

Meeting the Challenges and Creating Solutions for Verification

Jeannette Morris, Gwinnett County Public Schools

Free and Reduced Program Supervisor

State of Georgia's Largest School District



Enrollment 178, 218

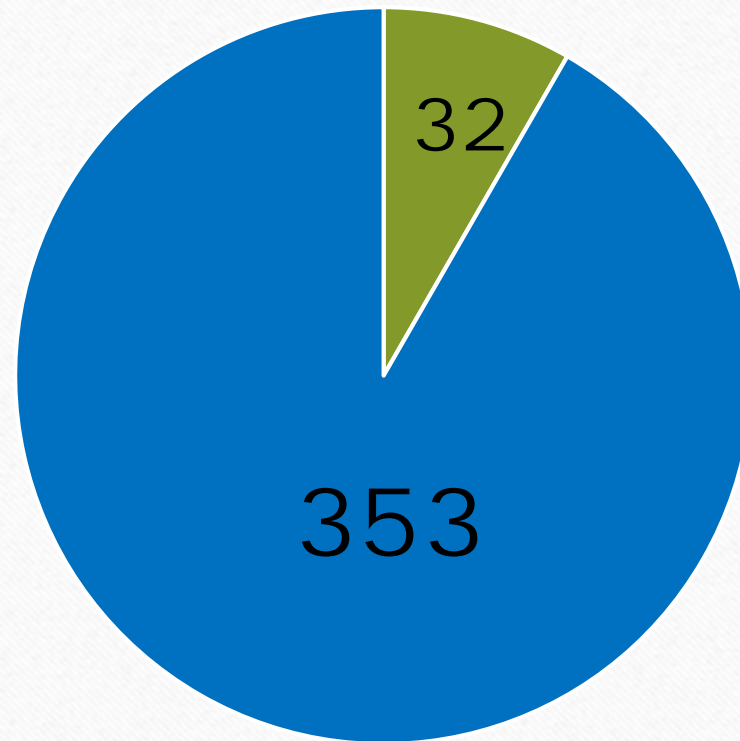
Free 82, 897

Reduced 14, 410

54.59 %

8.53 % Non Response Rate School Year 2016

*Total
Selected
Applications
385*



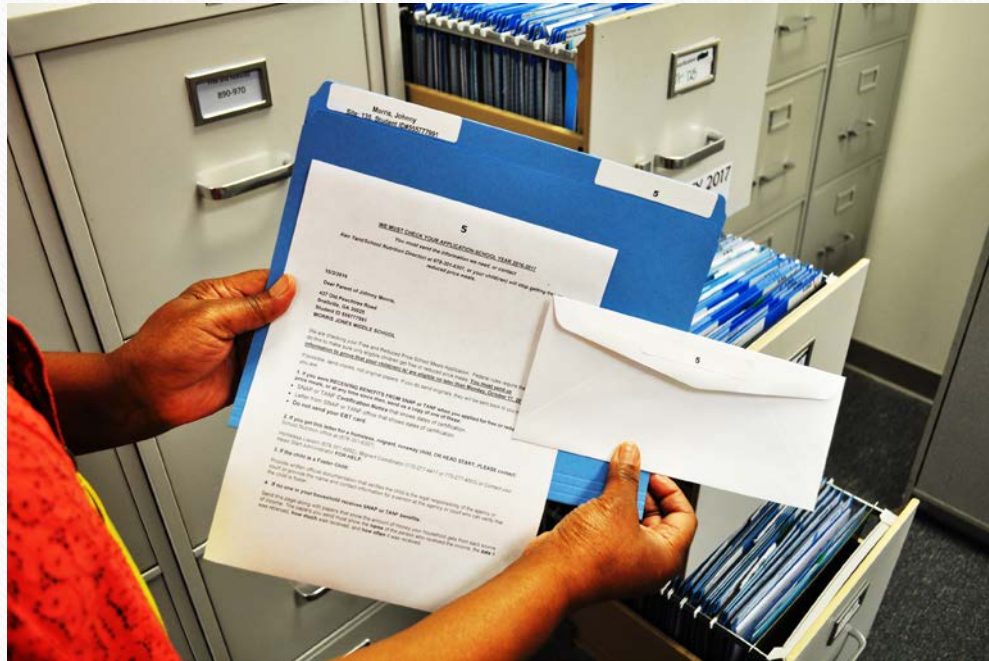
■ Non Response ■ Responded



1. Managing Selected Application Volume

- Created Folders and Number Labels for each selected application, letters and envelopes
- Setup filing system by folder number/excel spreadsheet with student names
- Manually counted each envelope -- prior to mailing
- Created an internal Verification Manual for Processing/Proof of Income(examples)
- Weekly team meetings to monitor progress
- Keeps records organized for State Reporting
- Utilized State Lookup Report for Food Stamp Case Numbers

