

CHILD CARE FOOD PROGRAM

Compliance Handbook for Providers

North Coast Opportunities, Inc. (NCO) is a private, non-profit corporation; it provides services in seven counties in northern California, but primarily in Lake and Mendocino Counties. NCO pledges to be a leader in developing and providing human services that strengthen our community. We are a Community Action Agency, and we envision a healthy and self-sustaining community that inspires individuals to reach their highest potential. NCO, through Rural Communities Child Care (RCCC) administers a variety of programs including Subsidized Child Care, Family Child Care Network, Resource & Referral, Child Care Food Program, and Centralized Eligibility List.

The goal of the Child Care Food Program (CCFP) is to improve the diets of children who are under 13 years of age. The program also serves Migrant Worker's children who are under 16 years of age and children with disabilities who are under the age of 19 with medical documentation. Nutrition is an important part of good health. Proper nutrition is also an important part of a good childcare program. Children need well-balanced meals in order to meet their daily energy needs and to help them build strong bodies and minds. This program introduces young children to many different types of food and helps teach them good eating habits.

The purpose of this Compliance Handbook is to explain the program rules providers need to follow and the paperwork that must be completed in order to receive reimbursement through the CCFP. The Handbook specifically addresses the childcare provider rights and responsibilities; information regarding serious deficiency procedures; provider corrective action plans; and provider appeals.

NCO/RCCC OFFICES:

Ukiah/Willits Office	Coast Office	Lakeport Office	Clearlake Office
413 N State St	111A Boatyard Drive	401 Martin Street	14290 Olympic Dr Suite A
Ukiah, CA 95482	Fort Bragg, CA 95437	Lakeport CA 95453	Clearlake, CA 95422
(707) 467-3200	(707) 964-3080	(707) 263-4688	(707) 994-4018
(707) 467-3216 Fax	(707) 964-5594 Fax	(707) 312-8218 Fax	(707) 312-8218 Fax

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A GLOSSARY OF IMPORTANT TERMS

Alternate Payment Program (AP)

Subsidized Child Care Program that helps eligible families pay for child care in Lake and Mendocino Counties.

Calendar Year

January 1st through December 31st.

Child Care Food Program (CCFP)

NCO/RCCC's Child Care Food Program is funded by the United States Department of Agriculture's Food and Nutrition Services and administered by the California Department of Social Services.

Deficiency

Deficiencies are defined as any action resulting in violation of CCFP program rules, including but not limited to fraudulent conduct, willful falsification or misrepresentation or lack of program honesty.

Facility

A facility is a licensed Family Child Care Home, Center, or License-Exempt Provider, unless otherwise specified.

Fiscal Year

For the purposes of the NCO/RCCC Subsidized Child Care Programs, the fiscal year is July 1 through June 30.

For the purposes of the NCO/RCCC Child Care Food Programs, the fiscal year is October 1 through September 30.

License-Exempt Provider

A License-Exempt Provider is a person who is not required to be licensed. License-Exempt Providers may care for their relatives along with one non-related family as long as the care isn't being provided simultaneously. However, NCO/RCCC/CCFP policy shall only allow payment to one family's children regardless of their relationship and the days and times the childcare is being provided. The definition of "one family" for NCO/RCCC program purposes is one "client family".

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NCO is a private, non-profit corporation serving seven counties in northern California. NCO provides a wide array of community service programs primarily in Lake and Mendocino Counties.

Parent

Parent means a biological parent, stepparent, adoptive parent, foster parent, caretaker relative, or any other adult living with a child who has responsibility for the care and welfare of the child.

A GLOSSARY OF IMPORTANT TERMS (Continued)

Reimbursement

Reimbursement is based on the number and type of meals served to enrolled children. The reimbursement rates are set annually by USDA. Reimbursements are made once a month, usually by the 20th of the second month following claim submission.

Resource and Referral (R&R)

NCO/RCCC's Resource and Referral Program is funded by the California Department of Education. This program provides parents with referrals to licensed childcare facilities and assists them to understand the importance of choosing quality childcare. The Resource and Referral Program also provides ongoing training and assistance to childcare facilities in Lake and Mendocino Counties. Most offices operate lending libraries for resources.

Rural Communities Child Care (NCO/RCCC)

The goal of NCO/RCCC is to promote and encourage the healthy growth, development, care and education of children and families. NCO/RCCC administers Subsidized Child Care Programs, the Resource & Referral Program, the Child Care Food Program, and the Centralized Eligibility List in Lake and Mendocino Counties.

Sponsor

Agency responsible for administering the Child Care Food Program (NCO).

Trustline

Trustline is a background check on unlicensed providers conducted by the California Department of Social Services (CDSS). This background check includes data from the California Criminal History System, the California Child Abuse Central Index at the California Department of Justice (DOJ), and a check of the Federal Bureau of Investigation (FBI) records. In order for NCO/RCCC/CCFP to contract with unlicensed providers they must clear the Trustline registry. NCO/RCCC/CCFP will not contract with an unlicensed provider if any person residing in the home has been denied Trustline and/or is known to be a registered sex offender.

Two-Tier System

On July 1, 1997, the USDA replaced its method of reimbursement to Providers, which was previously based on an equal rate schedule, with the current system that groups Providers into two classifications, Tier I and Tier II. Providers are paid pursuant to the meal rates according to each Tier.

A family childcare home is classified Tier I based on its locality to an elementary school in which at least 50% of the enrolled children qualify for free or reduced meals. A Tier II family childcare home is identified by its locality to an elementary school in which less than 50% of its enrolled children qualify for free or reduced meals. Tier I providers receive higher reimbursement rates than Tier II providers.

INTRODUCTION

The CCFP, a federal program administered by the California Department of Social Services, enables childcare centers and family childcare homes throughout the United States to serve nutritious meals to their enrolled children by providing financial assistance through meal reimbursement. Participating facilities may claim up to two meals and one snack per day for each child. The meals and snacks served must meet United States Department of Agriculture (USDA) requirements for amounts and specific types of foods for both infants and children in order to receive reimbursement.

The Child Care Food Program provides reimbursement for meals and snacks served to enrolled children that meet the meal patterns established by the USDA. Refer to the Meal Pattern Charts for infants and older children included in your provider manual, "What's In a Meal?" for detailed requirements. Providers who participate in the food program are required to offer milk, grains, meat/meat alternatives, fruits, and vegetables to the children in care every day.

Tom Copeland, Director of Redleaf National Institute, has said, "Being on the Food Program is a sign of professionalism and it shows your concern for the nutritional health of children. It's a benchmark of quality that benefits you and the children in your care."

At the time of enrollment, each Provider receives training on the Food Buying Guide to support approved foods for each meal.

