

Apparating Your Meal Charge Policies Out of the Chamber of Secrets

California School Nutrition Association-Friday, November 9, 2018

TRAINING OBJECTIVES

- Meal charge policy development
- Policy updates
- Policy checklist
- Provide tools and resources



MEAL CHARGE POLICY DEVELOPMENT (1)

- Encouraging ideas on how to share meal charge policy
- Developing communication plan
- Instituting professional development training
- Reviewing policy for updates




MEAL CHARGE POLICY DEVELOPMENT (2)

- Encouraging ideas on how to share meal charge policy
- Developing communication plan
- Instituting professional development training
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MEAL CHARGE POLICY DEVELOPMENT (3)

- Encouraging ideas on how to share meal charge policy
- **Developing communication plan** 
- Instituting professional development training
- Reviewing policy for updates

MEAL CHARGE POLICY DEVELOPMENT (4)

- Encouraging ideas on how to share meal charge policy
- Developing communication plan
- **Instituting professional development training**
- Reviewing policy for updates



MEAL CHARGE POLICY DEVELOPMENT (5)

- Encouraging ideas on how to share meal charge policy
- Developing communication plan
- Instituting professional development training
- **Reviewing policy for updates**



MEAL CHARGE POLICY CHECKLISTS (1)



https://fns-prod.azureedge.net/sites/default/files/cn/unpaidmealcharges_guide.pdf

MEAL CHARGE POLICY CHECKLISTS (2)

1. Local meal charge policy considerations for all program operators
2. Local meal charge policy communication requirements for all program operators
3. Alternate meal policy considerations for program operators opting to provide alternate meals
4. Recommended topics for delinquent and bad debt policies for program operators

CONSIDERATIONS FOR ALL OPERATORS (1)

1. Are students unable to pay for their meal at the time of the meal service allowed to charge a meal?
2. If students are allowed to charge a meal, is there a limit to the number of charges or dollar limit allowed before requiring payment of debt?
3. If students are allowed to charge a meal, will they receive a reimbursable or alternate meal?

CONSIDERATIONS FOR ALL OPERATORS (2)

4. If students are allowed to charge a meal, will they have limitations on the foods they may select for a reimbursable meal?
5. Where can families find assistance with applying for free or reduced-price meals?
6. How will the program operator notify households of low or negative balances?

CONSIDERATIONS FOR ALL OPERATORS (3)

7. What resources are available to assist families with paying their children's meals or debt?
8. How will delinquent meal charges be managed by the program operator?
9. Which office or personnel will be responsible for managing the charges?
10. What are the consequences for families that fail to repay debt?

COMMUNICATION REQUIREMENTS FOR ALL OPERATORS (1)

1. Have all families received a written copy of the meal charge policy?
2. Have all families of transfer students received a copy of the meal charge policy?
3. Have all school and district-level staff members responsible for policy enforcement received a written copy of the meal charge policy?

COMMUNICATION REQUIREMENTS FOR ALL OPERATORS (2)

4. Is there a system in place to notify families of the meal charge policy when sending the initial notification of delinquent debt?
5. Do schools share information about the policy in other communications with families?

ALTERNATE MEAL POLICY CONSIDERATIONS (IF OPTING TO PROVIDE ALTERNATE MEALS)

1. Which meal service(s) offer alternate meals?
2. How long will alternate meals be provided?
3. Are students required to pay for alternate meals?
4. When are alternate meals offered?
5. How are alternate meals presented?

RECOMMENDED TOPICS FOR DELINQUENT/BAD DEBT POLICIES (1)

1. How many days will a household's debt be delinquent before the program operator requests payment?
2. What procedures are in place for determining if children with delinquent meal charges are eligible for F/RP meals?
3. How will households be notified of unpaid meal charges, expected payment dates, and collection efforts?

RECOMMENDED TOPICS FOR DELINQUENT/BAD DEBT POLICIES (2)

4. How will repayment plans, with payment levels and due dates appropriate to a household's particular circumstances, be established?
5. Will children with a small number of charges, in terms of dollars, be permitted to accumulate a larger debt before the program operator pursues recovery?
6. What efforts will be made to collect household debt?

RECOMMENDED TOPICS FOR DELINQUENT/BAD DEBT POLICIES (3)

7. Who will initiate household debt collection procedures?
8. Who will determine whether the achievement of program purposes would be jeopardized by the diversions of staff time and effort to collect payments?
9. Is there a cumulative dollar threshold beyond which the program operator will escalate the collection method?

RECOMMENDED TOPICS FOR DELINQUENT/BAD DEBT POLICIES (4)

10. How will funds be obtained to restore the unallowable bad debt to the nonprofit school food service account?

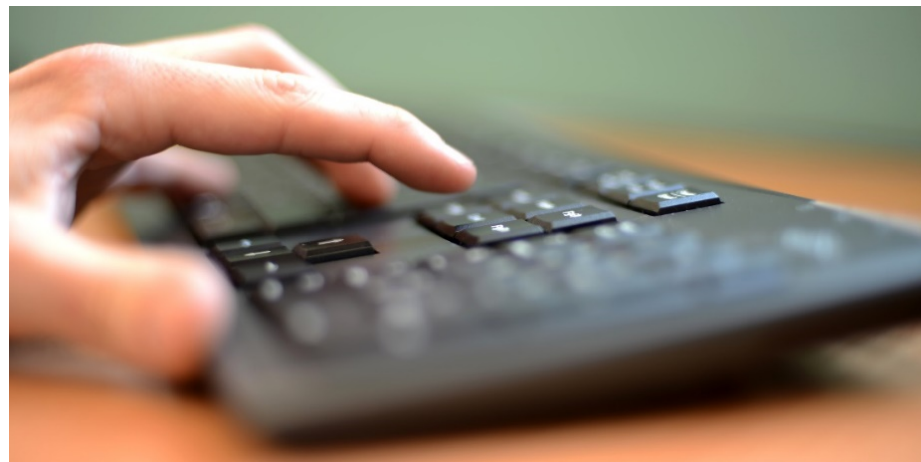
SAMPLE MATERIALS—APPENDIX C

- Sample Outstanding Balance Letter
 - How to make a payment to the cafeteria
 - How to apply for F/RP benefits
- Sample Robo-call Scripts
 - Low balance
 - Outstanding balance
 - Outstanding balance follow-up

CONTACT INFORMATION

Please contact us with any SB 250 or federal meal charge policy questions at

SNPcafefundquestions@cde.ca.gov



PROFESSIONAL STANDARDS CREDITING INFORMATION

- **Instructional Hours: 1.0**
- **Key Area: 3000 Administration**
- **Training Topics: 3200 Program Management**
- **Learning Objectives: 3220 Oversee standard operating procedures for routine operations**



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