

FAQ's for 2024-2025

NISD Child Nutrition

1. What is the cost for meals?

Breakfast costs \$1.00; Lunch Costs \$2.35 for secondary (Middle & High School) and \$2.10 for Elementary School. Reduced price is \$0.40 for lunch and no cost for breakfast at all levels. A La Carte items will be charged at the individual prices.

2023-2024 MEAL PRICES	PAID	REDUCED
BREAKFAST	\$ 1.00	\$ -
LUNCH - (ELEM)	\$ 2.10	\$ 0.40
LUNCH - (MIDDLE/HIGH)	\$ 2.35	\$ 0.40

*A La Carte items will be charged at the individual prices.

2. Do I need to apply for Free & Reduced meals?

Your child(ren) may qualify for free or reduced-price meals. Households with children in Non-CEP schools interested in the meal program must apply for the program every school year. The application will determine a child's eligibility for free and reduced-price meals and may assist in the determination of eligibility for other state or federal benefits.

- Apply online at www.schoolcafe.com/Northside beginning July 29th.
- Applications are available at your school or the Free & Reduced Office at 7520 Mainland Drive, San Antonio, TX 78250.
- For more information, contact the Free & Reduced office at (210) 397-4517 or email free-reduced@nisd.net.

NOTE: Families that have children attending CEP Campuses DO NOT need to fill out a Free & Reduced-Price Meal Application. For a list of CEP campuses click [here](#).

3. Where can I make payments or obtain a refund on my student's meal account?

- Beginning July 29th, payments for A la Carte or extra food purchases can be made on www.schoolcafe.com/Northside.
- This service allows you to make payments, view purchase history, and receive low balance alerts for your child.
- Prior year balances will be rolled forward to the student's new school.
- If a child has withdrawn or graduated, you may contact childnutrition@nisd.net for a refund.

4. What is on the menu?

Visit www.schoolcafe.com/Northside/menus for our online interactive menus.

5. What is SchoolCafé?

SchoolCafé is a single location for your entire cafeteria.

- Free & Reduced-price meal applications can be accessed and completed on SchoolCafé.
- SchoolCafé is a safe and secure way for parents to make online payments to their children's cafeteria accounts.
- SchoolCafé also allows parents, students and staff to view and interact with school cafeteria menus, view nutritional analysis, ingredient and allergen information.

6. What is the Supper Program?

- The Supper program is offered at state-approved, participating Elementary and Middle Schools.
- A Supper meal will be provided to students enrolled in an after-school enrichment program at NO COST.
- Visit [SchoolCafé](#) to see what will be served for supper each day.

7. Who do I contact if I have additional questions about student meals?

You may contact your student's Cafeteria Manager or the Child Nutrition office at (210) 397-4501 or via email at childnutrition@nisd.net.

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To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or (2) fax: (833) 256-1665 or (202) 690-7442; or (3) email: program.intake@usda.gov.

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