# User Guide for Montana's Free and Reduced On-Line Application for the National School Lunch Program

FRAPP

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# 1  General Application Usage and Navigation

Welcome to the User Guide for the Montana Office of Public Instruction School Nutrition Program's On-line Free and Reduced Application (FRAPP) for meals through the National School Lunch Program available to you on your computer and your smartphone! Please use this guide as needed to help you through filling out and submitting your application to your children's school district. If you have questions, you can contact your district for assistance.

There are some informational pages at the beginning of the application to help you understand under what circumstances you need to fill out an application. Please read those carefully. If you determine you don't need to fill out the application, simply close your browser. If you determine you need to fill out an application, please read about what you will need in order to do so and gather your information before you proceed.

Your family situation determines which pages you have to complete. As you answer questions, the system will automatically determine the needed pages and display them for you. Please fill out everything completely. After you have entered required information for your family circumstances, you will be asked to provide contact information (email, address, phone #) and some other optional details, then you will see some legal language, followed by a Summary page. The summary page contains the data you entered throughout the application, as well as your application number. It is suggested that you print this page for your records, and in the event you need to reference it when speaking you're your district. Please review the Summary page carefully, then check the certification box and Submit.

Upon submittal, you will see a confirmation page that also contains your application number, and you will receive a confirmation email at the email address you provided on the Contact page in the application. Your school district staff will immediately receive your application and will process it per their processing schedule and get back to you with their determination.

Once you close your browser, you will be unable to access your application; however, the school district will be able to access it, and you can work with them on any necessary changes.

The following pages show you the navigation buttons and links you can use in the system and provide you with a picture and instructions for each page. Thank you for using FRAPP!

## 1.1  FAQ

In the upper right corner of Figure 1, you find the FAQ (Frequently Asked Questions). You may find answers to some of your questions if you click on this link.



*Figure 1. Frequently Asked Questions Link*

## 1.2   Breadcrumb Trail

Figure 2 is the breadcrumb trail and is found at the top of each page. You can use this to move backward through pages you have already completed in the application in the event you wish to review and/or edit. To move forward you must use the continue button.



*Figure 2. Breadcrumb Trail*

## 1.3   Question Mark Icon

If you hover your cursor over the question mark icon throughout the application, you will see a tool tip to assist you as seen in Figure 3.



*Figure 3. Question Mark Icon and Tooltip.*

## 1.4   Back – Continue - Add - Remove

Figure 4 shows the Back and Continue buttons that are available on most pages.



*Figure 4. The Back and Continue Buttons.*

➢ The 'Back' button takes you back to previous pages in the event you need to review or edit something.
➢ The 'Continue' button activates when you have entered all required data and made all required radio button selections on a page. If it is not activated, review your page and fill in any missing data before clicking 'Continue'.



*Figure 5. Other Navigational Buttons*

There are other navigational buttons scattered throughout the application, such as those in Figure 5 that have obvious meaning on the pages where they appear.

## 2 Introductory and Informational Pages

There are two ways to start this application:

- ➢ From the OPI School Nutrition page
- ➢ From your school district web page or a link provided in a communication from your district

### 2.1 Welcome Pages

If you start this application from the OPI School Nutrition page, you will see the following page from which you'll select your school district:



*Figure 6. Welcome Page from the OPI School Nutrition Web Page.*

You have the option to quit here and fill out a paper application by clicking on the blue link in Figure 6, printing the application, and taking it to your district.We encourage you to fill out the application and submit on line.

- ➢ Use the down arrow to select your school district.

- If all of your children are in the same school district, even if in multiple schools, fill out one application and include everyone.
- If you have children in multiple districts, you have to fill out a separate application for each district.



*Figure 7. School District Dropdown List.*

➢ Select your school district from the dropdown list as seen in Figure 7 to continue through the application.

If you have started the application from your school district web page or a link provided in a communication from your district, you will see the following page:

*Figure 8. Welcome Page from the District Web Page or Other Communication.*

You have the option to quit here and fill out a paper application by clicking on the blue link in Figure 8, printing the application, and taking it to your district. We encourage you to fill out the application and submit on line.

➢ Your school district contact information is at the bottom of every page through the application (not shown here).
➢ Click on the Get Started button to begin your application.

The following page displays with information regarding who needs to apply. Review carefully.

## 2.2  Before You Begin Page



Billings Public Schools District Application for Free and Reduced Price School Meals        ❷ FAQ

# Before you begin...

There are a few things you should know.

If you received a **letter** ❷ from the school saying that **ALL** your children were automatically approved ( directly certified ) for free meals for the 2020-2021 school year because of participation in one or more of the following programs:

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Court-ordered Foster Care
- Homeless or Runaway
- Migrant

**you do need to submit an application.\*\***

**\*\*NOTE: If any of your children are missing from your eligibility notification letter from the school, please fill out the application or contact the school your child(ren) attends for additional assistance.**

If your school is participating in the **Community Eligibility Provision**, your children will receive free meals through that program, and **you do not need to submit an application.**

Please close the browser now to exit out of this application form if you do not need to submit an application.

