



FOOD SERVICE DELINQUENT ACCOUNT NOTIFICATION PROCEDURE

The following procedures are used to help families maintain a positive lunch account balance throughout the school year. This communication process is intended to keep families informed and support their children in maintaining a positive balance.

1. School dining sends out emails to K-12 families starting at \$10.00 positive balance for each person on the account. Additionally, elementary students receive reminders in their Thursday folders. (Example: 3 people on the acct. email goes out at \$30.00.) Email reminders are sent every day when a family account is at or below a positive \$10. If the family does not have a registered email, a USPS letter is sent weekly.
2. When the account reaches - \$10.00, the Food Service Secretary makes a personal phone call to the parents and continues to follow up with calls, reminding parents at - \$25.00 their children will not be able to have school lunch. Families are also offered a free/reduced lunch application.
3. When the account nears - \$25.00 the Food Service Secretary makes a personal phone call to the parent letting them know that they will need to send a sack lunch or cash to purchase a lunch if their student is at the Middle School or High School. If their child is an elementary student, the Food Service Secretary informs the parent their student will receive a sack lunch.
4. When a student reaches - \$25.00 or Food Service or school personnel are aware of a food issue at the home for any student K-12, the student's name will be forwarded to the Family Liaison. The Family Liaison will meet with the student to discuss any concerns and follow-up with a telephone call to the parent. In making contact with the parent, the Family Liaison will offer:
 - A free/reduced lunch application
 - Local support services through the Community Resource List including but not limited to: Backpack Buddy (K-4), Red Rock Community Action (utility assistance and food pantry), Boone Biblical (free meals on Thursday), Open Bible (free meals first/third Tuesday and food pantry), HOPE, etc.
 - Other family support services including counseling, medical, mental health, etc. as appropriate.
 - For temporary hardship cases a referral to the building administrator may be made.
5. Using the Federal Food Service Program rules, the building administrator may grant temporary free/reduced lunch status when a family faces a temporary hardship case.