



Food Services:

Overview of Communication Efforts to Reach Parents With IOU Balances

Multiple and repeated pro-active efforts to reach parents directly were made by our Food Services Department to collect outstanding funds prior to the start of the current school year.

Communication Method		
2007-08	Elementary Schools	Middle and High Schools
First half of the school year: Letters sent twice a week via kids' backpacks.	√	
Second half of the school year: Letter sent once a week via kids' backpacks – effort to reduce teacher involvement, time, and paper.	√	
At least once a month families owing \$6.75 or more would get a negative balance letter via US mail.		√
In April 2008, began using an electronic phone messaging service twice a month to all families owing over \$50.00.	√	√
By the end of May 2008, we included <u>all seniors</u> * with a negative balance in our electronic phone message. *Seniors must pay all outstanding fees and dues (e.g. overdue library books) in order to receive the copy of their diploma upon graduation.		√
2008-09		
In preparation for the current school year, all households received via US mail a letter dated August 18, 2008, explaining the \$10 maximum IOU policy as well as school meal fee rates, and free- and reduced-price lunch application materials.	√	√
In preparation for the current school year, all households received a voicemail asking them to be on the look out for important information.	√	√
Beginning August 29 – to present – All households owing more than \$10 per student receive a weekly voicemail explaining: <ul style="list-style-type: none"> • The amount of the negative balance for each student in that household; and • Methods it could be paid. 	√	√
Prior years' efforts have included:		
Food Service workers at each school calling households with negative balances directly, often leaving voicemails.	√	√
June 2007, all families received a letter discussing the benefits of a payment system MyLunchMoney.com, which gives access to student balances on a daily basis and provides low balance reminders if selected by the user.	√	√