The Compliance portion of our Handbook covers the rules and regulations for successful participation in the Child Care Food Program. CCFP Program Staff work directly with Resource and Referral Staff, Alternative Payment Staff, and participating Family Child Care Providers to ensure problematic issues are recognized, reported, and corrected in a timely manner. If there are issues present that indicate serious deficiency, a file review or a provider audit is necessary. The childcare provider will be notified of deficiencies (i.e., menu and attendance record documentation deficiencies, etc.) to ensure they are given pertinent information regarding the errors and time to make corrections. Providers will also be given information regarding their rights for continued participation and appeals. CCFP requires staff to provide nutrition training, determine eligibility, process reimbursements, ensure compliance, and investigate any serious deficiency.

Our primary goal with this handbook is to inform Family Child Care Providers and their staff of federal and state regulations and requirements necessary for successful facility operation. Following the procedures outlined in the handbook will ensure compliance with all regulations, help to eliminate mistakes, and reduce the perception of fraud. For questions about the Child Care Food Program, please contact the Food Program team at 707-994-4018 ext. 603, ext .605, or your local Resource & Referral Specialist.

OUR ROLE AS YOUR SPONSOR

In accordance with 7 CFR Part 226, we agree to:

- 1) Accept final administrative and financial responsibility for the CACFP with no service charge to the provider.
- 2) Meet all program Agreement conditions with the CDE, such as maintaining all required documentation and submitting the claim for reimbursement.
- 3) Identify and document the provider's tier eligibility, either Tier I or Tier II.
- 4) Inform a Tier II provider of all the reimbursement options.
- 5) Upon request of a Tier II provider, collect applications and determine the eligibility of enrolled children for free or reduced-priced meals.
- 6) Train the provider on the program requirements of the CACFP prior to the provider starting on the program and provide additional training at least once annually.
- 7) Provide ongoing technical assistance as needed.
- 8) Monitor the provider during the hours of operation at least three times during each consecutive 12-month period in order to review the meal and/or snack service and program records. At least two of the visits must be unannounced, with at least one of the unannounced visits to include a meal or snack service observation. No more than six months may elapse between visits. The timing of unannounced visits must vary to ensure they are unpredictable to the provider. For new providers, the first visit shall be within the provider's first four weeks of CACFP participation. **Sponsor retains the right to make unannounced visits as often as necessary to ensure compliance with program rules.**
- 9) Disburse federal meal reimbursement to the provider within five (5) working days of receipt from the state agency.
- 10) Disburse state meal reimbursement to the provider according to the CDSS guidelines.
- 11) Receive approval from the CDSS for any time limit for submission of meal records by providers.
- 12) Provide notice to parents/guardians informing them that each provider participates in the CACFP.
- 13) Inform the provider of serious deficiency and corrective action processes.
- 14) Inform the provider of the administrative review and program termination processes.
- 15) Inform the provider of the suspension process related to serious health or safety concerns.
- 16) Inform the provider of the federal policy limiting provider transfers from one sponsor to another to no more than one time per consecutive 12-month period, unless there are extenuating circumstances, such as the termination or self-cancellation of a provider's sponsor.

Both the Sponsor and Provider Agree to:

- 1) The right of either to cancel this Agreement for convenience. In which case:
 - a) The sponsor agrees to give the provider at least 14 days' **prior written** notice of cancellation actions specifying when said actions shall take place. If possible, the agreement ends the last day of the calendar month.

- b) The provider agrees to give the sponsor at least 14 days' **prior written** notice of withdrawal or transfer from the program specifying when said actions shall take place. If possible, the agreement ends on the last day of the calendar month.
- 2) The right of the sponsor to initiate action to terminate the provider's participation in the CACFP, if the sponsor determines that the provider has committed one or more of the serious deficiencies listed in 7 *CFR*, Section 226.16(l)(2). If the sponsor proposed termination of the provider's participation in the CACFP, the sponsor will notify the provider of their right to appeal. Specific program integrity guidance and serious deficiency policies are included in your provider handbook.
- 3) Acknowledge that this agreement is contingent upon the availability of program funds.
- 4) Keep this agreement on file for review upon request by the sponsor, a representative of the CDSS, or the USDA.

YOUR ROLE AS THE PROVIDER

In accordance with 7 CFR Part 226, we agree to:

- 1) Certify that provider(s) IS/ARE NOT CURRENTLY enrolled in the CACFP under another sponsor and not on the USDA's National Disqualified List.
- 2) Maintain an enrollment form for each enrolled child and infant in care. The enrollment form must be signed and dated by the parent or guardian, state the child's or infant's normal days and hours of care, and the meals and/or snacks that the child or infant ordinarily would receive during care, and be updated annually each October.
- 3) Offer the CACFP to all enrolled children and infants regardless of race, color, national origin, sex, age, or disability.
- 4) Adhere to one or more of the following: the California Department of Social Services licensing regulations, the Trustline Registry established requirements, military license regulations, or tribal authority policies.
- 5) Prepare and serve meals and/or snacks meeting the CACFP meal and/or snack pattern.
- 6) Ensure two hours between the start of a meal and the start of a snack. When snacks are not served, ensure three hours between the start of one meal and the start of the next meal. Infants (under one year old) should be fed at a time consistent with the infant's eating patterns.
 - a) Meals must be served during periods normally considered appropriate: breakfast before 9 a.m., lunch between 11 a.m. and 1:30 p.m., and dinner between 4 p.m. and 7 p.m.
 - b) Meals for infants (under one year of age) may be served during a time consistent with the infant's eating patterns.
- 7) Serve meals and/or snacks to enrolled children and/or infants at no separate charge.
- 8) Maintain daily records of all the following:
 - a) Menus and types of foods served to enrolled children and/or infants at each meal and/or snack
 - b) Enrolled children and/or infants served at each meal and/or snack
 - c) Children and/or infants in attendance (**Menus and attendance not recorded daily and/or not available at the time of site visit, are not reimbursable**)
- 9) Retain the required records for three program years plus the current year. If there is an unresolved audit or review finding, maintain the records covered by the audit or review for three years from the date the audit or review finding was resolved. Only 12 months plus the current month must be maintained and immediately available at the provider's home. Back-up documents must be retrievable within a reasonable amount of time if requested by the sponsor, a representative of the CDSS, or the USDA. (Records may be kept in hard copy or electronic format, as long as the records are available for review.

