

# Child and Adult Care Food Program (CACFP) Participant Handbook

**Pro Action Child Care Council**

a department of Pro Action of Steuben and Yates, Inc.

8:30 am – 4:30 pm, Monday – Friday

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We are the Child Care Resource Center for Steuben and Schuyler County

**[www.proactioninc.org](http://www.proactioninc.org)**

*Pro Action works to build a community of resilient individuals and families who can meet their basic needs, overcome adversity, and prosper.*

*Your Child Care Journey Starts Here*  
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**T:(607) 776-2126 F:(607) 776-4873**  
**Hours: M-F 8:30a.m.- 4:30 p.m.**

**United States Department of Agriculture (USDA)**

**Child and Adult Care Food Program (CACFP)**

**Sponsored by the New York State Department of Health**

The Child and Adult Care Food Program (CACFP) is a federally funded program of the Food and Nutrition Service (FNS), United States Department of Agriculture (USDA). CACFP provides reimbursement for meals served in childcare settings and is made available in New York through the State Department of Health (DOH). DOH contracts a department of Pro Action to sponsor participation in this program for family day care, group family day care, and legally- exempt providers who care for subsidized children. Childcare centers should contract directly with DOH.

The mission of the Child and Adult Care Food Program is to ensure that childcare providers serve nutritious and safely prepared meals and snacks to children aged twelve and under in child care settings.

While it is the goal of this handbook to assist you in the day-to-day maintenance of your food program records, the staff members at Pro Action Child Care Council are happy to assist with any additional information or guidance you may need.

### **Pro Action Child Care Council CACFP Policy Statement**

In order to maximize the quality of the services we provide to CACFP participants who provide child care in Steuben, Schuyler, or Allegany counties, we do not enroll providers located outside of our county lines. In the event we receive an inquiry from a provider who does not reside in Steuben, Schuyler, or Allegany counties, we will refer them back to the CACFP sponsor for their county.

**Disclaimer:** Although this handbook is thorough in detail, it is impossible to cover every possibility that could occur. It is the provider's responsibility to contact the CACFP Coordinator in any instances that are not noted in this handbook to seek guidance in their individual situation. Sound judgment and common sense should guide any decisions made by either the CACFP Coordinator or the provider.

## Table of Contents

| Topic                                                                                                                                                                                                                                                                                                                               | Page  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Program Eligibility                                                                                                                                                                                                                                                                                                                 | 5     |
| Program Requirements/ Application Process                                                                                                                                                                                                                                                                                           | 6-7   |
| Reimbursement Guidelines <ul style="list-style-type: none"> <li>○ Providers own/Resident Children</li> <li>○ Resident Foster Children</li> <li>○ Income Eligibility Guidelines for Tier I</li> <li>○ Reimbursement Rates</li> </ul>                                                                                                 | 7-10  |
| Training Requirement                                                                                                                                                                                                                                                                                                                | 10    |
| Meal Service <ul style="list-style-type: none"> <li>○ Second Shifts</li> </ul>                                                                                                                                                                                                                                                      | 10-11 |
| Nutrition Requirements <ul style="list-style-type: none"> <li>○ Infant Meal Requirements</li> <li>○ Special Diet Requirements</li> </ul>                                                                                                                                                                                            | 12-14 |
| Meal Reviews                                                                                                                                                                                                                                                                                                                        | 15    |
| Parent Verification                                                                                                                                                                                                                                                                                                                 | 16    |
| Inactive Providers                                                                                                                                                                                                                                                                                                                  | 16    |
| Moving                                                                                                                                                                                                                                                                                                                              | 16    |
| Record keeping For KidKare Users <ul style="list-style-type: none"> <li>○ KidKare Login</li> <li>○ KidKare Inaccessible</li> <li>○ Enrolling Children</li> <li>○ Attendance</li> <li>○ Recording Meals</li> <li>○ Submitting Claim</li> <li>○ Calendars</li> <li>○ Withdrawing a Child/ Re-Activation</li> <li>○ Reports</li> </ul> | 17-22 |
| Recordkeeping For Written Menus <ul style="list-style-type: none"> <li>○ Child Enrollment Form</li> <li>○ Recording Meal Components</li> <li>○ Attendance</li> </ul>                                                                                                                                                                | 23-25 |
| Enrollment Renewal Report                                                                                                                                                                                                                                                                                                           | 25-26 |
| Processing Claims                                                                                                                                                                                                                                                                                                                   | 27    |
| Serious Deficiencies <ul style="list-style-type: none"> <li>○ Corrective Action</li> <li>○ Proposed Termination</li> <li>○ Suspension</li> <li>○ Appeals</li> <li>○ Status of Program Payment</li> <li>○ Re-activation</li> </ul>                                                                                                   | 28-31 |

