

# FAQ: Idaho School Meal Online Application

**1. Will the state application processing software communicate with our current point of service software program?**

The Idaho School Meal Online Application through Nutri-Link works with a wide variety of electronic points of service (POS) software systems. Nutri-Link will work with each district to ensure the online free and reduced application software can transfer data to the POS software in use by each district. The Idaho School Meal Online Application can also be used by districts that do not currently have an electronic POS as an additional method of collecting applications and making eligibility status determinations.

**2. I already use an online application. Do you recommend we change to the Nutri-Link one, or just stay with what we are already using?**

It is optional to elect to use the Idaho School Meal Online Application through Nutri-Link. The Idaho Child Nutrition Program will pay for any Idaho district operating the school meal programs to set up an account with Nutri-Link, regardless of whether they currently have an online application or not. To ensure the most responsive and responsible vendor was selected, a review team consisting of Idaho Food Service Directors, district level IT staff, Idaho State agency Child Nutrition Program staff, and State level IT staff scored proposals and software demonstrations from multiple vendors. Upon notice of intent to award, representatives from USDA also provided input to ensure the Nutri-Link software provides features equivalent to the USDA Prototype that help minimize household reporting errors.

**3. Will the Nutri-link online application have a customer support line available for technical help?** Initial training to use the Nutri-Link software will be provided, as well as ongoing technical support by Nutri-Link for both the district and families applying.

**4. Will the school districts have to pay for the Nutri-Link program and how much is it?**

The Idaho Child Nutrition Program has grant funding to support the initial set-up costs, training fees, and technical support for operating the Idaho School Meal Online Application until June 30, 2023. The current annual license negotiated by Idaho Child Nutrition Programs per district is \$1,650. This price is subject to change after the expiration of the initial contract.

**5. Do we upload the state application into Nutri-Link, or will it be uploaded into it already?** There is no need to upload the state application into Nutri-Link. The online application gathers information in a guided interview process to ensure each household completing the application understands how to answer questions and provide the necessary information.

**6. Can you do paper applications as well for those that don't have internet access?**

Absolutely! Using the online application does not need to displace the paper application.

