

The Child Care Resource Center is a CACFP Sponsor in Northern Ohio. Our food program is known for serving “whole provider needs”. We are able to wrap needed support services, training and program supports into our already robust CACFP Program.

Child Care Providers can join the CCRC’s CACFP Program by completing an interest form on our website (www.cccinc.com) or by calling 440-242-0413 TODAY!

CACFP Family Child Care Home Provider Handbook

July 2018



Child Care Resource Center
5350 Oberlin Ave., Lorain Ohio 44053
440-242-0413
www.cccinc.com

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CCRC Meal Call-Off and Weekend Care Notification Number:

You ***MUST*** notify the CCRC if you will not be serving a meal when it is regularly scheduled to be served.

You ***MUST*** notify the CCRC if you are serving meals on weekends ***PRIOR*** to the date of service. In your message state the date(s) you will be serving and name the meal(s) you will be serving.

Call the CCRC at (440) 242-0413 ext 224

Leave a message on the voicemail

For a more complete explanation of the CCRC's meal call-off policy and weekend meal notification procedure, see page 27 of this handbook

Do not call any other number or leave a message on any other voicemail (your home visitor's, CCRC general delivery or other CCRC staff members') about meal call-offs or weekend service. Calls made/messages left on any other number or any other voicemail regarding meal call-offs or weekend service are **not** considered official notice that you have called off your meals or notified the CCRC of weekend meal service.

Claims are due on the 5th of each month unless otherwise announced. See page 19 for a complete explanation of due dates.

Non-Discrimination Statement:

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; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

The Child Care Resource Center is the child care resource and referral agency for Lorain, Erie, Huron, Sandusky and Seneca counties and our CACFP program services all of North Central Ohio. The Child Care Resource Center is a private non-profit agency that is part of the statewide system of child care resource and referral funded by the Ohio Department of Jobs & Family Services and other federal and local funders.

Vision:

The CCRC's vision is to be the community leader in transforming early care and learning in North Central Ohio ensuring every child has a high quality learning experience and enters kindergarten ready to learn.

Mission

The CCRC is your **“one-stop shop”** in North Central Ohio working to educate and impact the quality of child care by:

- Helping families make informed child care choices
- Recruiting, training and supporting child care professionals
- Leading, advocating and collaborating at the local, state, and national level
- Collecting and disseminating data to inform decision makers

Child Care Resource Center Statement of Commitment to Diversity

The Child Care Resource Center values the uniqueness of the individual, the power of families and the importance of communities. We promote a climate that welcomes, understands and respects the diversity of our clients, families, staff, volunteers, trustees and community partners.

Dimensions of diversity include, but are not limited to race, ethnicity, cultural orientation, socioeconomic status, national origin, language, religious belief, disability, sexual orientation, gender and age.

The Child Care Resource Center is committed to incorporating practices that enhance diversity into all aspects of its administration, operations and programs, including the recruitment and retention of Board and staff from diverse backgrounds. Board and staff are supported through training to address the needs of all individuals and communities served.

The Child Care Resource Center has a Diversity Committee of the Board of Trustees. The Community Advisory Committee also plays a role in the issues dealt with on the Board's Diversity Committee.

The Board's Diversity Committee is designed to give the CCRC an opportunity to review our methods of meeting the needs of customers (providers and families), Board members and employees regarding diversity.

CCRC Policy on Confidentiality of Family Information:

Information on parents and families who use any CCRC service is considered to be confidential.

Exceptions to this policy include cases of child abuse or neglect, court ordered release of information, and for relevant information as a requirement set by the funding source, such as name and eligibility information about families who receive financial assistance.

All family information is to be used internally (as part of CCRC work) in providing service to families. Staff is expected to exercise care and sensitivity in discussing individual cases and in the handling of parent and family records, including computer files, paper records and lists.

For reporting purposes and supply and demand analysis, aggregate data and non-identifying information may be shared.

Mailing lists of families who have used the CCRC service are **never** made available to the public or sold for marketing purposes. On occasion, if a request matches the CCRC mission, the CCRC will distribute information by mail to families on behalf of another organization. Such requests must be approved by the CCRC Executive Director.

Parent observation and feedback are critical in the promotion of quality child care, and we welcome questions and suggestions.

CCRC Statement of Family Choice

The Child Care Resource Center believes that families make the best choice about an early education program for their child(ren). The CCRC's role is to offer information about early education options available to families. The CCRC does not endorse or recommend any early education provider to families. Names and contact information for early education programs and providers given to families as a result of the CCRC's intake process are referrals only.

Please Note:

All CCRC CACFP forms and documents, including this handbook, may be found online at:

<http://ccrcinc.com/professionals/child-and-adult-care-food-program/child-and-adult-care-food---fcc/>

Visit our website at www.cccrcinc.com

Like the CCRC on Facebook at <http://www.facebook.com/ChildCareResourceCenter>

Follow us on Twitter @ccresourcectr

Our Pinterest Boards: Child Care Resource Center

Additional contacts:

Ohio Department of Education (ODE)

CNS – CACFP

25 South Front Street

Columbus, OH 43215

(877) 644-6338

Ohio Department of Job and Family Services

Office of Family Assistance

30 E Broad Street

32nd Floor

Columbus, OH 43215

(614) 466-4815



Ohio Child Resource Guide

ODJFS Child Care Help Desk

1-877-302-2347

Monday - Friday 8:00 am to 5:00 pm

Option 1 – Provider technical support for Child Care Information Data System (**CCIDS**) and Ohio Child Licensing and Quality System (**OCLQS**)

- OCLQS, which includes Licensing and Step Up To Quality (SUTQ)
- Payment questions (time frames, EFTs, etc.)
- CCIDS Provider Portal
- Provider agreement, rate, and banking forms 1099's and W-9's

Email: CCIDS_business_unit@jfs.ohio.gov

Option 4 – Child Care Policy Help desk

- OCLQS which includes Licensing and SUTQ questions
- Policy and county technical assistance
- Licensing and SUTQ rule-related questions
- Complaints (may be e-mailed to above address)
- Report unlicensed providers/alleged operations
- Report serious incident, injury and illness
- How to open a Child Care Center/Family Child Care

Email: childcarepolicy@jfs.ohio.gov

Option 8 – Transfer to Ohio Electronic Child Care (ECC) Provider Helpline

Child Care Licensing

- Information for families
- Resources for providers
- CCIDS - Child Care Information Data System
- CCIDS Provider Portal
- Ohio ECC
- Step Up To Quality

<http://www.jfs.ohio.gov/cdc/childcare.stm>

Ohio ECC Provider Helpline with Interactive Voice Response (IVR)

1-888-516-4776

Automated response available 24/7

- Confirm attendance information
- Void transactions
- Report absences
- Verify child authorizations
- Retrieve payment information
- Point of Service (POS) device including troubleshooting and replacement
- Provider website support
- Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.

Provider Website (PWeb)

- View authorization information
- View transaction information
- View, download and print exception reports
- View, download and print payment detail information
- Record absences

<https://www.eccproviderweb.ohio.gov/eccpw/>

Ohio Child Care Resource and Referral Agency (OCCRA)

- Search for professional development trainings available for child care staff members
- Ohio Professional Registry
- Staff Profiles
- Contact information for local resource and referral agencies
- SUTQ Quality Achievement Awards
- T.E.A.C.H.- scholarships for child care workers to complete course work in early childhood education

<http://www.occra.org/>

<p align="center">Step Up To Quality (SUTQ)</p> <ul style="list-style-type: none"> ● SUTQ updates and links to the SUTQ Rules ● Early Learning and Development Standards ● OCLQS training materials for providers <p align="center">www.EarlyChildhoodOhio.org</p>	
<p>CDJFS Contact Information for each county:</p> <ul style="list-style-type: none"> • Providers – Family childcare licensing/In-Home Aide certification, eligibility and authorization information, manual claims <p>http://jfs.ohio.gov/county</p>	<p>LAWriter© Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> • Child Care Center (Chapter 5101:2-12) • Family Child Care (Chapter 5101:2-13) <p>http://codes.ohio.gov/oac/5101%3A2</p>
<p>ODJFS Forms Central</p> <ul style="list-style-type: none"> • Access all ODJFS forms (prescribed and sample forms) <p>http://www.odjfs.state.oh.us/forms/inter.asp</p>	<p>RSS Feed is a way for websites to "feed" this information to subscribers automatically. Sign up here for the BCCD RSS Feed:</p> <p>http://www.odjfs.state.oh.us/ccupdates/rss.aspx</p>
<p align="center">County Department of Job and Family Services (CDJFS) and State Staff</p>	
<p align="center">ODJFS Child Care Help Desk</p> <p align="center">1-877-302-2347</p> <p align="center">Monday - Friday 8:00 am to 5:00 pm</p> <p>Option 2 – County/State and ODE user support for Child Care Information Data System (CCICS) and Ohio Child Licensing and Quality System (OCLQS)</p> <ul style="list-style-type: none"> • OCLQS which includes Licensing and Step Up To Quality (SUTQ) • CCIDS Centralized Payments/Eligibility and Authorization <p>Email: CCIDS_help_desk@jfs.ohio.gov</p>	<p>LAWriter© Access child care licensing rules and laws:</p> <ul style="list-style-type: none"> • Child Care Center (Chapter 5101:2-12) • Family Child Care (Chapter 5101:2-13) <p>http://codes.ohio.gov/oac/5101%3A2</p>
	<p>ODJFS Forms Central</p> <ul style="list-style-type: none"> • Access all ODJFS forms (prescribed and sample forms) <p>http://www.odjfs.state.oh.us/forms/inter.asp</p>
<p align="center">Parent/Caretakers</p>	
<p>Ohio ECC Caretaker (Parent) Helpline/IVR</p> <p>1-888-796-4322 – automated response available 24/7 TTY 1-877-411-6059</p> <ul style="list-style-type: none"> • Activate card or change PIN • Report lost, stolen or damaged card • Request replacement card <p>Speak to a customer service representative Monday - Friday 6:00 a.m. to 7:00 p.m.</p>	<p>Additional resources for families</p> <ul style="list-style-type: none"> • Tax credits for working families • Children's Hospitals • American Academy of Pediatrics (AAP) • Child and Adult Food Program <p>http://jfs.ohio.gov/cdc/families.stm</p>
<p align="center">ODJFS Child Care Help Desk</p> <p align="center">1-877-302-2347</p> <p align="center">Monday - Friday 8:00 am to 5:00 pm</p> <p>Email: childcarepolicy@jfs.ohio.gov</p> <p>Option 4 – Child Care Policy Help desk</p> <ul style="list-style-type: none"> • Complaints (may be e-mailed to above address) • Unlicensed providers/alleged operations 	<p>CDJFS Contact Information for each county:</p> <ul style="list-style-type: none"> • Caretakers (parents) – applications, eligibility, authorizations, case changes (contact the child care caseworker) <p>http://jfs.ohio.gov/county</p> <p>Search for child care or early learning and development programs</p> <p>http://www.odjfs.state.oh.us/cdc/query.asp</p>

Basic Definitions and Abbreviations/Alphabet Soup

CA – Corrective Action

CAP – Corrective Action Plan

CBG – Census Block Group

CACFP – Child and Adult Care Food Program

CCRC – Child Care Resource Center

CCSM – Child Care Staff Member

CFR – Code of Federal Regulations

DJFS – county Department of Job and Family Services

ELCG – Early Learning Challenge Grant

ELDS – Early Learning and Development Standards

FNS – Food and Nutrition Services

IE or IEA – Income Eligibility Application

IEP – Individualized Education Plan

KidKare/Minute Menu – software program used to manage the CACFP

NDL – National Disqualified List

October 1 – September 30 – dates for the CACFP contract year

ODE – Ohio Department of Education

ODJFS – Ohio Department Job and Family Services

OER – Office Error Report (shows information about your reimbursement/disallowances)

OPDN – Ohio Professional Development Network (place to search for workshops)

OPIN – Ohio Professional ID Number (used to login to the OPDN and register for workshops)

OWF – Ohio Works First

POS – Point of Service

Residential child – any child listed on your Income Eligibility Application as a member of your household

SD – Serious Deficiency

SFSP – Summer Food Service Program

SNAP – Supplemental Nutrition Assistance Program (formerly named Food Stamps)

SUTQ – Step Up to Quality, Ohio's quality rating system for early education programs

TANF – Temporary Aid to Needy Families

TA – Technical Assistance

Tiering – a name for the way your CACFP reimbursement rate is decided

Type A Family Child Care – provider cares for no more than 12 children in their home. Type A are licensed by ODJFS.