## **Program Eligibility**

In order to participate in CACFP, the provider should be one of the following:

- A registered Family Day Care Provider.
- A licensed Group Family Day Care Provider.
- A legally exempt provider who has a notice of enrollment, provides care in their home in Steuben, Schuyler, or Allegany counties and provides all meal components for a child that does not live in the provider's home.

### **Registered and Licensed Providers**

In order to be reimbursed for meals, a provider should have a current registration, or license through the state. Family and Group Family Day Care facilities are responsible for forwarding this documentation to Pro Action Child Care Council within 5 days of receipt. **Claims cannot be paid until provider has been approved through the State data system known as CIPS.**

### **Legally Exempt Provider**

A Legally Exempt Provider may claim reimbursement for meals served to day care children when they have a current Notice of Enrollment to provide legally exempt childcare. In order to claim meals, the provider should always care for non-resident children in their home Steuben, Schuyler, or Allegany counties and provide all the meal components. Once the provider is fully enrolled and the provider obtains the needed training, the provider is eligible to claim for the period on the enrollment form. Upon legally exempt re-enrollment, a copy should be submitted to CACFP in order to receive continued reimbursement. Meals should be served to all children in attendance and be claimed.



## **Program Requirements/ Application Process**

1. The childcare program must pass the Pre-Operational visit inspection. If not, corrective action should be completed. Unannounced follow-up visits will ensure that the changes are maintained.
2. Completion of a Continuous Application and Agreement (DOH-5160) at the on-site visit and if applicable, the Income Eligibility Application (DOH-4161) which may require submission of the prior year's federal income tax forms 1040 and Schedule C.
3. The child care provider must obtain KidKare training prior to claiming in order to learn the requirements, Pro Action Child Care Council policies and procedures, meal patterns, how to keep complete, accurate records of menus and attendance on the KidKare forms or on the WEB and the meal review expectations.
  - This training constitutes as 2.5 hours of training for a childcare registration or license but not as the required 2.5 hours of annual CACFP training for the first year. This initial training counts towards the training requirements in the area of business for legally exempt, registered, or licensed providers.
4. Changes to the provider's original application should be communicated by the provider to Pro Action Child Care Council.
5. The provider is required to attend 2.5 hours of nutrition training annually at no cost to the provider. The preoperational enrollment visit does not count as the first year's training. A training focused on nutrition sponsored by Pro Action Child Care Council will need to be attended. This counts towards the training requirements in the area of health and nutrition for legally exempt, registered, or licensed providers.
6. USDA nutritional guidelines should be followed for meal service (Healthy Infant & Healthy Child Meal Patterns (CACFP-103/CACFP-102 and Food Review Checklist).
7. The childcare program should be maintained in accordance with all applicable regulations.
8. Complete and keep accurate records of child enrollments, menus and attendance should be submitted, maintained and available for review during an audit or DOH program review in the provider's home for a period of 3 years. Records of attendance and meals served should be completed daily.

For providers claiming via the Internet, the provider has access to their attendance and meal records at any time as long as the provider has a working computer with the Internet connection on site. These providers only need to keep copies of the signed enrollment forms, which is prompted by the software as you print off the first enrollment form. When you complete your annual child re-enrollments a copy of this form should also be kept as well.
9. The provider meal records should match the meal reviews conducted for a minimum of three meal review visits each year, all of which are unannounced except for the initial 28-day review.

10. Providers can distribute Building for the Future and WIC Brochures to newly enrolled families, upon re-enrollment **and** the Building for the Future form should be posted in the program.

