

Negative Balance Breakdown as of February 11, 2018

Total negative balances for all Dover students	37,167.90
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Uncollectable

Families with students who have are no longer active in the system (65 customers)	885.60
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Families of students who currently qualify for free meals (167 customers)	3,670.85
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<i>Subtotal</i>	4,556.45
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Revolving

Families of students in other categories, balances less than -20 (384 customers)	2,353.35
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Families of students in other categories, balances between -20 and -50 (122 cust.)	3,916.65
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<i>Subtotal</i>	6,270.00
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Excessive

Families of students in other categories, balances above -50 (196 customers)	27,230.05
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Synopsis of each type of debt

Uncollectable –

- Debt owed by families of students who are no longer active in the system (i.e., moved out of district) must be paid from the general fund.
 - There are few preventative measures that can be taken to control this type of debt
- Debt owed by families of students who currently qualify for free meals may be paid from the general fund once collection efforts have been made.
 - The administration and Fresh Picks are currently working on communications/procedures to work with these families to try to work out a plan to have the families reconcile any debt that was incurred but is not attributable to any paperwork or other clerical errors

Revolving –

- Debt owed by families in arrears less than \$20 is the largest category by number of students affected. This group is typically cleared up with simple reminders, although the aggregate number of individuals in this group will stay fairly steady throughout the school year as different families move onto and off of the list
- Debt owed by families in arrears between \$20 and \$50 have the potential to either remain in the group of accounts that can be cleared with simple reminders or become excessive debt.
 - Negative balance e-mails are being sent once per week
 - Letters are being sent to families without valid e-mail addresses
 - Letters are being sent monthly

Excessive –

- Of this group there are 38 students who were free last year but did not file applications this year. Most or all of these families have participated in the program for multiple years and are aware of the need to reapply every year. They all received applications at the beginning of the school year. The total of their balances is \$5,358.50.
 - These families will be contacted directly to discuss their current financial situation and be offered the opportunity to apply at this time
 - Next school year families that qualified for meal benefits but have not reapplied will be contacted at the beginning of October, before the previous year end carryover benefits expire.
 - The school district may want consider classifying some or all of these balances as an “excessive deficit” and pursue remedy as detailed in school board policy EFD
- The remaining 158 students in this group either lost eligibility status this year for family income being too high to qualify or were not free last year or this year. The total of their balances is \$21,871.55.
 - It is recommended that the school district classify these balances “excessive deficit” and pursue remedy as detailed in school board policy EFD

Summary

As of 2/11/17 3.7% percent of the student population (158 students) is directly responsible for 58.8% of all debt owed to the Dover School District food service program. At this point in time these students have not applied for meal benefit assistance and they did not qualify for meal benefit assistance last year, or have applied but were disqualified due to family income being too high.

24.3% (\$9029.35) of outstanding debt owed to the Dover School District is the responsibility of families that currently qualify for free meals or qualified for free meals last year. Food Service and the administration will work with these families to identify any amounts that may have been incurred for reasons other than the families not completing paperwork in a timely manner. Any debts incurred by a failure to complete paperwork is technically the financial responsibility of the family. The administration will work with the families and the school board to determine a course of action for collection of those debts.

16.9% (\$6,270.00) of outstanding debt owed to the Dover School District is an aggregate of small amounts that should be able to be managed and minimized by the end of the year through simple, consistent communication from the Food Service program and school district administration.