



Procedures for School Cafeteria Meal Accounts



Dear Portland Public Schools Families,

PPS Nutrition Services takes pride in providing students with delicious, high quality, nutrient-rich meals to support learning. Under no circumstance do we want a child to go without a meal. It is the responsibility of a parent or guardian to either prepay for school meals, provide a breakfast/lunch from home, or complete a meal application to receive free or reduced meal benefits. We understand families have busy schedules which is why we make every effort to communicate with families about the status of their student's meal account balance.

Student Meal Accounts

Each student has a personal debit account linked to their PPS student identification (ID) number. A student's identification number can be found on their fall registration form. Students enter their ID number on a key pad at the register to purchase a meal. **Students will only be able to purchase one breakfast and/or one lunch per school day. Additional meals and a la carte milk are not available.** A transaction report can be printed for any student account from your SchoolCafe account, your school cafeteria or from the Nutrition Services central office.

Meal Prepayment Options

It is the responsibility of the parent or guardian to PREPAY for school meals so lunch money is always available for students throughout the school year. All balances rollover from the prior school year.

There are three prepayment options:

1. Enroll and use the online prepayment service SchoolCafé. Credit/debit cards can be used online, but not accepted in our school kitchens.
2. Bring a check made payable to PPS Nutrition Services. Please include the student's name and student ID number.
3. Provide a cash prepayment to the cafeteria. Cash back is not provided. Any remaining change will be added to a student's account balance.

Meal Account Communication

When a student's account is low or out of money, families will be contacted. Families will receive phone calls and emails weekly. Families without an email address on file may receive a letter to their home address. Contact your school's cafeteria or visit www.schoolcafe.com to review your student's account balance and setup notifications for low or negative balance alerts. If you have other questions, contact our central office at 503-916-3399 or visit www.pps.net/nutrition for more information.

SchoolCafé

SchoolCafé is a secure, online system for families to make payments and fund their student(s) cafeteria meal account, set low balance alerts, review your student's buying history and submit and review your household meal application. To enroll, go to www.schoolcafe.com. After registering, you can add students to the account. You'll need the child's student ID number and school. There is no charge to register and view your student's account. When making prepayments to a student's account there is a \$15.00 minimum and a 5% fee. In one transaction, prepayments can be added to multiple students in a household.



Information About Meal Benefits



If You Were Approved Last School Year (2017-18) for Meal Benefits

Free and reduced meal benefits begin on the day a meal application is approved and expire at the end of each school year. If there is no new approved application on file, students will be charged full price for school meals beginning Tuesday, October 9. Please check the 2018-19 federal income guidelines before submitting a meal application. If benefits are denied or reduced when the NEW application is processed, families will receive a 10 days' notice before benefits end. Meal applications can be submitted online at www.schoolcafe.com or using the SchoolCafe app on any iOS and Android mobile device. To submit a meal application online, you will need to create a SchoolCafe account. If you have meal benefits questions or did not receive an approval letter, please call the PPS Meal Benefits Office at 503.916.3402 or email mealbenefits@pps.net.

New to Free and Reduced-Price Meal Benefits

Any household that meets the 2018-19 federal income guidelines can submit a meal application any time during the school year to see if they qualify for free and reduced-priced meals. Please note, families purchasing school meals pay full price until applications are processed and approved. Families may opt to provide a meal from home during the approval period. Applications can be submitted online at www.schoolcafe.com. Paper applications are available at the school office, cafeteria or online at www.pps.net/nutrition. Please return paper applications to the school cafeteria or mail to PPS Nutrition Services, 501 N. Dixon St, Portland, OR 97227.

Who Does Not Need to Submit a New Meal Application

Households who received a 2018-19 PPS Direct Certification Notification letter stating the approval was based on SNAP, TANF, FDPIR benefits or being categorically eligible (i.e. homeless, migrant, foster).

Students attending a Community Eligibility Provision (CEP) school where all meals are provided at no charge to all students. For a complete list of schools, go to www.pps.net/nutrition.



Please visit the PPS Nutrition Services website at www.pps.net/nutrition to access information on menu calendars, allergy information, carbohydrate counts. Follow us on Facebook at www.facebook.com/pps.ns. All the food shown in this document was prepared and served by the PPS Nutrition Services Department.

This institution is an equal opportunity provider.