

## Frequently Asked Questions

**1. When do I apply for free and reduced-price meals?**

A new meal application must be submitted every year. The application can be submitted anytime during the school year; however, it must be processed before the deadline for the current year to avoid a lapse in benefits and meal charges.

**2. When is the deadline for the current year to avoid a lapse in benefits and meal charges?**

- If the household qualified for free or reduced priced meals last year, the eligibility will remain the same until a new meal application is processed or for the first 30 operating school days.
- If the new application is received after **September 22<sup>nd</sup>** then the student(s) qualification will revert to paid status until the new application is processed.
- You will be responsible for any charges accrued during the approval process or during any period that your student(s) qualification lapses.

**3. What if my family's income has changed?**

Households are encouraged to complete a new applications anytime your experience a decrease in household income, become unemployed, or have an increase in family size.

**4. How can I check the balance of my child's account?**

To check the balance of your child's account or to see what is purchased, you can log into your skyward family access portal.

**5. Can I send money with my child to pay on their meal account?**

Yes. Each campus cafeteria accepts deposits of cash or checks at the point of service. If paying by check, please write your child's full name in the memo section of the check. Deposits can be made during breakfast or during lunch. Checks may be sent with the student to the attention of the campus cafeteria.

**6. Can I pay over the phone?**

No; but the district offers E-funds for Schools to make online payments. You can go on the district's homepage at [lisdtx.org](http://lisdtx.org) > parents > e-funds online payments. You will be able to view child's balance and make payments by logging in. For first time users, an account will need to be created. For questions, you can click on the "FAQ" tab on the e-funds page.

**7. Is it possible for my child to charge a meal if he/she has no money on their meal account?**

Per School Board Policy, students are permitted to charge reimbursable lunch and breakfast meals.

**8. Can my child purchase extras?**

The meal account must have enough funds to cover for purchases on a la carte items. This includes extra sides, entrees, smart-snacks, and drinks. Charges are not allowed.

**9. What kind of snacks do you offer and how much are the snacks?**

All offered snacks are smart snack approved. And prices can vary from .25¢ - \$1.75.

**10. What if my child is allergic to certain food items?**

Please complete the Food Allergy and Medical Dietary Substitution Request Form for Nutrition Services. Once completed the form can be dropped at the student's campus cafeteria. Please keep in mind that this form is for Nutrition Services purpose to make sure that a message is placed on the student's meal account for any warnings on allergic reactions or for any non-allowable food items.

**11.Does my child have choices?**

Yes, Menus are planned to offer a variety of choices within a food component to try to appeal to different tastes.

**12.What do I need to do if I don't want my child to purchase any extras?**

Any requests for limitations or denying on food item purchases are handled by the Nutrition Services secretary, Elizabeth Escobar. An email or a phone call to the Nutrition Services department's secretary will suffice. Email is [escobare@lisdtx.org](mailto:escobare@lisdtx.org) and phone number to office is 512-556-8948.

**13.What happens to the money left over in my child's account if they transfer to another campus within the district?**

The balance remains in the student's meal account throughout the time that they are enrolled in Lampasas ISD.

**14.What if my child is withdrawing from the district and has money left in their meal account?**

Refunds can be made if the student is/has withdrawn or moved from Lampasas ISD or has graduated. A refund request form is to be completed and sent to the student's campus cafeteria or sent to Nutrition Services Department. Form can be found at [lisdtx.org](http://lisdtx.org) > departments > Nutrition Services > Refund Request Form.