

# **POLICY HANDBOOK**

## **CHILD AND ADULT CARE FOOD PROGRAM**

### **FIRST STEP TO NUTRITION**

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## **MEAL COUNT AND ATTENDANCE RECORD KEEPING**

- For those Group Providers not directly entering meal counts at point of service into KidKare, manual weekly or daily attendance worksheets must be completed. Family Providers not able to enter meal counts daily into KidKare by midnight due to system outage, must maintain these same manual source documents.
- Point of Service definition – meal counts for Group Providers must be recorded during the approved meal time. This is defined as recording only between the approved start time of a meal and approved end time of a meal. 1 hour is allowed for Breakfast, Lunch, and Dinner. 30 minutes is allowed for snacks.
- Records must be located in the meal service area. KidKare attendance worksheets must be retained onsite for 3 years plus current fiscal year.
- First and Last names of each child must be stated on attendance worksheets.
- Best Practice is to use the Daily or Weekly Attendance Worksheets printed from KidKare.

Meal Deductions will occur for the following:

1. KidKare attendance worksheets are not completed up to the current date monitored for meals not recorded into KidKare by end of day for family or Point of Service for Group during a review- incomplete days will be deducted.
2. KidKare attendance worksheets are completed after the current meal monitored during a review – pre-recorded meal will be deducted.

- Meals must be served by the provider in order to be claimed for reimbursement - Meals may not be sent home with the parent or to school.
- Meals must be offered to every enrolled child in your facility. Will not discriminate based on race, color, national origin, age, sex, or disability.
- Accepting Federal financial assistance requires compliance with civil rights rules in all aspects of operations.
- Prior notification of Vacation and or Closed days must be reported to the office.
- Manage Provider Calendar for meal closures.

## **SOURCE DOCUMENTATION and SAME DAY ENTRY Feature**

- Same Day Entry is required for all providers into the KidKare system. Prior days meals will no longer be allowed to be recorded into Kidkare.
- If you miss recording into the system due to a system outage by the end of day for family providers or point of service for group providers, meal counts and menus must be recorded manually on weekly or daily worksheets from KidKare (known as source documentation). These source documents must also be recorded daily for family providers or at point of service for group providers for payment.
- These manual source documents must be kept for 3 years plus the current year.
- Source documents must only be kept for those meals which are not recorded during regulation times.
- If you record directly into KidKare during regulation times, source documents are not required.
- Meal entry times report – lists date and time you entered each of your meals into KidKare. This report will be used by your monitor for verification purposes during Review. You do not have access to this report to print.
- If report indicates meals are not being entered during regulation times, your monitor will request source documentation during the review – attendance worksheets.
- Any meals found during a review visit not recorded in KidKare or on source documentation, will be disallowed for payment.
- For remote reviews, any source documentation requested to be sent to office for verification that is not received by midnight the day of review will be deducted.
- A follow-up review will also be conducted to verify proper recording with source documentation has been instituted by provider. Training will be provided.
- If follow-up review is not successful in correcting recording issues, a serious deficiency notice will be generated.

## **MENUS**

- Separate menu must be completed for each meal type claimed. Identical meals may not be served to a single child during a single day. The meals must offer varied components.
- **A visible menu must be posted for parents.** It may be either the pre-planned sample menu provided each month or your own planned menu.
- Providers may record all approved meal types served and the software will select and pay the 2 highest reimbursable meals plus 1 snack.
- At least 2 hours must be maintained between meal start times.
- Any meal type or time changes must be approved by the office prior to the change.
- Cycle menus are permitted.
- Food allergies must be documented by a medical authority and submitted to the office on an approved medical plan statement – recommended food substitutions should be followed. This form is posted on our website.
- Menu deductions will be made for missing required components and/or non-creditable components.

## **Standardized Recipes and CN Labels**

- Standardized Recipes are required for any made from scratch menu item that contains more than one ingredient.
- A recipe must include individual ingredients, amounts, and number of servings provided.
- All recipes must be kept in a file for review during visits.
- Child Nutrition (CN) Labels are to be kept for processed multi-ingredient foods served. Examples include chicken nuggets or patties, frozen pizza, fish sticks, and hotdogs.
- You may substitute a Manufacturer's Product Information Statement for any processed food that is not available with a CN label.
- Validation of minimum quantity for all menu items served will be conducted during Reviews.
- <https://www.fns.usda.gov/cnlabeling/usdausdc-authorized-labels-and-manufacturers>  
CN Label Verification Report

## **SUBMITTING OF CLAIMS**

- Claims must be **received** by the single claim deadline date published in monthly Newsletter of each month by 9:00 AM. **No late claims will be processed.**
- Direct Deposit is the **required** option available to all providers. The deadline for additions or changes to account information is the 20<sup>th</sup> of each month. Requests made after that date will be processed on the following month's claim.

