

## Food and Nutrition Department - Most Frequently Asked Questions

### **Q. What is offered to students?**

A. CCPS provides the opportunity to purchase breakfast and lunch daily in all schools.

### **Q. What makes up a BREAKFAST meal?**

A. Breakfast meals consist of, two whole-grain offerings (we may substitute one protein offering for a grain offering), a fruit offering and an 8 oz. serving of fluid milk. A student must take three of the four offerings. Students must take a fruit offering as required by The Healthier Hunger-Free Kids Act of 2010.

### **Q. Is my child required to take milk with their meal?**

A. Children are *not required to take milk*. Milk is an offering. Students may refuse any one item in the breakfast.

### **Q. What makes up a LUNCH meal?**

A. Lunch meals are made up of up to five offerings. To qualify as a meal, a student must take three of the five offerings and at least one of these must be a fruit or vegetable. The offerings are 2 oz. of protein, one-grain offering, 1 serving of vegetables, 1 serving of fruit and 8 oz. of fluid milk. Most of the entrée offerings on our menu contain two offerings.

An example is pizza is a grain offering for the crust and a protein offering for the cheese

### **Q. Does each student have a lunch account?**

A. Every student has a meal account. The meal account is used for a student to purchase breakfast and lunch.

### **Q. What is my child's account number?**

A. The account number is the same as your student ID. ID numbers can be found on the student class schedule or by calling your students school.

### **Q. How do I add money to my child's account?**

A. We take cash and checks at the schools at lunch.

*We do not take money during breakfast so that we can serve the student as fast as possible.*

You can put money on student account online at [www.MyPaymentsPlus.com](http://www.MyPaymentsPlus.com). There is no charge for this service. Each student has two accounts, MEAL and GENERAL

**MEAL account** - this account is for complete meals only. Students cannot buy items like bottled water or snacks. Only complete meals can be purchased with this account. If you want to restrict your student from buying a la carte items, this is the account where you should apply your funds.

**GENERAL account** – With this account, students may purchase any item sold in the cafeteria serving line, including meals.

**Q. I put my child's money on the wrong account can I change it?**

A. Yes. Contact the Food and Nutrition Services Department at 301-392-5570 and someone will assist you.

**Q. Can I call MyPaymentsPlus?**

A. Yes. The number is 1-877-237-0946

**Q. Can I monitor what my child is buying?**

A. Yes. You may monitor what your student is purchasing on-line at [www.MyPaymentsPlus.com](http://www.MyPaymentsPlus.com) free of charge.

**Q. Can I get a refund on my child's account?**

A. To request refunds, contact the Food and Nutrition Manager at your child's school. Refunds generally take about 2 weeks to be mailed to the home on record.

**Q. Where do I find the menu?**

A. CCPS menus are on-line at [www.ccboe.com](http://www.ccboe.com) . Select the school and meal.

**Q. My child has allergies to some foods, where and how do I notify the school?**

A. You should talk to the nurse at your child's school; they can provide you with the correct form. We request that you take the form to your doctor and have their medical staff complete it. The form should be returned to the school nurse who will record the allergies in their system and send the information to the Food and Nutrition Service Department. Once entered in our system an alert will come up every time the student comes through the serving line and enters their student ID in the cash register. Allergens are listed for each item on the menu website.

**Q. Do I need to update my child's doctor's note every year?**

A. Once Food and Nutrition Services receives your doctor's note and enters it into the system it will remain in effect until we receive an updated note from a medical provider, a note from the parent, or your child graduates from school. Please contact the school nurse at your school for more details on their policy.

**Q. Every year my child brings home a meal application; am I required to submit a meals application?**

A. No, you are not required to submit a meal application. Because not every household has access to apply on-line, we send home paper applications with every student to ensure that applications are available to every household and everyone has the opportunity to apply for benefits.

**Q. I have children in two different schools; do I need to submit an application for each?**

A. NO. Please only submit one application for your household.

**Q. How long does it take to get a decision on benefits?**

A. We have 10 business days to process an application once it is received in the Food and Nutrition Services Department. Online is the fastest way to have your application processed.

**Q. How will I be notified?**

A. We will send a letter with the decision to the address on file with your registered student.

**Q. My employment status changed; can I submit a new application?**

A. You can submit a new application at any time.

**Q. Who do I contact if I have a question about my child's meal account?**

A. Contact the Food and Nutrition Services Manager at your child's school.

**FREE AND REDUCED PRICE MEALS**

Students may qualify to receive free or reduced-price meals based on household size and income. They may also qualify if they are receiving Food Supplement Program (FSP) or Temporary Cash Assistance (TCA) benefits.

Families may apply for meal benefits by completing an Application for Free and Reduced-Price Meals for the current school year. A paper application is sent home with students at the beginning of the school year. Blank applications may also be picked up at any CCPS school. All students in the family should be listed on one application only. If your child received meal benefits last year, a new application must be submitted this year within 30 days of the start of school. If an application is submitted online, please do not submit a paper application also.