

Evansville Community School District National School Lunch Program Negative Balance Procedures

The Evansville Community School District and Taher Food Service encourage parents/guardians to pre-pay meals for their children thereby eliminating situations that could develop during lunchtime because of negative balances or failure to bring lunch money to school.

The district offers two options for parents/guardians to pre-pay for meals.

- A.** Pre-payments for lunch can be made through the e-Funds for Schools website located at <https://eps.mvpbanking.com/cgi-bin/efs/login.pl?access=55572> or can be accessed thru Family Access or the districts website/Food Service Department. A \$1.00 per transaction processing fee will be charged for each transaction.
- B.** Cash and check payments will continue to be accepted at each school or district office.

Deposits may be made by electronic funds transfer, mailed to, dropped off at the district office or dropped off at any of the schools. Deposits made no later than 8:30 a.m. will be reflected in service line balances that day. Deposits should be sent in an envelope, which is labeled with the student's first and last name and the amount of the payment. All checks are to be made payable to the Evansville Community School District.

Parents/guardians will be able to and are encouraged to monitor their children's lunch account activity through Family Access. This system can be used to confirm payments have been received, make payments, and monitor account activity.

Family Access also has the ability to automatically send out auto email notifications to parents/guardians as the family lunch account draws below the \$15.00 amount.

NEGATIVE BALANCE PROCEDURES FOR THE SCHOOL LUNCH PROGRAM

Both the Evansville Community School District and Taher are committed to providing meals to students who choose to participate in the lunch program but also feel very strongly that there is an obligation for parents/guardians and/or students to satisfy all financial obligations to the lunch program in a timely manner. In order to provide students and parents/guardians in the Evansville Community School District with the best possible service, clarity, and accountability surrounding the school lunch program, the following procedures regarding family lunch account balances will be implemented on July 1, 2017:

1. At 2:00 p.m. every day, e-Fund payments will automatically update to family lunch accounts.
2. At 2:05 p.m., an automated e-mail payer balance notification will be sent to family lunch account contacts with a negative balance of \$19.99 or less. A temporary stop will not be put on these accounts.
3. At 2:10 p.m., an automated utility will run and place temporary stops on all students who have a negative meal account balance of \$20.00 or higher.
4. At 2:15 p.m., another automated email payer balance notification will be sent to family lunch account contacts with a negative balance of \$20.00 or higher.
5. A printout will automatically generate at 2:16 p.m. listing all students in grade order who have temporary stops placed on their family lunch accounts. Accounts with temporary stops cannot be used for meal purchases until the temporary stop is removed. This printout will be available for each building principal and building administrative assistant on their Skyward dashboard. Building principals/administrative assistants will contact families about the temporary stop that will be effective the following day.
6. Any email notifications that come back undeliverable or any family lunch accounts with no email address will receive a personal phone call from the Food Service Department letting them know of the temporary stop effective the following day.
7. Each night, 5 days/week, at 5:30 p.m., School Messenger processes automated phone messages for family lunch accounts negative \$.01 or more. The voice mail message states the name of the account, and the account negative balance amount. The voice message also includes additional information pertaining to the account being stopped if there continues to be a negative \$20.00 or more. (Free/Reduced customers are exempt from this).
8. At 9:45 a.m. every day, e-Fund payments will automatically update to family lunch accounts.
9. At 10:00 a.m. every day, 5 days/week, an automated utility will run and remove the temporary stop for each student where the family lunch account is in the positive after monies have been posted for the day.
10. At 10:02 a.m. every day, a printout will automatically generate listing all students in grade order who have temporary stops still placed on their family lunch accounts. This printout will be available for each building principal and building administrative assistant on their Skyward dashboard. Building principals/administrative assistants will use this printout to communicate with their respective student(s) on "temporary stop" status. Students will not be able to purchase meals or any food items while on temporary stop status.

Students with No Money for Lunch or a \$20.00 Negative Lunch Account Balance:

Elementary/Intermediate School level:

1. Family lunch accounts with balances higher than negative twenty dollars (- \$20.00) for which payment arrangements have not been made are subject to a temporary stop status which prevents the student(s) from participating in the lunch program until such time as the negative balance is addressed. Students will be required to use a "Visitor Lunch Code" established for each building, and can continue to receive lunch with charges being paid by each building until parents/guardians are able to make the necessary deposit to the family lunch account. Parents/guardians will also be responsible for reimbursing each school for lunches charged during their negative balance period.

Secondary Level:

1. Family lunch accounts with balances higher than negative twenty dollars (- \$20.00) for which payment arrangements have not been made are subject to a temporary stop status which prevents the student(s) from participating in the lunch program until such time as the negative balance is addressed. Students will be required to use a "Visitor Lunch Code" established for each building, and can continue to receive a standard lunch with charges being paid by each building until parents/guardians make the necessary deposit to the family lunch account. Parents/guardians will also be responsible for reimbursing each school for lunches charged during their negative balance period.

Free/Reduced Lunch Applications:

- A. Parents/guardians are strongly encouraged to submit free/reduced lunch application forms annually as well as when their household information or income changes. Applications can be submitted at any time and are available during registration or through individual schools as well as the district's website www.ECSD.org under the "Parents" tab.
- B. If you need assistance filling out the forms or have any questions, please contact Jamie Merath in the school business office at (608)882-3383, or online at merathj@evansville.k12.wi.us