## **CHILD ENROLLMENT FORMS**

- Signed Enrollment forms must be submitted for each child prior to or with the first month of claim. These forms must also include a proper date with month, day, and year indicated.
- A copy must be maintained in the provider's facility. This copy is considered a source document which must be kept for 3 years plus current year.
- Meal count deductions will be made for all children without a current enrollment form on file.
- Providers must submit signed child enrollment forms prior to submitting the claim each month. Pending children (no signed enrollment form on file) will not be reimbursed for payment. Only active children will be paid. **Reprocessing of claim for pending children is not guaranteed and is strictly a courtesy by office staff.**
- Child Enrollment Renewal Worksheets will be collected annually for each fiscal year and are valid for a period of 12 months.
- Forms may be sent through KidKare Messaging as an attachment, faxed, or scanned and emailed to the office for activation.
- Unsigned child enrollments will be returned and not activated for payment. Manual child enrollment forms must also be legible or we reserve the right to return the form to the provider. Only the approved manual child enrollment posted on our website is allowable. **Child Enrollments printed through KidKare are highly recommended!**

## **TIERING**

- Will be determined upon enrollment – reviewed annually.
- Tier status determined:
  1. School data – qualifies you for 5 years.
  2. Census data – qualifies you for 5 years.
  3. Provider’s family income – must be determined annually. Only current for 12 months.
  4. Tier 3 Mixed Rate – parent’s income determines tier classification – must be determined annually.
- All Income applications will be submitted annually.
- Any income change or family size change must be reported to the office.

## **PARENTAL CONTACTS and SERIOUS DEFICIENCY PROCESS**

- Household Contacts may be mailed to all active children on a provider’s roster due to the following situations:
  1. Perfect attendance for repeated months – no child is ever absent from care.
  2. A non-compliant monitor visit – During a monitor visit a serious deficiency is recorded.
  3. Claiming of major holidays without indicating you were open for care. Claiming of non-existent days – example - February 30.
  4. Parental Contacts may be part of the Serious Deficiency Process for a provider if a serious deficiency is identified during a review, claim submission process, or submission of required records.
  5. The Serious Deficiency process includes receiving a letter defining the serious deficiency identified, corrective action plan to be submitted and implemented by provider, and a 30 day unannounced follow-up review conducted to verify the corrections have been made. If the Serious Deficiency has not been corrected and verified as complete at the follow-up review, termination procedures will begin. Please refer to termination and appeal procedure posted on our website: [www.firststepnutrition.com](http://www.firststepnutrition.com).

## **MONITORING/LICENSING/CLOSURES**

- A valid current license must be on file.
- Renewals must be submitted to the office. Upon receipt from your licensing office, you may forward to the office via KidKare Messaging, email or fax.
- A change of address requires a license at the new address.
- 2 unannounced and 1 announced monitor visit will be conducted annually.
- Follow-up visits will be conducted if a deficiency is found during a regular visit – will be conducted unannounced within 30 days.
- A five day reconciliation of attendance and meal counts will be conducted during each review. The meal observed must be similar to the 5 days prior counts to be verified. If not verified, a follow-up review will be conducted within 30 days to reconcile meal counts and attendance. If not verified again, the serious deficiency process will be initiated.
- WIC brochures and Building For the Future handouts must be printed, posted, and distributed to parents annually. These are available on First Step website [www.firststeptonutrition.com](http://www.firststeptonutrition.com).
- Justice For All posters must be displayed by group providers.
- It is provider's responsibility to check KidKare Messaging daily for any new messages sent through this communication service including monthly Newsletter and any training handouts.
- It is provider's responsibility to check First Step website for any payment schedules, payment rates, and forms to be printed from Downloads-Provider Forms section.
- Vacation, closed days, and/or field trip schedules must be submitted by utilizing the Provider Calendar in KidKare, or using the toll free number 800 659-5312 or email to [firststp@ptd.net](mailto:firststp@ptd.net).
- Emergency closures and/or no children in attendance for meals must also use the above procedure to notify the office.
- Meal time changes must be submitted by KidKare Messaging, toll-free number, or email.
- Meal service must be conducted within the start and end times submitted for approval and listed on your KidKare Enter Meals screen.

## **REMOTE REVIEW PROCEDURE**

- A phone desk review will be conducted to collect information for the review.
- This desk review will be followed up by a meal service review using Facetime, Google Duo, or zoom during a scheduled meal service time.
- Please answer phone during meal service times and/or check phone messages during review window time period.
- During the review you will be notified if any source documentation is required.
- Source Documentation must be received by end of review day to be considered complete and successful. Any requested Source Documentation not submitted to office will be disallowed for payment.
- If source documentation is not received for days greater than 5, a follow-up review will be conducted.
- If during the follow-up review the source documentation issue has not been corrected, a serious deficiency will be deemed.

## **CLAIMING OF INFANTS**

- Every infant must be offered the program if provider is enrolled in the Child and Adult Care Food Program.
- Parent choice, not provider choice – only parent may decline participation.
- If returning a manual child enrollment, an approved Infant Enrollment Supplement form must be submitted stating who will be providing the formula – this is in addition to the manual enrollment form. This information is included for online enrollments during the child enrollment process in KidKare.
- Provider formula brand “offered” by provider to all enrolled infants must be specified on infant child enrollment form.
- A separate infant menu must be completed until the 1-year birthdate.
- Infant menu must specify type of meat/infant cereal/fruit/vegetable – must be stated daily. Ex: rice cereal, green beans, breastmilk.

