



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON SCHWEINFURT
UNIT 25850 BOX 10
APO AE 09033

IMSW-ZA

11 JUL 2012

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Memorandum #01-20, Collection of Delinquent Lunch Accounts

1. References.

- a. Army Regulation (AR) 600-15 Indebtedness of Military Personnel
- b. Army in Europe Regulation (AER) 27-9 Misconduct by Civilians dated 22 Nov 2011

2. Purpose. To provide guidelines, procedures and responsibilities concerning the collection of delinquent Army and Air Force Exchange Service (AAFES) lunch accounts. Policy AR 600-15 requires the Commanders to consider adverse actions if a Soldier is not trying to resolve unpaid debts promptly or receives complaints of repeated failure to pay debts.

3. Applicability. This policy applies to Families with students registered in Schweinfurt Elementary Middle School (SEMS) or Schweinfurt High School (SHS).

4. Procedures.

- a. Families eligible for the free and reduced lunch program must submit an application for free and reduced lunches annually.
- b. Families will ensure their student lunch accounts are current and that no negative balances are maintained.
- c. AAFES school lunch personnel will create a mechanism to notify parents when their lunch accounts reach a \$25 debt threshold.

5. Enforcement. It is a parental responsibility to ensure their student lunch account is current. The command recognizes that each family situation is different and dynamic. To adapt to this, the enforcement of the debt collection on the lunch program targets three different types of family situations. These are those that have a debt but are unaware of its status, those that want to pay but are having financial difficulties due to other issues, and those that refuse or decline to pay. The command acknowledges that it is a parental responsibility to manage their finances and debts and under normal conditions, will not involve itself in this area. However, when parents fail to meet their responsibilities and do not pay their legitimate financial obligations, the issue may require command intervention. To achieve the greatest empowerment of parents and the least command involvement, the enforcement of debt collection on lunch accounts will be a three tiered response aimed toward each family situation.

a. The first effort will be notification. In this step, AAFES will provide a letter to the school notifying the parent of the existing debt. The letter will include resources where the Soldier may seek help if there is an existing family financial concern. This letter will provide the Soldier with 30 days to bring their dependent's lunch account(s) current. If a family is undergoing financial hardships and has difficulty in balancing their finances, the command offers multiple assistance and training programs through Army Community Service (ACS). These programs provide high quality information and monetary assistance to those in need.

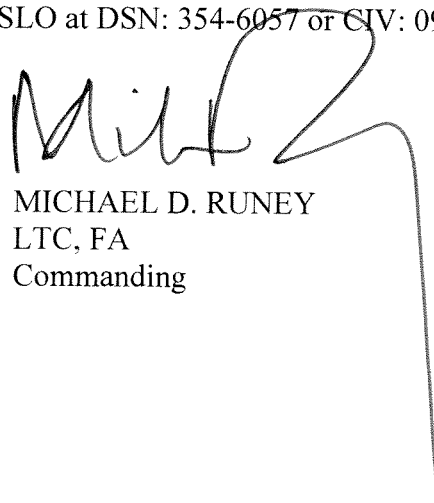
b. The second effort will be a warning. If the sponsor has not contacted AAFES within the specified 30 day time frame, a second letter will be sent to the sponsor. The second letter will note that if the account is not brought current within 2 weeks, the sponsor's Commander will be notified of the outstanding debt.

c. The third effort will be command intervention. If the sponsor has not brought the debt current at the end of the designated 2 week period, a third letter will be sent to the Commander, notifying him/her of the soldier's debt.

d. All letters will have a copy sent to the School Liaison Officer (SLO). The SLO will maintain records and collaborate with AAFES and the school to determine if accounts have been brought current. When there are unique family circumstances in which the family may be experiencing hardship, the SLO will assist families by ensuring the family is aware of the available community resources and referring families to the appropriate agency.

e. If upon receipt of the 3rd letter, no action has been taken to resolve the debt, the SLO will work in conjunction with the Garrison Commander, the Assistant Civilian Misconduct Action Authority and the sponsor's Commander to exercise possible actions noted in AR 600-15, 1-4 G, section 1-4 and AER 27-9.

6. Proponent. The functional proponent is the SLO at DSN: 354-6057 or CIV: 09721-96-6057.



MICHAEL D. RUNEY
LTC, FA
Commanding

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