Type B Family Child Care – provider cares for no more than 6 children in their home. Type B are licensed by ODJFS

USDA – United States Department of Agriculture

WIC – Women, Infants, and Children

NOTE: All regulations governing CACFP may be found in 7 CFR 226.

CACFP Important Dates

5th of each month – CACFP claims and paperwork due to CCRC Central Office

December – Child enrollments/re-enrollments due to CCRC Central Office

February – School data due to CCRC for mixed tier households

March – National CACFP Week observed

May – Provider Appreciation Day

June – Claims due early (due to ODE State Fiscal Shutdown)

July – New reimbursement rates effective

July – Income Eligibility Applications due to CCRC Central Office/tiering determination completed

October – New CACFP fiscal year begins

October – Providers may officially transition to the CCRC CACFP Program

Contacting the CCRC:

When you need to contact the CCRC about your CACFP, you must call, write or email the CCRC Office. You may choose to notify your home visitor of changes in your CACFP, and the home visitor is always available to answer questions and offer assistance, but the CCRC Office in Lorain is the official home of your CACFP.

For example: Personally speaking to your CACFP Specialist that you are moving or that you have changed your phone number is not official notification of changes in your CACFP. The CCRC must have this in print. Providers should email these changes to Terri at the CCRC Central Office, terrisc@ccrcinc.com. Likewise, calling your CACFP Specialist to let them know of changes in your daily meal schedule **does not** take the place of calling off your meals as instructed in your Provider Handbook on pages 27-28.

What Is The Child And Adult Care Food Program (CACFP)?

The Child Care Resource Center (CCRC) is a sponsor of the CACFP in Ohio. The Child and Adult Care Food Program is funded by the United States Department of Agriculture, and in Ohio, is administered by the Department of Education, Child Nutrition Services. The CACFP can be split up into 3 main areas:

1. Money for Food

The CACFP reimburses family child care providers (licensed Type A and B) for as many as two meals and one snack, or two snacks and one meal, per child, per day. United States Department of Agriculture (USDA) meal pattern requirements must be met. All paperwork and recordkeeping must be completed in a timely manner. A change in reimbursement rates can take place each year in July.

2. Nutritious Food

The CACFP makes it possible for family child care providers to offer a variety of healthy foods like fresh fruits and vegetables, meats and dairy products, whole grains, breads and cereals to the children in their care. Hungry children suffer from two to four times as many individual health problems, such as unwanted weight loss, fatigue, headaches, irritability, inability to concentrate and frequent colds. Hunger has a negative impact on children's ability to learn in school. School-aged children who are hungry cannot concentrate or do as well as others on the tasks they need to perform to learn the basics. Good nutrition has been identified as a part of high quality child care.

3. Family Childcare Provider Training

There is a strong link between a provider's education and the quality of care they offer in their child care program. The more education and specialized training a provider has, the higher their quality of care. Participants in the CACFP are required to have:

- Basic health and safety training (including communicable disease, child abuse recognition and prevention, CPR/First Aid) required for licensing
- Continuing Education/in-service hours required by ODJFS or district licensing to maintain license
- CACFP-specific training before participating in the food program
- Yearly CACFP policies and procedures training (see point 5 of the Rights and Responsibilities of the Day Care Provider section of the permanent agreement)

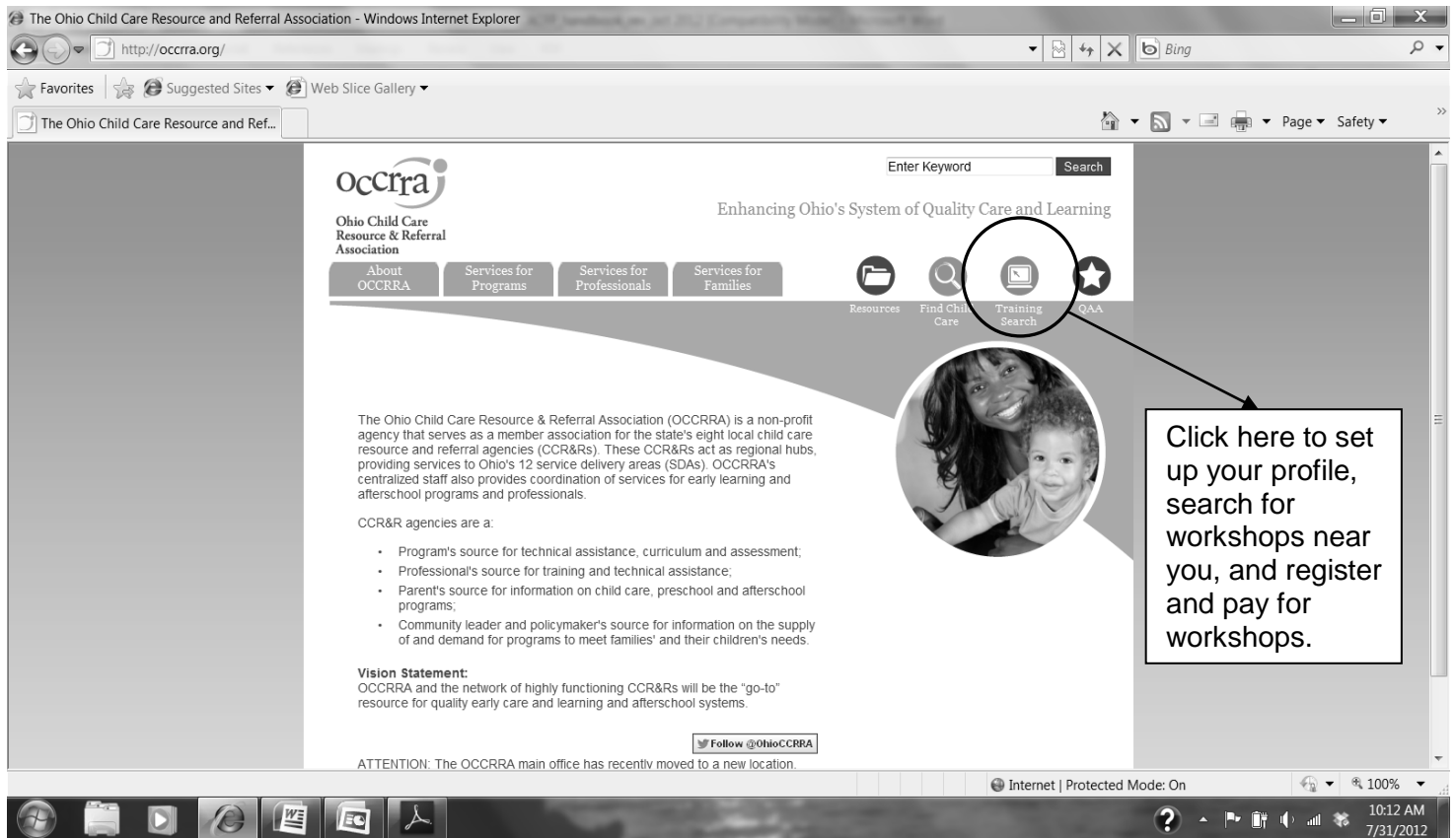
The CCRC Annual Policy & Procedure Training is free to CCRC CACFP participants. This is a mandatory annual training. This training is provided in two ways:

1. In home at one of three home visits within a year
2. As a workshop that requires registration and is held for a group of providers.

The CCRC also provides workshops on other topics that we recommend all CCRC CACFP participants to attend based on individual professional development plans. Some of the workshops provided to family childcare providers are:

- Child Nutrition
- Meal Planning
- Organizing Your Family Child Care Business
- Professionalism, and more

For information about workshops, professional development or continuing education, visit ocrra.org and click on “Training Search” to set up your profile and find workshops close to you. Refer to the screenshot below for more information.



Participation in CACFP has long been recognized as a key indicator of high-quality child care. A large body of research shows a direct link between nutrition and health, and nutrition and learning, and CACFP is a framework for quality that helps child care providers meet the food and nutrition needs of children. CACFP participation also supports high quality care by:

- Supplying funds to purchase healthy food that meets the recommended daily allowances for energy and nutrients
- Teaching young children healthy eating habits
- Increasing health and safety in child care programs
- Developing providers' administrative skills
- Improving compliance with state licensing requirements pertaining to ratio and supervision
- Improving other program areas by increasing provider gross income, making more funds available to purchase supplies and equipment or make capital improvements
- Increasing provider income/compensation significantly enough to retain them in the child care profession
- Improving the provider's level of education in child growth and development, nutrition, business management and professionalism

What are My Duties on the Food Program?

When you join the food program, you and the Child Care Resource Center (CCRC) agree to follow detailed guidelines. These guidelines are listed in the permanent agreement shown here. This is the same agreement you and the CCRC signed when you joined the food program.

NOTE: This is **NOT** an official Permanent Agreement. When you join CACFP, you will sign an official Permanent Agreement at your sign up visit. The Permanent Agreement included in this handbook is for information ONLY. No Permanent Agreement is valid unless signed by the participating provider and their sponsor representative.

Ohio Child and Adult Care Food Program Sponsoring Organization and Family Day Care Home Provider Permanent Agreement

Instructions: This agreement must be completed and signed by the provider and a representative of the sponsoring organization. A copy must be kept at the sponsoring agency and a copy is to be returned to the provider for their records.

This agreement is entered into this _____ day of _____, 20____ by and between

_____, of _____, and
Sponsoring Organization Name *Sponsor Address*

_____, of _____.
Provider Name *Provider Address*

This agreement specifies the rights and responsibilities of the sponsoring organization and the Family Day Care Home Provider as participants in the Child and Adult Care Food Program (CACFP) administered through the Ohio Department of Education (ODE).

RIGHTS AND RESPONSIBILITIES OF THE SPONSORING ORGANIZATION

In accordance with Child and Adult Care Food Program Regulations, the sponsoring organization agrees to:

1. Administer the CACFP Family Day Care Program in accordance with Federal Regulations 7CFR 226 and as specified in USDA Food and Nutrition Services and State Agency handbooks, instructions and guidance.
2. Train providers in program requirements before provider begins participation in the CACFP and offer additional training sessions at times and places that are convenient to providers. Respond to a provider's request for technical assistance.
3. Assure that each provider attends CACFP training at least once during the fiscal year. At minimum, annual training content must include the following topics: CACFP meal pattern requirements, reimbursement process, accurate meal counts, claims submission and recordkeeping.
4. Provide all required CACFP recordkeeping forms to the provider.
5. Evaluate menus served, meal counts and other required provider records to determine if a valid claim was submitted.
6. Use, at minimum, the following oversight tools to assess provider's records and avoid improper payments: standard

review elements, edit checks, enrollment forms, five-day reconciliations of meal counts and household/parent contact.

