



## Nonpayment of Meal Collection Procedure

**Revised Date:** 3/27/19

**Customer Category:** Parents or Guardians

**Purpose:** USDA (SP 47-2016) directs School Food Authorities (SFA) and State Agencies to collect unpaid debt. A reasonable effort to collect unpaid meal charges is required. Food and Nutrition Services will make a reasonable effort to collect nonpayment of meal fees from parents or guardians throughout the school year.

**Prerequisites:**

- Enrolled OCPS student
- Unpaid meal balance or negative balance

**Procedures:**

- No student will be given an alternative meal. All students will receive the reimbursable meal offerings at the serving line unless they have a special diet, regardless of ability to pay. Cafeteria staff will no longer inform or provide students with unpaid meal notifications at the POS.
- All parents received the OCPS Student Handbook which informs parents that negative balances will be communicated only to parents.
- The FNS Eligibility Office will send a connect orange phone call to parents letting them know of a negative balance > \$10.00 and include information regarding the application for benefits of free or reduce priced meals.
- Collection Procedures for Nonpayment of Meals will be posted on the FNS website.
- When the student's food account is > to \$20.00, the FNS Finance Department will complete the following steps:
  - FNS Finance Department will generate the Negative Balance Report.
  - Contact the parent(s) or guardian(s) once the negative balance equals or exceeds \$20.00 (paid students only).
  - A reminder letter to pay the negative balance or apply for meal benefits will be mailed monthly to those parent(s) or guardian(s) regarding negative balances.
  - If a parent or guardian does not respond to FNS Finance within seven (7) to ten (10) business days of the date first notified, a plan to contact the parent will be developed with the help of the school foodservice manager and school administration.



- The school administration and food service manager will continue to work on reducing the debt through fund raising, cooperative carts, birthday baskets and other items available through the food service program.

**Result:** A reasonable effort is made to collect nonpayment of meals.

**Communication Path:** FNS Eligibility Office will make the contact with parent(s) or guardian(s) when the negative balance > \$10.00.

FNS Finance contacts parent(s) or guardian(s) regarding balances >\$20.

The School Administration and food service manager will continue to work on reducing the debt through fund raising.

School foodservice manager will inform Operations Field Manager of any plans to reduce negative balances made at the school.