*Figure 9. Informational Page, Part 1*

➢ Evaluate your household circumstances and any communication you have received from the school regarding your children's eligibility per the instructions on the page in Figure 9.
  - If you don't need to apply based on the information on this page, close your browser. You are done!
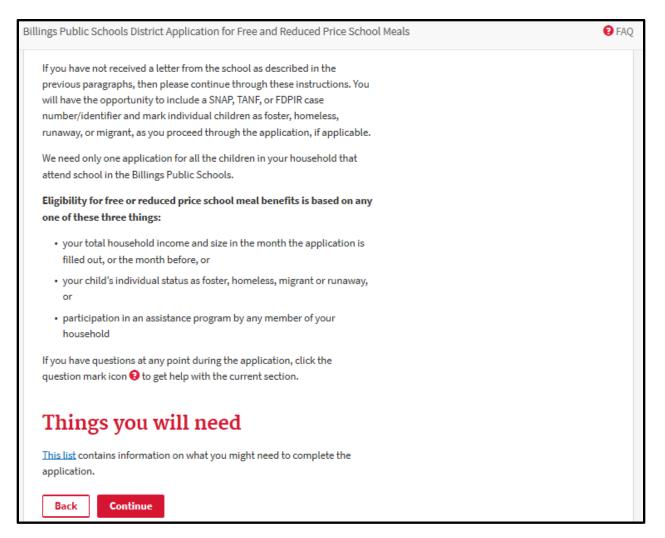  - If you do need to apply, please continue reading…

Billings Public Schools District Application for Free and Reduced Price School Meals    ❓ FAQ

If you have not received a letter from the school as described in the previous paragraphs, then please continue through these instructions. You will have the opportunity to include a SNAP, TANF, or FDPIR case number/identifier and mark individual children as foster, homeless, runaway, or migrant, as you proceed through the application, if applicable.

We need only one application for all the children in your household that attend school in the Billings Public Schools.

**Eligibility for free or reduced price school meal benefits is based on any one of these three things:**

- your total household income and size in the month the application is filled out, or the month before, or

- your child's individual status as foster, homeless, migrant or runaway, or

- participation in an assistance program by any member of your household

If you have questions at any point during the application, click the question mark icon ❓ to get help with the current section.

# Things you will need

This list contains information on what you might need to complete the application.

[ Back ]    [ Continue ]

*Figure 10. Informational Page, Part 2*

➢ Evaluate your household circumstances and any communication you have received from the school regarding your children's eligibility per the instructions on the page in Figure 10.
  ▪ If you don't need to apply based on the information on this page, close your browser. You are done!
  ▪ Click on the blue 'This list' link to review information you might need to complete the application before you continue.
  ▪ Click on the 'Continue' button when you're ready to fill out the application.

# Things you will need

This list contains information on what you might need to complete the application.

- If you participate in SNAP ❓, TANF ❓, or FDPIR ❓ you will need to know your case number (not your card or account number).
- If you do not participate in any of the above assistance programs, you will need to report your household income. In that case:
  - If anyone in your household has a job, you may need to reference the earnings statements or pay stubs to report your gross income, which is different from the amount you actually receive in your paycheck.
  - If anyone receives Social Security or retirement benefits, you may need to gather the benefit statements to report the amount and frequency of the payments.
  - You may also need to reference other financial documents for additional sources of income.

Still not sure if you have everything you need? Don't worry! The income section of the application contains detailed instructions and explanations about the sources of income you must include, and you can gather additional information then.

**Back**      **Continue**

*Figure 11. List of Things You Need to Fill Out the Application.*

➢ Review the list in Figure 11, gather everything you need, then click on 'Continue' to begin filling out the application.

# 3   Household Members and Eligibility Information

## 3.1   *Adult filling out form and certification*
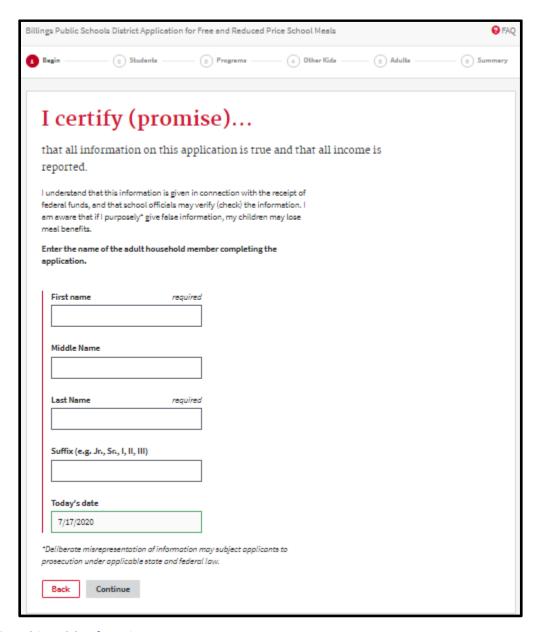


*Figure 12. Applying Adult  Information.*

➢ Fill in the fields on the page in Figure 12 and click on 'Continue'.
  ▪ Date defaults to today's date as date of application
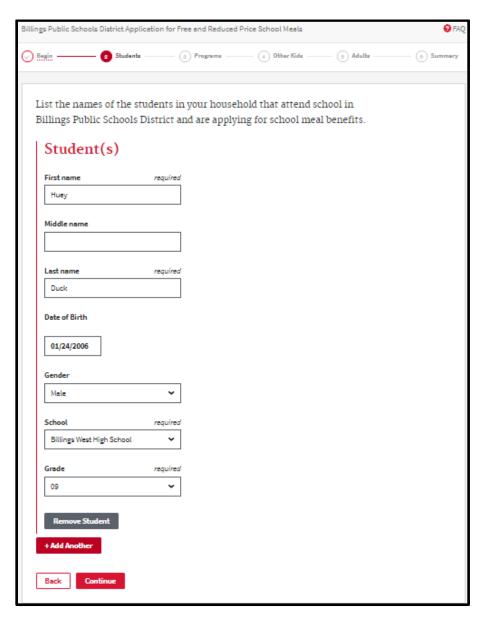
## 3.2 Student Informational Pages