7. Determine which day care homes under its sponsorship are eligible at Tier 1 homes by school data, census data or income eligibility data. Verify income information and update tier designations for all providers as needed or required.
8. Inform Tier 2 providers of the three options available to qualify income eligible children for Tier 1 meal rates. On request from the Tier 2 provider, the sponsor will collect income eligibility applications and determine income eligibility of enrolled children and/or identify categorically eligible children for Tier 2 rates. The three options are: 1) the sponsor will not collect income eligibility applications on enrolled children and all meals will be reimbursed at the Tier 2 rate of reimbursement; 2) the sponsor will distribute income eligibility applications to households of all enrolled children and collect forms to determine meal reimbursement based on family income; and 3) the sponsor will collect income eligibility data only on enrolled children based on their participation in an expanded or categorical eligible program.
9. Keep enrolled children's household income eligibility information confidential from providers and limit the use of such information to persons directly involved with the administration of the CACFP.
10. Reimburse the provider within five working days, after receiving reimbursement from ODE, the full food service rate set by the U.S. Department of Agriculture based on the tier designation for each allowable meal served to enrolled children in an approved day care home. Reimbursement will not be requested for invalid provider claims.
11. Charge no fee to the provider for CACFP services.
12. Monitor each provider at least three times per CACFP fiscal year during hours of child care operation and, at minimum, review meal service records, observe a meal service and provide CACFP nutrition related technical assistance. These monitoring reviews must meet the following criteria: a) at least two of the three monitoring reviews must be unannounced; b) one unannounced review must include the observation of a meal service; c) no more than six months may elapse between each review; d) new providers must be reviewed within the first four weeks of CACFP operation. The sponsor may exercise the option of averaging monitoring reviews.
13. Declare a provider seriously deficient if findings meet established serious deficiency criteria. Follow serious deficiency process as defined in the CACFP regulations. Provide opportunity for provider to request an administrative review (appeal) if a notice to propose to terminate and disqualify or if a notice of suspension due to imminent threat to health and safety is issued.
14. Establish and inform providers of the due date in which they must submit their monthly meal documentation.
15. Restrict transfers of day care homes between sponsoring organizations to October, except under extenuating circumstances, such as termination of the sponsoring organization's agreement. Allow providers to change sponsoring organizations at any time if they have not submitted a claim during the current program year.
16. Assure all meals claimed for reimbursement are served to enrolled children without regard to race, color, national origin, age, gender or disability.
17. Collect data, maintain records, submit reports as required to assure all non discrimination laws, regulations, policies, instructions and guidelines are followed for all entities receiving federal financial assistance.

RIGHTS AND RESPONSIBILITIES OF THE DAY CARE PROVIDER

In accordance with Child and Adult Care Food Program Regulations (CACFP), the provider agrees to:

1. Participate in the CACFP with only one sponsoring organization at a time.
2. Be a certified family day care provider or have alternate approval according to ODE guidelines and maintain and provide current documentation to support certification or alternate approval.

3. Maintain required child care child/staff ratios. Failure to do so could result in meal disallowance, serious deficiency determination, suspension and termination of Program agreement.
4. Serve meals to all enrolled children without regard to race, color, national origin, gender, age or disability.
5. Participate in CACFP training prior to participation in the program and at least annually (once per fiscal year) thereafter or as required by the sponsoring organization.
6. Keep accurate daily records of:
 - a) The names of enrolled children present/daily attendance,
 - b) The number of meals by type, served to enrolled children, and
 - c) Menus for each meal that list the food served to enrolled children.
7. Record meal counts by the end of the day if 12 or fewer children are enrolled. Record meal counts at the point of service if more than 12 children are enrolled and/or if provider has been declared seriously deficient.
8. Serve meals for approved meal types and maintain menus that meet CACFP meal requirements for the ages of the children in care.
9. Offer parents of infants at least one type of iron fortified infant formula when caring for their infant. Have parents of infants under one year of age complete the Infant Meals Parent Preference Form indicating their preference of who will provide their infant's formula and food.
10. Comply with the recordkeeping requirements established in 226.18 (e) & (g) and 226.10 (d). Failure to maintain such records shall be grounds for the denial of reimbursement and could result in being declared seriously deficient.
11. Claim meals served to enrolled income eligible children, living in the provider's home only if enrolled children who live outside the provider's home are served the same meal at the same time.
12. Claim reimbursement for no more than two meals and one snack or two snacks and one meal for each enrolled child each day. The provider is not eligible to claim meal for non-enrolled children or for meals served to children in excess of the homes authorized capacity.
13. Claim only one meal per child at each meal service.
14. Serve meals to all enrolled children at no charge to parents.
15. Submit meal count records, menu records, new enrollment forms and other required documents to the sponsoring organization by the established due date each month. Failure to do so may result in loss of payment for the month.
16. Inform the sponsoring organization, without delay, about any change in claim status including but not limited to:
 - a) The names of children added or dropped from enrollment
 - b) The provider or home's certification, or approval status
 - c) Provider name, address and phone number
 - d) Income information as supplied for purposes of Tier I designation or income eligibility of own/residential children
 - e) Changes in meal times, shifts, or days of operation
17. Notify the sponsoring organization in advance whenever planning to be away from the home during a meal service period.
18. Complete and sign a new permanent agreement when provider's name or address changes.
19. Allow representatives of the sponsoring organization, ODE Auditor of State and the U.S. Department of Agriculture to enter the provider's home (announced or unannounced) to review CACFP operations. Visits will be made during the provider's normal hours of operation.

20. Claim Child and Adult Care Food Program reimbursement only for program meals approved by the state agency on the CACFP application and as updated locally by the sponsor and documented by valid child enrollment forms.
21. Follow the state agency's policy that restricts the transfer of day care home providers between sponsoring organizations to the month of October if the provider has submitted a claim during the current fiscal year. Day care home providers initiate this process and the current sponsoring organization must sign and date the transfer form by October 31st for the transfer to be effective. A provider may change to another sponsoring organization if they have not submitted a claim with their sponsor during the current fiscal year. Family day care home providers are to initiate the change and the current sponsoring organization must complete the change form.
22. Return claim overpayments to sponsoring organization upon request if payment was made for an invalid claim. Failure to do so is cause for seriously deficient determination and could lead to termination of Program agreement.
23. Distribute a copy of sponsor letter to parents, when issued a propose to terminate letter or suspension, if requested by sponsoring organization.
24. Request an administrative review if the sponsoring organization issues a notice of proposed termination of the day care homes Program agreement, or if the sponsoring organization suspends participation due to health and safety concerns, in accordance with §226.6(1)(2).

Failure to comply with the above responsibilities could result in loss of reimbursement to the provider which could include suspension and or termination and disqualification of future participation. Either party may terminate this agreement to participate in the CACFP for cause or convenience with written notice.

CERTIFICATION: We certify to the best of our knowledge the information on this form is true and correct. We will comply with the rights and responsibilities outlined in this agreement. We understand this information is given in connection with receipt of federal funds and deliberate misrepresentation may subject us to prosecution under applicable state and federal criminal statutes.

Provider Signature	Date	Birth Date (month, day, year)
Sponsoring Organization Representative Signature		Date

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

How Do I Get Reimbursed On The Food Program?

“What does reimbursement mean?”

- Reimbursement is another word for repayment or return of money you have already spent for something.

“What am I receiving money for?”

- The CACFP will reimburse you part of the money you have already spent for food to serve nutritious meals to the children in your family day care home business.

“What is the amount of money I receive based on?”

- Number of children enrolled and claimed
- Number of creditable meals served and claimed
- Accurate and up-to-date records
- Successful home visits
- Turning in paperwork/records by due date
- Tiering

“How many meals can I claim?”

The CACFP can reimburse you for:

- **2 meals and 1 snack** or
- **2 snacks and 1 meal**

Per each enrolled child in attendance each day.

Children that attend your day care for more than three meal/snack times can **ONLY** be reimbursed for **2 meals and 1 snack** or **2 snacks and 1 meal**. Meals unclaimed or disallowed on CACFP may be claimed as a deduction on taxes.

Old and New (effective 10/1/17) Child and Adult Meal Patterns: Let's Compare



Breakfast Meal Patterns

	Ages 1-2		Ages 3-5		Ages 6-12 & 13-18		Adults	
	Old	New	Old	New	Old	New	Old	New
Milk	½ cup	½ cup	¾ cup	¾ cup	1 cup	1 cup	1 cup	1 cup
Vegetables, fruit, or both	¼ cup	¼ cup	½ cup	½ cup	½ cup	½ cup	½ cup	½ cup
Grains	½ serving	½ oz eq*	½ serving	½ oz eq*	1 serving	1 oz eq*	2 servings	2 oz eq*

*Meat and meat alternates may be used to substitute the entire grains component a maximum of three times per week. Oz eq = ounce equivalents

Lunch and Supper Meal Patterns

	Ages 1-2		Ages 3-5		Ages 6-12 & 13-18		Adults	
	Old	New	Old	New	Old	New	Old	New
Milk	½ cup	½ cup	¾ cup	¾ cup	1 cup	1 cup	1 cup	1 cup*
Meat and meat alternates	1 oz	1 oz	1 ½ oz	1 ½ oz	2 oz	2 oz	2 oz	2 oz
Vegetables	¼ cup	⅛ cup	½ cup	¼ cup	¾ cup	½ cup	1 cup	½ cup
Fruit		⅛ cup		¼ cup		¼ cup		½ cup
Grains	½ serving	½ oz eq	½ serving	½ oz eq	1 serving	1 oz eq	2 servings	2 oz eq

*A serving of milk is not required at supper meals for adults. Oz eq = ounce equivalents

Snack Meal Pattern

	Ages 1-2		Ages 3-5		Ages 6-12 & 13-18		Adults	
	Old	New	Old	New	Old	New	Old	New
Milk	½ cup	½ cup	½ cup	½ cup	1 cup	1 cup	1 cup	1 cup
Meat and meat alternates	½ oz	½ oz	½ oz	½ oz	1 oz	1 oz	1 oz	1 oz
Vegetables	½ cup	½ cup	½ cup	½ cup	¾ cup	¾ cup	½ cup	½ cup
Fruit		½ cup		½ cup		¾ cup		½ cup
Grains	½ serving	½ oz eq	½ serving	½ oz eq	1 serving	1 oz eq	1 serving	1 oz eq

Select 2 of the 5 components for snack. Oz eq = ounce equivalents

Note: NEW Meal Pattern effective 10/01/17. All serving sizes are minimum quantities of the food components that are required to be served.

Old and New (effective 10/01/17) Infant Meal Patterns: Let's Compare

	Old			New	
	0-3 months	4-7 months	8-11 months	0-5 months	6-11 months
Breakfast	4-6 fl oz breastmilk or formula	4-8 fl oz breastmilk or formula 0-3 tbsp infant cereal	6-8 fl oz breastmilk or formula 2-4 tbsp infant cereal 1-4 tbsp vegetable, fruit or both	4-6 fl oz breastmilk or formula	6-8 fl oz breastmilk or formula 0-4 tbsp infant cereal, meat, fish, poultry, whole eggs, cooked dry beans or peas; or 0-2 oz cheese; or 0-4 oz (volume) cottage cheese; or 0-8 oz yogurt; or a combination* 0-2 tbsp vegetable, fruit or both*
Lunch or Supper	4-6 fl oz breastmilk or formula	4-8 fl oz breastmilk or formula 0-3 tbsp infant cereal 0-3 tbsp vegetable, fruit or both	6-8 fl oz breastmilk or formula 2-4 tbsp infant cereal; and/or 1-4 tbsp meat, fish, poultry, egg yolk, cooked dry beans or peas; or ½-2 oz cheese; or 1-4 oz (volume) cottage cheese; or 1-4 oz (weight) cheese food or cheese spread; or a combination 1-4 tbsp vegetable, fruit or both	4-6 fl oz breastmilk or formula	6-8 fl oz breastmilk or formula 0-4 tbsp infant cereal, meat, fish, poultry, whole egg, cooked dry beans or peas; or 0-2 oz cheese; or 0-4 oz (volume) cottage cheese; or 0-8 oz yogurt; or a combination* 0-2 tbsp vegetable, fruit or both*
Snack	4-6 fl oz breastmilk or formula	4-6 fl oz breastmilk or formula	2-4 fl oz breastmilk, formula, or fruit juice 0-½ bread slice or 0-2 crackers	4-6 fl oz breastmilk or formula	2-4 fl oz breastmilk or formula 0-½ bread slice; or 0-2 crackers; or 0-4 tbsp infant cereal or ready-to-eat cereal* 0-2 tbsp vegetable, fruit or both*

*Required when infant is developmentally ready.

