

	MISSOURI DEPARTMENT OF HEALTH AND SENIOR SERVICES CHILD AND ADULT CARE FOOD PROGRAM		ISSUED	REVISED	CHAPTER	SECTION
	Sponsoring Organizations of Homes POLICY & PROCEDURE MANUAL		3/05	6/15	5	5.24
CHAPTER Chapter 5. Requirements of Management			SUBJECT Household Contacts			

Household contacts, sometimes referred to as “parent audits or parent contacts,” are required to be made by sponsoring organizations when a family child care home provider is suspected of CACFP claiming discrepancies or fraud. Providers should be notified when they sign an agreement with a sponsoring organization that household contacts are part of the sponsoring organization’s operational procedures, and that parents of enrolled children may be contacted at any time to obtain or verify information. It is highly recommended that sponsoring organizations include the following statement on each enrollment form completed by a parent of an enrolled child: “Department of Health and Senior Services or Sponsoring Organization officials may contact you to verify information.”

The situations triggering a household contact may not always indicate fraudulent practices, but they will certainly indicate a problem with a provider’s procedures and/or understanding of the program. Situations which will require a sponsoring organization to conduct household contacts include, but are not limited to:

- Complaints received by MDHSS-CFNA or the sponsoring organization from the Section for Child Care Regulation, parents, employees, other sponsors, businesses or the concerned public related to the home provider claiming children not enrolled in the home, claiming children not in attendance, claiming meals not served, or any other complaint related to the CACFP.
- The provider 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 provider’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 provider’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 provider claims ten children for each of five days prior to the on-site review of the sponsor, on which day only seven children are in attendance. (If attendance varies during the previous five days, the sponsoring organization will calculate the 25% from the lowest of the five days previous attendance.)
- The provider claims meals for children on major holidays – Christmas, New Year’s Day, Easter, Memorial Day, Independence Day, Labor Day, and Thanksgiving.
- A provider’s monthly claim for reimbursement does not vary from month to month for a three month period of time. For example, the same number of breakfasts, lunches and snacks are claimed, the total meals equals the total attendance each month, or the total meals equals the total enrollment times the days of operation each month.

The sponsoring organization will use the attached survey form or develop a form of their choosing to collect information from parents. The method chosen by the sponsoring organization, for example, written survey through mail, phone contacts, email, etc., to contact parents is up to the organization to determine, but it is

strongly recommended that parents are informed of the procedure to be used to contact them when the parent completes the child's enrollment form. Parents should be strongly encouraged to support sponsoring organization efforts to contact them, as the outcome of the contacts can impact the quality of care provided to their child. Providers shall be required to cooperate in the event of a parent audit. If a parent informs a provider that she has been contacted by the sponsoring organization or state or federal officials, the provider must encourage the parent to cooperate fully. Any effort on the part of a provider to interfere in any way with a household contact would be the basis for a declaration of seriously deficient.

To assure a good response to a household contact, the sponsoring organization shall survey parents as follows:

- 10 or less children enrolled: 100% of parents surveyed
- 11 to 20 children enrolled: 75% of parents surveyed
- 21 or more children enrolled: 50% of parents surveyed

Efforts made to contact a parent by any means, including phone, must be documented.

Sponsoring organizations shall strive for a 50% response rate on contacts, particularly for homes that have 10 or fewer children enrolled. If a 50% response rate is not achieved after initial contact, additional contact will be required in an attempt to get more parents to respond. All contact attempts must be documented. Response rates for homes with larger enrollments may be less than 50%, however, a minimum of five parent responses is required.

Each response received must substantiate the provider's claims. If all but a single response substantiates the provider's claim, the sponsor may wish to obtain additional information from that parent, to assure that there is no misunderstanding on the part of the parent. However, if two or more responses fail to substantiate the provider's claim for reimbursement, the sponsor shall move immediately to classify the home as seriously deficient, allowing no more than 30 days for corrective action. If the provider is already seriously deficient for the same problem, the sponsor must propose to terminate the provider's agreement. In addition, claims that are not substantiated by household contacts must be disallowed.