

Revised:

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COV NQI MOV UAS TSEEM TSIS TAU THEM

I. LUB HOM PHIAJ

Saint Paul Tsoom Fwv Tsev Kawm Ntawv (SPPS) ntseeg tias cov me nyuam uas noj zoo zaub mov yuav kawm tau ntawv zoo zog. Lub hom phiaj ntawm tsab cai no yog ua kom peb ruaj siab tias cov zaub mov uas cov me nyuam noj tom tsev kawm ntawv uas yog muab los ntawm SPPS qhov khoos kas Child Nutrition Program yog ib cov zoo zaub mov thiab kom cov xib fwb, niam txiv, thiab cov me nyuam muaj feem nkag siab txog tsab cai no. Tsab cai no yuav tshem tej kev xyav koob meej tsis zoo rau cov me nyuam uas them tsis taus tus nqi noj sus hauv tsev kawm ntawv thiab ho ceev kom kev siv nyiaj txiag tau txiaj ntsig rau kev yuav tej zaub mov rau me nyuam noj.

II. KEV THEM TUS NQI NOJ MOV

- A. Ib xyoos twg, txhua tsev neeg yuav tau lis daim ntawv noj mov dawb los sis them tus nqi txo kom tiav.
 - 1. Cov tsev neeg uas tau txais ib daim ntawv ua ntej lub 9 hli tim 1 uas yog xa ncaij nraim rau lawv txog qhov tias lawv cov me nyuam tau noj sus dawb lawm no ces lawv tsis tas yuav lis daim ntawv noj mov no lawm.
 - 2. Muaj ntau txoj kev los lis daim ntawv thov noj mov dawb los sis them tus nqi txo no kom tiav xws li xa hauv tsev xa ntawv mus, ua hauv online ua ntej tsev kawm ntawv pib, mus nqa daim ntawv tom tsev kawm ntawv, mus muab daim ntawv hauv Nutrition Services lub vas sab, thiab hu mus rau Nutrition Services chay ua hauj lwm.
 - 3. Cov tsev neeg uas xav tau kev pab lis daim ntawv no kom tiav, hu tau rau Nutrition Services los sis hu ncaj nraim rau nej tus me nyuam lub tsev kawm ntawv.

- B. Muaj ntau txoj kev rau niam txiv txhab nyiaj ntxiv rau me nyuam tus account noj mov, xws li nyiaj ntsuab, check, credit card, los sis debit card. Tus txheej txheem them tus nqi noj mov muaj sau cia nyob rau hauv Nutrition Services lub vas sab los sis hu mus nug tsev kawm ntawv.

- C. Tag nrho cov me nyuam yeej tau tshais thiab su noj tsis hais txog tias lawv tshuav nyiaj los tsis tshuav nyob hauv lawv tus account noj mov.
 - 1. Txoj cai tsis yuam kom Tsoom Fwv Tsev Kawm Ntawv yuav tsum tau muab su dawb rau cov me nyuam noj thaum uas lawv tsis tshuav nyiaj nyob hauv lawv tus account noj mov. Txawm li ntawd los xij, SPPS ntseeg tias nws yog ib qho zoo rau sawv daws tag nrho uas txhua tus me nyuam yuav tsum tau noj zoo zaub mov tom tsev kawm ntawv.

2. Cov me nyuam uas tau noj sus dawb los sis tau them tus nqi txo, xam cov uas nyob rau qhov khoos kas Community Eligibility Provision tib si, puav leej tau mov dawb noj tag nrho, txawm tias lawv twb tsis tshuav nyiaj nyob rau lawv tus account li lawm.
3. Cov me nyuam uas yeej tau them tus nqi noj sus puv nkaus uas tseem tshuav nqi noj mov tsis tau them es ho nqa nyiaj ntsuab ntawm tes tuaj them puas su uas nws tab tom yuav noj los yeej puav leej tau su noj huv tib si, yuav tsis muab nws qhov nyiaj mus them cov qub nqi uas tseem tshuav.
4. Yog tias ib tug me nyuam tseem tshuav nqi luab su noj tsis tau them, tus txheej txheem yuav ntos mus rau niam txiv yog piav nyob rau tshooj IV nram qab no. Yog tias niam txiv/tus saib xyuas tsis them cov nqi noj mov raws tus txheej txheem lawd ces tus me nyuam yuav tau noj lwm yam zaub mov ua su.
5. Yuav tsum ua tib zoo muab lwm yam zaub mov rau lawv noj yam saib taus lawv.
6. Yuav tsis pub cov me nyuam uas tsis muaj nyiaj nyob rau nws tus account luab khoom noj (ala carte) ntxiv yog tias lawv tsis muaj nyiaj duav cov nqi khoom.
7. Thaum cov me nyuam twb tau txais lawv puas su tuav rau ntawm tes lawm, lawv puas su yuav tsis raug tshem rov qab.