Note: New Meal Pattern effective 10/1/17. All serving sizes are minimum quantities of the food components that are required to be served.

Submitting a Claim?

The Child Care Resource Center (CCRC) uses KidKare by Minute Menu for your Food Program claims and attendance. Monthly claim records are due to the CCRC by the 5th of the following month, unless the 5th is a weekend or holiday, then they are due by the next business day.

Any month that you have changes to a child/parent contact info (ie: address or phone), **Providers** will make those changes in KidKare. Look for the green 'edit' button in KidKare by clicking on the child's name and go to **Contact**.

If a child's daily schedule changes, the CCRC must make those on our administrative side. Providers will need to print that child(ren) 'Enrollment Form' from KidKare, make the needed changes (preferably in blue or red ink) on the printed copy, have the parent/guardian sign/date (date should be date of enrollment) and finally the Provider will sign this form. These may be sent to the CCRC via email (preferred), US Mail or dropped off to the CCRC's Main Office.

Monthly Claim Paperwork

- ALL claim submissions and any claim paperwork are **due to the CCRC BY the 5th of each month**, unless that day falls on a weekend or a holiday, then they are due the following business day. Failure to submit to your claim to the CCRC by the 5th may result in a delay in your reimbursement and could lead to a Corrective Action.

One month per year ODE closes early for their fiscal audit and the CCRC will be required to process your claims earlier than the 5th. You will be notified when this happens.

- **Required Monthly Paperwork:** New Child *Enrollment Forms* (as applicable); Updated *Enrollment Form* **only if there are changes to an enrolled child's schedule*, and *Weekend Form* (if you serve on weekends). *Daily Attendance* is recorded in KidKare.
 - **All Claim forms (except Income Eligibility Application (IEA) as ODE requires an original) may be scanned and emailed to terrisc@ccrcinc.com. The CCRC will always respond to all emails where required paperwork is attached. IF you do not receive a confirmation, please contact Terri.**

Monthly required claim forms may be emailed to terrisc@ccrcinc.com , dropped off at the CCRC's Main Office or mailed to:

CCRC
Attention: Terri Sluss-Cole
5350 Oberlin Ave
Lorain, OH 44053
Office hours 8:00am – 5:00pm, Monday – Friday

After 5:00pm or on weekends and holidays, you may place your forms in our mail slot on the CCRC employee entrance door.

What is Tiering?

Tiering is the way the CACFP's payment rate for each participating family childcare provider is decided. There are three tier levels:

- Tier I - highest rate of reimbursement
- Tier II - lower rate of reimbursement
- Tier II Mixed – combination of Tier 1 and Tier 2 rates

Your rate is determined for the first time at your sign up. Your tier may change if your income changes or if you move to a new address. Tiering is determined by Census Block group (CBG), school data or household income. Your CCRC CACFP Specialist will work with you to determine your tier level (reimbursement rate).

How is the decision made that I'm Tier I, Tier II or Tier II Mixed?

When you sign up for the CACFP, we will review your income eligibility for the first time and you will be assigned a tier. After that, the CCRC will review your tier as follows:

Tier I by household income	submit an IEA in July
Tier I by school or CBG	every five years
Tier II mixed	submit an IEA in July

How Many Children Can I Care For? Understanding Group Size (Ratio)

ALL CACFP programs must maintain group size/ratio as in outlined by the Ohio Department of Jobs and Family Services (ODJFS) licensing regulations.

ALL children in your care **MUST** be enrolled in CACFP. Failure to enroll all children, regardless of their age, payment status (private pay, subsidized/voucher or no pay) or relationship to you (relative children) is a violation of civil rights and could be cause for Corrective Action, Serious Deficiency or Termination. See pages 46-47 for an explanation of civil rights and CACFP.

Special Note About Infant Enrollment

If you care for infants, they must be enrolled in CACFP. Failure to enroll them is considered age discrimination and will result in non-compliance. Providers must list parent formula (or breastmilk) and the PROVIDER'S back-up formula in KidKare. See page 36 for more information.

Using your Child Care Staff Member (CCSM)/Subs/Employee

A CCSM or your approved Substitute may administer your CACFP program and can be monitored by a CCRC CACFP Specialist. Programs should notify the CCRC of any CCSM/Substitute changes. Additional adults in your home DOES NOT increase your Group/Ratio size. Providers must follow ODJFS regulations when using their CCSM/Substitute. An employee is NOT approved to administer your CACFP program as they do not meet the requirements as is outlined in Appendix A of ODJFS 5101:2-13-08: *Employees, Child Care Staff Members and Substitute Responsibilities and Qualifications for a Licensed Family Child Care Provide*

For more specific information call your licensing specialist.

Multiple Shifts of Children

Different shifts of childcare may occur in your home under the following guidelines:

- No overlap of children.
- All times that meals and snacks are served must be listed clearly on the child's Enrollment Form.
- All group size requirements must be met for each shift.

Out of Group Size/Ratio Compliance

Group Size/Ratio is taken very seriously. If a Child Care Resource Center staff member, in the course of normal work duties or activities, becomes aware that a family childcare provider has exceeded the legal group size, the CCRC is required to contact the Ohio Department of Job and Family Services to report the violation. You will also receive a Corrective Action Notification from the CCRC. The Corrective Action will require you to list the specific steps you will take to make sure that over group size/ratio will not reoccur. Your plan must be approved by the CCRC. (See pages 40-47 for a complete explanation of Corrective Actions)

If you receive TWO over group size/over ratio Corrective Actions in a food program year (October 1 – September 30), the CCRC will move to declare your family child care home business as Seriously Deficient. This action MAY result in termination from CCRC CACFP for immediate Health and Safety danger to children. If you have questions or concerns about ratios, please call the CCRC.

Will I Have Any Help?

Technical Assistance, Home Visits, Newsletters and Other Communication

The Child Care Resource Center (CCRC) staff is here to assist you in your family day care home business with personalized technical assistance (TA) and home visits. We will visit new providers within 28 days after they begin claiming. You will receive a *minimum* of **three** Home Visits by the CCRC CACFP Home Visitor per contract year, in addition to your 28-day visit. **At least two visits will be unannounced. The 28 day visit will be scheduled in advance.** (See point 12 of the Rights and Responsibilities of the Sponsoring Organization and point 19 of the Rights and Responsibilities of the Day Care Provider in the permanent agreement).

CACFP Technical Assistance and Support

As a sponsor of the Child and Adult Care Food Program, the CCRC is here to support you, including:

- CACFP paperwork and recordkeeping questions
- Menu Planning
- Nutrition, including help for parents
- Tips for getting children to try new foods
- Ideas to help you prepare low-cost meals
- Referral to other CCRC services as needed

The CCRC can help you manage and improve not only your food program, but your overall child care business (if within Lorain, Erie, Huron, Sandusky and Seneca counties). We have numerous resources available in our Business Center and our staff can work with you one on one.

While the CCRC does not regulate family child care home businesses, we must report situations that pose an immediate threat to the health and safety of the children in your care. As a member of CACFP, you are expected to follow all Ohio regulations applicable to family child care homes. For more information about Ohio's child care regulations, visit the ODJFS website http://jfs.ohio.gov/cdc/Licensing_Information.stm or call your county child care unit.

Technical assistance will be given in situations that DO NOT create an immediate threat to the health and safety of children in your care. *Violations of Health or Safety Rules that pose a threat to children will result in immediate termination.* See pages 40-47.

HOME VISITS

When will my visits occur?

- The CCRC will visit **at least** 3 times during the CACFP contract year from (October 1-September 30). We may visit more than 3 times.
 - ❖ Always email any permanent changes to your meal/snack times to terrisc@ccrcinc.com . Meal time changes may only take effect at the 1st of each month. Please note the date of any changes, as it may impact your claim.
 - ❖ Notify the CCRC of changes in your meal/snack time by calling the call-off ext. 224, but **NO** permanent changes will take effect until you email terrisc@ccrcinc.com
- Visits will be made during the provider's normal hours of operation. There is an allowable 15-minute window before and after your scheduled mealtime for your CACFP Specialist to visit. For example, if your breakfast is at 8:30a, your visit may occur between 8:15a-8:45a
- If the CCRC CACFP Specialist visits at the time the meal or snack is listed in your record and you are not at home, the meal will be disallowed and corrective action may result. (See Call-off Policy on page 27). If you plan to be on a field trip with the children or otherwise out of your home, or if you have no children attending your day care, please call the CCRC to let us know that that your schedule has changed for the day. You should call the CCRC with an earlier or later serving time. (The home visitor **DOES** make home visits if you claim weekends.

What happens at a home visit?

The CCRC must see meals being served to enrolled, attending children. Your food program records will also be reviewed. This is a requirement of your participation in the Food Program (see points 5, 6 and 12 of Sponsoring Organization's Rights and Responsibilities in the Permanent Agreement and points 6, 7, 10 and 19 of the Rights and Responsibilities of the Day Care Provider).

- The Home Visitor needs to see children served a creditable meal at the scheduled time.
 - ❖ **Creditable Meal:** Food that may be counted toward meeting the requirements for a reimbursable meal.

When we come out on a visit, we will ask to see your milk. You must have on hand enough of the correct types of milks for **ALL** your age groups for **ALL** the meals/snacks* you are serving that day. If you use 2% milk for cooking, to serve your family, or for meals you do not claim, it is best practices to mark it clearly as "non-CACFP" or "family use only". If you are serving incorrect milk, you will be disallowed (receive no reimbursement) for that meal and all other meals served back to the first day of the month that the visit occurred. You will also receive a Notice of Corrective Action (CA) and will have to submit a Corrective Action Plan (CAP) to the CCRC on how you will fix the milk non-compliance.

*milk is not a required component for snacks, but you may choose to serve milk with snacks. If you do, it must be the correct milk for each age group.

The Home Visitor will review the following:

- **Meal Records**

If you have less than 12 children enrolled in CACFP, meals need to be recorded at the end of each day. If you have more than 12 children enrolled in CACFP, meals must be recorded at each mealtime (point of service - POS). If records are not available and current through the end of the previous day when the visit occurs, all meals with incomplete records will be disallowed.

❖ **Meal Records Include:**

- **Daily Meal Counts** (food served and meal attendance) entered into KidKare. When you have computer issues, you **MUST** have a written back-up record and you need to notify the CCRC about your computer problems. These meal records must be recorded on the 'Web Daily Record' form.
- **Daily Child Attendance** will be reviewed. It is mandatory that ALL providers keep attendance for EVERY child in their care, whether they are private pay, publicly funded (subsidy), or no-pay children. In/Out times of all children being claimed must be entered into KidKare before submitting your claim.
- **Weekend Form:** If you claim meals on weekends, you must have parents sign their children in and out on the weekend form. *These should be completed on the date of service and by the parent. Providers must not complete the form.* This is an ODE requirement.

If an approved CCSM/Substitute is in the home providing care at the time of the visit, she/he must know where the provider's records are kept and be able to show them to the Home Visitor. See CCSM/Substitute (page 31) for more information.

❖ **Additional Records (to be posted):**

- ODJFS License
- Weekly dated and posted menus for non-infants
- Weekly dated and posted menus for Infants (if applicable)
- Meal pattern by age group
- "Building for the Future" poster
- "Justice For All" poster

The Home Visitor will look at your daily attendance and will randomly review your CACFP records from the three years prior to the current year.

The Home Visitor is there to review and validate the meal being served and the children present for that meal. Children arriving AFTER the home visit cannot be claimed for that meal. You cannot change or update your Menu/Attendance records after the Home Visitor leaves your home. If Menu/Attendance records submitted to the office do not match what the CCRC CACFP Specialist observed on the home visit, meals will be disallowed.

At the end of the visit, if the Home Visitor has completed technical assistance (TA) with you in any areas those items will be noted on the Home Visit Detail Report via KidKare.