Figure 13. Student Information Page

- ➢ Fill out information for each student in your household on the page shown in Figure 13.
  - ▪ Date of Birth must be in mm/dd/yyyy format.
  - ▪ Use the dropdown selections for Gender, Scool, and Grade.
  - ▪ Click on 'Add Another' for each additional student. More fields will appear for each student. DO NOT enter non-student household members here. You will enter them later in the application.
  - ▪ Click 'Remove Student if you enter a student in error.
  - ▪ Click 'Continue' when you have entered all students in your household in this district.
- ➢ Notice the breadcrumb trail – 'Begin' is now a link back to previous pages; 'Students' is active.

### 3.3 Assistance Programs, Foster Care, Migrant, Homeless, Runaway Pages

### 3.3.1 SNAP, TANF, FDPIR

If someone in your household participates in SNAP, TANF, or FDPIR, and you have not received a letter from your school notifying you that ALL of your students are eligible for free meals, you will fill out this page.
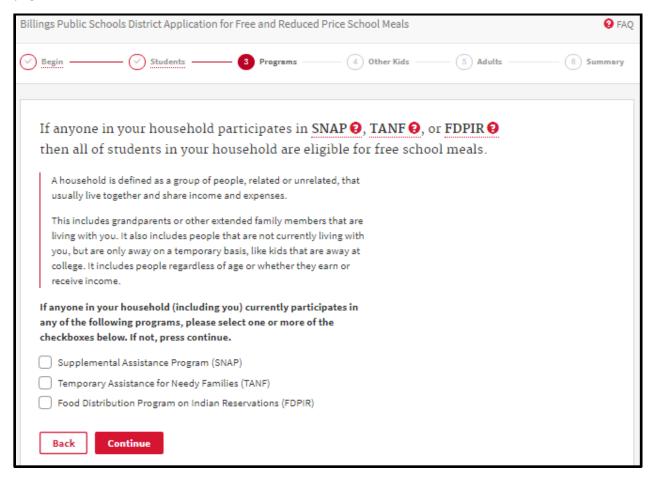


*Figure 14. Assistance Program Participation Page.*

➢ Click 'Continue' if no one in your household participates in SNAP, TANF, or FDPIR.
➢ Notice the breadcrumb trail – 'Begin' and 'Students' are now links back to those pages; Programs is now active.

Otherwise,

➢ Check the box or boxes for applicable program(s) shown in Figure 14. A box will display for you to enter your case number for each program you check as seen in Figure 15.
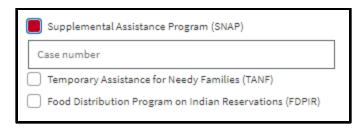
*Figure 15. Case Number Entry Field.*

> ➢ Enter the case number(s) for the applicable program(s).
> ➢ Click 'Continue' to go to the Application Wrap-up and Summary Pages.
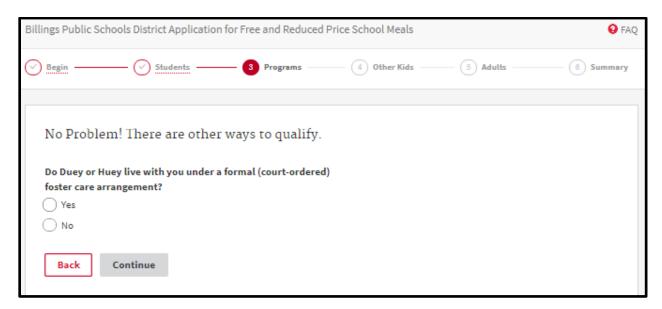
### 3.3.2 Foster Care Indicator



*Figure 16. Foster Care Information.*

> ➢ Select 'No' and click on 'Continue' on the page in Figure 16 if none of the listed student(s) live with you under a formal, court-ordered foster care agreement.

Otherwise,

> ➢ Select 'Yes' and click on the checkbox next to the student(s) in your household that are living with you under a formal, court-ordered foster care arrangement as shown in Figure 17.
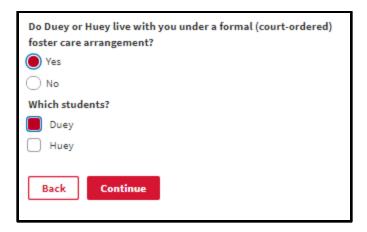
*Figure 17. Foster Care Student(s) Selection.*

- ➢ Click 'Continue'.
- ➢ If ALL students in your household are living with you under a formal, court-ordered foster care arrangement, you will go to Application Wrap-up and Summary Pages.