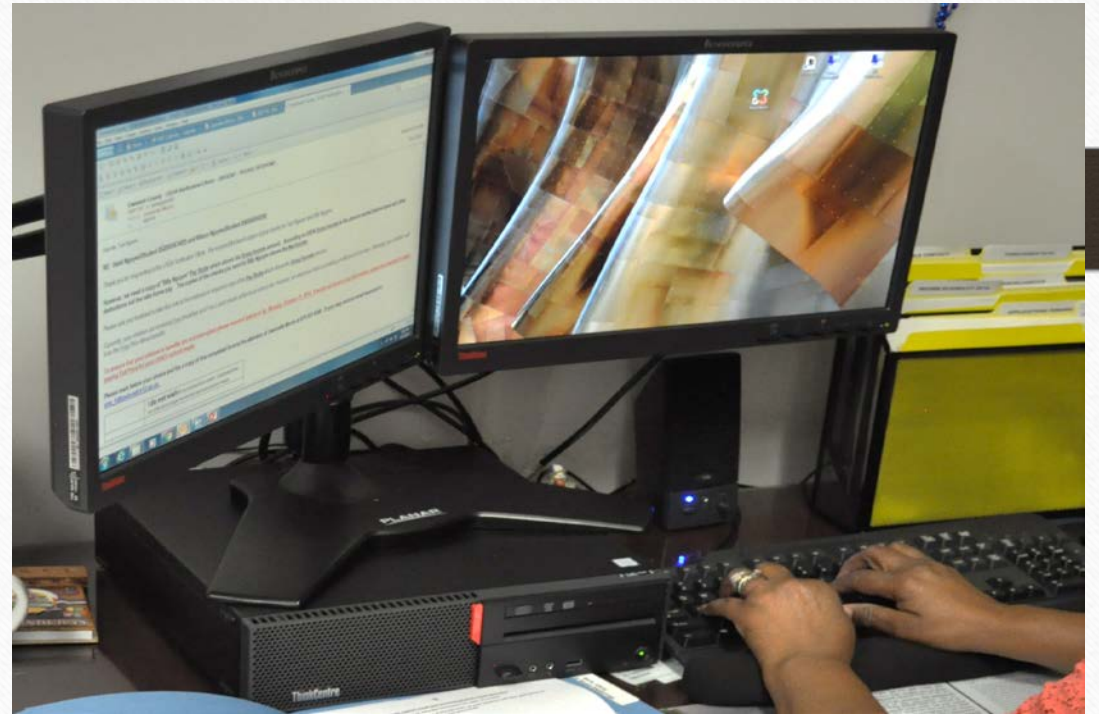
File Folder and File Cabinet Setup



2. Improving Response Time

- Start calling parents by phone on 10th day /documented calls on telephone log
- Scheduled staff to call parents morning and afternoon
- Sent Adverse Letter or Adverse Email to parents – after 10th day
- Request assistance from cafeteria manager to contact parent
- Remind parent of the option and results: “Do Not Wish for My Income to be Verified’.

Telephone Calls and Emails



Parent Responded By Cell Phone



Adverse Letter



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**THE MISSION OF
GWINNETT COUNTY
PUBLIC SCHOOLS**
is to pursue excellence
in academic knowledge,

Gwinnett County Public Schools
School Nutrition Department
437 Old Peachtree Road NW
Suwanee, GA 30024-2978

October 24, 2016

Ms. Jean Adams
437 Old Peachtree Road
Snellville, GA 30518

Dear Ms. Adams,
**RE: USDA VERIFICATION – FINAL
for Jenna Adams and Noni Adams**

Each year, USDA mandates a verification of Free and Reduced applications processed by the school system. These applications are selected randomly by computer software. Your child's application has been selected to be verified.

Currently, your child is receiving Free or Reduced meals (breakfast and lunch) at the school site. **However, we need your help in providing us with proof of income for James Baker.** Otherwise, your child will lose the free or reduced meal benefit.

To ensure that your child's benefits are not interrupted please respond before or by Friday, October 28, 2016.

Please mark below your choice and fax a copy of this completed form to the attention of Jeannette Morris at 678-301-6306. Or you may send an email response to: snp_fr@gwinnett.k12.ga.us.

<input type="checkbox"/>	I do not wish for my income to be verified. I understand that my child will no longer receive free and reduced price meals.
<input type="checkbox"/>	I do wish to receive free and reduced price meals and am returning this form along with copies of my paycheck stub.

Kind Regards,
Jeannette Morris
Gwinnett County Public Schools
Free and Reduced Supervisor
Non-Discrimination Statement:

Adverse Email

Dear Parent,

The Free and Reduced Program is federally funded by USDA. **To ensure that your child and other children who meet the criteria continue to benefit, we are asking that you respond to this email by Monday October 26, 2016.**

If we do not receive your information, please be prepared to start paying *Full Price for your children school meals.

