

Food Service Question and Answer

Starting out the Year –

- Free and Reduced Applications sent in the mail ahead of the start of school
- Push notifications (text messages) with online option to fill out application
- Tables set up at Back to School open houses with employees available to assist with applications and taking payments for the school year
- Create a chart with cost per month to share with families
 - Work with families to set up automatic payments

		Breakfast			Lunch				
		Full Price PK-6th	Full Price 7th-12th	Reduced	Adult Price	Full Price PK-6th	Full Price 7th-12th	Reduced	Adult Price
Month	Days	\$1.80	\$2.05	\$0.30	\$2.95	\$2.70	\$2.95	\$0.40	\$5.10
August	6	\$10.80	\$12.30	\$1.80	\$17.70	\$16.20	\$17.70	\$2.40	\$30.60
September	20	\$36.00	\$41.00	\$6.00	\$59.00	\$54.00	\$59.00	\$8.00	\$102.00
October	21	\$37.80	\$43.05	\$6.30	\$61.95	\$56.70	\$61.95	\$8.40	\$107.10
November	18	\$32.40	\$36.90	\$5.40	\$53.10	\$48.60	\$53.10	\$7.20	\$91.80
December	16	\$28.80	\$32.80	\$4.80	\$47.20	\$43.20	\$47.20	\$6.40	\$81.60
January	21	\$37.80	\$43.05	\$6.30	\$61.95	\$56.70	\$61.95	\$8.40	\$107.10
February	19	\$34.20	\$38.95	\$5.70	\$56.05	\$51.30	\$56.05	\$7.60	\$96.90
March	16	\$28.80	\$32.80	\$4.80	\$47.20	\$43.20	\$47.20	\$6.40	\$81.60
April	21	\$37.80	\$43.05	\$6.30	\$61.95	\$56.70	\$61.95	\$8.40	\$107.10
May	17	\$30.60	\$34.85	\$5.10	\$50.15	\$45.90	\$50.15	\$6.80	\$86.70
Totals		\$315.00	\$358.75	\$52.50	\$516.25	\$472.50	\$516.25	\$70.00	\$892.50

How do you handle low and negative balances?

- Low balance –
 - Low balance warning at \$10.00 – directly sent by MealTime platform
 - Communication sent home weekly by teacher/homeroom
 - Work with families on automatic payments
 - Refrain from communicating in lunch line
- Negative account –
 - Communication from principal
- Option of serving an alternative meal

Sample Communication

Your student's lunch account balance is at \$_____

Ways to Pay: 1. www.mymealtime.com 2. Write a check to WSD Nutrition Services

Should you have concerns about making payment, please reach out to your building principal.

How do you handle donations?

- Donation directly to a school
 - Apply by percentage of low/negative accounts to that school
- Donation to the District
 - Apply by percentage of low/negative accounts to the District

Meal Account Policy

The Watertown School District Nutrition Services Department has an established meal charge policy in place for all students. The purpose of having a meal charging policy enables our schools to establish consistent and clear food service account procedures throughout the District. It allows the District to maintain fiscal integrity and solvency of the nutrition services department while providing meal options that meet the nutritional needs of our students. We understand that although efforts to keep a child's food service account in a positive standing are there, we understand that there are times where parents may forget or other unforeseen circumstances can occur. Meal charging shall be used as a temporary solution only and does not address a parent/guardian's inability to pay. In those instances, an application for free or reduced meal benefits should be completed and turned in to the school office. A la carte purchasing will be suspended for those accounts in the negative. Parents with students who have a negative balance will receive an email weekly regarding the balance. Depending on the circumstances, parents may receive phone calls regarding the negative account balance. In the event of a lack of communication with the parent, building administration will be notified in an effort to help us reach you. We will never make a child dispose of a meal due to a negative balance. We will never speak to a child regarding a negative balance unless they ask, and we will never do so in a public way. We understand the balance is the responsibility of the parent and not the child.

All school cafeterias use point of sale/cash register systems that maintain records of all funds deposited and spent for each student and those records are available by setting up an account at www.mymealtime.com or by contacting the Nutrition Services Office.

Parents/Guardians may pay for meals in advance via www.mymealtime.com or with a check payable to Watertown School Nutrition Services. Additional information is available on the District's webpage at www.watertown.k12.sd.us. Funds remaining in a student's account at year-end will be carried over to the next school year. Parents of Students that Graduate or Move Away may request that their account balance be refunded to them. Parents of graduates may also request that the account balance be transferred to a sibling's account. These requests shall be made via email or phone call to the Nutrition Services Director and must be made within 60 (sixty) days. Unclaimed balance shall become the property of the Watertown School District Nutrition Services Needy Fund.