

# **POLICY HANDBOOK**

## **CHILD AND ADULT CARE FOOD PROGRAM**

### **FIRST STEP TO NUTRITION**

PO Box 122  
Wellsboro PA 16901  
(800) 659-5312  
FAX (570) 724-3531  
[firststp@ptd.net](mailto:firststp@ptd.net)  
[www.firststeptonutrition.com](http://www.firststeptonutrition.com)

revised September 2021

## **MEAL COUNT AND ATTENDANCE RECORD KEEPING**

- All Manual Meal Participation and Attendance Record forms and KidKare weekly or daily attendance worksheets must be completed daily. Group Providers must complete counts at point of service.
- Point of Service definition – meal counts must be recorded during the approved meal time. This is defined as recording only between the approved start time of a meal and approved end time of a meal. 1 hour is allowed for Breakfast, Lunch, and Dinner. 30 minutes is allowed for snacks.
- Records must be located in the meal service area. KidKare attendance worksheets must be retained onsite for 3 years plus current fiscal year.
- Provider certification statement must be signed on the manual meal participation and attendance form.
- First and Last names of each child must be stated on forms.
- Best Practice is to use the Daily or Weekly Attendance Worksheets printed from KidKare for online providers.

Meal Deductions will occur for the following:

1. Manual Meal participation and Attendance Record forms or KidKare attendance worksheets are not completed up to the current date monitored during a review- incomplete days will be deducted.
  2. Manual Meal participation and Attendance Record forms or KidKare attendance worksheets are completed after the current meal monitored during a review – pre-recorded meal will be deducted.
  3. Meal Counts are blank on the Manual Meal Participation and Attendance Record forms – both attendance and meal counts must be recorded.
- Meals must be served by the provider in order to be claimed for reimbursement - Meals may not be sent home with the parent or to school.
  - Meals must be offered to every enrolled child in your facility. Will not discriminate based on race, color, national origin, age, sex, or disability.
  - Accepting Federal financial assistance requires compliance with civil rights rules in all aspects of operations.
  - Prior notification of Vacation and or Closed days must be reported to the office.
  - Manage Provider Calendar for online providers.

## **SOURCE DOCUMENTATION and SAME DAY ENTRY Feature**

- For Online providers who are recording directly into the web-based KidKare program; if you miss recording into the system by the end of day for family providers or point of service for group providers, meal counts and menus must be recorded manually on weekly or daily worksheets from KidKare (known as source documentation). These source documents must also be recorded daily for family providers or at point of service for group providers for payment.
- These manual source documents must be kept for 3 years plus the current year.
- Source documents must only be kept for those meals which are not recorded during regulation times.
- If you record directly into KidKare during regulation times, source documents are not required.
- Meal entry times report – lists date and time you entered each of your meals into KidKare. This report will be used by your monitor for verification purposes during Review.
- If report indicates meals are not being entered during regulation times, your monitor will request source documentation during the review – attendance worksheets.
- Any meals found during a review visit not recorded in KidKare or on source documentation, will be disallowed for payment.
- For remote reviews, any source documentation requested to be sent to office for verification that is not received by midnight the day of review will be deducted. If more the 5 days is deducted for missing source documentation, the Same Day Entry feature will be turned on for that site which will prevent any recording past midnight on a daily basis.
- A follow-up review will also be conducted to verify proper recording with source documentation has been instituted by provider. Training will be provided.
- If follow-up review is not successful in correcting recording issues, a serious deficiency notice will be generated in addition to a Same Day Entry feature being added to the provider account.

## MENUS

- Separate menu must be completed for each meal type claimed. Identical meals may not be served to a single child during a single day. The three meals must offer varied components. If following First Step menu it must be signed and returned by manual provider with monthly attendance and meal participation forms. Corrections should be indicated on menu.
- **A visible menu must be posted for parents.** It may be either the pre-planned sample menu provided each month or your own planned menu.
- Manual providers may claim a maximum of 3 meals per child per day – of the 3 meals one must be a snack. Minute Menu providers may record all approved meal types served and the software will select and pay the 2 highest reimbursable meals plus 1 snack .
- At least 2 hours must be maintained between meal start times.
- Any meal type or time changes must be approved by the office prior to the change.
- Manual providers must use and return either the First Step sample menu with corrections or the blank menu form provided.
- Cycle menus are permitted.
- Food allergies must be documented by a medical authority and submitted to the office on a medical plan statement – recommended food substitutions should be followed.
- Menu deductions will be made for missing required components and/or non-creditable components.

## Standardized Recipes and CN Labels

- Standardized Recipes are required for any made from scratch menu item that contains more than one ingredient.
- A recipe must include individual ingredients, amounts, and number of servings provided.
- All recipes must be kept in a file for review during visits.
- Child Nutrition (CN) Labels are to be kept for processed multi-ingredient foods served. Examples include chicken nuggets or patties, frozen pizza, fish sticks, and hotdogs.
- You may substitute a Manufacturer's Product Information Statement for any processed food that is not available with a CN label.
- Validation of minimum quantity for all menu items served will be conducted during Reviews.
- <https://www.fns.usda.gov/cnlabeling/usdausdc-authorized-labels-and-manufacturers>  
CN Label Verification Report

## **SUBMITTING OF FORMS and SAME DAY ENTRY Feature**

- Forms must be **received** by the single claim deadline date published in monthly Newsletter of each month by 9:00 AM. **No late claims will be processed without prior emergency approval by the office.**
- **Any missed claim deadlines will result in the Same Day Entry Feature being turned on for that site. No exceptions.**
- Direct Deposit is the **required** option available to all providers. The deadline for additions or changes to account information is the 20<sup>th</sup> of each month. Requests made after that date will be processed on the following month's claim.

