

# **COLDSRING-OAKHURST CISD CHILD NUTRITION DEPARTMENT**

## **FREQUENTLY ASKED QUESTIONS**

### **How can I make deposits to my child's account?**

Prepaying for school meals is a safe, efficient way to pay for your student's meals. You may pay by check or cash. If paying by check, please include your student's name and ID# in the memo section of your check. If you have students at different campuses, please make a separate check for each student and submit to each cafeteria.

Cash or check deposits may be made at anytime the cafeteria is open for business. However, to better serve you and insure that money is on your student's account prior to meal service, please make payments in the mornings.

Another safe and efficient way to pay for your student's meals is to log on to [www.MealPayPlus.com](http://www.MealPayPlus.com) . Once you create an account you can apply money, view and monitor your child's meal account. If you do not have internet access you can call 866-695-3422.

### **What is my child's account number and where can I find it?**

Your child's account number is their student ID#, which is the 6 digit number assigned to the student upon enrolling at Coldspring-Oakhurst CISD. This number will belong to your child throughout their time at Coldspring-Oakhurst CISD.

### **What happens if someone uses my child's account?**

Student meal account numbers are their student ID numbers. This number should be kept confidential and should not be shared with other students. If the number is used by someone other than the legitimate holder, the register will notify the cashier that the number has already been used for the purchase of a meal that day. If this should happen, the student or parent should contact the cafeteria manager to take the necessary steps to rectify the situation. Upon notification of fraudulent ID usage, a flag will be placed on the students account to alert the cashier to verify the students' identity before allowing any purchase.

### **What happens to my child's money at the end of the school year?**

If your child has money left on his/her account at the end of the year, the money will be available on the first day of the following school year. Account balances roll over from year to year.

### **What is the districts policy on charging?**

Coldspring-Oakhurst CISD has a "No Charge" policy.

When a student's account balance is low, the cashier will provide a notice to elementary students and remind secondary students at the register that their funds are running low. Parents are encouraged to call the cafeteria to monitor student balances.

### **Can I get a print out of what my student has eaten?**

The computer system used by COCISD in the CN Department can produce a report that shows what your child has eaten and any funds deposited to their account from the first day of school. Please contact the cafeteria manger if you would like to view your child's account information.

### **How can I get a refund on my child's account?**

Food Service refunds are granted in special circumstances. Refund requests are only granted to students who withdraw from COCISD, graduate from COCISD, or have been approved for free or

reduced price meals after making a deposit to their account. Parents are the only individuals who may request the refund. Please fill out the "Account Refund Request" form located on the Child Nutrition page on the COCISD website.

**My child has a food allergy or is on a special diet, what can be done?**

If your child has a food allergy or has another medically diagnosed dietary need, special meal considerations will be given. Parents must submit documentation from a physician of the special need to the school nurse and the Child Nutrition Department. For further information on this subject, please contact Dinah Redden at 936-653-1108.

**Who administers the Coldspring-Oakhurst CISD school nutrition services?**

The Coldspring-Oakhurst CISD Child Nutrition Department is overseen by Dinah Redden, Director of Child Nutrition. Coldspring-Oakhurst CISD participates in the National School Lunch Program and the School Breakfast Program which are administered by the USDA. In addition to the USDA, the Child Nutrition Department follows regulations set forth by the Texas Department of Agriculture, local health departments, and the Board of Trustees.

**How do I apply for free or reduced meals?**

You must complete a Coldspring-Oakhurst CISD application for Free and Reduced Meals and submit to the Child Nutrition Department for review. Applications are sent home with each student at the beginning of the school year. Any other time during the school year you may contact the Child Nutrition Department, your school cafeteria manager or your school's front office to receive a copy of the application.

**How long will it take for my application to be approved?**

Regulations provide Child Nutrition Departments up to 10 operating days from the time the application is received to process an application and determine eligibility. The COCISD Child Nutrition Department prides itself on our service to our customers and aside from the first two weeks of school, applications are normally approved the same day or the following day after it is received. Delays will arise when there is missing or unclear information. Please be sure and complete the entire application for faster processing.

**Do I have to fill out a new application each year?**

Yes. However, if you are approved for free and reduced meals at Coldspring-Oakhurst CISD at the end of the school year, your status will be in effect for the first 30 days of school or until we receive a new application, at which point the new status will take effect.

**Why do staff and visitors pay more for meals than students?**

The Child Nutrition Department receives federal reimbursement for each student meal served in the district. We do not receive federal reimbursement for meals sold the school staff or visitors and are required to charge more for these meals to cover our costs. The price of school meals is significantly less than what people pay at a restaurant for the same type or amount of food.

**How much taxpayer money is used in the Child Nutrition Department?**

The Coldspring-Oakhurst CISD Child Nutrition Department is a self sustaining operation. No funds for the Coldspring-Oakhurst general fund are used in the operation of the food service department. In fact, the Child Nutrition Department relieves some of the financial burden to the general funds for utility costs by absorbing the department's share of those utility costs. Child Nutrition receives all of their

funding from the federal government in the form of reimbursement and cash payments made by customers.