## **Reimbursement Guidelines**

**At the time a provider enrolls in the food program, their reimbursement rate will be determined using a two-tiered means test.**

### **Tier 1**

Providers may qualify for the higher (Tier I) reimbursement rates if they meet one of these criteria:

- **They live in a low-income area**
  - The elementary school the provider's children would attend has 50% or more children participate in the free or reduced USDA program. A provider that meets these criteria is eligible for a period of 5 years.
  - The area in which the provider lives is considered under the 185% of the poverty level based on the latest Census, as well as the school free or reduced meal participation for the elementary school their child would attend is 40-50%. A provider that meets these criteria is eligible for a period of 5 years.
- **Their own family is income eligible**
  - An Income Eligibility Application (DOH-4161) should be completed including submission of a copy of a current federal income tax form 1040 and Schedule C, if applicable. Any losses cannot be deducted from the income; it can only be zeroed out.
  - The approval of the Income Eligibility Application is for a period of one year. When a provider's approval period is expiring, Pro Action Child Care Council will email the provider the most current application to print. For providers who do not have internet or printer access, Pro Action Child Care Council will send copies of the application to the provider in the mail. The application should be returned by the 25<sup>th</sup> of that month in order to continue to receive Tier 1 rates. The application-received date is the date of determination. Eligibility will begin the 1<sup>st</sup> of the month the application is received.

### **Tier II**

If a provider does not meet at least one of the above criteria, they will receive the lower (Tier II) reimbursement rate. A provider can be determined as Tier II Mixed and receive a combination of Tier I and Tier II rates depending on family eligibility (refer to Tier II Mixed).

### **Tier II Mixed**

If a provider has been determined Tier II, the provider can request that all or some of their parents fill out an Income Eligibility Application (DOH-4160) to determine if they are eligible to have meals that are served to their children reimbursed at the Tier I rate. Pro Action Child Care Council will email the provider the most current application to print and give to all parents in their program. For providers who do not have internet or printer access, Pro Action Child Care Council will send copies of the application to the provider in the mail. The parents need to complete one application for the entire family and mail their application directly to Pro Action Child Care Council or initial the top of the application to give the provider consent to submit the application on the parent's behalf. A family's income determination results

cannot be disclosed to a provider. The provider will only know a ratio. For example, Pro Action Child Care Council can tell a provider that three of five families are eligible for Tier I.

Parents need to renew their Income Eligibility Application annually. Therefore, Tier 2 mixed providers will be notified to renew child income eligibility expiration at the same time they need to re-enroll all children in their care, by Pro Action Child Care Council. If the income eligibility application is approved, the higher tier rate will be paid for eligible children from the beginning of the month it is received.

### Provider's Own/Resident Children

A registered, licensed, or legally-exempt provider, who meets income guidelines may also claim meals served to any resident children during business hours **when non-resident day care children are enrolled and present at the same meal service**. Income Eligibility is determined at the time of the provider's enrollment on the Income Eligibility Application (DOH-4161). Income eligibility is re-determined annually (See income eligibility on page 9).



### Resident Foster Children

An income eligibility application should be completed for each individual foster child residing in a provider's home or a statement which documents the child's foster status should be submitted. A foster child is considered a family of one and is categorically eligible for Tier 1 reimbursement. If completing an income eligibility form, a new form is required annually and may need to be signed by the County Commissioner. Upon the expiration of the approval period, Pro Action Child Care Council will email the provider the most current application to print for parents of foster children in their program. For providers who do not have internet or printer access, Pro Action Child Care Council will send copies of the application to the provider in the mail. This form should be completed and returned by the 25<sup>th</sup> of the month to ensure continuous reimbursement.

