

# More Than a Meal

## Collection Best Practices

Need tips on how to get high meal application return rates at your school? Below are some best practices collected from a cross-section of schools whose average return rate was over 96 percent.

### **Communications**

- As the school leader, understand the importance of the meal application, not only for providing nutritious meals for your students, but also as a means for identifying and verifying every single, eligible student for purposes of future LCFF school funding.
- All teachers and school-site staff participating in the meal application collection process must understand the importance of the application data and how they can support the collection effort.
- Schools were sent additional applications. If you need additional applications, please contact your cafeteria manager who can order the applications through the CMS system.
- If meal applications are distributed, parents and guardians should be reminded of the importance of the meal application and the submission dates.
- Work with your cafeteria managers to ensure that you are communicating the same messages regarding the importance of the meal application.
- If meal applications are collected in the main office, please forward them to the cafeteria manager for processing daily.
- Personalize messaging to the needs of your school community. Discuss the relevance of the meal application and resulting increase in funding for all students, families and staff at your site.
- Use the resources within the 'More Than a Meal' Principals Toolkit.
- Brainstorm the most effective means to communicate with families and community regarding the 'More Than a Meal' campaign and the importance of returning the meal application.
  - Schedule at least two (2) Black Board Connect-ED messages to educate parents on the 'More Than a Meal' campaign and to later remind them to return forms. (*Templates are available in this Toolkit*)
  - Send a letter to educate parents on campaign. (*Templates are available in this Toolkit*)

- Include a flyer with the meal application to provide context. (*Templates are available in this Toolkit*)
- Each site should formulate a comprehensive and collaborative plan, with well-reasoned and enforced timelines for outreach, distribution, collection, tracking, reviewing and intensive follow-up on all forms.
- Regularly access the application tracking tool through the Food Services website to provide information on meal application collection rates and tailor communications and outreach accordingly.
- Particular attention should be placed on scripts and training to assure parents who are uncomfortable with disclosing personal financial information. Explain that envelopes are being provided to keep their information confidential.

### **Reporting**

- In order to focus on those students who do not have a meal code, refer to the “How to Run an Eligibility Report in MiSiS for Students without a Current Meal Code” job aid as part of this toolkit.
- To generate a report that provides a list of students who have updated activity based upon a selected date, please refer to the “How to Run a MiSiS Updated Activity Report” job aid as part of this toolkit.
- To generate a meal program roster, please refer to the “MiSiS Meal Program Roster” job aid as part of this toolkit.

### **Contact Information**

#### **SCHOOL-SITE SUPPORT**

For questions regarding the “More Than A Meal Campaign,” please call Rochelle Hardemion-Jackson at 213-241-4113.

For specific meal applications on your site, please contact Patricia Millender in the Food Services Division at 213-241-3002.

For any issues with Free and Reduced Lunch Meal Rosters in MiSiS, please contact the IT Helpdesk at 213-241-5200 and select the MiSiS option. Other options for getting support can be found at <http://achieve.lausd.net/helpdesk>.

#### **PARENT SUPPORT**

When parents have questions regarding meal applications, please have them call (213) 241-3185 or contact your school food services manager.