***Full Price Meals cost \$2.25 for lunch at elementary and \$2.50 for lunch at middle and high schools. Breakfast is \$1.50 at all schools.**

Please mark below your choice and fax a copy of this completed form to the attention of Jeannette Morris at 678-301-6306. Or you may send an email response to: snp_fr@gwinnett.k12.ga.us.

	I do not wish for my income to be verified. I understand that my child will no longer receive free and reduced price meals.
	I do wish to receive free and reduced price meals and am returning this form along with copies of my paycheck stub.

Kind Regards,

Jeannette Morris
Free and Reduced Supervisor
Gwinnett County School Nutrition Program

This institution is an equal opportunity provider.

Parent Selected Option

“ I do not wish my income to be verified.”



RE: Gwinnett County - USDA Verification Efforts - URGENT REPLY NEEDED

jrym01w@yahoo.com to: SNP_FR

11/07/2016 11:08 PM

[Show Details](#)

History: This message has been replied to.

I do not wish for my income to be verified.

Thanks,
Mary Jolene
Student: Terrine Jolene

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: SNP_FR@Gwinnett.k12.ga.us

Date: 11/3/16 11:46 AM (GMT-05:00)

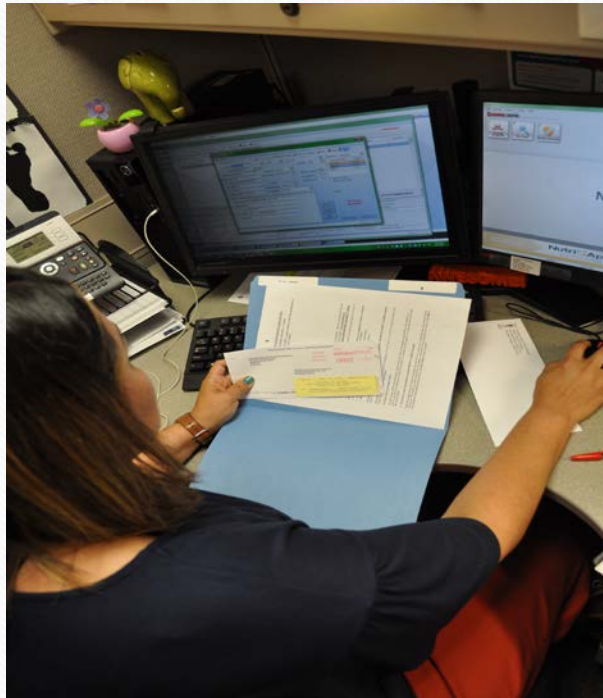
To:

Subject: Gwinnett County - USDA Verification Efforts - URGENT REPLY NEEDED

3. Tracking Returned Notification Letters and Undeliverable Emails

- Contact parents by home or cell phone.
- Checked the District's Student Information database system.
- Found different emails addresses and telephone numbers that are not listed on application.
- Resent email or called using the new contact information to request specific documentation needed to complete verification.

Searching for a different address or phone number



4. Partial Documentation

- Required follow-up calls
- Sent parent 2nd and 3rd emails/letter with explanation of specific items needed
- Reminded parent of options for sending via faxing, scanning and emailing documentation

Requested additional income documentation

Dear Ms. Betty Morris,

RE: Johnny Lee Morris - Student

Each year, USDA mandates a verification of Free and Reduced applications processed by the school system. These applications are selected randomly by computer software. Your child's application has been selected to be verified. We mailed a notification letter to your home address. **Additionally, we contacted you by telephone regarding this important matter.**

According to our records, you entered the following income amounts on your Free and Reduced application: (Willie Morris - \$980.00 Bi-Weekly Income and Betty Morris - \$250 Weekly-Income). USDA require parents to submit proof of all income amounts entered on their application. Please send proof of income (pay stubs) for Willie Morris.

