

American Academy of Innovation Meal Charges Policy

Purpose & Background. Upon approval, the National School Lunch Program (“NSLP”) will be offered at the American Academy of Innovation (“AAI” or the “School”). The purpose of this procedure is to explain how AAI will notify parents and guardians about: money owed for student meals; the School’s procedures for providing meals if students’ accounts are delinquent; and to assure and remind parents and School employees that students will *never* be confronted or embarrassed about money owed for school meals.

Information Provided to Parents. Prior to or at the beginning of each school year, parents shall receive information from AAI regarding School meals; Prices for the meals; How parents may provide payment for meals; and, the NSLP and how students may qualify for reduced-price or free meals under the programs, including an application for free or reduced-price meals.

AAI shall provide the information described above as follows:

1. Information will be provided to AAI students and families regarding school meals, prices, payments and how to qualify and apply for free and reduced school meals through the following means; school newsletter at the beginning of the school year, printed and available at Back-to-School Night and given to all students on the first day of school. Information will be printed and available in the school office throughout the school year. It will also be posted on the AAI website.
2. During Back-to-School Night, AAI will provide applications for free and reduced-price meals to parents, both by providing printed copies and by providing access to a computer to fill out an electronic application at <https://aaiutah.org>. AAI will also have a computer set up during parent teacher conferences to fill out an electronic application. The School will provide paper applications for parents who do not have access to online forms.
3. Prior to or at the beginning of each school year, and upon a student



transferring to the School during the school year, AAI will provide to the parent of each student a written copy of this policy by having the newsletter which lists the information above in section one available at the front office year-round for parents to access.

4. Applications will be accepted year round and available in a variety of languages at <http://www.fns.usda.gov/school-meals/family-friendly-application-translations>.
5. This policy will be posted on the School's website at <https://aaiutah.org>.

Payments and School Verification. AAI must verify at some point in each student's meal service that the meal is reimbursable or non-reimbursable.

1. If a parent or family qualifies for one of the following programs SNAP, FEP, FRRIP, or Medicaid and has not received a qualification for free or reduced-price lunch letter before school starts, the parent should contact Jana Houston Short at jana.houston@aaiutah.org.
2. AAI will credit meal payments from parents to students accounts within 48 hours, working with banking holidays and schedules. This assures all funds are accurately applied to meal accounts as soon as possible.
3. If a student/family qualifies for free meals, no payments are due.
4. If a family qualifies for reduced-price meals, the school will charge no more than \$0.55 per lunch.
5. The cost of school lunch at full pay is \$3.75 for students and \$5.00 for adults.
6. Parent payment options for student meals may include:
 - a. Parents may make online payments, using debit or credit cards, to allocate funds to individual accounts. To sign up for an account, please go to the following website at <https://family.titank12.com>. Please note that there are additional fees for making payments by credit card. Titan School Solutions, a third-party vendor, handles all online payments;
 - b. AAI also accepts payments by check and/or cash at the Point of Sale (POS) and can make deposits into student accounts, if needed.



- c. Parents may make payments by mail. Payments should clearly indicate the account to which the funds should be credited. Student(s) name and amount to credit per account if funding is needed for multiple students.

Identification of Delinquent Accounts. AAI will identify accounts weekly and notify parents by email of negative balances. AAI may ask students to take notifications addressed to the parent home with them; ***however, the School will not tell students to “remind” their parents to send money to the School. It is the parents’ responsibility to pay the student’s account. Asking students to remind parents is inappropriate.***

The School may use any of the following options (or other reasonable options) for student meals if a student’s meal account is inadequate:

1. Student may bring a sack meal from home;
2. School may continue to provide a meal to students and notify parents that the School will use collection efforts to pay for meals. The School shall maintain documentation of parent notice.
3. School may offer the student an alternate meal and charge the students account \$1.00 for that meal, instead of serving a full meal at the full price

Delinquent Balances & Other Procedures. There is a ***negative \$15.00 limit*** on charge accounts.

1. After the limit, the School *may offer* the student an alternate meal and charge the students account \$1.00 for that meal, instead of serving a full meal at the full price.
2. Lunch accounts with an unpaid balance from a previous school year will not be allowed to charge meals. Students will be allowed to bring a full cash payment for their meal that day, but no charging will be allowed until all past due funds are paid in full.
3. We will notify parents of students with delinquent balances in their school lunch accounts by such methods as:



- a. Weekly e-mail on accounts from negative *\$.01-\$19.99*;
 - b. Phone Call from negative *\$20.00 to \$35.00*; and
 - c. Account turned over to collections *negative \$35.00 and above*.
4. If no payment is received, the account will be turned over to a collections agency when the student's account becomes *negative \$35*. (No federal funds may be used for the collection of funds). AAI will notify parents at least twice annually concerning their procedures for the collection of past-due accounts.
 5. AAI may complete an application for free/reduced-price meals on behalf of the parents, if School personnel have knowledge of the parents' financial circumstances and parents give permission. The School will notify parents that an application has been completed on their behalf (*"Eligibility Manual for School Meals," July, 2015, pg. 45*).
 6. If a student repeatedly has no money in the student's school lunch account and no student meals are provided from home, School officials will consider the circumstances in the home (e.g., potential abuse or neglect, homelessness, etc.) and may contact the AAI social worker and/or Child Protective Services.
 7. AAI will use collection agencies to collect on delinquent accounts.
 8. Lunch accounts with an unpaid balance for students who withdraw during the school year or who will not be returning for the next academic year must be paid in full upon departure. Any unpaid balances will be sent to collections within *20 business days*.

Faculty, Staff & Patrons. As a Child Nutrition Program, our responsibility is to the students of AAI. We welcome parents, grandparents, siblings, aunts, uncles, family members, teachers, aides, administration and any visitors to join us for lunch with our students. Parents and guests may purchase lunch using their student's accounts if there are funds in the account to cover the meals. *All non-student meals are \$5.00*. When any other account besides student accounts hit a zero balance (*\$0.00*), meals may be denied for parents and guests until funds or



a receipt for funds being deposited into the account that day is presented to the point of sale person.

The School will annually provide a copy of this policy to all School personnel who are responsible for or involved in:

1. Collecting payment for meals at the time of meal service;
2. Notifying parents of delinquent accounts;
3. Collection efforts for delinquent accounts;
4. Distributing this procedure and other information about the NSLP;
5. Enforcing any aspect of this procedure.

USDA Nondiscrimination Statement. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and 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:



(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Students, parents, and the School community were involved in developing these procedures. The School will review this procedure annually and revise as needed.