## Income Eligibility Guidelines for Tier I

(Effective July 1, 2026 until June 30, 2027)

| HOUSEHOLD SIZE                    | HOUSEHOLD INCOME (ALL SOURCES) |         |        |
|-----------------------------------|--------------------------------|---------|--------|
|                                   | Yearly                         | Monthly | Weekly |
| 1                                 | 29,526                         | 2,461   | 568    |
| 2                                 | 40,034                         | 3,337   | 770    |
| 3                                 | 50,542                         | 4,212   | 972    |
| 4                                 | 61,050                         | 5,088   | 1,175  |
| 5                                 | 71,558                         | 5,964   | 1,377  |
| 6                                 | 82,066                         | 6,839   | 1,579  |
| 7                                 | 92,574                         | 7,715   | 1,781  |
| 8                                 | 103,082                        | 8,591   | 1,983  |
| FOR EACH ADDITIONAL FAMILY MEMBER | +10,508                        | +876    | +203   |

### Definition of Income

“Income” means income before deductions for income taxes, employee’s social security taxes, insurance premiums, charitable contributions, and bonds, etc. It includes the following:

- Monetary compensation for services, including wages, salary, commissions, or fees
- Net income from self-employment
- Social security, Public Assistance, Welfare, Alimony or Child Support Payments
- Dividends or interest on savings bonds, income from estates or trusts or net rental income
- Unemployment compensation
- Government civilian employee, or military retirement, or pensions or veterans’ payments
- Any other cash income

### Definition of Household

Household means a group of related or non-related individuals who are not residents of an institution or boarding house, but who are living as one economic unit. A foster child is considered a household of one.

## CACFP Reimbursement Rates for Meals Served in Child Care Homes

EFFECTIVE July 1, 2026-June 30, 2027

| Meals        | Tier I | Tier II |
|--------------|--------|---------|
| Breakfast    | \$1.74 | \$0.62  |
| Lunch/Supper | \$3.31 | \$1.99  |
| Snacks       | \$0.98 | \$0.27  |

We are the Child Care Resource Center for Steuben and Schuyler County

### Daily Reimbursement Limitations

The USDA limits daily reimbursement to two meals and one snack or two snacks and one meal per child per day. However, it is advantageous to the provider to record all meals served. The KidKare System will automatically claim the most financially advantageous combination of the meals claimed. In addition, when a meal is disallowed due to a mistake in paperwork the computer can then reimburse for another meal. All meals disallowed are tracked and totaled on an end of the year tax report to assist providers at tax time.

For example, if a provider offers a child breakfast, am snack, lunch, pm snack, and dinner, the provider will be reimbursed the highest combination - which is lunch, dinner, and one snack. If the lunch was disallowed because it did not meet USDA guidelines it would not be reimbursed but the computer would pay for breakfast instead. All non-reimbursed food expenses may be used as a tax deduction.

### Training Requirement

A provider is required to attend 2 hours of CACFP sponsored nutrition training every year. Trainings are offered several times a year by Pro Action Child Care Council. CACFP training sessions are listed in the Pro Action Child Care Council's Training Catalog. These trainings are free to CACFP participants and can count towards licensing/registration requirements if applicable.

Trainings on topics like Food Safety and Allergies, Let's Move Childcare, Picky Eaters, Childhood Obesity Awareness, and Magnificent Menus. Trainings can vary year to year. All trainings will include annual Civil Rights, meal pattern review, updates to CACFP, required documentation, review visit expectations, and common errors.

Training attended outside of Pro Action Child Care Council does not count toward the 2 hours required for CACFP. Failure to attend the required nutrition training by the end of the year will result in a Serious Deficiency determination (see Serious Deficiencies).

### Meal Service

Day care regulations require meals and snacks be served regularly according to the hours a child is in care. Accurate meal times should be listed on the Application (DOH-5160). ***Breakfast can be claimed between 5:00 am and 9:30 am, lunch can be claimed between 11:30 am and 1:30 pm and dinner between 5:00 pm and 7:00 pm. In order to claim a snack, the child should be fed at meal service time with the other children and in attendance for at least 15 minutes total for the day. For a meal the child should be fed at meal service time with the other children and in attendance for at least 15 minutes total for the day. There should be at least 1 ½ hours in between the end of a snack and the***

***beginning of a meal and 3 hours between the end of one meal to the beginning of another meal.*** CACFP regulations require monitoring visits be made during these times. Changes in these meal times should be reported to the CACFP.

