

Child and Adult Care Food Program
Parental Contact Policy for Sponsors of Family Day Care Homes

A. Situations That Require Parental Contact

Parental contacts are made to determine if children for whom meals were claimed were actually enrolled and in attendance during the relevant claiming periods. Sponsors of Family Day Care Homes must initiate parental contact to verify meal counts when any of the following situations occur:

1. Failure of a home to pass the 5 day test during two (2) consecutive reviews and/or follow-up visits. Failure to pass the 5 day test would be based on attendance observed on the day of the review to be at least 50% or below what was claimed for the same meal for the previous five days the home claimed reimbursement for the meal.
2. Allegations are made against a home concerning submission of false claims or other information to a sponsor.

B. Parental Contact Procedures

1. If one of the above three circumstances exist, the sponsor must first determine if there is a reasonable explanation for the situation. If a reason is justified, the sponsor must document the reason, any corrective action required and training provided to eliminate the situation from happening in the future. If the reason is unjustified then parental contacts must be made to all the children claimed for the meals in question to determine if their child was in attendance for the days in which meals were claimed for them. These contacts can be made by telephone or mail.
2. If no discrepancies are identified, the sponsor must re-examine the homes records to ensure no other types of errors have been made. If no errors are found and the sponsor is convinced the meal counts are true and correct, the case can be closed.
3. If the case is closed and a similar situation occurs within six (6) months of the first parental contact, no additional action is required. Should a similar situation occur more than six (6) months later, parental contacts must be performed.
4. A brief memo or some other type of written statement regarding the investigations' outcome must be prepared, dated and signed, and placed in the center's file along with the information obtained from parental contacts.

C. Serious Deficiency Determination

If a sponsor determines that meals for one or more children were falsely claimed, a Serious Deficiency (SD) must be issued and the serious deficiency process must be followed. The only possible corrective action in cases of this sort is for the center to prove to the sponsor that the children in question were present and were served the questioned meals. If the center is unable to provide such proof to the sponsor, the sponsor must propose to terminate the provider from the Child and Adult Care food Program using established serious deficiency procedures.