III. LUS QHIA NIAM TXIV TIAS TSHUAV NYIAJ TSAWG LOS SIS TSIS TSHUAV

- A. Hauv qab no yog cov kauj ruam uas qhia rau niam txiv/tus saib xyuas paub txog tias tus me nyuam tshuav nyiaj tsawg los sis twb tsis tshuav nyiaj nyob hauv nws tus account lawm:
 1. Rau cov me nyuam nyob qib qis (K-5), thaum tus me nyuam tau tshuav nqi luab su noj li 2 zaug lawm ces tus xib fwb yuav muab ib daim ntawv qhia ntsaws rau tus me nyuam lub hnab ev ntawv qhia rau niam niam txiv paub.
 2. Rau tag nrho cov me nyuam nyob hauv SPPS,
 - i. Thaum cov me nyuam tshuav nyiaj tsawg nyob hauv lawv tus account uas tsuas txaus noj li 5 zaug su lawm xwb ces, niam txiv/tus saib xyuas yuav tau txais ib tsab xov tooj ceeb toom tias nyiaj noj mov yuav tag lawm.
 - ii. Thaum tus account tshuav nqi luab mov noj txog li 5 zaug lawm ces, Nutrition Services chav ua hauj lwm yuav xa ib tsab ntawv mus rau niam txiv/tus saib xyuas qhia tias lawv yuav tsum ua li cas.
 - iii. Thaum cov nqi luab su noj nce siab txog li 10 zaug ces, Nutrition Services chav ua hauj lwm yuav qhia rau tus thawj xib fwb hauv lub tsev kawm ntawv paub. Ces cov neeg ua hauj lwm hauv tsev kawm ntawv yuav nrog niam txiv/tus saib xyuas sib sab laj seb qhov teeb meem yog dab tsi, seb puas tsim nyog nrhiav kev pab los sis yuav tau them kom tas.

IV. COV NQI NOJ SUS UAS TSEEM TSIS TAU THEM

- A. Qhov kev tsib cov nqi noj sus uas tseem tsis tau them yuav tsis ua rau ib tug me nyuam twg poob meej mom dab tsi.

- B. Koog tsev kawm ntawv yuav txuas lus nrog niam txiv/tus saib xyuas thiab muab tej nqi noj sus uas tsis tau them no sib kho kom tag. Yog tias tsim nyog ces yuav hais kom niam txiv/tus saib xyuas yuav tau lis daim ntawv thov noj mov dawb los sis them tus nqi txo rau lawv tus me nyuam. Cov tsev neeg uas twb yeej thov tag lawm es ho muaj kev pauv hloov hauv tsev neeg xws li poob hauj lwm, tau me nyuam tshiab, los sis lwm tus neeg ho los nyob nrog tsev neeg no los kom rov qab thov dua. Cov tsev neeg uas ua ib zaug them tsis tau no los, txhob ua siab deb, yeej meem hu nrog cov neeg tom Nutrition Services tham es maj mam ua ntau-ntau zaug them los yeej tau.
- C. Koog tsev kawm ntawv yuav siv zog pab hais kom niam txiv/tus saib xyuas pab them kom tas cov nqi noj sus; tab sis yog tias niam txiv/tus saib xyuas ho them tsis taus rov qab lawm tiag tiag li no los, lub tsev kawm ntawv uas tus me nyuam kawm nyob rau hauv yuav tau muab tsev kawm ntawv pob nyiaj them kom tas rau Nutrition Services.
- D. Koog tsev kawm ntawv yuav tsis hais kom cov neeg uas tsis yog tsev kawm ntawv cov neeg ua hauj lwm, xws li cov neeg uas tuaj pab dej num dawb, mus pab tsib cov nqi nov.

V. KEV TSHAJ TSAB CAI TAWM

- A. Yuav muab Tsab cai no thiab tej lus txhawb sau ua ntawv thiab lwm yam (xws li mail, email, back-to-school packet, student handbook, staff training, etc.) xa rau:
 1. Tag nrho cov tsev neeg ua ntej los sis thaum tsev kawm ntawv pib;
 2. Cov me nyuam thiab cov tsev neeg uas tsiv lwm qhov los lub sij hawm cuv npe kawm ntawv; thiab
 3. Tag nrho cov neeg ua hauj lwm hauv tsev kawm ntawv uas muaj feem siv tsab cai no.
- B. Tsab cai no kuj yuav muab tso rau SPPS lub vab sab thiab.

LEGAL REFERENCES

Minn. Stat. § 124D.111, Subd. 4

42 U.S.C. § 1751 et seq. (Healthy and Hunger-Free Kids Act)

7 C.F.R. § 210 et seq. (School Lunch Program Regulations)

7 C.F.R. § 220.8 (School Breakfast Program Regulations)

USDA Policy Memorandum SP 46-2016, Unpaid Meal Charges: Local Meal Charge Policies (2016)

USDA Policy Memorandum SP 47-2016, Unpaid Meal Charges: Clarification on Collection of Delinquent Meal Payments (2016)

USDA Policy Memorandum SP 23-2017, Unpaid Meal Charges: Guidance and Q&A

CROSS REFERENCES: Policy 533.00 – Wellness