CCRC CACFP Staff are also available by phone to answer questions during normal office hours (8:00am – 5:00pm) (440) 242-0413.

How To Have A Successful Home Visit

Listed below are items that make a home visit successful or unsuccessful.	
A home visit is successful if :	A home visit is unsuccessful if:
<ol style="list-style-type: none"> 1. Enrolled children are present. 2. Menu and Attendance are current (through end of each day) and recorded properly. 3. Meal observed matches with the meal recorded on Provider's dated/posted pre-planned menus. 4. Children seen match with the children enrolled. 5. If a CCSM/Sub caregiver is present during the visit, they must be able to produce the provider's CACFP records (See page 31) 6. Weekly dated menus, meal pattern by age group, "Justice For All" and "Building for the Future" are posted in the child care area 7. Daily attendance is available and current 8. Records are available from past three years and current year if requested 	<p>May Lead to Corrective Action:</p> <ol style="list-style-type: none"> 1. No one is home and Provider did not use call-off policy. (See page 27) 2. No enrolled children are present. 3. The Home Visitor is refused entry into your home. (Provider may be declared Seriously Deficient) 4. More than the allowed group size of children in the home. (See page 21). 5. CCSM/Substitute cannot produce provider CACFP records. 6. Weekly dated menus, meal pattern by age group, "Justice For All" and "Building for the Future" are not posted in the child care area 7. Daily attendance is not available or are not current 8. Records are not available from past three years and current year if requested <p>Disallowance May Occur</p> <p>Paperwork does not match meal or children that were observed during the visit.</p> <p>Unable to observe a meal at the recorded mealtime.</p>

If you are not at home or are not serving during a scheduled meal time, have not called off your meal(s) and the Home Visitor comes for a visit, you will receive a notice of attempted visit. This notice will be attached to the entrance of your home. You must call the CCRC immediately after you receive this notice to acknowledge receipt of the notice and to and speak with the CCRC CACFP staff.

The Home Visitor will attempt a second successful visit, sometimes for another meal on the same day but no longer than two weeks from the date of the first visit.

Repeated unsuccessful visits can lead to removal from the food program. (See pages 40-47).

Newsletters and Other Communication

The CCRC publishes several different newsletters to give you information and other resources:

- ***The Scoop*** – our weekly electronic newsletter. ***The Scoop*** keeps you up-to-date with the most recent local and national information about early education.

These newsletters contain timely and helpful information about early childhood, child nutrition and CACFP, and professional development.

To sign up for all of the electronic newsletters, visit our website at www.ccrinc.com and click on the tab for Providers.

KidKare Broadcast Messages

The CCRC uses the KidKare broadcast message feature to send you information quickly. The message will appear as soon as you open KidKare for the first time on the day the message was sent.

CCRC Facebook Page

The CCRC has a Facebook page (<http://www.facebook.com/ChildCareResourceCenter>). The page is updated several times each day. We also post notices of emergency closures, workshop cancellations and other schedule changes there. You do not have to have a Facebook account to view the CCRC's page, but you will not be allowed to post on Facebook without one.

Email

The CCRC conducts a significant amount of business using email. You are expected to check your email regularly for communication from the CCRC. If you receive an email from the CCRC, you are expected to respond within 24 hours. Not checking your email several times weekly could result in your missing important information or not receiving information in a timely manner.

Call Off Policy

The CCRC has a 24-hr. voice mailbox for your meal call off messages: (440) 242-0413 extension 224. Every effort should be made to call off meals by 9:00 a.m. Call-offs can be made in advance of the day they will occur. For example: if you are going on vacation, have an appointment, or have scheduled a field trip and will not be serving meals at your regular time(s).

Calls made and voicemails left on any other extension or voicemail box are not considered official notification and will not be accepted. Only the messages left on the 224 voicemail are official notification that you have called off your meal(s).

You must call off your meals within a reasonable amount of time before they are scheduled to be served. Calling off five minutes or less before the scheduled time IS NOT acceptable and is not considered an official call off. If you call off your meal less than 10 minutes before a scheduled service and a home visit occurs, it may be considered unsuccessful and Corrective Action may result.

When to Use Call-Off Policy

- You will not be home at scheduled mealtime
- You do not have any children in attendance during a regularly scheduled mealtime
- You need to adjust your scheduled mealtime, such as serving earlier or later than your documented serving times
- You are on vacation. Vacation time may be emailed to Terri at terrisc@ccrcinc.com or by calling extension 224 with the dates.
- Permanent mealtime changes should be emailed to Terri at terrisc@ccrcinc.com
- Weekend Meals-if you are not serving a scheduled weekend meal you must call off
- Taking a period of time off that equals less than a month. You need to notify the office with the details and emailed to Terri at terrisc@ccrcinc.com

Information to Leave on Call-off Voicemail

- Date, your name, phone number and the meals you are calling off and for what period of time – for example: the current day, the next two days or the week

Meals Served Away From Home

If you are going to serve a meal away from your home, (For example: on a picnic in a park, at the local pool, at the Zoo), during a scheduled mealtime, you will not be able to claim that meal. Meals purchased at McDonald's or other restaurants are not reimbursable. The meals you can claim **MUST BE SERVED AT YOUR HOME** at the times you indicated. It is **YOUR HOME** that has been inspected and approved for the food program. You may choose to use any non-reimbursed meals as a tax deduction.

Do not use the call-off policy if you need to stop serving meals for more than one month. If there is an interruption in your day care meal service of more than one month, please request to be placed on hold (see page 33 for Hold Policy information).

What if I have called off a meal that I later end up serving?

If you call off a meal but have a change and end up serving that meal (either at regular time or later), call the CCRC on the meal call-off line and let us know. Keep in mind the recommended meal time ranges on page 29.

Changes In Your Child Care Program

If you experience any of the following changes in your family child care business, notify the CCRC right away. All changes are to be emailed to Terri at the CCRC's Central Office, terrisc@ccrcinc.com.

Re-Enroll a Child

If a child returns to your program that you have withdrawn in KidKare, no matter the length of time the child has been withdrawn, you **MUST** contact the CCRC to re-activate the child. The reactivated child will be PENDING in KidKare. Providers should print the Enrollment Form, making any necessary changes to the schedule on the hard copy (Providers should change any contact info, like address or phone in KidKare) in pen (blue or red preferred), parent/guardian sign and date, Provider signs and returns to the CCRC by email (preferred), US Mail or dropped off to the CCRC's Main office, where we will activate the child's enrollment. Please remember the date from the parent should be the date of enrollment.

Change of Address:

The CCRC office MUST be notified if you move. We will need to know the date that you relocate and the date your new address has been approved by ODJFS to offer Ohio Licensed Family Childcare at the new address. Programs may not claim for reimbursement during the interim time, making it very important to notify the CCRC when your new location is inspected and submitted for approval. The CCRC will need a copy of your ODJFS license with the new address.

New Phone Number:

Notify the Child Care Resource Center immediately of a change in your phone number.

Meal Time Changes:

Permanent Mealtime Changes are those that adjust your meal time schedule on a lasting basis. These changes impact the 1st day of the month of the change request. Please be aware that IF you change a mealtime in the middle of the month, it MAY impact meals/snacks served at the original time earlier in the month.

- Adjusting the time of a particular meal or meals.
- Adjusting the days you are serving.
- Add/Drop meals served.

OTHER Changes

- Hours daycare open/close
- Changes to enrolled children's schedule
- Change of child's status from non-participating to participating
- E-mail Address
- Updated Parent Information is made by the provider in KidKare

If your ODJFS license status changes:

If your ODJFS license status changes you must notify the CCRC immediately. Changes include:

- Suspension of license pending investigation
- Voluntary request to temporarily close your child care business
- Your child care business is in enforcement pending an investigation or appeal
- Any other reason given by ODJFS to change your license from provisional or continuous

Computer/Internet Issues:

You must call/email the CCRC to notify us if your computer is not working. During the period of time your computer is down, you must maintain hard copy records of your menus, meals served and attendance. If your computer is down, call the CCRC at (440) 242-0413 ext 230 to notify us or email terrisc@ccrcinc.com.

Best Practice for Meal Times:

Breakfast can be claimed if served between 6:00am-9:00am

AM Snack can be claimed if served between 9:00am-11:00am

Lunch can be claimed if served between 11:00am-2:00pm

PM Snack can be claimed if served between 2:00pm-4:00pm

Supper can be claimed if served between 4:00pm-7:00pm

Evening Snack can be claimed if served between 7:00pm-10:00pm

Any scheduling difficulties can be discussed with the CCRC CACFP staff. You should begin to serve your meal/snack within 15 minutes before or after your **scheduled** meal time.

Child Info Changes:

If the children's **CONTACT** Information (phone, address) change, providers should make these changes in KidKare. If a child's schedule changes, providers need to print the child's Enrollment Form from KidKare, write the schedule changes on the form (preferably in blue or red ink), parent sign/date (date should be *date of enrollment*), provider signs and then submit to CCRC either by email, delivered to Central Office or by US Mail.

Holidays and Weekends

The Child Care Resource Center Office is not open on the following Holidays:

- New Years Day
- Good Friday
- Easter Sunday
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- day after Thanksgiving
- Christmas Eve
- Christmas Day

These are the **ONLY** holidays the CCRC is closed. All other holidays (for example, Dr. Martin Luther King day, Veteran's Day or Columbus Day) the CCRC is open and may visit you. If you close your program or make any changes in your meal schedule on holidays other than those listed above, you must notify us.

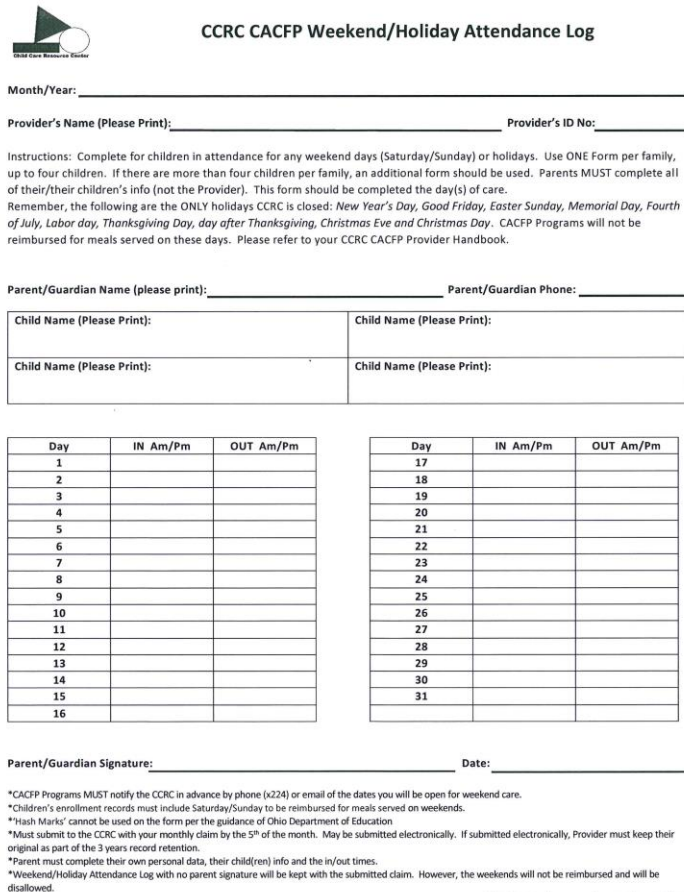
For example: You close your family child care business on Dr. Martin Luther King day and take the children on a field trip to the museum. Because the CCRC is open that day, you must notify us that you are closed and not serving meals for that day, by calling the “CALL OFF LINE” ext 224.

Holiday Claiming

- The CCRC is closed on the Holidays listed on the previous page and you will not be reimbursed for meals claimed on these days. These meals do not need to be called off.
- If you have children in your childcare on these days, you are encouraged to feed them according to CACFP guidelines, and keep records for your tax purposes.

