



Georgia Dept of Early Care and Learning

BRIGHT FROM THE START

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MEMORANDUM

To: Sponsoring organizations of Child Care Centers and Family Day Care Homes in the Child and Adult Care Food Program (CACFP)

From: Tamika Boone, Director of Nutrition Services (*Original Signed*)

Date: October 1, 2020 (v.2)

Subject: Household Contact Requirements

Legal Authority: 7 CFR 226.6(m)(5)

This policy supersedes DECAL Policy Memorandum, *Household Contact Requirements*, September 18, 2006.

In accordance with 7 CFR 226.6(m)(5), the purpose of this memorandum is to inform sponsoring organizations of childcare centers and day care homes participating in the Child and Adult Care Food Program (CACFP) of DECAL's policy on conducting household contacts

PURPOSE

As cited above, Federal regulations require the State Agency to develop a household contact procedure that must be used by sponsoring organizations of childcare facilities as part of their monitoring of sponsored facilities. The household contact requirement is applicable to childcare facilities including Head Start centers and family day care homes but does not apply to adult day care centers, outside school hours centers, at-risk after school centers, or emergency shelters.

DEFINITION

'Household contacts' are defined as contacts made by a sponsoring organization to an adult member of a household with a child in a family day care home or a child care center in order to verify the attendance and enrollment of the child and the specific meal service(s) which the child routinely receives while in care. Although household contacts may be made verbally or in writing, DECAL strongly advises that household contacts be made in writing. Verbal contacts must be documented on DECAL's *Household Contact Form*, which can be access here:

<http://www.dec.al.gov/BftS/FormList.aspx?cat=CACFP>.

Contacts made in writing must include a letter indicating the purpose of the letter, the center's name and its participation in the CACFP. If the household is expected to return a questionnaire, it must provide specific questions regarding the dates of attendance and the meal types in question, and the adult household member's daytime number and signature.

POLICY

Sponsoring organizations are required to make household contacts to verify accurate enrollment and attendance in the participation of a meal service when any of the following situations occur:

- Substantial discrepancies are found between the number of meals claimed and the number of participants verified as present for the meal services as a result of the five-day meal count reconciliation conducted as part of the monitoring review and/or the monthly submission of claims;
- Complaints are received regarding the enrollment or attendance of children in care;
- Sponsored facility is suspected of submitting false information for Program participation or claim reimbursement based on a review of the information; and
- When it appears the same number of meals are claimed for multiple days and a reasonable justification is not provided during any sponsored center or provider monitoring review.

Please be advised that, at a minimum, household contacts are required to be made if any of the situations listed above arise. However, this guidance does not preclude sponsoring organizations from conducting household contacts for other situations where conducting household contacts may be useful when investigating suspicious claiming patterns or systemic irregularities in Program operations. Additionally, if and when such discrepancies have been verified, sponsoring organizations must request corrective action from the sponsored facility and reclaim any uncreditable meals.

PROCEDURES

- When making Household contacts of children enrolled at a center/facility, the sponsor must contact 10% or a minimum of 10 households.
- If discrepancies are found during the Household contacts, it may warrant expanding the scope to all households.
- When making Household contacts of children enrolled at a Family Daycare Home, the sponsor must contact all households.
- Sponsoring organizations must conduct the Household contacts within 30 days upon the receipt of a complaint or finding.
- If after three attempts, a successful household contact cannot be made (*e.g.*, the phone number is disconnected and/or mail is returned as undeliverable), the sponsor must notify the sponsored facility that the particular child in question cannot be included in future claims until a successful household contact is made.
- The Sponsor must reclaim the number of meals in excess of attendance/enrollment records. If the sponsor verifies based on the Household contacts that the child was not present/enrolled, then the Sponsor must reclaim the meals.
- If after conducting the household contacts, the findings are substantiated, sponsoring organizations are required to declare the facility/provider seriously deficient.

For questions concerning this memorandum, please contact Policy Administrator at (404) 651-8193.