

# Maximizing Your Monitoring

Making the Most of Each Visit

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# Putting it in Perspective

- ▶ Center or Home Director Duties
- ▶ How does CACFP fit in?
- ▶ How can we help?



# What Makes a Successful Visit?

- ▶ From the Sponsor's viewpoint
- ▶ From the Home or Center's viewpoint



# Components of Successful Visits

## For the Home or Center

- ▶ Find problems/work together to solve
- ▶ Adequate training is provided
- ▶ Tools for success given
- ▶ Atmosphere for open communication provided

## For the Sponsor or Monitor

- ▶ Fulfill contractual obligations
- ▶ Comply with Federal/State guidelines
- ▶ Get proper documentation
- ▶ Build relationship

# Program Success

- ▶ Protect the Sites, the Sponsor and You
- ▶ Provide Consistency
- ▶ Provide Nutritious Meals and Snacks
- ▶ Provide Nutrition Education
- ▶ Maximize Reimbursements

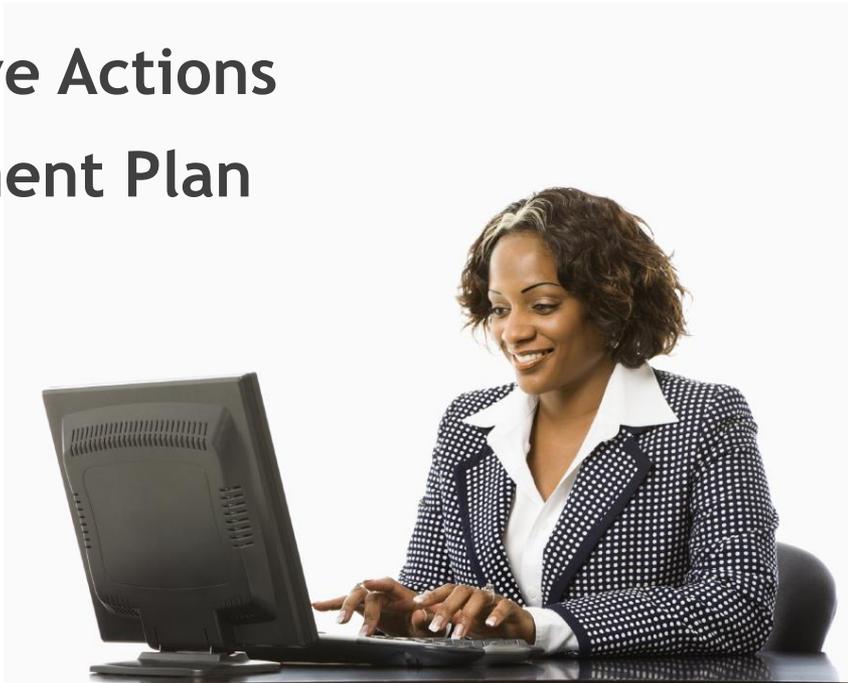
# Setting Up for Program Success

- ▶ Train for Success
- ▶ Set Expectations
- ▶ Document Training



# Visit Preparation

- **Previous Monitor Reports**
- **Prior Month's Claims**
- **Corrective Actions**
- **Management Plan**



# Show them You're a Pro

- ▶ Dress Appropriately
- ▶ Wear Nametag
- ▶ Show Business Card
- ▶ Sign Visitor Log
- ▶ Exhibit Professionalism



# Don't Assume Everything is Fine

- ▶ Review Income Eligibility/Enrollment Forms
- ▶ Production Records/Menus
- ▶ Meal Counts
- ▶ Allergy notes



# Watch for Red Flags

- 
- ▶ Red Flags lead to more
  - ▶ Monitor ABC Childcare
  - ▶ What red flags did you find?
  - ▶ What actions will you take?

# Resolve Issues and Move Forward

- What is going well
- What needs fine-tuning
- How to present findings
- Specific Resolutions
- Due Dates



I  
Can  
Fix  
That

# Leave Behinds

- ▶ Copy of the Monitor Form
- ▶ Training Documentation
- ▶ Business Card
- ▶ Nutrition Education
- ▶ Information for Parents
- ▶ Additional Training

# Maximizing Success

- ▶ Monitor Score Sheet
- ▶ Training Checklist
- ▶ Disallowance Correction Form



# Maximizing Success

- ▶ Mock Monitor Visits
- ▶ Corrective Action Plan
- ▶ Monitor Form Addendum



# Maximizing Success

- ▶ Staff Expectations
- ▶ Management Expectations
- ▶ Cook Expectations



# Management Expectations

## CACFP Management Expectations

This Learning Care Group School participates in the Child and Adult Care Food Program (CACFP), also known as the Federal Food Program. Participation requires compliance with certain administrative procedures. Several of these procedures rely directly on school management and staff to perform simple, but specific tasks on a daily basis. All staff must be trained on CACFP Policies & Procedures prior to working in a classroom. Those working in the kitchen or infant rooms are required to have specific training related to those areas. To assure our company remains in compliance with state and federal requirements for CACFP, school management is required to carry out the responsibilities listed below:

*Note: Not all expectations may be required by your state, please consult with the Director or CACFP Coordinator on the regulations of your state.*

### **Health & Safety Expectations:**

1. Food preparation and services areas are clean and sanitary
  - a. Kitchen clean and free of rodent or insect evidence
  - b. Appliances clean and in good working order
  
2. Food served in an appetizing and sanitary manner
  - a. Tables sanitized prior to meal service
  - b. Staff wear food handler gloves as required

# Cook Expectations

## **Safety and Sanitation:**

1. Maintain and follow all safety, sanitary standards, health department and licensing regulations and OSHA procedures to reduce risk and liability.
  - a. Kitchen is clean and free of rodent or insect evidence.
  - b. A kitchen cleaning schedule is maintained weekly.
  - c. All food, equipment and utensils are kept clean and sanitary.
  - d. All preparation areas are kept sanitary.
  - e. Hand Washing Guidelines are maintained.
  - f. Food Service gloves are worn during food preparation and serving.
  - g. Hairnets are worn during food preparation and serving if required by state regulations.
  - h. Kitchen garbage can is covered and emptied after each meal.

# Staff Expectations

## **Daily Attendance:**

1. Accurate attendance for each child must be recorded daily.
  - a. Review the attendance sheet several times during the day to be certain all attendance for every classroom is properly recorded.
  - b. New enrolled children, or children permanently moving to your class will be added at the bottom
  - c. Be sure to record the first and last name
2. Children in your class temporarily, for example, when classes are merged, will be marked on their assigned classroom attendance sheet.

# Infant Expectations

## **Infant Feeding:**

1. Have parents complete Introduction to Solids BEFORE feeding a baby any food. We want parents to be the first to feed the child in case of an allergic reaction.
2. Infants are to be fed at a designated feeding/eating area in the classroom (table, highchair etc.) They may not be placed in a crib, swing, bouncy seat, floor etc. to be fed or allowed to carry a bottle while mobile.
3. School staff may only mix our formula and if parents are providing their own formula they must bring in enough prepared bottles for the day.
4. School staff must not serve bottles containing any cereal, medication, etc. Any cereals, medications etc. must be dispensed per the Infant Feeding or Medication policies, whichever is applicable. Serving cereal in a bottle requires a doctor note.
5. Cow's milk may not be served to infants under 12 months without a doctor note.
6. Glass bottles are prohibited for use in schools.
7. Bottles and bottle caps must be labeled with company labels.

# Monitor Score Sheet Sample

YES

NO

DNO

	YES	NO	DNO
Are meal substitutions posted and meet CACFP Guidelines?	(X)		
Are required meal records up to date? (2 pts) (Infant, Kitchen, Production)	(X)		
Are required state CACFP postings present?		(X)	

# Monitor Score Sheet

- ▶ Total Points Earned / Possible Points
- ▶ Score for Center
- ▶ Score Marked in Database
- ▶ Score Sent to Supervisor
- ▶ Centers Ranked by Scores
- ▶ Compliance Awards

# Training Checklist



## CACFP Training Checklist

School #: \_\_\_\_\_ Trainer: \_\_\_\_\_

Employee: \_\_\_\_\_ Date \_\_\_\_\_

Use this form to document CACFP training prior to center's CACFP participation/approval and annually (between October 1 and September 30th) thereafter to center's key staff. Key staff should be trained on topics that are related to their specific assigned CACFP duties for responsibilities. It is recommended that to keep on file any other agenda or handouts or distributed to training participants.

	Yes/NA		Yes/NA		Yes/NA	
<b>Req. CACFP Topics</b>		Meal Patterns for Infants (components/portion sizes)		Claim Review Procedures (checking accuracy of claim)		Reimbursement System
		Meal Patterns for Children (components/portion sizes)		Claims Submission Procedures		Civil Rights
		Meal Count records (point of service)		Recordkeeping Requirements and Policies		
<b>Administrative and Operations</b>		*Claim Submission		Recordkeeping Policies		Monitoring
		*Review Procedures		*CACFP Training Requirements		Personnel Policies
		*Reimbursement System		*Meal Count Records		Document Storage
		*Civil Rights Requirements		Claim Process		Filing System
		*Attendance Records		Annual Contract		Enrollment Forms
		*Food and Non-Food Receipts		Budget/Management Plan		Edit Checks
		State Required Forms		USDA Regulations		Monthly Cost Documentation
		Operational Procedures		Income Eligibility Applications		Meal Production Records

# Disallowance Correction Form

<u>Claim Month:</u>	<u>Disallowance Amount:</u>	<u>Date Notified By Coordinator:</u>
1 <sup>st</sup> Month: August	\$159.02	9-18-16
2 <sup>nd</sup> Month:	\$	
3 <sup>rd</sup> Month:	\$	

## **Coordinator Information:**

Technical Assistance Provided: Food Calculation Worksheet. Recommend Director review records daily.