Weekend Claiming

When claiming weekends, the parent must fill out the CACFP Weekend/Holiday Attendance Verification Form. This is an ODE requirement. Find this form on CCRC's website: <http://bit.ly/2mUB0Kt>



CCRC CACFP Weekend/Holiday Attendance Log

Month/Year: _____

Provider's Name (Please Print): _____ Provider's ID No: _____

Instructions: Complete for children in attendance for any weekend days (Saturday/Sunday) or holidays. Use ONE Form per family, up to four children. If there are more than four children per family, an additional form should be used. Parents MUST complete all of their/their children's info (not the Provider). This form should be completed the day(s) of care. Remember, the following are the ONLY holidays CCRC is closed: New Year's Day, Good Friday, Easter Sunday, Memorial Day, Fourth of July, Labor day, Thanksgiving Day, day after Thanksgiving, Christmas Eve and Christmas Day. CACFP Programs will not be reimbursed for meals served on these days. Please refer to your CCRC CACFP Provider Handbook.

Parent/Guardian Name (please print): _____ Parent/Guardian Phone: _____

Child Name (Please Print):	Child Name (Please Print):
Child Name (Please Print):	Child Name (Please Print):

Day	IN Am/Pm	OUT Am/Pm
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		

Day	IN Am/Pm	OUT Am/Pm
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		

Parent/Guardian Signature: _____ Date: _____

*CACFP Programs MUST notify the CCRC in advance by phone (x224) or email of the dates you will be open for weekend care.
 *Children's enrollment records must include Saturday/Sunday to be reimbursed for meals served on weekends.
 *Hash Marks' cannot be used on the form per the guidance of Ohio Department of Education
 *Must submit to the CCRC with your monthly claim by the 5th of the month. May be submitted electronically. If submitted electronically, Provider must keep their original as part of the 3 years record retention.
 *Parent must complete their own personal data, their child(ren) info and the in/out times.
 *Weekend/Holiday Attendance Log with no parent signature will be kept with the submitted claim. However, the weekends will not be reimbursed and will be disallowed.
 This institution is an equal opportunity provider.

- These forms should be completed on the day of service.
- “Hash Marks” cannot be used on Weekend Form, per guidance from the Ohio Department of Education (ODE)
- Parents MUST include in/out times and sign
- You must notify the CCRC in advance by phone or email of the dates you will be open for weekend care. If you notify us by phone call (440) 242-0413 ext 224. Do not leave messages about weekend care on any other staff member's voicemail or on the general delivery voicemail.
- The children's enrollment records need to include Saturday and/or Sundays.
- These forms are due with your claim, by the 5th of each month. You may email them to terrisc@ccrcinc.com, drop off to the CCRC Main office or send by US Mail.

The CCRC CACFP Home Visitor may come to your home during the weekend.

Child Care Staff Member (CCSM)/Substitute

When a family child care provider uses their CCSM/Substitute the following requirements must be met:

Occasionally a family childcare provider may need their CCSM or substitute. Providers may use their approved CCSM or substitute and receive CACFP benefits for meals **only** if the following requirements are met:

- Your CCSM/Substitute's name(s) must be on file with the CCRC
- The meals are served in the home of the approved provider, not the CCSM or substitute
- Your CCSM/Substitute serves your scheduled meals. If a Home Visit occurs, meals must be observed and your substitute/employee must be able to make your CACFP records available to the CCRC Home Visitor
- You may choose to call-off your meals when using your sub. See page 27 for Call-off Policy
- The Ohio Department of Job and Family Services must approve your CCSM/Substitute.

It is very important for the CCRC Home Visitor to see you caring for the children in your home and operating your CACFP (recordkeeping, meal preparation and serving). If you are frequently absent from your CACFP program and your sub/employee is present, the integrity of your CACFP may be questioned. If additional review of your program shows that your CCSM/Sub, and not you, is operating your CACFP, you may receive Corrective Action or be declared Seriously Deficient.

Training

The CCRC offers a wide range of trainings to providers. Participants in the CCRC CACFP are required to complete Annual CCRC CACFP Policy and Procedure Training **per contract year**. This training must be completed between October 1st and September 30th.

The nutrition workshops are offered several times per year. CCRC CACFP Providers are encouraged to attend annual nutrition, health and safety or SUTQ training. A schedule of workshops is published at least twice a year. Check the CCRC's website www.cccrcinc.com.

Registration for ALL CCRC workshops is now online at www.occrra.org. If you do not have a login id and password to access the website, follow the directions provided on the occrra.org site to set one up or call the CCRC for help.

Partial Claiming/Hold Policy

The CCRC is aware that it may become necessary for you to suspend participation in the CACFP for a short period of time, (illness, moving or other changes that interrupt your family child care). In those situations, you may request to be placed on hold with the CACFP. You must call the CCRC office to inform them of your decision to not claim and to obtain a “Hold Form”.

Partial Claiming

You may submit a claim for time periods of less than a month. You may even claim just a few days. If you will be submitting a partial claim, call the CCRC.

Going on Hold for a month:

Before you request to be on hold, remember:

- The shortest length of time you may request to be on hold is one month. Interruptions in claiming meals on CACFP that are shorter than one month are call-offs (see page 27 for call-off explanation).
- Claiming partial months or just a few days in a month is allowed and encouraged. To maintain your active status and show consistency in your food program, you should claim at least one day per month.

Please complete and return the Hold form before the date you want your hold period to begin. You may request to be on hold from one month up to six weeks. Please fill out the form completely and return it to the CCRC. All requests must be approved by the CCRC.

Requests to go on hold will not be taken over the phone.

If your request to be placed on hold is approved, you will be notified by the CCRC CACFP representative. You will also be contacted one week prior to the end of your hold period to be reactivated. If we are unable to make contact with you at that time, you will be permanently removed from the CCRC CACFP.

You may request to go on hold twice during a fiscal year (October – September).

Water Availability

The NEW USDA Meal Pattern requires potable drinking water to be offered to children throughout the day and available to children upon their request throughout the day. This will particularly accommodate younger children who may not be able to or know how to request it.

Water served at mealtime is not creditable, does not replace milk or approved milk substitutes, and will not be reimbursed. Water at snack is recommended if no other beverage is served.

Water for Infants (children aged birth – one year old):

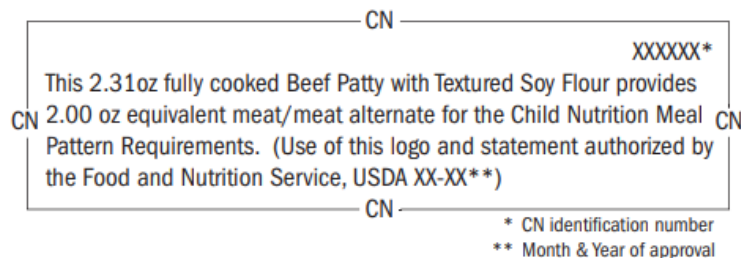
If you care for infants, any water served to infants or used to prepare Iron Fortified Infant Formula (IFIF) must be either:

- Tap water which must be boiled for 1–2 minutes and cooled before serving. If the home's water is not publicly supplied, the provider shall contact the Ohio environmental protection agency (EPA) to determine if it qualifies as a public water system. (a) If the water supply qualifies as a public water system. Please refer to ODJFS 5101:2-13-23. Or -
- Bottled water labeled as “Nursery Water”. Do not serve distilled water.

Child Nutrition Labels (CN labels)

The Child Nutrition (CN) Labeling Program is a voluntary Federal labeling program for the Child Nutrition Programs. Child Nutrition Labels are required for main dish products which contribute to the meat/meat alternates component of the meal pattern requirements that are flash frozen or breaded. Examples include beef patties, cheese or meat pizzas, meat or cheese and bean burritos, egg rolls, and breaded fish portion. Providers **MUST** keep the original CN Labels on file. Please refer to the USDA's Appendix C of the Food Buying Guide for more information on the CN label program. <https://fns-prod.azureedge.net/sites/default/files/tn/fbg-appc.pdf>

Sample CN Label



The CN Label will serve to document the serving size needed for the processed meat/meat alternate foods to be in compliance with CACFP. These labels can be cut off the box or photocopies and placed in a file

The CACFP Specialist will review the CN label file during the monitoring visit to verify that the correct portions of combination foods/processed protein food items are served to the children.

The Interactive Food Buying Guide for Child Nutrition Programs is also from USDA and has all of the current information at one location to help buy the right amount of food and the appropriate type of food for your program and determine the specific contribution each food makes toward the meal pattern requirements <https://www.fns.usda.gov/tn/food-buying-guide-for-child-nutrition-programs>

Where Can I Buy CN Labelled Foods?

CN labelled food is available at food service outlets/stores such as Gordon Food Service (GFS) and SYSCO Foods. It is not usually available at your local grocery store.

Am I Required to Serve CN Labelled Food?

No. However, if you choose to serve food items such as premade, frozen fish sticks, chicken nuggets or beef patties (just to name a few examples) you must have a CN label for these items on file.

Please contact the CCRC with questions and concerns about CN labelled foods.

Fluid Milk and Non-Dairy Milk Substitutes

Fluid milk must be offered at lunch and supper in the correct amounts by age of child for the meal to be creditable. Fluid milk may be offered at a snack, but is not required.

Approved milks by age group include:

Birth – 12 months old	iron fortified infant formula (IFIF) or breastmilk
One year – 24 months old	whole milk
Over 24 months old	1% or skim milk OR approved non-dairy milk substitute

The new CACFP Meal Pattern has NEW requirements for flavored milk (effective 10/1/17):
Children

- Children ages 1-5 yrs old MUST be served unflavored milk
- Children ages 6 yrs and older may be served flavored milk, as long as it is fat free. ***There is NOT a FLAVORED MILK code on your Food Chart. IF you serve flavored milk to any child 6 yrs or older, Providers need to note this in the COMMENT box in KidKare, located below the meal attendance record.***

2% milk is not creditable on CACFP for any age of child unless the child has a medical statement that specifically lists 2% milk.

Non-dairy milk substitutes may be claimed when:

- The child's parent has requested that the child be served a nondairy milk substitute (they must complete the Parent/Guardian Request for Fluid Milk Substitution Form) that lists the NAME of the non-dairy fluid milk substitute they wish their child to be served
- A copy of the Nutrition Facts label from the non-dairy milk substitute is submitted with the request form
- The CCRC has reviewed the Nutrition Facts label and determined that the non-dairy milk substitute is nutritionally equal to dairy milk

For more information about claiming non-dairy milk substitutes, contact the CCRC.

All milks served must be pasteurized.

Approved non-dairy milk substitutes will be reimbursed the same as dairy milks, even if the parent provides it.

Infant Feeding

Providers serving infants must have scheduled, posted infant menus

USDA revised the CACFP meal patterns effective October 1, 2017. The changes to the infant meal pattern support breastfeeding and the consumption of vegetables and fruit without added sugars.

Encourage and Support breastfeeding:

- Providers may receive reimbursement for meals when a breastfeeding mother comes to your childcare program and directly breastfeeds her infant.
- Only breastmilk and infant formula are served to infants 0 through 5 months old.

Developmentally Appropriate Meals

- Two age groups: 0 through 5 months old and 6 through 11 months old
- Solid foods are gradually introduced around 6 months of age, as developmentally appropriate.

More Nutritious Meals

- Requires a vegetable or fruit, or both, to be served at snack for infants 6 through 11 months old
- No juice or cheese food or cheese spread to be served
- Allows ready-to-eat cereals (ie: Cheerios)

For more information on infant development and nutrition, check out USDA's Team Nutrition's Feeding Infants Guide: <http://www.fns.usda.gov/tn/feeding-infants-guide-use-child-nutrition-programs>. The CCRC can also answer questions you may have about infant feeding or child development

You must offer creditable food to infants in your program. Failure to include infants in CACFP is considered age discrimination and will result in non-compliance (see pages 48-51 for more information about Civil Rights and CACFP).