- 10) Submit complete and accurate claim documents to the sponsor. The required documents are due to the sponsor by: the first (1) calendar day and no later than the fifth (5) calendar day of the month following care by the close of business hours. Mail claims to 14290 Olympic Drive, Suite A, Clearlake, CA 95422
Late submission of required documentation will delay reimbursement and may result in no reimbursement to the provider. Failure to notify the sponsor if not serving and claiming meals and/or snacks may result in the provider being dropped from the CACFP.
- 11) Claim no more than two meals and one snack, or one meal and two snacks, per child or infant per day.
- 12) Claim meals and/or snacks served to enrolled children or infants only.
- 13) Claim meals and/or snacks served to the “provider’s own” eligible children and infants only when other enrolled children and/or infants are in care and eating the same meal or snack. The “provider’s own” are children and/or infants that live in the household, including foster children and/or infants, and are part of the same economic unit.
- 14) Do not claim lunches sent with children to school.
- 15) Claim for meals and/or snacks within the limits of the licensed capacity. If shifts of care are provided and meals and/or snacks claimed appear to exceed the licensed capacity, maintain complete attendance documentation of “time-in” and “time-out” of all enrolled children and/or infants.
- 16) Provide a current copy of the provider’s license and any other pertinent documentation to the sponsor and notify the sponsor of any updates to the license and other documents.
- 17) Notify the sponsor of any changes in enrollment (i.e., children and/or infants added or dropped from childcare).
- 18) Participate in at least one annual training session regarding the CACFP requirements provided by the sponsor.
- 19) Permit representatives of the sponsor, the CDSS, or the USDA to review CACFP records and the meal and/or snack service operation in the home during announced or unannounced visits during normal childcare hours. (Such representatives must show photo identification that identifies them as employees of their respective organizations.)
- 20) Allow representatives of the sponsor, the CDSS, or the USDA to conduct parental contacts.
- 21) Notify the sponsor in advance of intended absences from the home or if closed during normal hours. If the sponsor, the CDSS, or the USDA conducts an unannounced visit and children and/or infants are not present, claims for meals and/or snacks that would have been served during the unannounced visit will be disallowed.
- 22) Provide, if requested by the sponsor, a copy of the sponsor’s notice to parents for informing them that the provider participates in the CACFP.
- 23) Understand that for the purpose of this Agreement, the provider and the employees of the provider are considered to be independent of the sponsor and are not officers, employees, or agents of the sponsor.

The provider and employees of the provider understand that this is a federal program and that they are responsible for information provided to the sponsoring organization, and that willful falsification or misrepresentation of information on any document may lead to termination from the Child and Adult Care Food Program and/or criminal or civil penalties. Any funds found to be misappropriated by providers must be returned to the sponsor by the provider.

AMENDMENT TO STANDARD CHILD CARE FOOD PROGRAM AGREEMENT

- 1) **If a provider is found to be over their license capacity by RCCC, the provider will be subject to "RCCC Complaint Policies and Procedures" (which include the filing of a complaint with Community Care licensing agencies).**
- 2) Each child involved by this Agreement shall have personal rights that include, but are not limited to, the following:
 - a) To be accorded dignity in his/her personal relationships with staff and other persons.
 - b) To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
 - c) To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature, including, but not limited to, spanking or hitting (regardless of parental permission), interference with the daily living functions, or withholding of food, shelter, clothing, medication or aids to physical functioning.

REQUIRED FORMS

KidKare Online Claims

KIDKARE is a free service but requires a computer, internet access, and Windows Internet Explorer as a web browser. New products are available for iPhone, iPad, and Kindle Fire if that is your preferred method of participation. Providers follow all required rules and regulations, including documentation of meals and attendance by the end of each day for credit. Menu and Meal Counts not entered by the end of each day need paper documentation to support late data entry. All original documentation must be submitted to support late data entry by the 5th day of the month following care to the Clearlake office. KIDKARE participants will be issued an individual log-in code and password, granting individual access to their own personalized account. Complete instructions and assistance will be given to providers who choose online claiming when they notify NCO/RCCC of their choice to participate electronically.

Child Enrollment Forms

Each October, every childcare provider is required to re-enroll each family's children. Forms will be mailed to each facility in September and need to be returned with the October claim for reimbursement no later than November 5th.

Each parent is responsible for completing all the requested information in ink and returning the form to the provider. For reimbursement forms, you need to include full names, dates of birth, usual hours of care, usual days of care, expected meals, and any special dietary or other needs (see sample below). We also require the parents' signature, mailing address, and phone number. Forms missing required information will be returned to the provider for additional details. Corrected forms not received by the last day of the month following care will result in the denial of meal reimbursements for the child(ren) related to the incomplete form.

Child's First and Last Name	Birth date	Hours in Care		Holiday	Date Enrolled
Sam Sunshine	1/26/02	IN 1:00	OUT 5:15	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1/13/08

Usual days of care (circle):

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

SUNDAY

Expected Meals (circle):

Breakfast

AM Snack

Lunch

PM Snack

Dinner

Evening Snack

KidKare enrollment forms:

If you do not use the preprinted enrollment forms, download the electronic enrollment form in KidKare. Once you have added the child to the program, it will appear as pending until completed, signed forms are received in the Clearlake office.. For any adjustments, changes, or updates, print the child enrollment form and have the parent make changes, sign, and date the form. **(When enrollment updates are made for a currently enrolled student, you do not need the original enrollment date on the signature line; you need the date the parent signed the form.)**

KidKare enrollment forms: (Continued)