All children in a provider's program (infants included) should be enrolled into the CACFP program. ***If the child will not be participating, it should be noted on the enrollment form and still be claimed in attendance and at the meals.***

In addition, a provider ***should*** notify the CACFP monitor (a voicemail or email can be left or enter it on the KidKare calendar) if they are not going to be home during a mealtime that was approved by Pro Action Child Care Council. If an unannounced visit is attempted at the approved mealtime and the provider is not present during the time submitted, the meal will be disallowed, unless the absence was reported.



### Second Shifts

Providers who care for different children throughout the course of the day may find it necessary to serve a meal or snack more than once. For example, assume four children come to your home at 7:00 am and you serve them breakfast at 7:30 am. They leave at 8:00 am for school, but four more children arrive at 8:15 am. You serve them the same breakfast at 8:30 am. Therefore, you have served breakfast twice. This scenario is referred to as a second shift.

## Nutrition Requirements

USDA requires each meal contain selections from the five meal components (breads, fruits, vegetables, meat/meat alternatives and milk). Specific portion sizes are required depending on the age of the child. These meal guidelines are outlined in two Meal Patterns: one for infants under one year (CACFP 1260) and one for children 1 to 12 years of age (CACFP 1259). Providers should develop their own menus according to these nutritional guidelines and use the standard KidKare Food Chart for menu reporting. Menus should reflect a variety of low fat, low sugar and low salt foods. It is required that children over the age of 2 years old be served unflavored 1% fat or skim milk. Juice is limited to one 4-6oz serving per day. Water is strongly recommended to be offered to children throughout the day and is required to be served and claimed when a beverage is not served at a snack. By offering a variety of foods, the children's nutritional needs should be met. The guidebook *Crediting Foods in CACFP*, produced by CACFP, can help the provider with nutritional and portion requirements.

### Infant Meal Requirement

CACFP defines an infant as a child up to their first birthday. CACFP requires participating providers offer meals to infants in care if the child is present during the meal service period. A provider should **offer** at least one iron-fortified infant formula that would satisfy the needs of one or more of the infants in care (Parent's Choice is the most economical). An infant's parent or guardian may decline the formula or food being offered and supply some or all of the infant's meal components instead. The formula determination should be documented on the enrollment form by the parent or guardian. CACFP requires that both the provider and the CACFP sponsor have an enrollment form on file for all infants.

#### Claiming Infant Meals

Meals and/or snacks served to infants who are not developmentally ready for solid foods can be claimed for reimbursement if the provider feeds the infant breast milk provided by the parent or infant formula supplied by the parent or provider. An infant's meals and/or snacks can be claimed for reimbursement if the breastfeeding mother nurses the infant on-site even if that mother is the day care provider. A CACFP income eligible day care home provider may only claim meals served to their own infant at a mealtime when other enrolled, non-resident children are present.



Once an infant is 6 months or older, developmentally ready, and the parent requests the provider to feed solid foods, the meal is reimbursable only if the provider supplies at least one component of that meal. The supplied component could be the iron fortified formula *or* breast milk *or* a solid food component such as but not limited to: infant cereal, vegetable/fruit or bread or cracker product. Refer to CACFP Infant Meal Patterns (CACFP 1260). A meal can be reimbursed if the infant is eating solid foods and the parent provides the breast milk or formula, and all solid foods fed

to the infant are supplied by the provider. If the infant is eating solid foods and the parent provides the breast milk or formula and all solid foods fed to the infant, the infant meals cannot be claimed for reimbursement.

**Attendance should still be recorded for infants who are not participating in CACFP.**

On the infant's first birthday, the meals should be served according to the regular meal requirements instead of the infant requirements. A transition time of 1 month (from the date an infant turns 12 months to 13 months of age) is permitted during which a medical statement is not required when iron fortified infant formula is served. If a parent requests that the provider continue to serve infant formula beyond 13 months, a statement from a recognized medical authority should be on file. If the parent supplies breast milk, the child can be served breast milk as a substitute for the milk requirement for as long as the mother wishes without having to submit a medical statement. Breast milk is a substitute for cow's milk in the Healthy Child Meal Pattern.

