

LUCKIAMUTE VALLEY CHARTER SCHOOLS

MEAL COUNT AND COLLECTION PROCEDURES

Benefit Issuance Policy/Procedure

1. New students and transfers are entered into the Student Information System by the Food Services Director (FSD). Applications are processed through the POS Software and are entered into the POS daily or as necessary at the FSD office. Changes in eligibility (including verification) are entered into the POS daily or updated as needed.
2. Applications are available at all times on our website and in the main office. Applications are collected during school registration and open house. We start processing application as soon as the current school year eligibilities are available and current year application has been printed. A mailing before the beginning of the school year goes out to all families that include income eligibility guidelines and confidential applications. Completed applications can be mailed, emailed or hand delivered to the school office. Each application is dated upon receipt and processed by inputting into the POS Software by FSD.
3. After the applications have been processed and an eligibility determination has been made by FSD and POS Software a letter or email is sent to applicant as notification. At the end of July an export from ODE Direct Certifications is collected and imported into POS Software. SNAP Letters are then generated and mailed out to parents.
4. Any disputes or disagreements concerning the eligibility determination will to be reported to the Executive Director. Any civil rights issues are immediately report to the Executive Director and investigated accordingly. The Director will make a determination and notify parents in written communication within 5 working days.

Payment for Meals

1. Payment/Pre-payment is accepted at the office and online through Mealtime. Prepayment is explained in a letter sent to parents at the beginning of the year with instructions on how to create an account. Methods of payment accepted are cash and check. The Food Service Director inputs all deposits in POS Software. Students are encouraged to deliver any monies to the FSD office to pay on their account.
2. Negative balance emails are sent home once a week to ALL students who have a negative balance. Emails 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. A follow up phone call will be made if the balance exceeds \$25.00.
3. All meals served will be a complete reimbursable meal. Only the FSD knows the status of eligibility as it is confidential, therefore no students are denied a meal based on the ability to pay.

Point of Sale – Meals are served vs offer

1. The student is in the POS system using a unique identifier that is not duplicated. The screen shows only the student's name and pin number. There is no overt identification as to the eligibility of any student.
2. The serving process at Bridgeport is as follows:
 - a. Student picks up his card that has their name, student ID and barcode.
 - b. Proceeds to the window where they are served a tray with all the components that make up a reimbursable meal. Student has the choice to pick 1 of 2 milks provided, non-fat chocolate or 1% white. Milk must be served with every meal. A student can make a request of a substitute of soy milk. Any other milk substitute must have a written medical statement form that has been approved by the program coordinator. Juice is never a substitute.
 - c. Scans card into the POS system; places card in basket. Cafeteria Personnel assist and monitors for accuracy and to ensure all components are on tray.
 - d. Staff member prints out a report of meals served in POS system and checks to see if the amount matches up with the DVR and what was served. A review is made to ensure no second meals were served.

3. The serving process at Pedee is as follows:
 - a. Student picks up his card that has their name, student ID and barcode.
 - b. Proceeds to the window where they are served a tray with all the components that make up a reimbursable meal. Student has the choice to pick 1 of 2 milks provided, non-fat chocolate or 1% white. Milk must be served with every meal. A student can make a request of a substitute of soy milk. Any other milk substitute must have a written medical statement form that has been approved by the program coordinator. Juice is never a substitute. Student drops card in a basket.
 - c. Cafeteria Personnel takes the cards and marks the names on a roster sheet. Personnel take the roster and inputs into POS system and checks to see if the amount matches up with the DVR and what was served. A review is made to ensure no second meals were served.
4. **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 and Internal Controls

1. The meal count form (DVR) and the POS system tracks the number of meals to claim. 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.
2. The school uses Serve VS Offer. All reimbursable meals are served to the student first before they are allowed to enter their card into the POS system. The cafeteria personnel ensure that all components are on the tray and meal is entered into POS.
3. Adult meals are tracked and listed in point of sale system. They are not considered reimbursable meals, but are to be paid in full by the adult. Monies can be prepaid on their account in the same manner as all students.
4. Seconds or dropped meals are not counted in the daily meal count.
5. Once per month, on the first business day of the month, a roster is provided to cafeteria staff and is kept on file in the serving area. This roster is an alphabetical list of all students at the site. 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 Food Service Director for filing and input in 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 that are accepted during a power outage or while the regular staff member is absent will be handwritten into the roster and then turned into the Food Service Director.
6. Food Services Director will complete the Site Monitoring form annually. Menus will be monitored and approved the FSD. Child Nutrition Management will make every effort to visit each site weekly.
7. Safe school trainings and exam will be conducted annually at the beginning of the school year for staff and throughout the year when necessary. 4 hours of annual training 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 Sheets, Personal Hygiene, Health and Safety, and Civil Rights. Training will be a combination of online and In-service throughout the year.

8. **Field Trips:** The teacher supplies a count to the FSD two weeks in advance of sack lunches needed. On the day of the field trip the cafeteria distributes meals into a cooler. A sack lunch form is placed in cooler with the temperature of the food notated. At the time of serving food, temperature will be taken and logged on form. Upon completion of meal service a list of every student who was served a meal is notated on the form and is given to the FSD to enter into the POS system. The written record must be retained.

Civil Rights Processes/Procedures

1. The current nondiscrimination statement is:

The U.S. Department of Agriculture prohibits discrimination against its customers, employees and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint form, 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 call (866)632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer

2. All reports of discrimination should be handled with a high degree of seriousness. Anytime someone comes into your site and uses words indicating they feel discriminated against, you should contact your supervisor immediately. Please assure the person that we take their issue seriously and that it will be addressed promptly. Any claims of discrimination will be investigated by the Executive Director or the Civil Rights Coordinator, Tammy Pryce.

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