Provider: Provider HX Test #111111 1111 Lakeshore Drive Clearlake CA 95422	Phone: (707) 707-0700 Monitor: Tier: 2	CHILD ENROLLMENT REPORT	Food Program Sponsoring Agency: North Coast Opportunities 413 N State Street Ukiah CA 95482 (707) 462-3200
CHILD INFO:		Status: Withdrawn	
First Name: Jeff MI: Last Name: Jeffries Ethnicity: Address: City: State: CA Zip Code: Sex: Race: Date of Birth: 01/01/2013 Enrollment Date: 02/01/2016 Withdrawal Date: 10/26/2016 Age as of Date Printed: 12y 7m			
PARENT INFO:			
First Name: MI: Last Name: Address: City: State: Zip Code: Email: Work Schedule: Phone: Home: Alt: Work: Work Name:			
NORMAL SCHEDULE:			
Participating Days: MON TUE WED THU FRI Participating Meals: BRK AMS LUN PMS DIN EVS		Days vary: YES Weekday Times: 8:00 am - 8:00 pm Times vary: YES Weekend Times:	
SCHOOL INFO:			
School Type: School Name: School Depart/Return Times:		School Number: School District: Days Attend:	
SPECIAL INFO:			
Participates in CACFP: YES Special Needs: NO Special Diet: NO <i>If either are YES, attach a signed medical statement.</i>		Relation to Provider: Not Related/Day Care Child State Form On File: NO	
Breastmilk and Iron-Fortified Infant Formula (IFIF)			
<p>Your provider is required to offer Iron-Fortified Infant Formula (IFIF) to your infant and must inform you of the brand offered. It is your choice whether or not to use this formula based on your preference and your infant's needs. You may choose to supply breastmilk or formula for your infant. If you accept the formula offered by the provider, you give your permission for the formula to be mixed for your infant by the facility staff. You may be required to provide sufficient sanitized bottles each day for your child's use. If this is required, the bottles must be labeled with your child's name/date and be taken home daily. If you choose to supply breastmilk for your infant, write "Parent Supplies Breastmilk" on this form. If you refuse the provider's formula and choose to supply formula for your infant, you must write the brand of formula you will be supplying in the space provided on this form and write "Parent Supplies Formula (IFIF)" on this form. If the formula you provide is low-iron fortified, non-iron fortified, or a specialty formula, a medical statement is required. If you choose to supply both breastmilk and Iron-Fortified Infant Formula (IFIF) for your infant, write "Parent Supplies Breastmilk and Formula (IFIF)" and write the brand of the formula you will supply on this form.</p> <p>When your infant is six months old or older and is developmentally ready for baby food, your provider is required to offer additional, supplemental foods in compliance with the infant meal pattern as required by 7CFR226.20. These foods will include iron-fortified infant cereal, fruits, vegetables, meats, and meat alternates, when developmentally appropriate for your child. You have the option of supplying these supplemental foods and refusing the provider's supplemental foods.</p> <p>Note to parents who receive formula through the WIC program: Your infant is eligible to receive formula from this child care facility as well as from the WIC program. It is your decision which formula you want your infant to use when in child care.</p>			
Formula: Food:		Formula Offered by Provider: Formula Offered by Parent:	

Dear Family, Congratulations!

Your provider has chosen to join the Child and Adult Care Food Program (CACFP). This program extends the National School Lunch program to children in Family and group child care homes. The USDA has guidelines that your provider has agreed to follow. Under the regulations of the CACFP, your provider may NOT charge you a separate fee for meals that are claimed for reimbursement, and they must supply all of the components needed to meet the requirements. In an effort to improve our Program, we periodically contact parents to provide input and to verify attendance of their children in this child care home.

I have verified that the above information is correct, and I have received a copy of this completed form and the Building For The Future Flyer.

Parent/Guardian Signature: _____ Date: _____

Provider's Signature: _____ ID#: **111111**

State Agency Contact Info: Child and Adult Care Food Program, 744 P Street, MS 9-13-290, Sacramento, CA 95814, 800-952-5609

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, audiotape, 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/ad-3027.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 mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: Program.Intake@usda.gov. This institution is an equal opportunity provider. Updated: February 15, 2023

Reimbursement for meals served will not be made for any child's meals until completed enrollment forms are received. Completed enrollment forms are required before the child's acceptance into childcare, just as all enrollment paperwork for Community Care Licensing is required before the child's acceptance into child care. CCFP regulations do not allow reimbursement of meals before the enrollment date. This means the reimbursement will be effective on the date the parent signs the form.

Menu for Older Children

Menu Component requirements for older children are different for meals and snacks. Breakfast requires one serving of milk, one serving from the fruit or vegetable category, and one serving from the grain/bread category. As an option, you may serve meat/meat alt instead of grain/bread up to 3 times per week. Lunch and dinner require one serving of milk, one serving from the meat or meat alternate category, one serving from the fruit or vegetable category, one serving from the vegetable category, and one serving from the grain/bread category. Snacks require two of the five components. Every child in care should be offered the same foods at each meal unless there is a documented need for substitutions; therefore, one menu for each day for all the children over one year of age is required.

KidKare Menu/Attendance Submission

Once signed in, begin record keeping by marking each child in attendance for the meal service. Go to your left, where it says “Meals” in that drop down click on “Enter Meal”. Once you are in the next section you will “select the meal” you are serving enter the meals following the CACFP meal pattern and if you served a whole grain component on the “bread/alternate” meal section right below it if the box didn’t slide over automatically where it says, “is this whole grain-rich?” please slide the box over so you meet the requirement for the WG serving for the day and avoid disallowances. If you have an infant in care in this same section of “Enter Meal” on top, you click on “non-infant and you will be able to enter the infant’s meal also following the infant meal pattern. **(WG serving for the day requirement does not apply to infants)**

It is important to make sure you are marking second serving, if it applies to your, which is above in the same section of “enter meal” you will see “serving 1” and serving 2” if a child has arrived after your “serving 1” please choose “serving 2” to also avoid any attendance discrepancies and making sure you mark “serving 2” for the remainder of the day for those children that it applies to.

Once the menu is submitted, down below that box section, all the children that are active and enrolled will appear and you will be able to click on them to indicate that they were in attendance. **(You also will have a “comment” box appear on the bottom for non-infant and infant menus for any additional comments regarding the meal and attendance changes with children in care)**

If situations arise where you are unable to enter daily, you must document meals and attendance on paper. CCFP requires that any days entered after the fact to have original source documentation attached to the claim. If this applies to you, make sure you write in all components served and write in the child’s attendance for that meal. The program will disallow any meals that have missing components or attendance. These records must be mailed in to validate your monthly claim and are known as your “original source documentation”. **(if you do documents online daily, the program does not require any additional paperwork from what was mentioned above)**

KidKare Older Children Menu and Attendance

The screenshot displays the 'Enter Meal' interface in the KidKare system. At the top, there are navigation tabs for Home, vHome, and Meals. The 'Meals' tab is active, showing a form for entering a meal. The form includes a dropdown for 'Meal Type' set to 'All Snack', a 'Serving' dropdown set to 'Serving 1', and a 'Serving Time' dropdown set to '10:00 AM'. Below these are several dropdown menus for meal components: 'Meat/Meat Alternative' (Cottage Cheese), 'Bread/Cereal Alternative' (Wheat Crackers), 'Fruit', 'Vegetables' (Broccoli), and 'Milk'. A checkbox labeled 'Is this whole grain-rich?' is checked. At the bottom of the form, there is a question 'Am I serving enough food?' with a dropdown arrow. Below the form is a table with columns for meal type and amount. The table shows three rows: 'Breakfast, Lunch' with an amount of '1.0', 'Lunch, Islands' with an amount of '1.0', and 'Snack, Treat' with an amount of '1.0'. The table is partially obscured by a blue 'Print' button in the bottom right corner.

If CCFP and AP attendance records are not consistent, the meals will be disallowed, and may include a provider warning, seriously deficient finding, or termination will be required. Please refer to Serious Deficiency and Corrective Action beginning on page 18 for more detail.