Cow's milk is **not** creditable when served to children under the age of one.

Combination dinners which include food from two different food groups, for example turkey and peas, are not creditable for reimbursement. Meal components should be a single item such as turkey, peas, carrots, squash, **or** same component combinations like strawberries and bananas. If a combination dinner is desired, the provider can mix the individual components together in order to be creditable.

The main ingredient on the containers of infant foods should be the food on the label in order to be creditable. For example, if the fruit is peaches the first ingredient on the label should be peaches; not water, corn syrup or sugar.

All bread components should have whole or enriched flours as the first ingredient in order to be creditable. For example, the Gerber puffs list flours but they are not enriched.



**A CACFP participating provider cannot refuse to provide formula/food to an infant in care.**

## Special Diet Requirements

### Requirements for Participants with Disabilities

- Food substitution\* and/or meal pattern modifications\*\* are mandatory to accommodate participants whose disability restricts their diet as specified by a licensed physician.
- Meal Pattern modifications (but not food substitutions) require a medical order.
- The medical order required for mandatory meal pattern modifications should be kept on site and a copy should be submitted to Pro Action Child Care Council. The special information section of the child's enrollment form should indicate a special diet. The medical order should describe:
  1. The participants disability and how the disability restricts their diet
  2. The major life activity affected by the disability
  3. The food(s) to be omitted and the food(s) that should be substituted
- When a child with a disability is 13 years of age or older, a statement from a licensed physician specifying a need for care is required regardless of diet. This statement should be kept on site and submitted to Pro Action Child Care Council with an enrollment form indicating "Special Needs" in the Special Information section.

### Requirements for Non-Disabled Participants

- Food substitutions are permitted for non-disabled participants. No medical documentation is required; however, it is recommended.
- Meal pattern modifications are permitted if a medical order is provided.
- The medical order required for meal pattern modifications should be kept on site and a copy should be submitted to Pro Action Child Care Council. The special information section of the child's enrollment form should indicate a special diet. The medical order should describe:
  1. The participant's medical or other special dietary need which restricts their diet
  2. The food(s) to be omitted and the food(s) that may be substituted
- If the parent or guardian of a non-disabled participant elects to supply a food item(s), the meal can be claimed for reimbursement if the provider supplies other meal components. However, if the food item is a meal pattern modification, the appropriate medical order should be available.

\* A food substitution is one creditable food item being replaced by another creditable food item of the same food component category. A medical order is not required. For example, when serving citrus, replace banana for a child that has a reaction to citrus. For non-dairy substitutions for cow's milk, a parent's written request can be made as long as the non-dairy milk substitute is fortified and equivalent to cow's milk, meets the standards as outlined to the right and in the 7CFR 210.10 (m)(3), and has been approved by the state agency.

\*\*A meal pattern modification is defined, as the minimum quantities of a required meal component or an entire component are not served due to a medical condition. A medical order is required.

| Nutrient     | Per 8-ounce cup |
|--------------|-----------------|
| Calcium      | 276 mg          |
| Protein      | 8 g             |
| Vitamin A    | 150 mcg RAE     |
| Vitamin D    | 2.5 mcg         |
| Magnesium    | 24 mg           |
| Phosphorus   | 222 mg          |
| Potassium    | 349 mg          |
| Riboflavin   | 0.44 mg         |
| Vitamin B-12 | 1.1 mcg         |

mg=milligrams; g=grams; mcg=micrograms; RAE= retinol activity equivalents

## Meal Reviews

Meal reviews will be conducted with each provider 3 times during a contract year (October 1 – September 30). During a provider's first year the first review is announced and scheduled within the first month of the provider participating in CACFP. All other visits will be unannounced. Unsuccessful visits will be reattempted within one month of the unsuccessful visit.

Meal reviews are conducted for several reasons:

1. To provide support and technical assistance to providers
2. For Pro Action Child Care Council to ensure CACFP requirements are being met
3. Ensure compliance with OCFS day care regulations or Legally-Exempt Guidelines
4. To conduct a review of the provider's meal times and any other application changes that have occurred since the last visit.