Otherwise,

- ➢ You will go to further questions regarding Homeless, Migrant and Runaway programs.
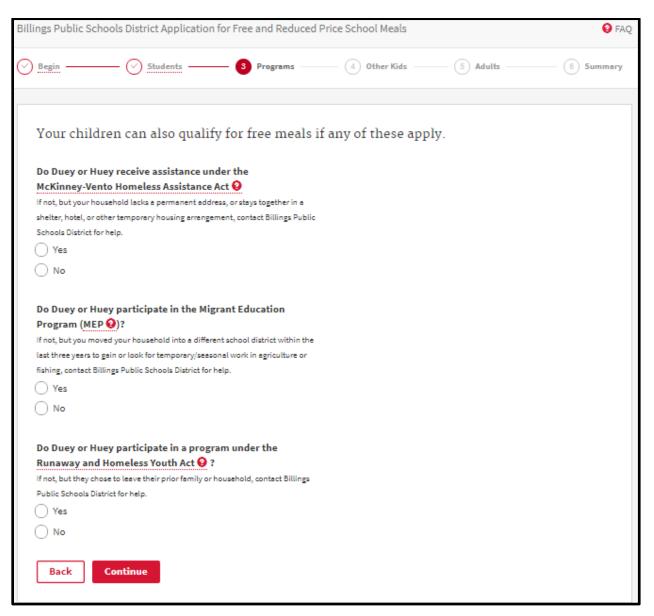
### 3.3.3 Homeless, Migrant and Runaway



*Figure 18. Homeless, Migrant, Runaway Information Page.*

➢ Select 'No' and 'Continue' if none of these circumstances listed on the page in Figure 18 applies to any of the students in your household. You will go to pages where you enter Other Child(ren), Child(ren) Income, Other Adult(s), Adult Income Pages.

Otherwise,

➢ Select 'No' where applicable, then…
➢ Select 'Yes' and check the box(es) for applicable children as shown in Figure 19, then click 'Continue'.

Your children can also qualify for free meals if any of these apply.

**Do Duey or Huey receive assistance under the McKinney-Vento Homeless Assistance Act** 🔴

If not, but your household lacks a permanent address, or stays together in a shelter, hotel, or other temporary housing arrangement, contact Billings Public Schools District for help.

○ Yes
● No

**Do Duey or Huey participate in the Migrant Education Program (MEP** 🔴**)?**

If not, but you moved your household into a different school district within the last three years to gain or look for temporary/seasonal work in agriculture or fishing, contact Billings Public Schools District for help.

● Yes
○ No

**Which students?**

☐ Duey
■ Huey

**Do Duey or Huey participate in a program under the Runaway and Homeless Youth Act** 🔴 **?**

If not, but they chose to leave their prior family or household, contact Billings Public Schools District for help.

○ Yes
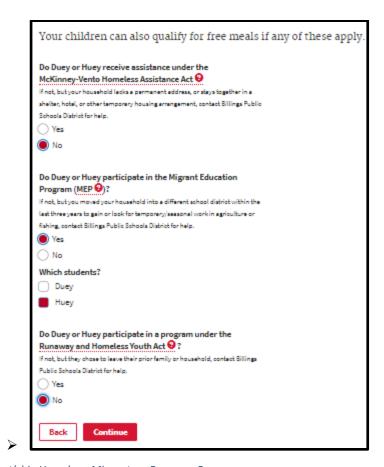● No

[Back] [Continue]

*Figure 19. Selection for student(s) in Homeless, Migrant, or Runaway Programs.*

➢ If all students in your household are a combination of foster care with you, and are homeless, or migrant, or runaway, you will go to the Income Entry Option Page
➢ If any or all of the students in your household are not a combination of foster care with you, and homeless, migrant, or runaway, you will go to the Other Child(ren), Child(ren) Income, Other Adult(s), Adult Income Pages.

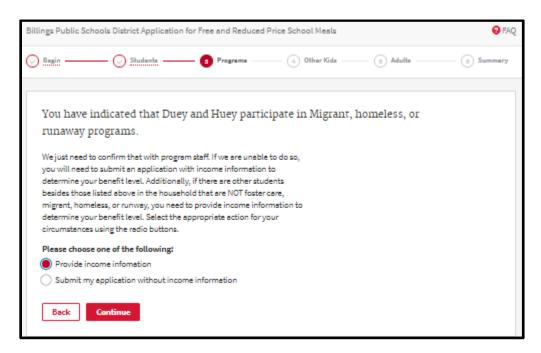## 3.4    *Income Entry Option Page*



*Figure 20. Income Entry Option Page.*

You are not required to provide income information if the students who live with you are Homeless, Migrant, or Runaway. However, if the school district is unable to verify that with program staff, and you have not provided income in your application, you will have to start over and resubmit your application with income information.

➢ Select 'Provide income information' and 'Continue' if you wish to provide that information in this application. You will go to the Other Child(ren), Child(ren) Income, Other Adult(s), Adult Income Pages.

Otherwise,

➢ Select 'Submit my application without income information', and you will go to the Contact Information Page.

## 3.5    Other Child(ren), Child(ren) Income, Other Adult(s), Adult Income Pages

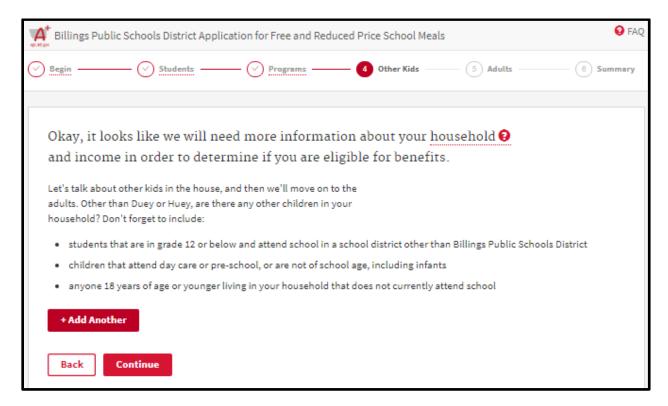### 3.5.1    Other Child(ren) Inquiry Page



*Figure 21. Other Children Inauiry Page.*

- ➢ Review the instructions on the page in Figure 21.
- ➢ If there are no other child(ren) in your household that need to be added, click 'Continue'. You will go to the Child Income Overview Page.
- ➢ If there are child(ren) to add, click '+ Add Another'. You will go to the Add Other Child(ren) Page.
- ➢ Notice the breadcrumb trail – 'Begin', 'Students', and 'Programs' are all links to go back to previous sections; 'Other Kids' is active.

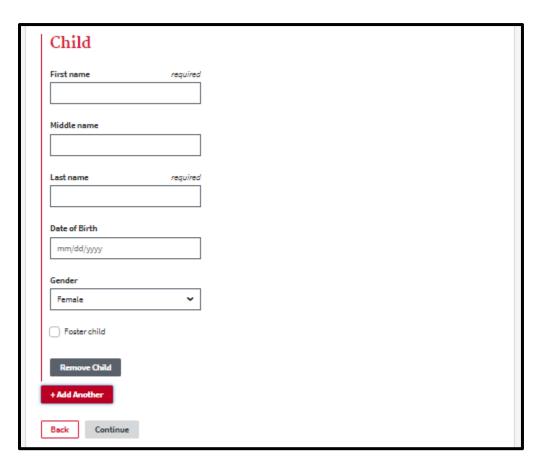## 3.5.2   Add Other Child(ren) Page



*Figure 22. Add Other Child(ren) Page.*

- ➢ Fill in the information for each additional child(ren) per the instructions on the page in Figure 22.
- ➢ Date of Birth must be in mm/dd/yyyy format.
- ➢ Check the 'Foster child' box for each child you add, when applicable.
- ➢ Click on '+Add Another' for each child you need to add, and another child data section will display.
- ➢ You can remove any child entered in error.
- ➢ Click 'Continue' when all additional children have been entered.

### 3.5.3   Child(ren) Income Page(s)
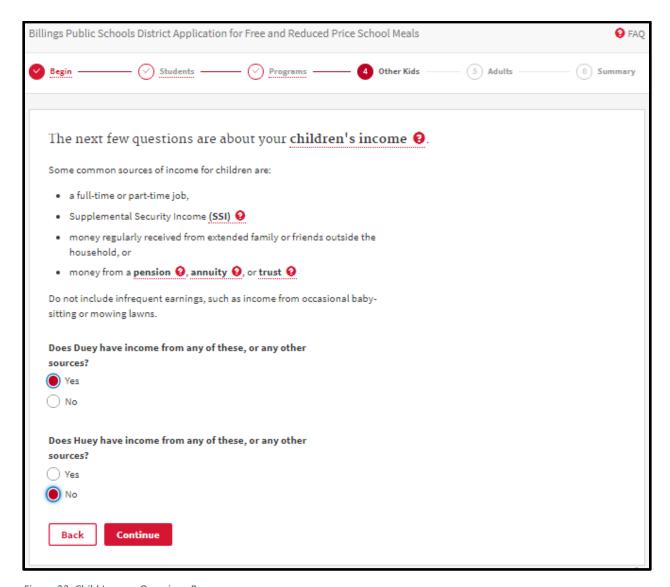
#### 3.5.3.1   Child Income Overview Page



*Figure 23. Child Income Overview  Page*

➢ Select 'Yes' or 'No' for each child listed on the page in Figure 23 and click 'Continue'.
- ▪ If you select 'Yes' for any child(ren), you will go to each Child Income Detail Page for anyone you marked 'Yes'.
- ▪ If you select 'No' for all children, you will go to the Other Adult(s) Inquiry Page.
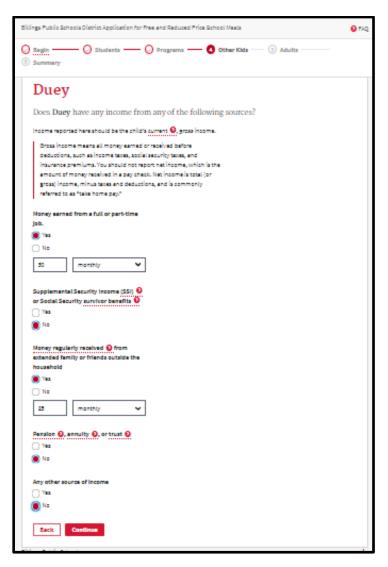
*Figure 24. Child Income Detail Page.*

- ➢ Select 'Yes' or 'No' for each type of income for the child listed on the page in Figure 24.
  - ▪ If you select 'Yes', enter the amount and frequency for that income type.
- ➢ Click 'Continue' to move to the Child Income Detail Page for the next child you indicated has income on the Child Income Overview Page and fill it out.
- ➢ If there are no other children income details to enter, you will go to the Other Adult(s) Inquiry Page.
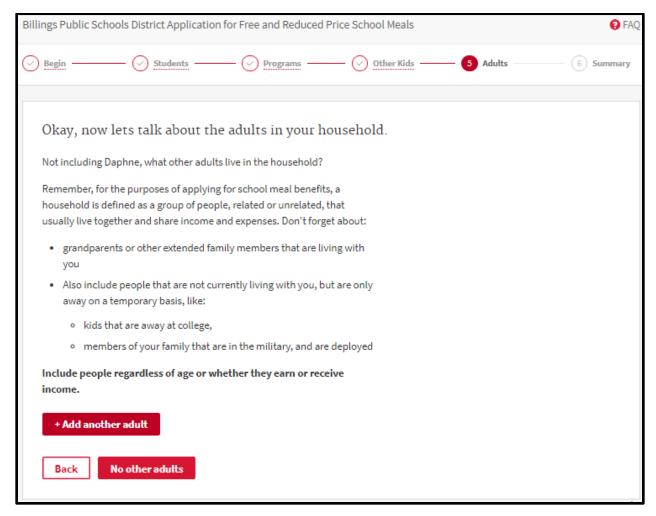
### 3.5.4    Other Adult(s) Inquiry Page



*Figure 25. Other Adult(s) Inquiry Page.*

➢  Review the instructions on the page in Figure 25.
➢  If there are no other adults in your household that need to be added, click 'No Other Adults'. You will go to the Adult Income Overview Page.
➢  If there are adults to add, click '+ Add Another Adult'. You will go to the Add Other Adults Page.
➢  Notice the breadcrumb trail – 'Begin', 'Students', 'Programs', and 'Other Kids' are all links to go back to previous sections; 'Adults' is active.
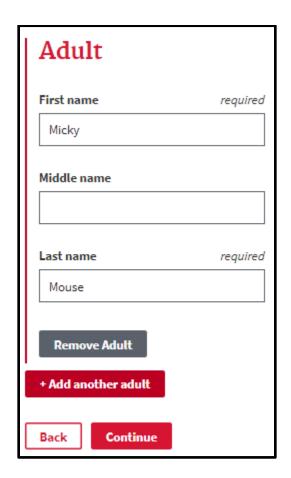
### 3.5.5  Add Other Adults Page



*Figure 26. Add Other Adults Page.*

➢ Fill in the information for each additional adult per the instructions on the page in Figure 26.
➢ Date of Birth must be in mm/dd/yyyy format.
➢ Click on '+Add Another Adult' for each adult you need to add, and another adult data section will display.
➢ You can remove any adult entered in error.
➢ Click 'Continue' when all additional adults have been entered.

### 3.5.6   Adult Income Pages

#### 3.5.6.1   Adult Income Overview Page

There are quite a few income categories for adults. The first is regarding military income, which leads to a military income page. The other categories take you to an income detail page for those categories.
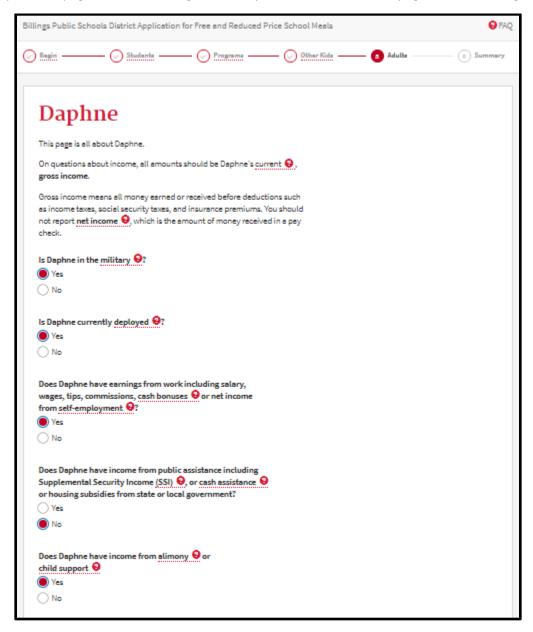


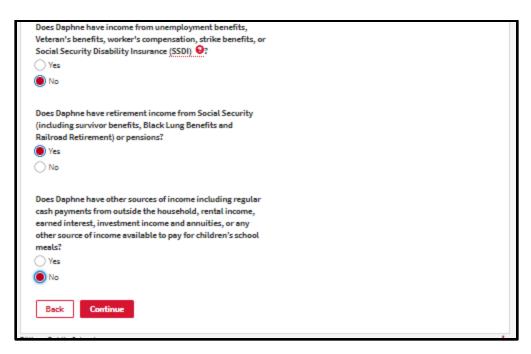*Figure 27. First Half of Adult Income Overview Page.*

*Figure 28. Second Half of Adult Income Overview Page.*

➢ Select 'Yes' or 'No' to the military questions and each category of income on the page in Figure 27 and Figure 28.
  ▪ If you select 'Yes' for the military questions, you will go to the Adult Military Income Detail Page and then to the Adult Other Income Detail Page.
  ▪ If you select 'No' for the military questions, you will go to the Adult Other Income Detail Page.
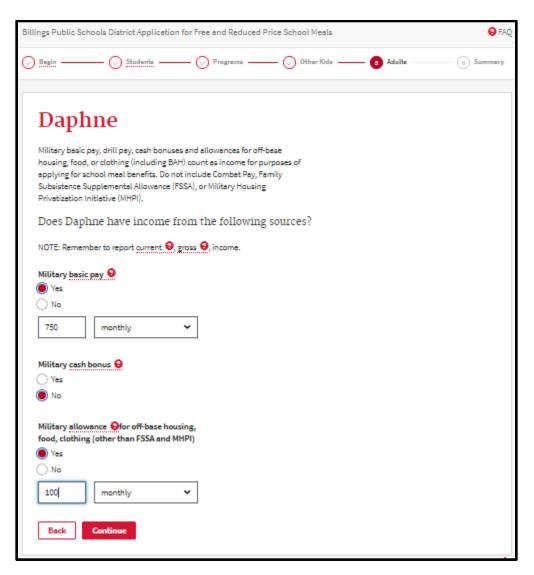
*Figure 29. Military  Income Detail Page.*

- ➢ Select 'Yes' or 'No' for each type of military income for the adult listed on the page in Figure 29.
    - ▪ If you select 'Yes', enter the amount and frequency for that income type.
- ➢ Click 'Continue' to move to the Adult Other Income Detail Page for the adult listed on the page
- ➢ If there is no other income to enter for this adult, you will go to the Adult Income Overview Page for the next adult in the household and go through the same steps for military income and other income.
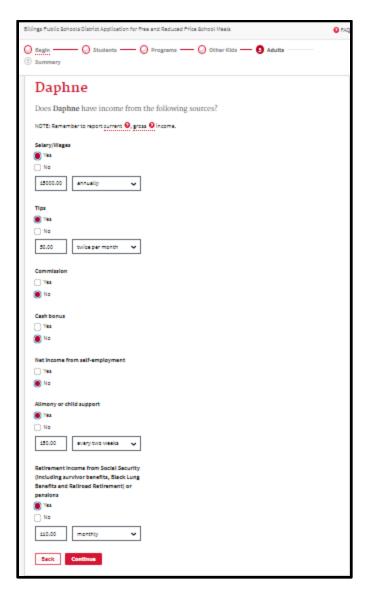
*Figure 30. Other Adult Income Detail Page.*

➢ Select 'Yes' or 'No' for each type of income for the adult listed on the page in Figure 30
  ▪ If you select 'Yes', enter the amount and frequency for that income type.

Click 'Continue' to move to the

➢ Adult Income Overview Page for the next adult in the household.
➢ When you have entered all income for all adults in the household, you will go to the Application Wrap-up and Summary Pages.

# 4   Application Wrap-up and Summary Pages
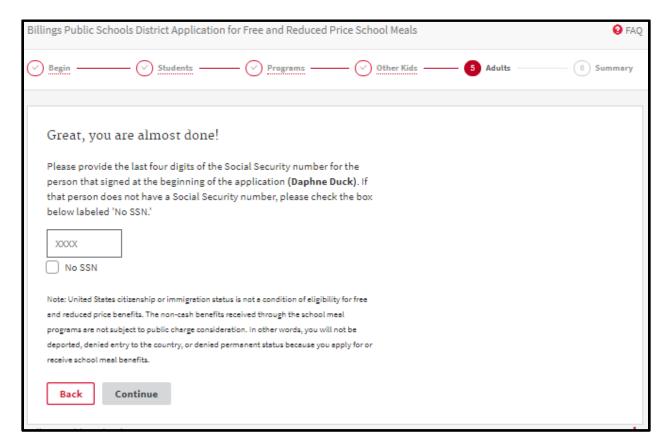
## 4.1   SSN Page



Figure 31. SSN Page.

> ➢ Enter the last 4 digits of the household member filling out the application (shown in the first sentence) on the page in Figure 31 or check the box 'No SSN'.
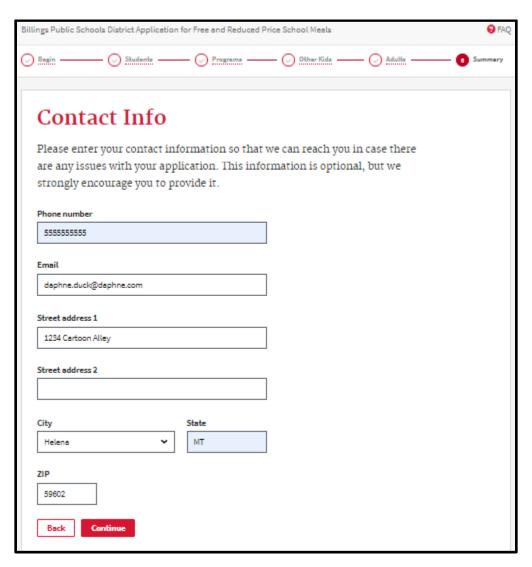
## 4.2  Contact Information Page