## **CHILD ENROLLMENT FORMS**

- Signed Enrollment forms must be submitted for each child prior to or with the first month of claim.
- A copy must be maintained in the provider's facility. This copy is considered a source document which must be kept for 3 years plus current year.
- Meal count deductions will be made for all children without a current enrollment form on file.
- Online providers must submit signed child enrollment forms prior to submitting the claim each month. Pending children (no signed enrollment form on file) will not be reimbursed for payment. Only active children will be paid. **Reprocessing of claim for pending children is not guaranteed and is strictly a courtesy by office staff.**
- Child Enrollment Renewal Worksheets will be collected annually for each fiscal year and are valid for a period of 12 months.
- Forms may be sent through KidKare Messaging as an attachment, faxed, scanned and emailed, or mailed to the office for activation.
- Unsigned child enrollments will be returned and not entered into the system for payment. Manual child enrollment forms must also be legible or we reserve the right to return the form to the provider and not enter into the system.

## **TIERING**

- Will be determined upon enrollment – reviewed annually.
- Tier status determined:
  1. School data – qualifies you for 5 years.
  2. Census data – qualifies you for 5 years.
  3. Provider’s family income – must be determined annually. Only current for 12 months.
  4. Tier 3 Mixed Rate – parent’s income determines tier classification – must be determined annually.
- All Income applications will be submitted annually.
- Any income change or family size change must be reported to the office.

## **PARENTAL CONTACTS and SERIOUS DEFICIENCY PROCESS**

- Household Contacts may be mailed to all active children on a provider’s roster due to the following situations:
  1. Perfect attendance for repeated months – no child is ever absent from care.
  2. A non-compliant monitor visit – During a monitor visit a serious deficiency is recorded.
  3. Claiming of major holidays without indicating you were open for care. Claiming of non-existent days – example - February 30.
  4. Parental Contacts may be part of the Serious Deficiency Process for a provider if a serious deficiency is identified during a review, claim submission process, or submission of required records.
  5. The Serious Deficiency process includes receiving a letter defining the serious deficiency identified, corrective action plan to be implemented, and a 30 day unannounced follow-up review conducted to verify the corrections have been made. If the Serious Deficiency has not been corrected and verified as complete at the follow-up review, termination procedures will begin. Please refer to attached termination and appeal procedure.

## **MONITORING/LICENSING/CLOSURES**

- A valid current license must be on file.
- Renewals must be submitted to the office. Upon your receipt, you may forward to the office via KidKare Messaging, email or fax.
- A change of address requires a license at the new address.

- 2 unannounced and 1 announced monitor visit will be conducted annually.
- Follow-up visits will be conducted if a deficiency is found during a regular visit – will be conducted unannounced within 30 days.
- A five day reconciliation of attendance and meal counts will be conducted during each review. The meal observed must be similar to the 5 days prior counts to be verified. If not verified, a follow-up review will be conducted within 30 days to reconcile meal counts and attendance. If not verified again, the serious deficiency process will be initiated.
- Wic brochures must be printed and distributed to parents annually when available on First Step website.
- Building for the Future Posters must be displayed for group providers.
- It is provider’s responsibility to check KidKare Messaging daily for any new messages sent through this communication service including monthly Newsletter and any training handouts.
- It is provider’s responsibility to check First Step website for any payment schedules, payment rates, and forms to be printed from Downloads-Provider Forms section.
- Vacation, closed days, and/or field trip schedules must be submitted by utilizing the Provider Calendar in KidKare, or using the toll free number 800 659-5312 or email to [firststp@ptd.net](mailto:firststp@ptd.net).
- Emergency closures and/or no children in attendance for meals must also use the above procedure to notify the office.
- Meal time changes must be submitted by KidKare Messaging, toll-free number, or email.
- Meal service must be conducted within the start and end times submitted for approval.

### **REMOTE REVIEW PROCEDURE**

- A message will be sent through KidKare Message Center to schedule your announced review.
- It is your responsibility to check and read messages sent through the KidKare Message Center.
- A phone desk review will be conducted to collect information for the review.
- This desk review will be followed up by a meal service review using Facetime, Google Duo, or zoom during a scheduled meal service time.
- During the review you will be notified if any source documentation is required.
- Source Documentation must be received by end of review day to be considered complete and successful. Any requested Source Documentation not submitted to office will be disallowed for payment.

- If source documentation is not received, a follow-up review will be conducted as well as Same Day Entry Feature being turned on for your site if missing more than 5 days of source documentation.
- If during the follow-up review the source documentation issue has not been corrected, a serious deficiency will be deemed.

### **CLAIMING OF INFANTS**

- Every infant must be offered the program if provider is enrolled in the Child and Adult Care Food Program.
- Parent choice, not provider choice – only parent may decline participation.
- Infant Enrollment Supplement form must be submitted for manual providers only, stating who will be providing the formula – this is in addition to the manual enrollment form. This information is included for online enrollments during the child enrollment process in KidKare.
- Provider formula brand “offered” by provider to all enrolled infants must be specified on infant child enrollment form.
- A separate infant menu must be completed until the 1-year birthdate.
- Infant menu must specify type of meat/infant cereal/fruit/vegetable – must be stated daily. Ex: rice cereal, green beans, breastmilk.

### **TERMINATION**

- Must complete annual training.
- See attached Termination and Appeal Procedure for Child Care Providers

I have received and understand the contents of the Policy Handbook. It is my responsibility to inquire for any needed clarification of the contents.

---

Provider Signature and Date

---

Monitor Signature and Date