

LONE OAK ISD FOOD & NUTRITION SERVICES DEPARTMENT  
2020 / 2021 MEAL CHARGE POLICY

Dear Buffalo Families,

All meals served by the Food & Nutrition Services Department (FNSD) meet the requirements as established by the United States Department of Agriculture and the Texas Department of Education. The school meal program aims to provide nutritious meal to students and staff during the school day.

**School Meal Applications:**

Students may receive breakfast and lunch at no charge or a reduced rate if they are categorically eligible or eligible based on income. The qualification is based on Federal poverty guidelines. Families may submit applications at any time during the school year to become eligible for free or reduced meals. For example if the household experiences a change in financial circumstances, an acute setback, such as job loss or long-term illness, families are encouraged to apply. Because of the year-long duration of eligibility, households certified for free or reduced price meals are not required to report changes in their household income or categorical eligibility status. Once a student is approved for free or reduced price school meals, their eligibility status remains in effect for the duration of the school year. Additionally, **students carry over their eligibility status for 30 operating days into the following school year, or until a new eligibility determination is made, whichever comes first.** Students who do not qualify for free meals may purchase meals at a subsidized cost, at either the reduced price when qualified or the paid rate.

**Ways to add money and track your student lunch accounts:**

\*Online at [www.loisd.net](http://www.loisd.net) –follow the Lunch Money Now link on the home page. There is a \$2.50 non-refundable fee to use this service. Conveniently check payments on account, balances and transactions. Parents are requested to please sign up for low balance alerts by text message or email-these are free features of this service.

\*It takes approximately 30 minutes for deposited funds to receive verification and be added to students accounts using this method.

\*Check: Put the check in an envelope with student ID number, first and last name and what it is for.

\*Cash: (We prefer checks since cash cannot be tracked and verified) Put the cash in an envelope with student ID number, first and last name and what it is for.

**Angel Fund feature:**

You can donate funds to students in need by going to the school website and logging on to Lunch Money Now. Funds will be donated to students meals on a case by case basis after all benefits and collection procedures have been exhausted.

**The following Meal Charge Policy is to be strictly enforced on every campus:**

\*Students will be allowed a maximum of \$10.00 in meal charges.

\*Students/Parents will be notified by email when they exceed the \$10.00 meal charge.

\*Notification will be communicated privately with individual families about their students' outstanding balance by letter, email (if provided), or phone call.

\*FNSD will continue to serve students who are unable to pay for the regular reimbursable meal at the time of service, while Student/Parents are still incurring the cost of reimbursable meal.

\*FNSD will communicate the balance of student account at time of Point of Sale at the Middle and High School cafeterias. FNSD will also communicate all staff balances at Point of Sale.

\*Students must have money on their accounts or cash to purchase any ala carte items, extra entrees or extra meals. No student, regardless of eligibility, will be allowed to charge these extra items. Students must check with cashier to make sure they have money on their account before getting these extra items.

\*Accounts left unpaid for a period of two weeks will have progressive steps of collection initiated.

\*Students are not allowed to make purchases on other students meal account at any time.

\*Due to mandated requirements for students, all staff and adults will be expected to adhere to the same guidelines.

**Collection Procedures:**

\*It is the responsibility of the parent to know the balance of their child's lunch account.

\*At a minimum, Negative Balance Notices will be sent home when the student reaches -\$10.00 on their account. It is the responsibility of the parent and the student to make sure the parent receives the written notice from their student. This letter will state the balance on the account on the date of the letter.

\*Progressive steps in collection of funds due:

1. Negative letter is sent home once student reaches -\$10.00

2. A system generated email is sent when student reaches -\$10.00

3. Email or phone call is made by FNSD when student balance has remained negative over -\$25.00 for a period of two week.

4. Documented collection methods that have not been successful in obtaining payment for student outstanding balances will be referred to administration at the attending campus.

5. Administration will attempt to obtain payment for student outstanding balances and convey that this may impact the students' ability to receive academic awards as well as their report cards.

\*It is the responsibility of the parent/guardian to provide current contact information for all methods of contact.

\*INSUFFICIENT FUNDS: If FSD receives a returned check for insufficient funds an alert will be placed on students account to not receive checks from students household in the future.

If you are having difficulty providing for your students' breakfast or lunch, please call the Food & Nutrition Services Department at 903-662-5151x5255 to discuss options for your student. We feel it is important for students to have healthy meals as it helps promote a positive learning environment.

**Additional Considerations:**

\*Unpaid student accounts may be brought current by funding with Angel Fund monies if available. Funding from the Angel Fund account is by a case by case basis after all benefits and collection process is exhausted.

\*Donations to the Angel Fund can be made by logging in to Lunch Money Now on the school website.

\*Unenrolled students with negative balances; please check student meal account before unenrolled. Every effort will be made to bring the account current by contacting parent/guardian before grades are transferred. If this is unsuccessful, Angel Funds, if available, will be used to cover the overdue balance.

\*Withdrawing students with positive balances; please check student meal account before withdrawing. It is the responsibility of the parent/guardian to request, preferably in writing, at the time of departure the amount of funds available from the student account. These funds may be made payable at regular intervals as determined by the accounts payable office, transferred to another student still attending the district, or donated to the Angel Fund, once all charges to students' account have been satisfied.

\*Unenrolled students with positive balances; for all paid accounts with any remaining funds that have not been requested for a period of 60 days, after date of withdrawal on record, will be considered a consent to donated to the Angel Fund.

\*The Angel Fund is made up of community monetary gifts and parent donated funds.

\*A copy of this policy will be given to all students at the time of enrollment or at the beginning of the new school year in addition to the Application for Free/Reduced Meals.

\*A copy of this policy shall be present in the student handbook for each campus.

\*A copy of this policy will be distributed at such a time as deemed necessary by FNSD with communication regarding student overdue account balances and the collection there of.

\*A copy of this policy will be made available to all staff and included in the staff handbook.

\*A copy of this policy will be posted on [www.loisd.net](http://www.loisd.net) site, in the FNSD section.

Thank you for your cooperation and understanding which will ensure the success of our districts food service program.

Lance Campbell  
Superintendent

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) 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. Additionally, program information is available in languages other than English. To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410 fax: (202) 690-7442; or email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider.