

Household Contact System For Sponsoring Organizations

PURPOSE:

To develop a system that Sponsoring Organizations (SO) will use for household contact in its monitoring of child care facilities (homes and centers). This does not apply to Adult Day Care Centers.

SCOPE:

Sponsoring organizations participating in the Child and Adult Care food Program (CACFP).

DESCRIPTION:

Household contact means a contact made by a sponsoring organization or a State Agency to an adult member of a household with a child in a family day care home or a child care center. The purpose of the contact is to verify the attendance and enrollment of the child and the specific meal service(s) which the child routinely receives while in care.

Sponsoring organizations should contact households when one or more of the following situations occur:

1. Meal counts are inconsistent with attendance records.
2. Meal counts and attendance are not consistent with the information on the enrollment forms.
3. Information on the Applications for Free and Reduced-Price Meals is not current or has been altered in any fashion, e.g. erased or white out.
4. A large number of weekend, night, and/or holiday meals and snacks are claimed for reimbursement.
5. Prior day's meals counts are a great deal higher than the attendance on the day of review.
6. A significant number of meals served and claimed that does not correspond to the information on the enrollment form.

Procedure:

1. Sponsoring organizations should have parent/guardian contact information on the mandatory enrollment forms.
2. Decide if the household contact will be conducted by telephone or mail (USPS).
3. If the contact will be made by telephone, complete a copy of the script (attached) that will be used for each contact.
4. If the contact will be made by mail, complete a copy of the household contact letter and form (attached) for each contact. The letter should include a due date.
5. A copy of the script or the contact letter and the contact(s) will be kept on file and should include the names of all SO staff that worked on the household contact with the records.

6. Household contacts via the USPS shall be sent certified mail.
7. Collect and analyze the information submitted by the households.
8. Determine if there is a non-compliance issue with the institution or facility. Does the non-compliance reflect a serious deficiency?
9. Send appropriate correspondence to the facility and request related corrective action.
10. Follow normal procedure regarding submission of required corrective action and determination of seriously deficient centers and providers.

It is expected that each sponsoring organization will adapt this procedure to its own organization as outlined in its management plan. A SO may develop household contact letters, forms, and scripts; however these must be submitted to the State Agency for approval.

SOURCE:

CACFP Federal Regulations at §226.2 and §226.16(d)(5)