

## Frequently Asked Question and Answers

**QUESTION:** How do I make deposits into my student's account and if I pay by check what information is required?

**ANSWER:** If paying by check, we do not accept temporary checks. The name and address must be pre-printed on the check. Write the student or students' name and PIN number on the memo section of the check. If your student(s) is elementary and you are paying cash, please put the money in an envelope with the student or students' name(s) with the PIN number(s). Deposits on accounts can be made anytime between breakfast and lunch. During mealtimes is not a recommended time for deposits. Any amount will be accepted on any day.

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**QUESTION:** What happens to the money left in my student's account at the end of the year?

**ANSWER:** If your student has money remaining in his/her account at the end of the school year it will be available the first day of school provided that your student is remaining in the same school. If your student is not remaining in the same school the money will be available the third day of school.

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**QUESTION:** How do I obtain a refund of the money left in my student's account?

**ANSWER:** The procedure for obtaining a refund during the school year is as follows:

- During the school year verify with the school cafeteria to see if they have the funds available to refund to you. If the funds are not available, follow the policy for obtaining a refund when the school is not in session.

The procedure for obtaining a refund when the school is not in session is as follows:

- Call 336-0776 with the student's name, campus where student attends, and the name and address where to mail the refund. It takes approximately four to six weeks for the check to arrive at its destination.
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**QUESTION:** What happens if someone uses my student's account?

**ANSWER:** The computer system that the School Nutrition Department uses randomly generates PIN numbers for each student. The cashier asks each student(s) their last name to verify that indeed they are the student for that PIN. If someone uses your student(s) PIN; however, your student(s) account will be rectified. You can find a detailed account of your student(s) charges free of charge by using

[www.paypams.com](http://www.paypams.com) or requesting one by calling your student(s) campus cafeteria or by calling (254) 336-0776.

**QUESTION:** What is the policy for student's with either no money or not enough money to purchase a meal?

**ANSWER:** Killeen ISD School Nutrition has a ***NO CHARGE POLICY***. If a student(s) has no money or not enough money for a meal, the decision is made by the principal of each campus as to the alternate meal choice. Please contact your student's campus to find out the policy.

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**QUESTION:** How can I put a limit on my student's purchases?

**ANSWER:** To put a limit on your students' account please send a note to the respective school as to the limit. There are two choices available with the computer system the School Nutrition Department uses.

- Block the account that allows no a la carte to be purchased by your student with the money that is in the account.
  - Block the account so that only so much money can be spent by your student whether he has money in his pocket or not.
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**QUESTION:** Who administers/regulates the School Nutrition Department?

**ANSWER:** The Killeen ISD School Nutrition Department is administered by Steve Murphy, Director of School Nutrition. The Killeen ISD participates in the National School Lunch Program and the National School Breakfast Program which are administered by USDA (United States Department of Agriculture). The Department follows the rules and regulation of the TDA (Texas Department of Agriculture) and the Board of Trustees of Killeen ISD.

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**QUESTION:** What do I do if my student has allergies to certain foods?

**ANSWER:** The policy for a student with allergies is the parent must provide a doctor's note with:

- what the student is allergic to
- what cannot be eaten by the student
- what item is to be substituted for the student
- a doctor's, physician assistant, nurse practitioner signature

This policy is so that we may provide the necessary assistance in maintaining the health of your student(s).

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**QUESTION:** My child is diabetic and I have to watch his/her carbohydrate count, how can I do that with the meals offered at school?

**ANSWER:** The Killeen ISD School Nutrition Department provides a nutritional analysis for each meal. Each meal is then broken down by item for coordination of the carbohydrate consumption. This information may be found on the KISD Website.

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**QUESTION:** What are the minimum required calories for a school lunch?

**ANSWER:** The required average minimum calorie level for a school lunch day is listed below:

	Elementary	Middle and High
Breakfast	554	554
Lunch	785	825

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**QUESTION:** What is the current price for breakfast and lunch?

**ANSWER:** The current meal prices are as follows:

	Reduced Elementary and Middle and High	Elementary	Middle and High	Adult
Breakfast	\$ .30	\$ 1.25	\$ 1.25	\$ 2.25
Lunch	\$ .40	\$ 2.00	\$ 2.25	\$ 3.25

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**QUESTION:** Why do faculty, adults and other non-enrolled personnel pay more for meals than students?

**ANSWER:** Here is an excerpt of the federal guidelines as to why faculty, adults and other non-enrolled personnel must pay more than the enrolled students.

“Breakfast and lunches served to teachers, administrators, custodians and other adults must be priced so that the adult payment in combination with any other revenues (i.e., school subsidized as a fringe benefit) is sufficient to cover the over all cost of the lunch, including any USDA entitlement and bonus commodity used to prepare the meal.

“The benefits of the National School Lunch Program and School Breakfast are for the children only.”

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**QUESTION:** What is the district's policy on food coming from home?

**ANSWER:** Killeen ISD policy concerning food brought from home is as follows:

- Any food brought for the student must be consumed by the student.
  - Any food brought for teacher's snacks during the day must follow the guidelines in the Texas School Nutrition Policy.
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**QUESTION:** What portion of the taxpayer's money is used to operate the School Nutrition Department?

**ANSWER:** The School Nutrition Department is a self-sustaining operation. No Killeen ISD general funds are used in the operation of the School Nutrition Department. The money received by the students and the federal government under the National School Lunch and School Breakfast program is what determines our revenue.

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**QUESTION:** Will my child have the same PIN while enrolled in KISD?

**ANSWER:** Each (Personal Identification Number) PIN is assigned by school. As long as your student(s) remain at the same campus they will use the same number

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**QUESTION:** If my child chooses to go back for an additional meal, what is the amount charged?

**ANSWER:** One meal is served at the price listed above. If your student wants additional items and they do not have a block on their account (see question 6 concerning block on account) we will serve the student. Each item that the student requests after the one meal served the price is a la carte. See the a la carte price list for prices.

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**QUESTION:** Who keeps calling me at home concerning my child's account?

**ANSWER:** At the end of last of the last school year, the School Nutrition Department implemented a new procedure for notifying parents when their student(s) account is low. Please keep your home phone numbers current with the school. If you want to be removed from being called, please contact the School Nutrition Department at (254) 336-0776