



Unpaid Meal Charge Procedure

Purpose

The National School Lunch Program is a federally assisted meal program that provides students a well-balanced meal each day. All student meals are partially reimbursed by the National School Lunch Program when the household does not qualify for a free meal. Parents of children who do not qualify for the free meal benefit are required to make payments to the student account only for the portion of the cost that is not reimbursed by the National School Lunch Program.

The Unpaid Meal Charges Procedure is written to outline how Weber School District will communicate to parents/guardians about the process for managing unpaid meal charges on student accounts, the procedure for collecting balances that are negative, and to assure parents that no student should be embarrassed or confronted in collecting delinquent account balances.

Policy Information:

This policy will apply to all schools that participate in the National School Lunch Program within the Weber School District boundaries.

When a new student transfers into a school within the district, parents will receive the following information from the school:

- Prices of school meals
- Parent options to provide payment for school meals
- Application for free or reduced meal pricing benefits
- Information of collection procedures for delinquent lunch accounts

This information is available to all students.

Free/Reduced Benefit:

Weber School District Child Nutrition Department offers online access for the free and reduced benefit for the federally assisted meal. All applications will be available to families after July 1st of the approaching school year. Child Nutrition also provides each school site with applications to distribute to all new students. Applications can be completed online at <https://lingconnect.com/public/meal-application/new?identifier=N6S6T2> after July 1st of the approaching school year. Paper application be downloaded at <https://wsd.net/departments/support/child-nutrition/resources%20> The completed application can be submitted to your school, emailed to cnp@wsd.net, or faxed to 801-476-7952.

Families may be eligible to receive benefits from Special Nutrition Assistance Program (SNAP), Utah TANF/FEP, or FDIPIR. If the student is eligible, this benefit is automatically updated in our School Lunch

Program (LINQ/Titan). Child Nutrition will send a letter to the household informing parents of the student's eligibility. Any family qualifying for these benefits do not need to submit a free/reduced application form.

Payment Options:

Parents have the option of paying student lunch accounts by bringing cash or check to the lunchroom at the schools. Payments can also be made at the office. Online payments can be made at <https://weber.powerschool.com/public/home.html>.

Delinquent Accounts:

Prior Notification:

Child Nutrition will notify parents by email when the account balance is low. Emails will come through a LINQ email address.

Students leaving current school:

When students transfer to another school within the district, move out of the district, or complete their 6th and 9th grade school year, payment of any negative balance is required. Negative balances will not be forwarded to another school. All negative lunch accounts must be paid at check-out.

Procedures for Collections:

Each week for any account that is in the negative, an automatic email is sent to parents every Monday and Thursday at 9:00 am or a letter is mailed by the CNP manager if there is not an email address on file. These emails/letters will continue until the account is brought current or is sent to collection. The email will come from a LINQ email address.

Once an account has reached -\$20.00, the CNP manager will contact the parent/guardian regarding the negative balance, either through phone call, email or text messaging.

Once an account has reached -\$70.00, the principal or designated school staff will call the parent/guardian regarding the negative balance.

Once a quarter, any account -\$100.00 or more will be sent to collections

Ten (10) calendar days before the end of the quarter, a final notice will be emailed/mailed to parents/guardians notifying them that they will be sent to collections in ten (10) days if their current balance, plus any additional accrued balance, is not paid in full or a payment plan not set up.

Refund Procedure:

All positive balances in a student's account will roll into the next year.

After graduation, the balances of seniors with siblings within the district will be transferred to those siblings. For seniors with balances that don't have siblings within the district, any balance with at least \$10.00 will be automatically refunded at the end of the school year. Refunds for any balance less than \$10.00 must be requested by the parent. Otherwise, it will be donated to the CNP donation account to help students in need.

Voiding Meals

If a parent feels a meal charge is incorrect, they must notify the kitchen manager or the WSD Child Nutrition Department within 60 days of the meal charge. Each discrepancy will be researched and the charge will be voided if necessary. If an incorrect meal charge is reported after the 60 days, the charge will not be voided and the family is responsible for the balance of the charge.

Transactions can be viewed by creating a free Linq Connect Account (<https://lingconnect.com/main>). Once you create your accounts and add your students, go to the menu on the left hand side, click "History" and then "Purchase".

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Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

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