Meal disallowances occur at the time of meal reviews if:

- The provider is not home, and a visit is conducted during the time approved by Pro Action Child Care Council, the meal will be disallowed unless the provider notified Pro Action Child Care Council or leaves a note stating where they have gone and when they will be returning. If two or more visits are conducted without a provider home, parental contacts may be made to verify childcare times, attendance and meals received.
- The meal observed does not meet CACFP requirements.
- The meal service and food prep area do not meet CACFP requirements.
- The meals, for which there is no written record for the month, up to but not including the day of the visit. A written record should include all meal components and the dates served. When using a pre-planned menu, meals should be dated for the current month or they will be disallowed. If the meal does not match the meal served, there should be documentation of substitution.
- The children's attendance has not been documented.
- A submitted meal claim does not match the monitor's review of the meal.
- If a provider is over-capacity during a meal review, reimbursement will not be made for any meals served during the overcapacity period. A complaint will be made to OCFS. The same rule applies to overcapacity found on menu and attendance records submitted by the provider.

**\*Any time a meal is disallowed at the time of a meal review an unannounced follow-up visit may be conducted to ensure any issues have been corrected. This visit may not count as one of the required three visits per year. Failure to correct will result in a notice of Serious Deficiency and possible termination. \*See Serious Deficiencies and Termination**

## Parent Verification

Pro Action Child Care Council is required to contact parents to verify enrollment and confirm information submitted on the Child Enrollment Form and the Child Care Attendance Sheets. Parent contacts may be contacted over the telephone or in writing.

## Inactive Providers

It is the provider's responsibility to notify Pro Action Child Care Council when they are no longer claiming due to lack of children in order to become inactive. This is initiated either through a note on their monthly claim or by contacting their CACFP Monitor or Manager. In addition, Pro Action Child Care Council will make any provider that does not submit a claim for a period of 2 months inactive. **Once a provider is inactive, they cannot submit a claim until they contact the CACFP Monitor or Coordinator to specify when their reactivation date will be.** If a provider is inactive for a span of time greater than 6 months, their application should be closed, and a new pre-operational visit should be completed when re-activating.

## Moving

It is the day care provider's responsibility to notify the CACFP Manager when the location of the day care home will change. A relocated day care home should be treated as a new home and the following should be completed:

- Provider should notify Pro Action Child Care Council before moving.
- A pre-approval visit should be conducted, and a new application and agreement should be completed at the new residence. A provider will not receive payment at the new residence until the approval visit is conducted.
- New License, Registration, Legally Exempt Enrollment on File

**If a provider moves without notifying the CACFP Manager, none of the meals for the month the provider moved will be reimbursed until a pre-approval visit, application and agreement are completed.**



## **Record Keeping for KidKare Users**

### **Directions for written menus on page 24**

CACFP participants who have internet access will manage their day care children's attendance and meals on-line. Participants who wish to claim via this method should complete a hands-on, one-hour training, which occurs in the participant's home. The provider should have a **working** email address, **access** to a computer with internet access and **access** to a workable printer (does not have to be at their home) at all times and check email regularly. A provider can enter data at a friend's house, neighbor's house, relative's house, or the local library. **If the computer with the Internet access is not located in the childcare home, menu and attendance records will need to be printed and kept on site for a period of 3 years for audit or DOH program visits.**

### **Monthly Computer Maintenance Recommendations:**

**(These are minimum requirements to keep your computer running smoothly):**

- Windows Operating System updated through Windows Update
- ([www.windowsupdate.com](http://www.windowsupdate.com))
- Virus Scan
- Cookies and Temporary files deleted
- Disk Defragmenter
- Firewall Adjusted

KidKare itself is not an installable software package. It is a series of web pages the provider accesses through their browser, just like accessing any other site on the internet. So, the provider can, at any time, log in from any computer or mobile device that meets minimum requirements.

