

**Alabama State Department of Education
Child Nutrition Programs
Child and Adult Care Food Programs**

Household Contact Policy

The State agency, contracted auditors, and sponsoring organizations have the responsibility and authority under federal regulations to contact households of participants in child and adult care centers to ensure compliance with federal regulations and the integrity in the Child and Adult Care Program.

This policy does not apply to emergency shelters.

Purposes

State agency, contracted auditors, and sponsoring organization staff contact households for a variety of reasons, including but are not limited to:

1. Verifying the accuracy of enrollment, attendance, meal count records, and submitted claims.
2. Verifying information provided on income eligibility forms (only for pricing programs).
3. Investigating discrepancies identified during monitoring or compliance reviews.
4. Investigating complaints received about Program operations or integrity.
5. Instructions from the U.S. Department of Agriculture Food and Nutrition Administration.

Sampling Requirements

1. For a particular day care home, only the households where there is a discrepancy in the records need to be contacted.
2. For a particular center, when contacting households for any purpose except verifying income reported on the income eligibility forms, 10% of households or a minimum of 10 households must be contacted, whichever is greater.
3. When contacting households served by a center with a pricing program to verify income reported on the income eligibility forms, at least three percent of household.

Methodology

1. The State agency, contracted auditors, and sponsoring organizations must use a consistent method to contact households of a specific center for a specific purpose.
 - a. If written communication is used (i.e., letter or email), a standard template must be used.
 - i. Mailed letters must be sent via certified mail.
 - ii. Emails must be sent with a request for a delivery receipt.
 - b. If verbal communication is used (i.e., telephone or in-person), a standard script must be used.
2. All communications must clearly indicate the purpose, the name of the center or home, the purpose of the contact, and the specific information that is requested.
 - a. If contact cannot be made after two attempts, a different method may be tried for the third and final attempt.

- b. If contact cannot be made within three attempts and 14 days, document the attempts and outcome.
3. If no response is received, the State agency or sponsoring organization must notify the center or home that the child must still receive meals but cannot be included in future claims.

Final Report

1. A detailed log summarizing all household contacts, including:
 - a. The name of the staff member making the contact.
 - b. The name of the child or adult participant.
 - c. The person contacted.
 - d. Date(s) and time(s) of attempted contacts
 - e. Method.
 - f. Detailed results.
2. The responses to the household contacts must be analyzed and summarized. A written statement of the findings and any action taken as a result must be kept on in a secure and confidential file.
3. The ALSDE program administrator must be notified of any unresolved discrepancies in the final report and determine the appropriate follow up actions.

Policy Approved: 10-9-2026

Appendix: Links to Resources

Household Contacts

7 CFR 226.6(m)(5)

[7 CFR 226.6\(m\)\(5\)](#)

Verification of Eligibility

7 CFR 226.23(h)

[7 CFR 226.23\(h\)](#)

FDCH Monitoring Handbook (2012)

[FDCH Monitoring Handbook](#)

USDA CACFP Monitoring Handbook for State Agencies (2018)

[CACFP Monitoring Handbook for State Agencies](#)