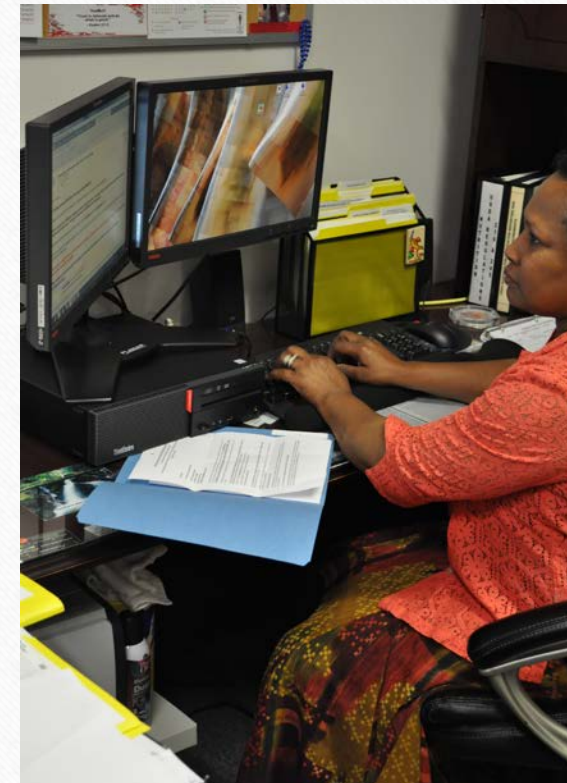
*Currently, your child is receiving Free meal benefits. However, we need your help in providing us with proof of income. Otherwise, your child will lose the Free Price Meal benefits. **And you will need to begin paying Full Price for your child's meals Breakfast \$1.50 and Lunch \$2.25***

To ensure that your child's benefits are not interrupted please respond before or by Monday, October 17, 2016.

Please mark below your choice and fax a copy of this completed form to the attention of Jeannette Morris at 678-301-6306. Or you may send an email response to: snp_fr@gwinnett.k12.ga.us.

<input type="checkbox"/>	I do not wish for my income to be verified. I understand that my child will no longer receive free and reduced price meals.
<input type="checkbox"/>	
<input type="checkbox"/>	I do wish to receive free and reduced price meals and am returning this form along with copies of my paycheck stub.

More phone calls....More Emails



Received documentation via Fax



5. Communicating with Speakers of Limited English

- Utilized internal employee for Spanish speaking parents
- Requested assistance for other languages(e.g. Russian, Korean) from another GCPS department to translate and/or interpret letter to parents
- Sent parent emails/letter with explanation of specific documentation needed

- **Confirm that the family needs an interpreter before submitting this request.**
- **Confirm parent's attendance for the meeting day/time planned before submitting the Request Form. (Utilize the translated "Notice of Meeting" form, located in the GCPS Language Bank under the topic "Interpreter Request", or have a bilingual staff member call the family.)**

Meeting Date: 10-19-2016		Meeting Time:		Estimated duration of meeting:	
School name: SNP Central Office		On-site Contact: Jeannette Morris		Phone number: 678-301-6248	
Language Requested: Russian				# of interpreters per day:	
Contact information:	Student's Name: (Student ID#)				
Parents' Name:			Parents' phone #:		
Does the interpreter need to confirm with the family?			Yes	No	x
Please note special instructions for the interpreter:					

TYPE OF REQUEST:

GENERAL SCHOOL/DISTRICT COMMUNICATION			
<input type="checkbox"/>	SST	<input type="checkbox"/>	PARENT-TEACHER CONFERENCE (not related to Special Education)
<input type="checkbox"/>	DISCIPLINARY HEARING	<input type="checkbox"/>	ENROLLMENT/REGISTRATION
<input type="checkbox"/>	ATTENDANCE	<input checked="" type="checkbox"/>	OTHER

School Nutrition – USDA Verification Efforts

(SSTs, Parent teacher conferences, Disciplinary panels, Discipline/behavior related parent communication, INC Intake, Enrollment/Registration, transportation changes, School nutrition, school health, attendance, homeless education, calls regarding

☒ **PHONE CALL (please type the message):**

Each year, USDA require school districts to verify proof of income for parents who submit a Free and Reduced application. The Gwinnett County School Nutrition office mailed (and enclosed a return self-address envelope) you a letter to explain this information. **Now, we need you to send us proof of income.** Please fax to 678-301-6308 or mail a copy of your paystub for “ ”

Currently, your child is receiving Reduced Price Meals (30 cents for breakfast and 40 cents for lunch.)
If we do not receive your proof of income, your child will lose these benefits. **Please respond by Tuesday, October 25,**



RE: GCPS, ISC-SNP Free and Reduced

wbj@yahoo.com to: SNP_FR@Gwinnett.k12.ga.us

11/03/2016 09:32 AM

Cc:

"SNP_FR@gwinnett.k12.ga.us"

[Show Details](#)

History:

This message has been replied to.

[attachment "Tax Return

deleted by Jeannette Morris/School Nutrition/GCPS]

See attached

Sincerely,

**RESPONSE/AFTER INTERPRETER CALLED PARENT/RECEIVED FAXED COPY OF
INCOME TAX RETURN FOR SELF-EMPLOYMENT**

Willie Morris

From: SNP_FR@Gwinnett.k12.ga.us

Sent: Thursday, November 3, 2016 9:17 AM

To: wbj@yahoo.com

Cc: ; SNP_FR@gwinnett.k12.ga.us

Subject: Re: GCPS, ISC-SNP Free and Reduced - John Morris Student ID

Quick Glance Verification Processing Cycle

