

MEAL COUNT AND COLLECTION PROCEDURES

Benefit Issuance Policy/Procedure

1. New students and transfers are entered into the Student Information System at the Site Offices by the School Office Staff. The information is exported and imported into the POS through communications daily from the main manager computer. Applications are processed manually and are entered into the POS daily or as necessary at the HS/MS office. Changes in eligibility (including verification) are entered into the POS daily or updated as needed.
2. Applications are available at the beginning of the school year at all sites. Applications are also collected during the district registration. Applications are also available to be picked up at each School Office and also each school cafeteria, including the Child Nutrition Office. We start processing applications as soon as the current school year eligibilities are available and current year applications have been printed. Parents complete applications and can deliver them to the School Office or cafeteria and for faster processing they can bring applications directly to the Child Nutrition Office. Each application is date stamped upon receipt, processed by district staff and input into the POS Software.
3. After the applications have been processed and an eligibility determination has been made a mail merge occurs between the POS system and the approved/denied letter. During peak application periods these letters are merged and mailed home daily. At other times when application processing is not so prominent these letters are done every other day or on an as needed basis as applications are received.
4. Any disputes or disagreements concerning the eligibility determination have to be reported / forwarded to the department coordinator immediately. Any civil rights issues are immediately reported to the Child Nutrition Coordinator and investigated accordingly. The Child Nutrition Coordinator is responsible for informing the Civil Rights Coordinator, Child Nutrition Director and the Superintendent of any civil rights complaints.

Payment for Meals

1. Lundy Elementary School participates in the Community Eligibility Provision so no payments are accepted or needed. Lundy Elementary School will follow all State and Federal Guidelines for compliance with the Community Eligibility Provision Status.
2. Payment/Pre-Payment at the HS/MS and Charter School is accepted at the site daily prior to starting time. Methods of payment accepted are cash and check. Pre-payment is explained in a letter sent to parents at the beginning of the year and encouraged throughout the year by the Cafeteria Worker.
3. All Full Paid students are permitted to charge the equivalent of Two (2) Lunches. (See dept. charge policy) Meals are counted on the day they are claimed. After the first charge the student is reminded verbally by the cashier. After the charge limit has

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been exceeded, the student is given an Alternate Meal that meets all requirements of NSLP. This is a reimbursable meal. ***There is no charge for this meal.***

4. Negative balance letters are to be sent home once per week to ALL students who have a negative balance. Letters are sent to all students with a negative balance regardless of eligibility. Students are still responsible for any charges accrued prior to an application being submitted and approved.
5. At no time is ANY student allowed to charge an ala carte purchase, THIS INCLUDES MILK, JUICE OR EXTRA MAINS. At no time is a free/reduced status student allowed to take milk only as a meal, in order to qualify for a free/reduced priced meal a complete reimbursable meal must be served. If a free/reduced student wants milk only they have to pay for the milk and cannot charge this item.
6. Reduced status students are never denied the meal based on the ability to pay. When any student exceeds the charge limit and has received 5 consecutive alternate meals, the site contacts the Child Nutrition Coordinator and reports the student's name. The Child Nutrition Office then contacts the family to see if any assistance is needed. ***At no time is a reduced student given an Alternate Meal.***
7. Lowell SD will offer parents and guardians the opportunity to pre-pay for meals via an online pre-payment method. The service can be accessed by logging onto www.myschoolbucks.com there is a service fee per transaction charged by the company. Lowell SD gives one (1) free bonus meal for all transactions of \$20.00 or more, per student's account, to offset this cost. We expect this service to be available in Jan 2015.

Medium of Exchange Used

1. The medium of exchange is attached to the student's account in the POS system. The screen only shows the student's name and photo. The student's status is identified by using the "1, 2, 3" method, whereas "1" equals Free, "2" equals Reduced, and "3" is Full Paid. At no time is this method of identification shown to anyone other than the person running the computer. ***There is to be no overt identification of this student.***
2. The medium of exchange cannot be duplicated. It is in the computer system by a unique identifier. The computer allows only one meal per student per session.
3. At the HS/MS and Charter school the Cafeteria Worker checks the student name in on an attendance roster. The Cafeteria Worker sits before the serving line at these sites. At Lundy elementary site the staff member checks a tally sheet of for the number of students who pass through. This staff member is at the beginning of the line. The serving process allows for all students to receive a reimbursable meal. In the event that a student passes the clicker and refuses a meal the server informs the clicker and the count is amended. If a student passes the clicker and refuses a component, for instance the fruit or vegetable, the student is escorted to the salad