- When enrolling an infant, **both** the infant formula name that the provider supplies (back-up formula) and the parent supplies (or breastmilk) must be listed.
- Powdered or concentrated infant formula must be mixed with boiled, cooled water OR bottled water labeled "nursery water" (see page 34 for more information about water for infants).
- All bottles must be labeled with the infant's first and last names and date and time the bottle was prepared. This must be done even if you are only caring for one infant. This must be done for bottles of breast milk and formula.
- All prepared bottles of breast milk or formula must be refrigerated until used or disposed of.
- Any prepared formula or breast milk must be disposed of after 24 hours.
- Never use a microwave to warm a bottle of breast milk or formula. To warm a bottle of breast milk or formula, hold it under warm running water for a few minutes.
- Any formula or breast milk remaining in a bottle after warming and feeding the infant must be disposed of.

Family Style Meal Service

NOTE: This section of the handbook does not provide complete information about family style meal service, the meal CACFP pattern or how to credit foods for CACFP. For a complete guide to family style service, crediting foods and the CACFP meal pattern, see your home visitor or contact the CCRC.

The CCRC encourages and supports serving meals family style. Meals are an important time for children to learn social, physical, and emotional skills. The food eaten at meals helps a child grow physically. The way meals are served and the eating setting help a child develop socially.

To serve family style for CACFP:

- All food for the meal is placed in serving bowls/platters on the table.
- All beverages (milk, water, juice) are served in containers.
- Enough food should be placed on the table to allow for the full Child and Adult Care Food Program (CACFP) portion size required for each child to be served. For example: two school age children are present for a family style dinner. In addition to the amount of each food served for non day care individuals present at dinner, you must have enough of each meal component in the serving bowls/platters to meet the required portion sizes for the two school age children.
- Children are encouraged to try each food.
- Children may take second helpings of foods if they care to.
- Make sure children are offered each menu item.
- Help children with serving as needed.
- Sit at the table and eat with the children.
- Offer the food again, later in the meal, to children who either did not want any or took only a very small portion of a food.
- Allow second servings after everyone has been served.
- Help the children learn to try new foods, talk about foods, practice good table manners, and handle food safely.

CACFP Cycle Menus

What are CACFP Cycle Menus? A cycle menu is a series of menus planned for a specific period of time, for example, 3 weeks. The menu is different for each day during the cycle. At the end of that time period, you would repeat the menus in the same order. The menus follow the CACFP Meal Pattern. The pre-planned series cycle to the beginning week, so they are called Cycle Menus.

When you plan your ahead with cycle menus, you save money by buying foods in season, you can buy in bulk and take advantage of seasonal food bargains. You can organize your shopping trips and the children can enjoy shopping trips with you! Cycle menus also help you serve a variety of food in addition to those that are children favorites. Using cycle menus is a time saving advantage too, as it reduces your menu planning time.

Providers should schedule their Cycle menus in KidKare. It is best practices to only schedule seasonally (ie: 3 months at a time) as food choice options change seasonally.

Nutrition Tips & Tricks

- Ready-to-serve, canned or condensed soups: Call the CCRC to determine if creditable.
- Wrapped cheese is normally a cheese product, not real cheese. Cheese product is creditable, BUT the serving size must be doubled.
- Hot Dogs: must be beef or turkey, CN (Child Nutrition) Label required.
- Boxed Macaroni and Cheese: the powdered cheese is not creditable. You may add additional cheese to meet the meal pattern requirements.
- Peanut butter must be real peanut butter, not peanut butter spread. Be sure to read label.
- Read juice labels for 100% juice. A juice that is 100% vitamin C, is not 100% juice
- 'Sweet Crackers' (animal and graham crackers) should not be served more than twice/week.
- Donuts, cookies (including vanilla wafers), brownies, sweet/cinnamon rolls, toaster pastries, granola bars, cereal bars, cake, sweet scones, rice pudding, bread pudding, sweet rice cakes and sweet pie crusts are not creditable or reimbursed on the NEW meal pattern effective 10/1/2017. They are considered a grain based dessert and are a top source of added sugar and unhealthy fat in children's diets. They may be served as an extra, but unable to be reimbursed.

For additional guidance on purchasing and serving creditable foods, contact the CCRC or review the USDA's "Food Buying Guide for Child Nutrition Programs". The [USDA's Interactive Food Buying Guide \(https://foodbuyingguide.fns.usda.gov/\)](https://foodbuyingguide.fns.usda.gov/) is a new and valuable resource from the USDA! It allows you to: easily search and navigate food yields, compare food yields, and create and save favorite foods lists. It also includes a Recipe Analysis Workbook (RAW), which helps program operators determine the meal pattern contribution for recipes! Easily search for creditable ingredients, calculate the meal pattern contribution, and print a contribution statement. A downloadable app is also available for the Food Buying Guide.

Also available, the **Food Buying Guide Calculator** for Child Nutrition Programs:

<http://fbg.theicn.org/?AspxAutoDetectCookieSupport=1>

What is a Corrective Action?

What does it mean to be Seriously Deficient?

A corrective action (CA) is a written warning from the CCRC that notifies you of a failure to follow CACFP regulations as stated in your permanent agreement (pages 12-15) and explained in this handbook. Here are some examples of non-compliances you may receive correction action for:

- You have an unsuccessful home visit (see pages 23-25 for an explanation of home visits, the call-off policy, and changes in your meal schedule)
- You are over legal group size/ratio for (see page 21 for an explanation of group size)
- Discrepancies are found between child enrollments, Income Eligibility Forms, submitted claims, home visit records and observations, child attendance record reviews, and parent audits
- You do not comply with fluid milk requirements (see page 36)
- You submit false information (fraud)
- You do not submit claims or other required records in a timely manner (see page 19)
- Violations of health and safety regulations
- You do not complete required annual Policies and Procedures/Nutrition workshop between October 1 – Sept 30 each year (see page 32)
- You are non-compliant with civil rights requirements (see pages 48-51)
- Repeated non-compliances or failure to fully and completely correct non-compliances

Corrective actions may be issued for other non-compliances not included in this list. Corrective actions may result from a home visit, monthly claim processing, file review and/or parent audits.

A Corrective Action is the first step in the **Serious Deficiency** process.

Corrective Actions (CA) and Corrective Action Plans (CAPs) Tips:

1. Take the time to read through the Notice of Corrective Action (CA) completely. A detailed description of each non-compliance is given and references are cited. Make a note of any questions you have or anything you do not understand.
2. Take the CA seriously. The CCRC only issues CAs when the noncompliance is repeated, ongoing or serious.
3. Call the CCRC for more information or answers to questions you may have.
4. Fill out the Corrective Action Plan (CAP) chart completely.
5. You must tell us exactly how you will correct each noncompliance. Do not simply restate the noncompliance(s) listed on the first page of the CA.
6. You must give us a date by which each non-compliance will be corrected. You may use words like “immediately” as well as dates.
7. You must tell us how taking each step will correct the non-compliance.
8. You may list tools or resources that will help you correct the problem.
9. Avoid making statements like “I made a mistake and will be more careful in the future” or “I am sorry for being out of compliance and won’t do it again.” Plans with statements like this will not be approved.
10. Your plan may be returned unapproved to you with suggestions for revisions. If that happens, read each suggestion carefully. They will help you in putting your CAP together. Make changes and return your plan.

11. Follow through with your plan. Remember, the CAP is intended to ***permanently and completely*** correct the problem identified.

At visits following acceptance of your CAP, the CCRC will check that you are following your plan. For example, if a step of your plan states that you will keep a milk log on your refrigerator, we will check to make sure it is posted and up to date.

Multiple CAs for the same problems could result in your CACFP being declared seriously deficient.

If I have a non-compliance, will I always get a CA?

No. In the majority of situations, before you receive a CA, we will give you technical assistance, support and resources to help you understand and resolve the non-compliance. If the non-compliance is chronic, repeated and unresolved after TA is given, a CA may be issued.

What happens if I get a CA?

- You are notified in writing (see page 49 for a sample Notice of Corrective Action form). The Notice of Corrective Action form will state exactly what your non-compliances are and when they occurred
- You must complete a Corrective Action Plan (CAP) which clearly states each step you will take to fully and permanently correct the problem(s) identified. You must give a date by which each step of your plan will be completed (see page 50 for a sample CAP form).
- You must complete, sign and return your CAP to the CCRC by the due date
- The CCRC will review your completed CAP and accept it, send it back to you for additional information, or decline it
- The CCRC will help you complete your CAP and offer other resources to help you

If the non-compliance is severe, repeated and/or uncorrected following CA, your CACFP program may be declared seriously deficient immediately.

How do I receive a Corrective Action (CA)?

The CCRC will notify you of Corrective Action (CA) in writing by US Mail and email.

You will be informed that you will be receiving a CA by your home visitor on the spot if the non compliance occurs at a visit.

What does it mean to be declared seriously deficient?

Your CACFP program can be declared seriously deficient if: (these are examples, not a complete list)

1. You have failed to respond to Corrective Actions (the form is not completed and returned by the due date)
2. You have received multiple Corrective Action notices for the same non-compliance and have failed to correct the non-compliance
3. There are violations of health or safety rules in your program, especially those that pose an immediate threat to the safety or welfare of children in care or to the general public
4. Fraud has been identified in your CACFP operations
5. You are participating in CACFP with more than one sponsor at the same time.

6. You have been convicted of any activity that occurred during the past 7 years that indicated a lack of business integrity or the concealment of such a conviction.

You will be notified in writing that your program has been declared seriously deficient. The reason(s) your program has been declared seriously deficient will be explained. You must respond to the Notice of Serious Deficiency/Intent to Terminate by the due date.

You will receive your Notice of Serious Deficiency (SD) by certified US mail and email.

The Ohio Department of Education, as the state agency (SA) in Ohio for CACFP, will also receive a copy of the Notice of Serious Deficiency.

What happens if my CACFP program is declared seriously deficient and I have received the notification with intent to terminate?

Once your program has been declared seriously deficient, the CCRC will begin termination action.

If I tell the CCRC that I want to voluntarily end my CACFP agreement after I receive the Notice of Serious Deficiency can I avoid termination and being placed on the NDL?

No.

If you are issued a Notice of Serious Deficiency/Intent to Terminate, there is no option to voluntarily end your agreement. You will still be formally terminated and placed on the National Disqualified List (NDL). The only way to avoid termination and placement on the NDL is to respond to the notice of serious deficiency and have the serious deficiency temporarily deferred.

Preventing termination from CACFP is completely within your control.

Termination from CACFP can occur when:

1. You have been declared seriously deficient in operation of your CACFP program and have failed to correct that deficiency
2. There are violations of health or safety rules, in your program especially those that pose an immediate threat to the safety or welfare of children in care or to the general public
3. Fraud has been identified in your CACFP operations
4. You have deliberately submitted false information on your application.

1. Failure to correct a serious deficiency in program operations

Termination action is taken when there has been no attempt to follow your approved CAP to correct a serious deficiency in program operations. When this happens you will receive a letter from the CCRC declaring your program seriously deficient, including a “**notice of intent to terminate**.” This notice will summarize the situation leading to proposed termination, including a timeline of events. You will have the opportunity to correct the Declaration of Serious Deficiency/Notice of Intent to Terminate. You do have the right to appeal this termination. During this time, you may continue to operate your food program and keep records. Payments will be made for any valid claims submitted.

2. Violations of health or safety rules, especially those that pose imminent danger to children in care or the general public

When there is a danger to the health and safety of children in your care or to the general public you will be declared seriously deficient immediately and will receive a “**notice of suspension and proposed termination.**” You may appeal this proposed termination.

In these situations, determination of serious deficiency and intent to terminate are immediate, without the opportunity to correct the situation. In observed or substantiated situations where a child is in immediate physical or emotional danger or their health and safety is at grave risk a provider is terminated for CACFP participation **without the opportunity of any corrective action.** Examples include:

- The local children services agency informs Child Care Resource Center of substantiated abuse or neglect
- A home visitor observes drug or alcohol use on a visit by you or by other individuals present in your home while day care children are present
- A minor is in charge of children on a home visit with no provider present
- Consistent violations of group size rules

This list of examples is not exhaustive or all-inclusive. It does, however, suggest the types of situations that call for suspension and immediate termination.

