

## **Delinquent Meal Account Procedures**

### Procedures:

- I. General Guidelines for working with parents/guardians:
  1. Always work in a proactive fashion.
  2. Make sure we communicate with school officials prior to visiting with parents.
  3. All monies received from students/parents will be entered into Skyward by 11:00 a.m. on a daily basis by the building level staff.

### **Delinquent meal accounts \$0-\$24.99**

#### Building Level duties:

1. All monies received from students/parents will be entered into Skyward by 11:00 a.m. on a daily basis.
2. Principals can assist by monitoring CHRONIC delinquent accounts.

#### Food Service Department duties:

1. Account balances will be checked PRIOR to making payer contact after 11:15 a.m.
  - a. Food Service will call or visit face to face with the parents about the balance 2 times (one time may be a voicemail or answering machine message).
  - b. Document the contact. (i.e. Left message at 000-0000)
  - c. Written notification via a form letter should be sent as a last resort if voice contact cannot be made.
  - d. Payers should be given 3 business days to get the funds into the school after voice/letter contact has been made before attempting contact again.

### **Delinquent meal accounts of \$25.00-\$34.99** \*alternative meal is beginning to be served

#### Building Level duties:

- a. The principal will attempt to catch the person on school grounds, email, call or some type of voice contact. Document the contact.

#### Food Service Department duties:

- a. Email the principal and tell him/her about the account balance. Ask him/her to confirm that all fund accounts are up to date.
- b. F/S will continue to try to make contact for 1 more time verbally-

If verbal contact was made: Parents will be notified that the delinquency has caused their student (s) to be served an alternative meal for 3 business days unless the account balance is brought up to a positive balance immediately.

If no verbal contact was made: a letter will be sent out again notifying the parent stating the same content and an alternative meal will be served to their student starting on (list a date) unless the school office receives funds to bring the balance up to a positive balance immediately.

### **Delinquent meal accounts of \$35+**

#### Food Service Department duties:

- a. F/S will contact the board clerk with all the pertinent information about the account balance and contact attempts.
- b. Notify the Board Clerk that payment has been made.

#### Central Office duties:

- a. The central office will make contact with the payer.
- b. Central office will email the school stating that they have taken over the collection process.
- c. Central office will email the schools of any payer that can NOT write checks to the district
- d. School Social Worker/SRO may need to be informed of a potential CINC.
- e. SRS/County Attorney may need to be informed of a potential CINC.

#### Building Duties:

- a. Notify the Board Clerk that payment has been made.
- b. The principal/secretary will attempt to catch the person on school grounds, email, call or some type of voice contact. Document the contact.