Two main meals and one snack or two snacks and one main meal may be claimed per child per day. Reimbursable meal service requires a minimum of two hours between beginning of one meal service and the beginning of another meal service when snacks are served. If no snack is served, there must be a minimum of three hours between meals. Meals must be served during periods normally considered appropriate: breakfast before 9:00 A.M., lunch between 11:00 A.M. and 1:30 P.M., and dinner between 4:00 P.M. and 7:00 P.M. NCO/RCCC understands that most providers serve more meals and snacks than they receive credit for.

Providers are free to choose the meal combination for each child, each day that allows maximum reimbursement. Please refer to the CCFP brochure for the current meal reimbursement rates.

Infant Menus

Menu Component requirements for children under one year of age are different than for children one year and older. For CCFP a child is considered an infant if they are under one year old. Infant menu and food requirements are organized by developmental stage and change when the child is developmentally ready for solid foods. Infants under six months require breast milk or iron fortified infant formula. Infants age six months through eleven months require breast milk or iron fortified infant formula and at the parent's discretion, iron fortified infant cereal or fruits and vegetables. or lean meat. Individual menu plans are required for each infant in care.

KidKare Infant Submission

Meals > Enter Meal

08/13/2025

Infants Non-Infants

Serving 1

Breakfast 08:00 AM

Menus Delete Save

Am I serving enough food?

Bee, Bumble 4 m

Infant Milk Breast Milk / Iron Fort. Infant Formula (11) 10 ounces fluid (fl oz)

Add solid foods? NO

Total Meals 1

Comment

USDA regulations do not allow sponsors to pay for meals over licensed capacity. Any provider flagged for licensed capacity violations will receive disallowed meals. USDA has determined capacity violations present an imminent danger to the health and safety of children in care. If more than one violation is discovered, NCO/RCCC is required to report the violation to Community Care Licensing. Please always observe Staff/Child ratios. Do not accept a child into care if capacity limits are exceeded. Parents may observe and participate in mealtimes only when their child is enrolled for care. **(Meals served to children who are not enrolled are not reimbursable)**

Lunches or snacks prepared to send with children to school are not reimbursable. Lunches may however be served to school age children on days when they are not attending school. Please provide documentation on why the school-age child(ren) is receiving lunch (i.e., vacation, sick day, or when the school they attend does not offer the National School Lunch Program).

All children, including infants, in care must be offered participation in CCFP. If a child is not claimed, we must have a decline participation form on file.

Meals that do not meet the USDA meal pattern requirement will be disallowed. Document in the note section the variances that occur.

To save time and ensure accuracy, record each meal component at the same time the children are reported in care. Ensure that your data entry is completed daily or that you have a written record to support your data entry and submit those records by the 5th day of the month following care to the Clearlake office.

Other Forms

In accordance with Federal law and USDA policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability.

In order to meet this requirement, the Provider agrees to offer the program to each family enrolled for care. If a family chooses not to participate or to decline the Provider's food, the following forms are required.

- ❖ Non-Participation Forms are used for parents who choose not to participate.
- ❖ Declining Providers' Food Forms are used for parents who would like to make substitutions to their regular menus.
- ❖ Medical Statement Forms are required when a child has an allergy.
- ❖ Milk Substitution for qualified products

To change status or to qualify to claim Provider's own or foster children, additional forms are required:

- ❖ Eligibility forms for claiming Provider's own.
- ❖ Eligibility forms for qualifying Tier I families.

If after submitting one of the eligibility forms, the Provider does not qualify, the Provider may choose to become a mixed-rate home. This determination will depend on whether the parents have returned an Eligibility Application and qualify as a Tier I family. When this is the case, Food Program staff will work with the parents to collect and maintain the Tier I Parent Eligibility files. Family eligibility is confidential. The Provider will be informed of the number of children who are eligible for higher reimbursement without compromising a family or child's information or identity.

NCO/RCCC has established a policy to verify attendance when staff are unavailable to monitor homes. Verification will be needed for holidays when NCO/RCCC is closed and a provider is claiming meals for children. Providers are notified at initial sign-up and then annually via mail with the provider payment calendar, which lists dates of expected payments as well as dates of days when NCO/RCCC is closed. The Holiday Verification form is due with your monthly claim by the 5th day of the month following care. Meals submitted for payment without the holiday verification form will not be paid.



RURAL COMMUNITIES
CHILD CARE
(707) 467-3200
(707) 462-0191 FAX
413 N. State St.,
Ukiah, CA 95482
www.ncoinc.org

Dear New Food Program Participant,

The Office of Inspector General (OIG), a branch of Federal Government, has come up with a set of guidelines for Sponsors of the Child Care Food Program (CCFP) to identify and deal with Serious Deficiencies in program operation. In some cases, cooperation and sincere effort from both Sponsor and Provider will resolve these problems. However, in cases of deliberate fraud or non-cooperation, Providers will be placed on the National Disqualified List for seven years, during which time they cannot participate in CCFP anywhere in the United States.

Your responsibility is to keep up your daily record keeping, as per the CCFP agreement, accurately recording the foods served and children present. It is that simple!

We do not want to accuse anyone of fraudulent conduct, but at the same time we cannot ignore concerns when they surface. You need to be aware that it is our responsibility to investigate any situation where we suspect willful falsification or misrepresentation. Attached is a copy of a Reporter from the State Department of Education which outlines our investigation procedure. On the back of the Reporter is the questionnaire that we will send to parents of the children in your care, if we suspect falsification. Parent surveys will also be sent to all parents, on a rotating basis, to verify continued participation in the program and invite comments.

It is our obligation to ensure program integrity, which is defined as program honesty. Every year the Federal dollars we receive to support the Child Care Food Program seem to be under threat of being discontinued. Let's not jeopardize our program by misusing the funds. With all of us working together, we are confident that we can continue to provide an excellent child nutrition program for the 1,500 children we care for in Lake and Mendocino Counties.

Sincerely,

Teri Sedrick

Teri Sedrick
Program Director

The following segments were taken from a publication distributed by the California Department of Education, Office of Child Nutrition Services.

△ △

***Reporter* No. 85-316-A**

Subject: Program Integrity Guidance

The United States Department of Agriculture (USDA) requested the Office of Child Nutrition Services (OCNS) to provide information to Child Care Food Program (CCFP) Sponsors that would assist them in improving Food Program integrity ("program integrity" was defined as "program honesty").

As a result of a study done years ago by the USDA, the following list of indicators was compiled to assist Sponsors in recognizing certain conditions which may suggest that an investigation of a provider's claim may be warranted:

1. Many suppers are claimed.
2. Frequent weekend/holiday meals are claimed.
3. Meal Counts that do not vary (i.e., always the same each reporting period).
4. Exceptionally large numbers of meals served and claimed.
5. Provider's own children claimed if
 - a. Many meals are for their own children, or
 - b. Only one other child is present.
6. A child is always in attendance.
7. Records indicate a large number in attendance, but during monitoring visits, attendance was noted as being low.

