August 2013, August 2014, August 17, 2015, November 10, 2017, August 31, 2020, August 2021, November 2022, October 2023