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bar by a monitor to select another choice. At Lundy/ Charter the student proceeds to either the hot station or the cold station, upon arrival at either station the student is served and entrée that will include or is served with a minimum of a ½ cup fruit/vegetable, 1 grain serving and 1 M/MA serving. The server insures that the meals are reimbursable before the student leaves the serving window. The students then proceed to a salad bar where they can select from a large selection of fruits, vegetables and the appropriate condiments for the meals being served. A staff member is located by the salad bar to assist students who need help but the compliance of the reimbursable meal occurs at the point of service when the student/s receive their meal. HS/MS, the cafeteria worker sits at the beginning of the line and checks the names of as the students come through the line. The students then proceed to a salad bar where they can select from a wide variety of fruits and vegetables and condiments appropriate for the menu items that are offered. Another cafeteria worker is positioned at the end of the line to ensure that all meals are in compliance with reimbursable standards. If a student is observed to not have all the necessary components to make the meal compliant before they leave the line they are served an item that meets a ½ cup fruit/vegetable. All entrees shall contain at a minimum 1 grain eq and 1 M/MA.

4. Cash is accepted at the serving line during Breakfast hours only. No cash or check transactions are processed during Lunch.
5. **Meal Accommodations:** If a parent or guardian requests a meal accommodation, every effort will be made to fulfill the request. The request must come on the medical statement form. The form must be completed accurately and signed by the appropriate authority. Every effort will be made to ensure that a student with special dietary needs is accommodated. The medical statement form will be reviewed by the program coordinator and a written decision will be returned to the person requesting the accommodation. This may also involve face-to-face or phone conversations, but will always be followed up in writing. If a meal accommodation is made, the cafeteria staff at all sites will go to every length to ensure that no cross contamination or food safety issues arise during the preparation of this meal.

Accuracy of Counts

1. The Cafeteria Worker clicks or checks names to count the meal. The meal count form tracks the number of meals to claim.
2. The Balance Point, or secondary method used to compare the number of meals served is the tray count. The tray count is established by the overall counts supplied to the cafeteria by the Front Office at each site. The number of meals served by the Cafeteria Worker is recorded on the transportation sheet. This number is compared with the number of meals registered by the clicker or name checker each day.
3. The district uses the Food Based Menu Planning system.

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4. The district uses Offer vs. Serve, which requires a student to take a set amount of meal components. Breakfast, four (4) components are offered, unless during a two-bread breakfast where no protein is offered. Students must take three (3) menu items. Lunch, five (5) must be offered, with three (3) taken. All meals must meet reimbursable standards.
5. All reimbursable meals are accountable in the following manner:
 - a. Elementary/ Charter School

At the elementary schools the student's names are checked at the beginning of the line. Upon entering the cafeteria the students line up before the person checking the names. Each student is checked off as having received a reimbursable meal using the medium of exchange. At no time can a student on the list have two meals at the same time. At all sites the end count must match the tray count. Upon leaving the POS system the students choose to go to the hot line or the salad/sandwich line. Each entrée is served with a 1/2 cup fruit or vegetable or a combination of both, thus ensuring when the student leaves the service window they have received a complete reimbursable meal. Based on menu planning this 1/2 cup fruit/vegetable/combo is either served with the entrée or incorporated into the entrée. After the student receives the reimbursable meal they then pass through a fresh fruit and vegetable salad bar where they may add additional fruits and vegetables if they wish. A staff member is located at the end of the fruit/vegetable bar, since we have ensured that the student has a reimbursable meal when they leave the service line, this staff member is responsible for encouraging students to try new fruits and vegetables rather than be there in an enforcement role.

- b. Middle School/High School

At the MS/HS the server is at the end of the line. The staff member at the end of the line is responsible for ensuring that all meals are fully reimbursable before the student leaves the line. Any student who arrives at the server for their entrée without at least one 1/2 cup fruit or vegetable or combination off is asked to go back and get the required item from the list of available choices or is served an equivalent 1/2 cup serving of fruit or vegetable, usually a juice or a bag of baby carrots. The student's meal then can be entered into the POS.