## **Action Steps to Reduce Disallowance to be completed by the School:**

- 1. Contacted CACFP Coordinator to verify policy on fruit and vegetable quantities**
- 2. Spoke with Michelle the cook so they she understood policy on serving fruits and vegetables**
- 3. Director checking records daily to make sure proper quantities is served**

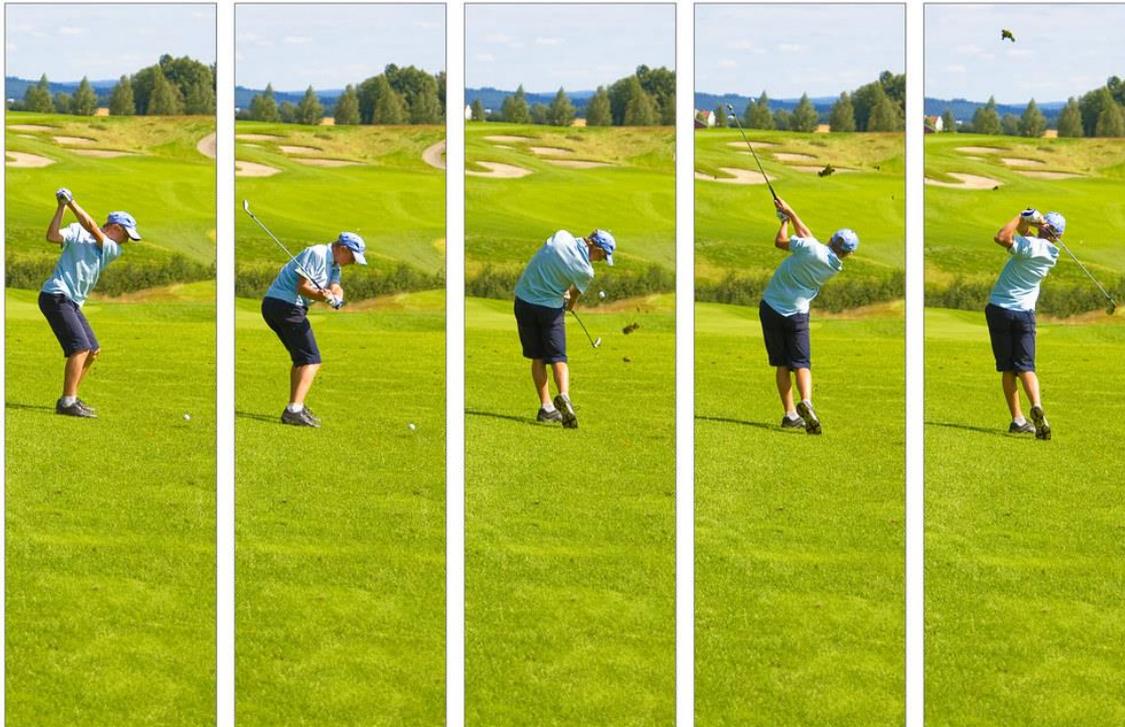
**All Actions Steps were completed on: 9/25/16 and 9/28/016**

# Corrective Action

<u>Corrective Action:</u>	<u>Probation:</u>	<u>Suspension:</u>
<p>The findings outlined below are serious and need to be corrected. To establish compliance with CACFP standards the findings must be corrected by the due dates indicated below.</p>	<p>The continued non-compliance with CACFP standards after corrective action plans are established may result in the school being placed on Probation. Probation jeopardizes the school's future participation in CACFP.</p>	<p>If during probation areas of non compliance continue to exist, the school <u>may be</u> placed on suspension. The CACFP claim will not be filed during this period. The school can be returned to the probationary status if the corrective actions below are fully implemented otherwise the school remains on suspension. If the school remains on suspension for more than three claims (months) it may be terminated from the CACFP contract.</p>

# Follow Through

- ▶ Training
- ▶ Items to Send
- ▶ Claims communication



# Follow-up

- ▶ Re-Visit
- ▶ Email Recap
- ▶ Picture
- ▶ Receipts
- ▶ Phone Call
- ▶ Information
- ▶ Fax or Scan



# Remember

- ▶ Train for Success
- ▶ Visit Preparation
- ▶ Show Them You're a Pro
- ▶ Don't Assume - Look
- ▶ Watch for Red Flags
- ▶ Resolve Issues and Move Forward
- ▶ Give Tools
- ▶ Leave Behinds
- ▶ Follow Through and Follow Up

# Making the Most of the Visit for Successful Outcomes

- ▶ Decreased Disallowances
- ▶ Better Communication
- ▶ Protection in Audits
- ▶ Consistency
- ▶ Working Together to Resolve Issues

# Thank You

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## LEARNING CARE GROUP'S FAMILY OF BRANDS