OCNS recognized that accurate program records were a key element in maintaining integrity in the Food Program. It was recommended that Sponsors make it a practice to inform newly enrolled providers that they routinely would be contacting parents of enrolled children on a random basis to check the accuracy of provider records.

HOUSEHOLD CONTACTS

NCO/RCCC shall use the household contact procedure to contact each child care parent no less than once per year to verify attendance. Parents may be contacted by telephone or letter. Each type of contact requires the same information (see Questionnaire on Page 18). NCO/RCCC/CCFP staff will ask for regular scheduled attendance and meal service, as well as the reason for variations in regular schedule.

Reasons for additional household contacts may include, but are not limited to:

- ❖ Children are claimed every day with no absences
- ❖ Children are never absent except on the day of the site visit
- ❖ Maximum license capacity is claimed every day except on the day of the site visit
- ❖ Child enrollment form appears to have been changed without parental consent
- ❖ NCO/RCCC receives a complaint that child(ren) are not in care or not being served meals and snacks

If a problem or discrepancy is discovered based on the information collected, the meals in question will be disallowed and the provider is notified by telephone and a written notice of serious deficiency is mailed via certified mail with return receipt requested.

Refer to pages 19-22 for additional details on Serious Deficiency Procedures.
(Household Contacts Continued on Page 18)

HOUSEHOLD CONTACTS

(Continued)

Parent/Guardian complete the information below for your child care provider: _____

Please complete the calendar below for the month of _____. Indicate the days your child was in attendance by marking with an "X." If your child was absent from care indicate why in the corresponding box.

Week of:	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

1. What are the normal days your child is in attendance? Please circle: SU M T W TH
F SA
2. List the normal hours your child is in attendance: _____
3. If your child goes to school and leaves child care, list the time the child leaves for school and list the time _____ the child returns from school to the child care home:
4. What meals/ snacks does your child normally eat at the day care home? Please check all that apply.
Early Snack
Breakfast
Am Snack
Lunch
Pm Snack
Supper
Evening Snack

I certify under penalty of perjury that this information is true and correct. I understand that any false or incorrect information leading to the receipt of Federal funds and that deliberate misrepresentation may subject me to prosecution for fraud.

Signature of Parent /Guardian _____ Date _____

Printed Name _____

Address _____

Home Phone _____ Work Phone _____

FILE REVIEW

CCFP staff review all files to ensure the required information is in the Provider's file. Child enrollment forms completed by parents/guardians are reviewed for accuracy and completeness. File reviews consist of, but are not limited to, the following questions: Are mealtimes within guidelines? Are only two meals and one snack or two snacks and one meal claimed per child per day? Did the provider claim shifts? Did the provider claim more children than licensed for? Are holiday notes included in the file? Are there absences throughout each month? Is the provider's income up to date if they claim their own children or foster children? Is there an enrollment form on file for each child, including provider's own and foster children? If forms were incomplete when submitted, were they returned to the provider for additional information? Were meals disallowed when incomplete forms were submitted?

SITE REVIEW

CCFP Program rules require staff to make Facility site visits no less than three (3) times per year for one announced and two unannounced visits. Staff will identify themselves by presenting their business card and showing their program photo identification card. If they do not do this, they are **not** from our program. During the visit, staff will be reviewing all paperwork and observing meal service. The review will include, but is not limited to, the following: Were menu and meal count records up-to-date for each child, each day prior to the site visit? Does the number of children present during the site visit correspond to the number of children claimed that day when reviewing that month's claim? Does the number of children present during the site visit appear consistent with other days claimed during the month? Does the menu match the foods actually being served for the observed meal? Does the monitoring meal documentation correspond to the meals submitted for the day claimed? Did the meal meet the USDA meal pattern requirement? Is the site safe and sanitary?

SERIOUS DEFICIENCY

The Child and Adult Care Food Program actions are taken pursuant to Title 7 of the Code of Regulations, section 226.6 (l) and 226.16 (l). Serious deficiencies include, but are not limited to:

- ❖ Submission of false information on the application;
- ❖ Submission of false information on menu and meal count records, including claiming meals for children who are not actually in care;
- ❖ Submission of false information on child enrollment applications;
- ❖ Noncompliance with the CCFP meal pattern;
- ❖ Failure to maintain required records on a daily basis;
- ❖ Failure to participate in annual training;
- ❖ Refusing to allow site monitors or other state and federal officials the right to visit your home to observe meal/snack service and review records during business hours;
- ❖ Consistent unavailability during unannounced site visits;
- ❖ Conditions threatening the health and safety of children while in your care;
- ❖ Violations issued from the California Community Care Licensing;
- ❖ Fraud or any intentional misrepresentation of the facts pertaining to your operation of the Child Care Food Program;
- ❖ Any other circumstance related to the nonperformance under this agreement as specified by NCO/RCCC or the state agency.

VIOLATIONS & CORRECTIVE ACTION PROCEDURE

If it has been determined that a provider has committed one or more of the serious deficiencies previously listed, the Food Program Manager will immediately implement the following procedure, pursuant to California Department of Social Services Management Bulletin 05-208, Serious Deficiency Process, CCFP Integrity Training Manual, Title 7, Code of Federal Regulations Parts 226.6 (l) and 226.16 (l).

1. First violation: Send the provider written warning notice of each serious deficiency with opportunity for technical assistance and corrective action.
2. Second violation: Send the provider a written serious deficiency notice for each violation with an opportunity for corrective action.
3. Third violation: Send the provider written notice of proposed termination for each serious deficiency or violation of corrective action, with notice of appeal rights.

The maximum time allotted for serious deficiency correction is 30 days. Serious deficiency determinations are not appealable. Failure to fully and permanently correct the serious deficiency will result in proposed termination and disqualification. If the provider voluntarily chooses to terminate the agreement with NCO/RCCC after having been notified of the serious deficiency, the provider will be terminated and placed on the National Disqualified List.

Please note that all serious deficiency, proposed termination and disqualification notices are sent certified mail. If the notice is undeliverable, it is considered to be received five days after being sent to the addressee's last known mailing address.

Providers will develop individual corrective actions plans based on procedures they implement to address the serious deficiency. A corrective action plan meets the acceptable criteria if it explains what steps have been taken to prevent the serious deficiency in the future. The corrective action plan must be returned within 30 days to NCO/RCCC to avoid termination. The serious deficiency determination will be followed by an unannounced follow-up visit to verify that the provider is following the steps documented in their corrective action. NCO will send written notice to the provider rescinding the serious deficiency determination after compliance verification.