*Figure 32. Contact Information Page.*

- ➢ You are strongly encouraged to enter contact information on the page in Figure 32 so you can be reached by the school district for clarification and notification of eligibility.
- ➢ The email you enter here is where your confirmation email will be sent upon submittal and where the school district may email you with notification of eligibility.
- ➢ The state will default to MT. Select your city from the dropdown list.
  - ▪ If you live in another state, select that state from the state dropdown box first, then select the city from the list of cities in the city dropdown box for the state you selected.
- ➢ Click 'Continue' to move to the next page.
- ➢ Notice the breadcrumb trail – 'Begin', 'Students', Programs', 'Other Kids', 'Adults' are all links to previous sections; Summary is active.
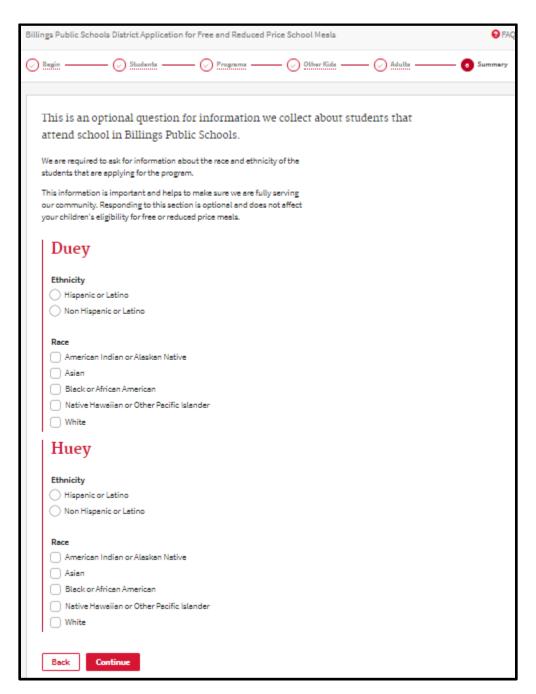
## 4.3    Race and Ethnicity Page



*Figure 33. Race and Ethnicity Page.*

- ➤ You are encouraged to enter information on the page in Figure 33 for the students in your household to assure your community is being fully served.
- ➤ Click 'Continue' to move to the next page.
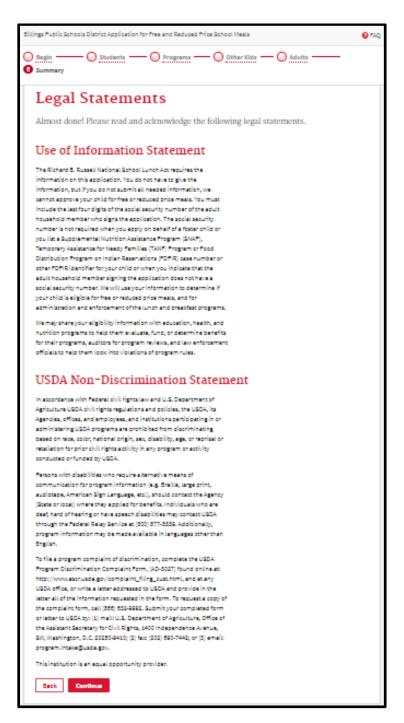
## *4.4   Legal Statements Page*



*Figure 34. Legal Statements Page.*

➢ Review the legal statements in Figure 34 and Click 'Continue'.

## 4.5   *Summary Page*

Review the Summary page thoroughly and certify your information before you submit it. Note your application number in the top paragraph. It is recommended that you also print this page. If everything looks fine, please check the required boxes at the bottom of the page and click on Submit. If you need to go back to a section, please use the breadcrumb trail at the top of the page to get back to the section you need to review and/or change, make your changes and proceed through the application until you get to this summary page again.
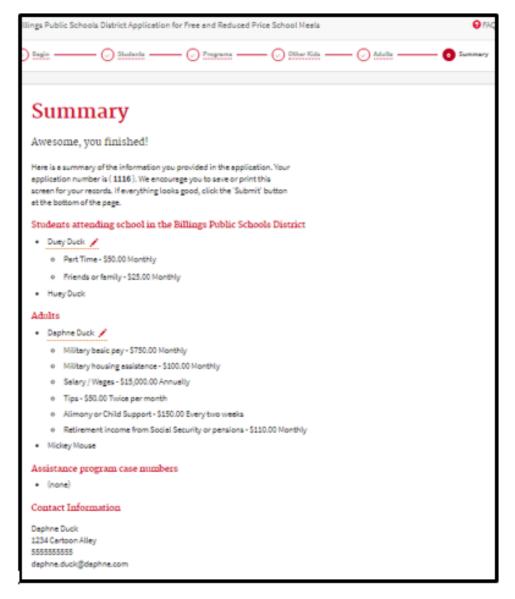


*Figure 35. Demographic Summary*

➢ You are strongly encouraged to print this page and keep it for your records. Your application number is in the top paragraph and may be needed for reference, along with the other information on the page, if you speak with your school district.

➢ Review the household students, other children, and adults you entered, as well as their income.

- Review any Assistance program case numbers and contact information you entered.
- If you need to edit any information, you can use the breadcrumb trail at the top of the page to go back to the application section you need to edit. You can click 'Back' to go backwards a page at a time.
- You can use the pencil links next to each person's income to go back to individual income entry pages.



*Figure 36. Income Summary and Certification*

- Check the 'I certify' box in Figure 36 to confirm your application review.
- Click on 'Submit' to send your application to your school district.

## 4.6    Confirmation Page

You will receive a confirmation message similar to the following, which also contains your application number.
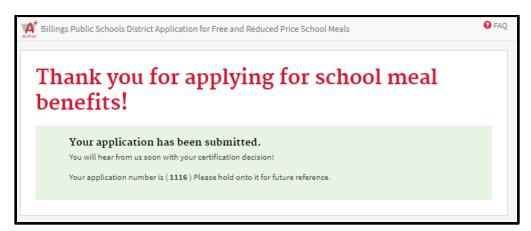


*Figure 37. Confirmation Page.*

- You may want to print this page in Figure 37 for your records.
- Look for an email confirmation at the email address you provided on the Contact page