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Arkansas Department of Human Services	AR CACFP 2013-12
Division of Child Care and Early Childhood Education	Section: Child Care Centers
Child and Adult Care Food Program	Subject: Household Contacts
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## HOUSEHOLD CONTACTS

Household contacts, sometimes referred to as “parent audits or parent contacts”, are required to be made by AR Department of Human Services, Child and Adult Care Food Program (CACFP) officials when a child care center is suspected of CACFP mismanagement. It is highly recommended that child care centers include the following statement on each enrollment form completed by a parent of an enrolled child: “Department of Human Services/CACFP officials may contact you to verify information.”

The situations triggering a household contact may not always indicate mismanagement, but they certainly indicate a problem with the center’s procedures and/or understanding of the Program. Situations which will prompt CACFP to conduct household contacts include, but are not limited to:

- Complaints received by CACFP from the AR Licensing authorities, parents, employees, other sponsors, businesses or the concerned public related to the center claiming children not enrolled in the facility, claiming children not in attendance, claiming meals not served, or any other complaint related to the CACFP that indicates mismanagement.
- The center is missing enrollment forms for 20% or more of the children enrolled.
- The enrollment information completed by the parents of the enrolled child is in conflict with the center’s claim for 20% or more of the children enrolled. For example, the days in care, hours of care, meals claimed while in care, etc. conflict with the center’s meal claims.
- Significant fluctuations of 25% or more in the attendance on the day of an on-site review from the previous five days claimed. For example, a center claims 50 children for each of 5 days prior to the CACFP on-site review, on which day only 35 children are in attendance.

The method chosen by CACFP to contact parent will vary, depending on the circumstances. Parents may be contacted by mail with a written survey, or they may be contacted by phone. To

expedite the household contact, child care centers must maintain a roster of child enrollment information, including each enrolled child's name, parent or legal guardian, complete address and phone number, or the center must be prepared to copy the required information off of the child enrollment forms for the CACFP reviewer upon request.

Parents should be strongly encouraged to support CACFP efforts to contact them, as the outcome of the contacts can impact the quality of care provided to their child. Child care centers shall be required to cooperate in the event of a household contact. If a parent informs the child care center that he/she has been contacted by CACFP, the child care center must encourage the parent to cooperate fully. Any effort on the part of a child care center to interfere in any way with a household contact would be the basis for a declaration of seriously deficient.

Each response received must substantiate the center's claim. If two or more responses fail to substantiate the center's claim for reimbursement, CACFP shall move immediately to declare the center seriously deficient, allowing no more than 15 days from the receipt of notification for corrective action. If the center is already seriously deficient for similar findings, CACFP will propose to terminate the center's contract. In addition, claims that are not substantiated by household contacts will be disallowed.