You may appeal the notice of the intent to terminate. You may not appeal the determination of serious deficiency or the suspension.

What happens if my program is suspended?

If state or local health or licensing agencies cite your home for serious health or safety violations you must notify the CCRC immediately, or if the CCRC is notified by proper authorities, you will be immediately suspended from CACFP participation and all payments will be stopped. You will also immediately be issued a combined Notice of Serious Deficiency, Suspension and Proposed Termination. You may appeal the proposed termination but not the Serious Deficiency or suspension. Your participation in CACFP will be suspended until the appeal is concluded. No payments will be made during the suspension but you should continue to keep records until the appeal is concluded, since a successful appeal may result in eligible meals, properly documented and served being reimbursed.

3. Fraud has been identified in your CACFP operations

When fraud (submitting false information for financial gain) has been identified in operation of your food program you will be declared seriously deficient immediately and will receive a “**notice of intent to terminate**”. Fraud is identified during claim processing, at home visits, during review of records, by parent audits, and additional methods as deemed appropriate. You do have the right to appeal this termination. Continue to keep records until the appeal is concluded, since a successful appeal may result in eligible meals, properly documented and served being reimbursed.

4. You have deliberately submitted false information on your CACFP application.

If intentionally false information has been found on your application or other records you will be declared Seriously Deficient immediately and will receive a “Notice of Serious Deficiency/Intent to Terminate” False information may be identified during claim processing, home visits, during a records review or desk audit or additional methods as deemed appropriate. You do have the right to appeal this termination. Continue to keep records until the appeal is concluded, since a successful appeal may result in eligible meals, properly documented and served being reimbursed.

Appealing the Intent to Terminate*

You may appeal the notice of Intent to Terminate by making a written request for appeal by the due date listed on your Notice of Intent to Terminate. If we do not hear from you by the due date, we will move forward with termination and you will be placed on the National Disqualified List (NDL) and you will not be able to participate in the CACFP anywhere in the US for seven years. Nor will you be able to serve as a principal in CACFP operations in a child care center, summer feeding program, after school at risk program or adult day care program.

*Full instructions and information for submitting an appeal will be included in your Notice of Intent to Terminate packet.

What happens during an appeal?

Your written request for an appeal and all supporting documents must be received at the CCRC by the due date given on the Notice of Intent to Terminate. Once the CCRC has received your appeals packet a Hearing Official will review your written appeal and all other documentation you provide. The Hearing Official will also be given information about your Serious Deficiency and Notice of Intent to Terminate.

The Hearing Official will notify the CCRC in writing of their decision by the due date. Their decision is final. The CCRC will notify you via US certified mail and email of the official's decision. During the appeals process you should continue to keep records. If your appeal is upheld you will be paid for all eligible, properly documented meals.

Final Notice of Termination and Placement on the National Disqualified List (NDL)

If you do not respond to the Declaration of Serious Deficiency, appeal the Notice of Intent to Terminate or your appeal is not upheld and you are not reinstated, you will receive a final Notice of Termination. The Notice of Termination will be forwarded to ODE and USDA and you will be placed on the NDL.

Can I be removed from the NDL before the end of 7 years?

Yes. Please contact the CCRC for additional information about requesting early removal from the NDL.

Additional information about the Serious Deficiency, Suspension and Appeals process may be found here:

https://fns-prod.azureedge.net/sites/default/files/CACFP_Serious_Deficiency_Handbook.pdf



COMPLETE AND RETURN THIS FORM

Child and Adult Care Food Program (CACFP) Notice of Corrective Action

General Information

Provider Name:	Today's Date:
Address :	Provider's Phone Number:
City: Zip:	CCRC Representative:
Provider's DOB (mm/dd/yyyy)	DO NOT USE

You have been found to be non-compliant in the following area(s):

	A home visitor has been unable to have a successful home visit with you, based on most current information: __ provider not home __ call in policy not used __ no children
	You have not attended an annual CACFP training for 2014-2015. Your deadline to attend a training was __. You must attend the next CACFP training held. Please register on occrra.org
	Meals claimed when no meal service was planned or meals previously called off : Date(s): __ Meal(s): __
	Failure to retain required records for past three years
	Required records not up-to-date
	Required materials not posted __ Building for the Future __ portion sizes by age __ dated menus for current week
	Discrepancies found in: __ meal counts __ enrollments __ attendance __ IEA __ other
	Failure to correct non-compliances in previously approved CAP
	Failure to respond to previous CAP date: __
	Over ratio/group size: Date(s): __ # Child(ren) __ Meal(s): __
	Submission of false information (fraud):
	CCRC has repeatedly not received, in a timely manner, changes to the status of your day care operation: __ Meal time Changes __ Contact information __ IEA __ Billing and Attendance not received by due date
	Health and Safety Violation:
	Civil Rights Violation
	Other:

C. Additional non- compliance information/documents required: *(TBD)*

D. Your Corrective Action Plan (CAP):

Fill out the table below to tell the CCRC how you plan to *permanently and completely* correct the non-compliances described in this notice. You must give us a due date by which each step in your plan will be completed. If you need more room, attach a separate sheet of paper.

Action Step #	Action Step Name	Brief Description of Action Step	How will this step correct the non-compliance?	Date by which action step will be completed

E. Corrective Action Plan Agreement

I, _____, understand that this *Corrective Action Plan* will permanently and completely correct the area(s) of non-compliance. There will be follow up within 30 days of this agreement

I understand that failure to permanently correct the area of non-compliance may result in being declared "Seriously Deficient" in the Child and Adult Care Food Program and could lead to Termination and being placed on the National Disqualified List.

Provider Signature _____ Date _____

This CAP must be returned to the CCRC by _____

Your plan will be reviewed and returned to you. If your plan is not accepted, or you fail to write and return the "Corrective Action Plan" this may initiate the "Intent to Terminate Letter" and the process to terminate your CACFP Agreement will begin.

*****For Office Use Only*****

____ Accepted ____ Not Accepted ____ Accepted with Changes (see notes)

Approved by _____ Date _____

rev 10/2012

Note: This form is a sample only and can be updated as needed by the CCRC

Civil Rights and Your CACFP

The federal government and US Department of Agriculture (USDA) have specific civil rights guidelines for you to follow in CACFP. It is very important that you follow these guidelines so that all families and children enrolled in your program are treated equally. If you have any questions about civil rights or how to follow these guidelines, call the CCRC at (440) 242-0413 ext 230.

What does “civil rights” mean?

Civil rights are legal guarantees that protect individuals from attack on personal liberties, right to fair trial, right to vote, and freedom from discrimination on the basis of race, color, religion, sex, age, disability, or national origin.

What is “discrimination”?

It is the unjust or prejudicial treatment of different categories of people or things, especially on the grounds of race, color, national origin, age, sex or disability.

The following is a list of Protected Classes:

- Race
- Color
- National Origin
- Age
- Gender
- Disability

This means that you cannot treat families or children enrolled in your food program differently from one another based on their race, color, national origin, age, gender or disability. You must give the same information about your food program (income eligibility, meals and foods served, and policies) to the families of every child enrolled in CACFP.

ALL children in your care **MUST** be enrolled in CACFP. Failure to enroll all children, regardless of their age, payment status (private pay, subsidized/voucher or no pay) or relationship to you (relative children) is a violation of civil rights and could be cause for Corrective Action, Serious Deficiency or Termination.

You must include the USDA’s non-discrimination statement in your parent handbook as follows:

Non-Discrimination Statement:

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; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

The non discrimination statement is available electronically for download from the CCRC's website ccrcinc.com (click on the "For Providers" tab and navigate to the CACFP Resources page).

You must display the "Building for the Future" (page 50) poster clearly in your home where it will be easily seen by families and CACFP home visitors. "Building for the Future" must be distributed to all families annually and given to each new family on enrollment.

You must offer CACFP information to disabled persons in a format appropriate to their disability. If you need CACFP information in different formats, please contact the CCRC at (440) 242-0413 ext 230

If a parent with children enrolled in your food program requests materials in another language, contact the CCRC at (440) 242-0413 ext 230.

All printed materials, including any pictures or other graphics used about your food program that are given to families or displayed in public must convey a clear message of non-discrimination and equal opportunity.

You will receive civil rights training every year as part of your annual required CACFP training.

Women Infant Children (WIC)

WIC is a nutrition education program. WIC provides nutritious foods that promote good health for pregnant women, women who just had a baby, breastfeeding moms, infants and children up to age 5. Providers must have WIC (Women Infant Children) info available to all families and must be distributed to all families annually and given to each new family on enrollment. **WIC Brochure:** <https://bit.ly/2pw7qPg>

WIC eligibility guidelines are updated annually. Providers may access these on the CCRC's website: <http://ccrcinc.com/professionals/child-and-adult-care-food-program/child-and-adult-care-food---fcc/cacfp-forms-and-resources---fcc.html>

Building for the Future

This child care facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving day care.

Each day millions of children participate in CACFP at child care homes and centers across the country. Providers are reimbursed for serving nutritious meals which meet USDA requirements. The program plays a vital role in improving the quality of day care and making it more affordable for low-income families.

Meals CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks (Two of the five groups)
Milk Fruit OR Vegetable Grains or Bread* *Meat/Meat Alternate may replace entire grain up to 3x/week	Milk Meat or meat alternate Grains or bread Vegetable AND Vegetable OR Fruit	Milk Meat or meat alternate Grains or bread Fruit Vegetable

Participating

Facilities Many different homes and centers operate CACFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care centers, Head Start programs, and some for-profit centers.
- **Family Child Care Homes:** Licensed private homes.
- **After School Care Programs:** Centers in low-income areas provide free snack and/or meal to school-age children and youth.
- **Emergency Shelters:** Programs providing meals to homeless children.

Eligibility

State agencies reimburse facilities that offer non-residential day care to the following children:

- Children age 12 and under,
- Migrant children age 15 and younger, and
- Youths through 18 in emergency shelters and after school care programs in needy areas.

Contact

If you have questions about CACFP, please contact one of the following:

Information: Sponsoring Organization/Center

Child Care Resource Center
5350 Oberlin Ave.
Lorain, OH 44053
Phone: 440-242-0413

Ohio Department of Education

CACFP Program Specialist
25 S. Front Street, MS 303
Columbus, OH 43215-4183
Phone: 614-466-2945
Toll Free: 1-800-808-6235

Nondiscrimination

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, audiotape, 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; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.



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United States Department of Agriculture

AND JUSTICE FOR ALL



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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 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. Additionally, program information is available in languages other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or 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:

mail:

U.S. Department of Agriculture
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1400 Independence Avenue, SW
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fax:

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email:

program.intake@usda.gov.

This institution is an equal opportunity provider.

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Las personas discapacitadas que requieran medios alternos para que se les comunique la información de un programa (por ejemplo, braille, letra agrandada, grabación de audio, lenguaje de señas estadounidense, etc.) deberán comunicarse con la agencia estatal o local responsable de administrar el programa o el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339. La información del programa también está disponible en otros idiomas además del inglés.

Para presentar una queja por alegada discriminación, complete el formulario de quejas por discriminación del programa del USDA, AD-3027, que podrá encontrar en línea en http://www.ocio.usda.gov/sites/default/files/docs/2012/Spanish_Form_508_Compliant_6_8_12_0.pdf o en cualquier oficina del USDA o escriba una carta dirigida al USDA que incluya toda la información solicitada en el formulario. Para solicitar una copia del formulario de presentación de quejas, comuníquese al (866) 632-9992. Envíe su formulario o carta completos al USDA por

correo:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

fax:

(202) 690-7442; o

correo electrónico:

program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Form AD-475-A—Assisted Poster/ Revised December 2015

Atache complementario al Formulario AD-475-A / Revisado diciembre 2015



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