If the same serious deficiency is found during a future site visit, NCO/RCCC will propose to terminate the agreement without further opportunity to correct the serious deficiency.

If the provider does not fully and permanently correct the serious deficiency, a letter of proposed termination will be sent based on the provider's failure to correct the serious deficiency.

If the corrective action plan is not enough to correct the serious deficiency, the provider will be contacted for additional guidance and/or training. If the additional guidance does not result in an acceptable corrective action plan, a proposed termination notice will be sent.

PROBATION

Providers are placed on probation if it has been determined that 1) the issue is a first-time violation and 2) a provider has committed one or more serious deficiencies (see page 17). Providers who are placed on probation will receive additional unannounced site monitoring visits to ensure compliance and provide technical assistance to support their efforts to follow the established corrective action plan. Staff will work with Providers to resolve issues within the probation period. The probation period may not exceed thirty (30) days. If at any time after probation, the provider fails to follow the corrective action plan, a written serious deficiency notice will be sent to the provider.

TERMINATION

The notice of proposed termination and disqualification will list each serious deficiency and the reasons why the corrective action was inadequate.

The notice of proposed termination will:

1. Propose to terminate the provider for cause.
2. Disqualify the provider from future participation with placement on the National Disqualified List for a period of seven years beginning with the date of termination.
3. State that if the provider voluntarily terminates the agreement after receiving the termination notice, the provider will still be placed on the National Disqualified List.
4. Inform the provider of the appeal rights.
5. Inform the provider that they may continue to participate and receive reimbursement for eligible meals and snacks for enrolled children until the appeal is concluded.

Proposed termination and disqualification are the only appealable actions. The provider may request an appeal or a hearing by certified mail for review of the negative action within fifteen (15) days after receiving the termination and disqualification notice. If no appeal is requested, the final termination is forwarded to the provider, and the provider will be placed on the National Disqualified List for the required 7-year term.

IMMEDIATE SUSPENSION

If a provider is cited for a serious health or safety violation by state or local health officials or by Community Care Licensing (CCL), NCO/RCCC must immediately suspend the provider's participation in the Child Care Food Program before any formal action is taken to revoke the provider's license by CCL. If NCO/RCCC determines that there is an imminent threat to the health or safety of participants at a child care facility or the provider engages in activities that threaten public health or safety, NCO/RCCC must immediately notify CCL and take actions consistent with their recommendations. Violations documented by CCL are serious deficiencies. If CCFP staff observe during a site visit any situation where there is an imminent threat, immediate suspension will be in effect. At the site visit, the monitor will identify the serious deficiency that constitutes an imminent threat and immediately inform appropriate staff, as necessary, at the following agencies: Community Care Licensing, Child Protective Services, Rural Communities Child Care, Resource & Referral, and Child Care Food Program.

APPEALS

An impartial Hearing Officer will review all information provided by NCO/RCCC/CCFP and the Child Care Provider to determine whether CCFP staff followed Federal and State laws and regulations pertaining to the Child Care Food Program. NCO/RCCC/CCFP will notify the provider in writing of its intent to terminate the provider for cause via certified mail. If the notice is undeliverable, it is considered received by the provider five days after being sent to the addressee's last known mailing address. If the provider wishes to appeal the proposed termination, they must do so within fifteen (15) calendar days of receipt of the termination notice.

The appeal must be written and addressed to:

**North Coast Opportunities, Inc.
Rural Communities Child Care
Child Care Food Program
14290 Olympic Drive, Suite A
Clearlake, CA 05422**

A formal hearing shall be conducted after the impartial Hearing Officer has reviewed all records and no later than thirty (30) days from receipt of the initial request. Failure to submit a review request within the allotted time; or failure to respond shall result in NCO/RCCC/CCFP terminating the provider. The effective date of termination will be the date of the notice of proposed termination. Termination also results in the provider being placed on the National Disqualified List. The provider may continue participating in the Child Care Food Program and receive reimbursements while an appeal is in process. The provider may retain legal counsel or may be represented by another individual. The provider may select to have a written review, a written review with oral argument, or an oral hearing. The Hearing Official will set the time and place for the records review and hearing.

At least ten (10) calendar days prior to the scheduled appeal hearing, the provider shall present a list of witnesses, all pertinent evidence, and documents to NCO/RCCC/CCFP at the address listed above. NCO/RCCC/CCFP shall forward, at least five (5) calendar days prior to the scheduled appeal hearing, all documentation received from the provider to the hearing official. The Hearing Official shall make the final determination regarding the proposed termination. The Hearing Officer shall send a written report to both the provider and NCO/RCCC/CCFP no later than ten (10) days following the hearing, notifying the parties of the decision. The report shall include a summary of the evidence presented at the hearing and arguments made by each party. If the proposed termination is upheld, the effective date of termination shall be immediate. The Hearing Officer's decision is final, and the Federal regulations specify that "the determination made by the administrative review official is the final administrative determination to be afforded the child care home."

The notice of termination and disqualification must include the provider's name, address, and date of birth, the effective date of termination, and the provider's placement on the National Disqualified List for seven years or until such time that NCO/RCCC/CCFP, in consultation with CDSS, determines that the serious deficiencies have been corrected. However, if any debt relating to the serious deficiencies has not been repaid, it will remain on the list until the debt has been repaid.

NCO/RCCC/CCFP PROGRAM POLICIES

Children's Rights

Every child enrolled on the Child Care Food Program shall have personal rights which include, but are not limited to, the following:

1. To be accorded dignity in his/her personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishing and equipment to meet his/her needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature, including, but not limited to, spanking or hitting (**regardless of parental permission**), interference with the daily living functions, or withholding of food, shelter, clothing, medication or aids to physical functioning.

Confidentiality of Services

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program. In cases of request for information from the parent(s) of enrolled children, only minimal information pertaining to the child shall be released at a reasonable time and place.

Parents and providers should be aware that the various programs of NCO/RCCC (i.e., Child Care Food Program (CCFP), Resource & Referral (R&R), Subsidized Child Care, etc.) regularly exchange information regarding parents and providers. For example, if a provider lists a different rate with Resource & Referral than they list with the Subsidized Programs, staff will investigate the discrepancy. If Child Care Food Program paperwork shows attendance that differs from the attendance that is reported to the Subsidized Programs, the situation will be investigated.

NCO/RCCC also reserves the right to discuss and exchange information regarding a parent's/provider's child care eligibility and services with other agencies as appropriate (i.e., DSS, CPS, employers, schools, child care providers, colleges, physicians, etc.) Information about a provider's or parent's eligibility may be reviewed by representatives of the State of California, the Federal Government, independent auditors, or others as necessary for the administration of the program.

