

CAFE SUPPORT NEWSLETTER



SEPTEMBER 2026

tscafesupport@elb.org



► Reminder

Under New York Education Law § 2-D (2025), "you must never send unencrypted student Personally Identifiable Information (PII) through standard email because it violates state data privacy rules."

Emailing a District ID alone is enough for the Cafe Team to identify a student and assist.

[Our Website](#)



MOSAIC SUPPORT TEAM

Sally King

Sparkle Keys

Sandy Richmond

Arie Wattara

Mindy Gigantelli - Coordinator, Cafe Systems

HOURS: Monday: Friday 7am - 4pm

716-821-7050

tscafesupport@elb.org

OCTOBER 7th NYSED REPORTING

BEDS DAY

Basic Educational Data System (BEDS) Day is the Day the New York State Education Department (NYSED) uses to determine student counts for State Aid and Title I Funding purposes for school districts. **FREE, REDUCED, and PAID Statuses are still important.**

For accurate reporting, please complete all needed changes in student information **before October 6, 2026 at 5pm, including a Direct Certification in Mosaic.**

*Only students with an enrollment record in the student management system and a FRPL record will be counted as of **Beds Day Oct 7**

*One of the student counts that NYSED uses for BEDS Day is the number of students with a Free and Reduced Lunch status (FRPL).

If your District needs the option to select a group of students to exclude from the BEDS Day Export, contact our team for support and assistance at tscafesupport@elb.org



As a partner of WNYRIC Cafe Support, a BEDS Day export from MOSAIC is set to load to your District's MOSAIC SFTP site (sftp.heartlandmosaic.com). This file should be retrieved, used for reporting, and saved according to your district policies. If your District needs assistance accessing this site or obtaining your file, please email tscafesupport@elb.org.

*SFTP file access from Mosaic are available for 5 days, **pick up by Oct 12th.**

MOSAIC -Direct Certifications

1

New York State Education Department (NYSED) provides a state-level Direct Certification Matching Process (DCMP) file to import into Mosaic for Direct Certification of a free meal status. This student information file includes records from programs like SNAP, Medicaid, and Temporary Assistance for Needy Families (TANF). The first DC match must be conducted at the beginning of the school year to satisfy federal reporting requirements.

The Best Practice recommendation to keep your student data up to date in MOSAIC for reporting is to complete a SECOND Direct Certification with Categorical Eligibility Extensions, (extending that Direct Certification to family members in the same household), before October 6th, and then once a month.

Our team is available to partner with you to conduct your DC as well as the DC Categorical Extension. Set a time and we will walk with you through it. Email us at tscafesupport@elb.org

For more information> [NYS Childhood Nutrition Website- Direct Certification](#)



Other Methods That Help Maintain Your District's ISP%

2

Why is ISP important? - Reimbursement dollars and Title I Grants

The New York State Education Department (NYSED) uses the school district's ISP value to calculate federal and state meal funding reimbursements. To be eligible to operate as a CEP district, an individual school, group of schools, or entire school district must have an Identified Student Percentage (ISP) of at least 25%. Meaning 25% of students must have a status of Free. If less than 25%, a district will be P2 or CEP/P2 mix. (Note - Program renewal happens every 4 years)



For students who are not Directly Certified you can:

- Process Free & Reduced-Price Meal Applications or Household Income Forms depending on your District's determination (P2, CEP, P2/CEP).
- Manually enter applications for Homeless, Foster, Migrant students who are categorically eligible for Free/Reduced meal status.

Do you have questions about how to manually add and process an income form?
How to add case #'s?

Household Details

Categorical Eligibility: SNAP

Case/Ref#: FS#####

Take the time to let the Cafe Team demonstrate how.



- NID (Not In District) - are students who are eating in your cafeteria but do not live in your district.
- You can claim reimbursement for their meals, but they should not be reported to data warehouse. They can be excluded in Student Maintenance.



Staffing Changes?

Please email the Cafe Team
Updated Contact Information for
any Cafe Leads, Managers and website
users with email, phone and building.

Your Voice Matters

Do you have a moment
to complete our
[Customer Support Feedback Survey](#).

Are You Training new Staff ?

Let us know how we can help!

- Telephone and email support
- Remote training and training material
- Step by step assistance with Direct Certification
- Reports training and review

We provide ongoing guidance for best practices!

Call the Cafe Systems Team **716-821-7050**

HOURS: MONDAY - FRIDAY 7am-4pm

Email the Cafe Team tscafesupport@elb.org



Cashier
Cafe Manager
Business Official
Treasurer
Reporting/Letters
Applications

What would you do if your Point Of Sale (POS) lost network connectivity and went offline?



We know the Green Check is "good to go", but what if connectivity is lost and there is the Red Circle in the upper left? Or what if it flashes on and off?



The Mosaic software is designed to record all transactions at the POS even if connectivity is lost. Transactions will be recorded in Offline Mode and you can finish the meal session. *Students Ending Balances will not be visible in Offline Mode and will update once the POS is reconnected to the internet and daily sales are synced.

If your POS experiences internet connection issues- **the best practice recommendation is to Switch to Offline Mode for the remainder of the Service. AND THEN**

Once your meal service has completed, "Click" on the Internet Icon (now Red Circle) select "YES" for "Connect to cloud". Close Mosaic **without** reconciling and reopen so that the saved data can sync. **Once Mosaic is reopened, while connected to the internet, your offline meals will sync, you can now close day and reconcile as usual. Support is always available by calling the TS Cafe Team 716-821-7490.** If you experience frequent internet or connectivity issues in your cafeteria, please email us at tscafesupport@elb.org. We will create a ticket so your district's tech can investigate and remedy internet connectivity.