6. Portion size adjustment is made for different age groups.
7. Field trips are handled as follows:

We will provide a free fully reimbursable meal for each student going on a field trip. This will prevent overt identification of free and reduced students. The teacher supplies a count to the site kitchen two weeks in advance, some exceptions do apply. When the count is supplied to the site kitchen a list of students with allergies or special meal accommodation requirements must be attached. The kitchen prepares the meals based on the count and transports the order to the cafeteria on

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the date and time requested for distribution to the requesting teacher. Upon completion of the meal service a list of every student who was served a full reimbursable meal is given to the cafeteria clerk to enter into the point of sale system. The written record must be retained.

8. Adult and ala carte meals are tracked and listed separately in the computer system.
9. Seconds or dropped meals are not counted in the daily meal count.
10. When students work in the cafeteria, their meals are logged in at the end of service. These meals are reimbursed based on the student's status. Student helpers are not charged for their meal.
11. The back-up in the event of a check in person not coming to work or is unable to find the student list is as follows. In the event this occurs, an up to date roster of all students at the site is available to the cafeteria staff. Once per month, on the first business day of the month, cafeteria staff prints out two copies of the attendance roster and keeps them on file in the serving area. This roster is an alphabetical list of all students at the site. One copy is reserved for use at breakfast and one copy is reserved for use at lunch. In the event of the absence of the regular clerk, the roster is used to check off the names of the student who have eaten a full reimbursable meal. If a new student comes in that is not on the roster, their name is manually added to the list. The roster is then forwarded to the Child Nutrition Office for filing and input into the POS system. If the roster is not used in that month it is shredded and a new roster is printed on the first business day of the new month. Any monies cash or check that is accepted during a power outage or while the regular staff member is absent should be hand written into the roster. After the meal period, normal banking procedures should be followed.
12. The same computer system is used for Breakfast and Lunch.

Reports and Internal Controls

1. A sales and meal count report is generated daily and then also at the end of the month. At the end of each day, at the cafeteria sites, the number of meals recorded on the meal count roster is matched with the tray count to ensure accuracy. Once the numbers are confirmed the end of day process is completed at the site. Each day after meal service is complete the meal count roster is sent to the person responsible for entering the meal count data into the POS system. This transfer of data occurs each school day. The data is transferred to the POS where department administrative staff has access to the information for analysis and claim purposes. At the end of the month the staff member responsible for preparing the claim has access to the prior month sales information.
2. The monthly computer printout for daily sales and meal counts is compared with the daily printouts.

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3. Money is taken at the HS/MS and the Charter School, the money is counted and reconciled at the sites and then sent to the Nutrition Staff member at the site for inputting into the POS system.
4. All deposits and online pre-payments (when active) are reconciled by the admin staff at the corresponding site.
5. Child Nutrition Management will complete the Site Monitoring form annually. Child Nutrition Management will make every effort to visit each site daily.
6. Menus will be monitored and approved by the Child Nutrition Director. Serv Safe training and exam will be conducted annually at the beginning of the school year for Staff and throughout the year when necessary. Quarterly child nutrition in services will be conducted by management for staff and will be ongoing as necessary on topics such as Food Safety, County Health Code, HACCP, Offer vs. Serve, Production and Transportation Sheets, Personal Hygiene, Health and Safety, and Civil Rights.

Civil Rights Processes/Procedures

1. The current nondiscrimination statement is:

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call 866-632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339, or 800-845-6136 (Spanish).

2. With the exception of the meal collection procedures and the free and reduced applications we utilize the short version of the above statement for example on our menus it says "USDA and Lowell School District are equal opportunity providers and employers".
3. All reports of discrimination should be handled with a high degree of seriousness. Any time anyone comes into your site and uses words indicating they feel discriminated against, you should contact your supervisor immediately. Please extend the department coordinators business card to anyone who needs it and assure the person that we take their issue seriously and that it will be addressed promptly.
4. Any claims of discrimination will be investigated by the department Director or their representative and if a solution cannot be found, or at the choosing of the person

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making the claim, the issue will be handed over to the district Civil Rights Coordinator.

5. The district Civil Rights Coordinator is Kay Graham/Principal.

The And Justice for All posters (Statue of Liberty) must be posted at all sites where food is served, all School Front Offices, and all Child Nutrition Offices. The poster needs to be visible to the public.