



# Framingham Public Schools

Robert A. Tremblay, Ed.D. Superintendent of Schools

## OFFICE OF FINANCE AND OPERATIONS

Lincoln D Lynch IV, Executive Director of Finance and Operations

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### MEMORANDUM

**Date:** July 10, 2019  
**To:** Framingham School Committee  
**From:** Lincoln D. Lynch IV, Executive Director of Finance and Operations  
**Re:** Food Service Pilot Program to Collect Unpaid Meal Balances: FY19 Recap

The following is a recap of the pilot program to collect unpaid student meal balances conducted over the last four months of the 2018-2019 school year. The data below represents the communications sent to parents by the Food Service Department and the responses received. Overall, the District's negative balance increased by \$5,276.61 from the start of the pilot, but I believe the program slowed the once rapidly growing negative balance amount. The operating budget covered the final amount paid to the School Lunch Revolving account to cover all debts. The recommendation is to continue the program for the 2019-2020 school year. There has been a tremendous collaborative effort between Brendan Ryan, our Food Service Administrator, his staff, and Rochelle Santos our Media & Communications Manager. Without their efforts, this program would not have been possible. The following represents the data collected throughout the pilot program:

**Negative Balance at the start of the pilot program on March 1, 2019: -\$76,180.30**

After Round 1 on **March 21, 2019: -\$73,891.00**

After Round 2 as of **April 16, 2019: -\$74,261.33**

After Round 3 as of **May 9, 2019: -\$78,542.77**

After Round 4 as of **June 6, 2019: -\$81,758.31**

**YEAR END TOTAL: -\$81,456.91 (increased \$5,276.61 since start of program on 3/1/19)**

### Round 1 of Communications

#### Email

Date: March 1, 2019

Number Sent: 869

Replies: 11

Percentage of Replies: 1.27%

**Text and Phone Call**

Date: March 6, 2019

Number Sent: 838

Replies: 22

Percentage of Replies: 2.63%

**Letter**

Date: March 14, 2019

Number Sent: 918

Replies: 15

Percentage of Replies: 1.63%

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**Round 2 of Communications****Email**

Date: March 28, 2019

Number Sent: 854

Replies: 8

Percentage of Replies: 0.94%

**Text and Phone Call**

Date: April 4, 2019

Number Sent: 644

Replies: 18

Percentage of Replies: 2.80%

**Letter**

Date: April 11, 2019

Number Sent: 872

Replies: 0

Percentage of Replies: 0.00%

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**Round 3 of Communications****Text and Phone Call**

Date: April 25, 2019

Number Sent: 659

Replies: 8

Percentage of Replies: 1.21%

**Letter**

Date: May 2, 2019

Number Sent: 841

Replies: 13

Percentage of Replies: 1.55%

**Email**

Date: May 9, 2019

Number Sent: 810

Replies: 5

Percentage of Replies: 0.62%

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**Round 4 of Communications****Text and Phone Call**

Date: May 16, 2019

Number Sent: 701

Replies: 10

Percentage of Replies: 1.43%

**Letter**

Date: May 23, 2019

Number Sent: 722

Replies: 11

Percentage of Replies: 1.52%

**Email**

Date: June 6, 2019

Number Sent: 723

Replies: 7

Percentage of Replies: 0.97%

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**Round 5 of Communications****Final Letter**

Date: May 23, 2019

Number Sent: 722

Replies: 11

Percentage of Replies: 1.52%