Declaration of Operation and Non-Discrimination

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the agency (state or local) where they applied for benefits. Individuals who are deaf, hard of hearing, or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form (AD-3027), found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 866-632-9992. Submit your completed form or letter 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

2) Fax: 202-690-7442

3) E-mail: program.intake@usda.gov

This institution is an equal opportunity provider.

Uniform Complaint Policy

If you feel this facility has violated State or Federal Law, contact: Uniform Complaint Policy Officer, California Department of Social Service, CACFP, 744 P Street, Sacramento, CA 95814. Call 1 (916) 651-8848.

All complaints must be made in writing, and the proposed violated law must be cited.

COMPLAINTS CONCERNING FACILITIES

Licensed Facilities (Care Done by Family Child Care Homes and Centers)

If any NCO/RCCC staff learns of a complaint that is serious and pertains to the safety of children in a provider's care, NCO/RCCC reserves the right to notify all parents receiving a subsidy or reimbursement in that facility and cease payment to that facility. CCFP regulations require immediate suspension for Providers who have been cited for imminent threat to a child's health and safety. Care may resume at the parent's discretion after the complaint is investigated by licensing, and they have made their determination that the imminent threat has been corrected. Any allegation regarding child abuse will be reported by NCO/RCCC to Child Protective Services within 36 hours, in accordance with Penal Code 1161.5, Child Abuse Reporting Law. Please see the NCO/RCCC Referral Policy and Complaint Procedures brochure for further information.

OLIVER'S LAW

As a parent, you have the right to get information about any substantiated or inconclusive complaints about a child care provider that you select for your child. The information is public, and you can get it by calling the local licensing office.

The licensing agency for Family Child Care Homes is the Department of Social Services Community Care Licensing in Santa Rosa. Their number is **707-588-5026**.

Parents with children in license-exempt care may make a complaint against the license-exempt provider using the following process:

1. The complaint must be written and shall include the nature of the complaint, the date and approximate time of occurrence and the name and address of the provider about whom the complaint is made and shall be signed by the parent. Only complaints received about health and safety noncompliance will be accepted. These complaints shall be deemed substantiated solely by the parent's written declaration.
2. Upon receipt of a complaint, NCO/RCCC shall inform the license-exempt provider of the parent's complaint and inform the provider of the provider's right to submit a written rebuttal. NCO/RCCC must also notify the parent and the provider that payments will cease in fourteen (14) days unless a written declaration signed by both parties has been received by NCO/RCCC stating that the health and safety deficiency has been corrected. NCO/RCCC will also advise parents that serious health and safety concerns should be referred to the appropriate child protective services unit of the county welfare department.

NCO/RCCC must maintain a record of parental complaints concerning a license-exempt provider's failure to meet the health and safety standards as specified in the Health and Safety Self-Certification. Upon receiving an inquiry from the public about a specific license-exempt provider, NCO/RCCC will provide information regarding the general nature of the complaint and whether or not the provider submitted a rebuttal.

FRAUD POLICY

In the event NCO/RCCC/CCFP comes to believe that a provider received reimbursement for meals resulting from fraudulent or incomplete information, NCO/RCCC/CCFP shall actively pursue recovering the funds paid out for the meal service in question.

1. Any fraudulent, false, or misleading information furnished to NCO/RCCC/CCFP with regard to meal service will be grounds for Serious Deficiency determination and/or termination from the program and will be cause for NCO/RCCC/CCFP to recover funds.
2. Any of the following could constitute fraud:
 - a. Falsified, misleading or inaccurate reporting of actual days of attendance where meal service is claimed.
 - b. Falsified, misleading or inaccurate reporting of actual meal components served.
 - c. Failure to report loss of Facility License.
3. If a provider submits fraudulent or incomplete information regarding reimbursement for meals claimed and is no longer eligible to receive reimbursements, the following will happen:
 - a. The provider will be terminated from the program.
 - b. The provider will be placed on the National Disqualified List for 7 years.
 - c. The provider will be billed for any reimbursement made when the provider was not eligible.
4. If the provider fails to disclose information and is still eligible to receive reimbursement under the Child Care Food Program, the following will happen:
 - a. The provider will be required to repay any overage prior to receiving their next reimbursement.
5. Any provider terminated for any of the above reasons is entitled to an appeal.
6. NCO/RCCC/CCFP will attempt to recover funds by developing a repayment plan with the provider. If the provider does not respond to the repayment plan or misses the payments as outlined in the repayment plan, a claim may be sent to a collection agency. If the provider still refuses to pay the claim, it may be referred to the District Attorney.
7. Providers placed on the National Disqualified List will not be eligible to participate with the Child Care Food Program for a period of seven (7) years, or until such time that the California Department of Social Services, determines that the serious deficiencies have been corrected. However, if any debt relating to the serious deficiencies has not been repaid, it will remain on the list until the debt has been repaid.

PROVIDER GRIEVANCE PROCEDURES

If any provider has grievance with a decision made by NCO/RCCC, the procedures below must be followed:

Step 1:

The provider must discuss the grievance with the Resource & Referral Specialist or the Food Program Manager. If discussion does not resolve the matter, the provider must present his/her concern in writing to the NCO/RCCC Program Director or his/her designee within five (5) working days after the cause for the grievance has occurred. The written grievance should clearly state what the provider is objecting to and include a statement regarding what the provider believes would be a fair resolution to the matter. Failure to present the matter in writing within five (5) working days after the cause of the grievance shall bar presentation of the grievance thereafter.

Step 2:

If the provider is not satisfied with the response of the NCO/RCCC Program Director or his/her designee, the provider may present the grievance in writing to the NCO Executive Director within five (5) working days after receipt of the written response of the NCO/RCCC Program Director or his/her designee. Copies of all writings and/or documents pertaining to the grievance shall accompany the written grievance to the NCO Executive Director.

The NCO Executive Director shall make such inquiry and investigation as is necessary in the circumstances and shall make the final decision in the matter and present it to the provider and the NCO/RCCC Program Director or his/her designee in writing.

The following conditions apply to the use of the Provider Grievance Procedures:

- ❖ The aggrieved provider may be represented by another person of his/her own choosing at all steps of the grievance procedure. NCO/RCCC representatives may utilize professional assistance or counsel in the grievance proceeding.
- ❖ The time limit set forth in the grievance procedure may be extended by mutual consent of the parties or at the sole discretion of NCO/RCCC. Failure by the provider to meet the timelines, unless extended, will mean that the provider has abandoned his/her grievance and is barred from presentation of the grievance thereafter.
- ❖ No expenses of any kind incurred by the provider in the course of preparing or submitting the grievance shall be paid by NCO/RCCC.