## **TERMINATION**

- Must complete annual training.
- See attached Termination and Appeal Procedure for Child Care Providers



I have received and understand the contents of the Policy Handbook. It is my responsibility to inquire for any needed clarification of the contents.

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Provider Signature and Date

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Monitor Signature and Date

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD 3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-ComplaintForm-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
2. fax: (833) 256-1665 or (202) 690-7442; or
3. email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider

**Procedure for Food and Nutrition Services (FNS) Civil Rights Complaints**  
**Pennsylvania Department of Education**  
**Division of Food and Nutrition**

- 1) Sponsor receives a Civil Rights complaint from the complainant (i.e. parent).
  - a) Sponsor must inform complainant of Federal Civil Rights rules and regulations that have been established for protected classes. (A protected class is any person or group of people who are protected from discrimination based on):
    1. Race
    2. Color
    3. National Origin
    4. Age
    5. Sex (including gender identity and sexual orientation)
    6. Disability
  - b) Sponsor must provide complainant the necessary information to file a complaint, which is:
    1. Mailing address of the USDA:  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
    2. USDA's Contact Information:  
Telephone: (866) 632-9992 or (202) 260-1026  
Local or Federal relay: (800) 877-8339  
Spanish Relay: (800) 845-6136  
Fax: (833) 256-1665 or (202) 690-7442  
Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)
    3. Electronic link to file a civil rights complaint (How to File a Program Discrimination Complaint):  
<https://www.usda.gov/oascr/complaint-resolution>

**Note:** If the sponsor is unsure if the complaint falls under a protected class, sponsor should provide complainant the federal complaint information.

- c) **After providing the complainant with the information on how to file a Civil Rights complaint directly at the Federal level**, the sponsor may attempt to resolve the complaint if it is a matter that can be resolved quickly. Resolving complaints in real-time at the lowest possible level is encouraged. (**\*Note:** This is not an investigation as neither the sponsor nor the State Agency has the authority to conduct complaint investigations. This is simply trying to resolve the situation if it was potentially caused by a miscommunication.)

If the complainant refuses to discuss the matter any further with the sponsor or if the matter cannot be resolved quickly, then the sponsor should:

1. Reiterate the complaint filing procedures in 1) b),
2. Document the complaint and actions taken (i.e. referral to Federal complaint procedures) in a Civil Rights complaint log that is separate from any other complaint log, (**\*Note:** A separate Civil Rights complaint log is necessary due to confidentiality and privacy laws. See complaint log requirements in d) below.), and

3. Notify the State Agency of the discussion. (**\*Note:** it is important for the sponsor to notify the State Agency because regular communication between the sponsor and State Agency is key to operating the program successfully.)

If the complainant is willing to try to resolve the issue with the sponsor and a satisfactory resolution is achieved, then the sponsor should still remind the complainant (using the information in 1) b)) of his/her right to file at the Federal level if necessary. (**\*Note:** Complainants retain the right to file at the Federal level even if a resolution seems to have been reached at the sponsor level.) The sponsor needs to document the complaint and actions taken (i.e. how resolution was achieved) in a log that is separate from any other complaint log, and notify the State Agency of the resolution.

- d) Regardless if the complainant wishes to file at the Federal level, the sponsor should document as much information as possible in their Civil Rights complaint log including, but not limited to, the following:

- Date Complaint Received
- Complainant's Name
- Complainant's Address
- Complainant's Telephone Number
- Complainant's Email Address
- Allegation of Discrimination/Issue (i.e. FNS program involved, protected class(es) involved, etc.)
- Date of Alleged Discriminatory Action

1. The sponsor **must forward** the information, **within 5 days of receipt of complaint** from complainant, to the State Agency Civil Rights Coordinator (process depicted below):

State Agency Civil Rights Coordinator ➡ State Agency Director\* ➡ FNS Regional Office Civil Rights Contact ➡ FNS Headquarters Civil Rights Office ➡ Complainant

2. \*State Agency level **must forward** complaint information, **within 5 days of receipt of complaint** from sponsor, to the FNS regional office.
3. FNS team conducts complaint review and investigation, which includes contact with the complainant, State Agency, sponsor, etc.

2) Additional Information:

- a) Complainants must file within 180 days of the alleged action
- b) Confidentiality is extremely important
- c) USDA complaint form:
  - o English version:  
[http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain\\_combined\\_6\\_8\\_12.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Complain_combined_6_8_12.pdf)
  - o Spanish version:  
[http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish\\_Form\\_508\\_Compliant\\_6\\_8\\_12\\_0.pdf](http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf)
- d) Email the State Agency Civil Rights Coordinator for all Civil Rights complaints, including disability related complaints:
  - o Child and Adult Care Food Program: [RA-CACFP@pa.gov](mailto:RA-CACFP@pa.gov)
  - o National School Lunch Program: [RA-NSLP@pa.gov](mailto:RA-NSLP@pa.gov)
  - o Summer Food Service Program: [RA-SFSP@pa.gov](mailto:RA-SFSP@pa.gov)