## **KidKare Log In**

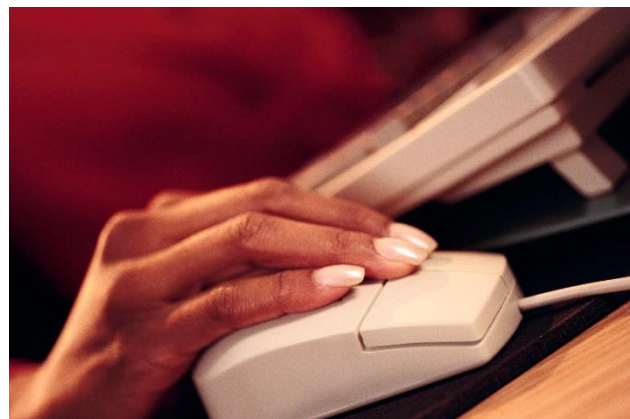
- Open a web browser
- Type in [www.Kidkare.com](http://www.Kidkare.com)
- Click on login
- Enter your login Id that you were given
- Enter your password (make sure Caps Lock is off)

On the KidKare website there are detailed, easy to follow help instructions if you have trouble logging in. Go to [www.KidKare.com](http://www.KidKare.com) and click "Support", follow directions related to the trouble you are experiencing. If you are not able to solve the problem please reach out to your CACFP Specialist or Manger.

## KidKare Inaccessible

It is possible that at times providers will be unable to access KidKare website. This is inevitable because of problems inherent to the Internet- if any connection between your computer and the KidKare Internet servers is severed, it can temporarily prevent you from visiting the KidKare website. If this occurs, the best situation is to wait and try again. These kinds of problems are usually resolved in a matter of minutes or hours by the internet companies affected.

In some cases, the KidKare website will be down for maintenance or upgrades. When possible, you will be given notice of these periods of KidKare inaccessibility but in some cases, unforeseen technical factors may cause the site to become inaccessible without prior warning. Keep in mind the host of the KidKare Website is located in Dallas, Texas, which is one hour behind our time. If the server goes down in the evening it may not be fixed until 11am-12pm our time.



If the provider experiences a period when they cannot access [www.kidkare.com](http://www.kidkare.com), the provider should:

- Check their email for a notification from Pro Action Child Care Council
- See if anyone in the house changed the security or pop-up blocker settings
- Wait 30 minutes and try again
- Wait an hour and try again
- Wait 3 hours and try again or wait until around 12pm.
- Contact your CACFP Specialist or Manager
- Make sure to document your menus and attendance for the period of inaccessibility

### A Provider's Computer Stops Working

A provider's computer could get a virus, a power surge, or some other issue that prevents the use of the computer to record their meals and attendance on KidKare.

Any previously entered information is saved on the website. In these cases, the provider and CACFP Specialist will decide on one of the three options following for the next course of action.

1. Wait for the provider to fix the computer and finish entering the information (Daily attendance and menu records should be written and maintained on site- **Menu's should be dated with month/day/year**)
2. If the computer cannot be fixed by the end of the month and the provider has access to another computer or mobile device, the provider can enter their information using the alternate device.
3. The provider could temporarily convert to the manual method until the computer is fixed or replaced. The provider will be supplied with these forms if this course of action is determined necessary.

## Enrolling Children

All children in the provider's childcare program SHOULD be enrolled even if they are not participating in the program (e.g. an infant whose parent is bringing all food components, providers own children if not income eligible and the child is not yet in kindergarten, children who are temporally attending daycare). To enroll a child:

### Enrolling a child:

- After logging in- on right hand side click **+ Add child**
- Fill out as much as you can-items marked with an asterisk are required
- Enrollment date is the day child started or if new to program, date provider started CACFP
- Once all areas filled out, you have two options on bottom right-
  - "Enroll/Print"-brings up enrollment form to print
  - "Enroll child"-makes the child in pending and allows you to print enrollment form later
    - To print enrollment form, click on child's profile
    - Underneath the photo box click on "Enrollment Form"
    - Open PDF and print
- All enrollment forms need to be signed and dated by parent and provider and sent to Pro Action Child Care Council attention CACFP Specialist

## Attendance

### Check In/Out:

- Select correct date
- As a child is arriving, click child's name at the time of entry-child will turn green and clocked in at that minute
- As the child leaves, click on child's name again to have them clocked out at that minute

-Or-

- Select correct date
- If you click "Expand All"-this will bring up boxes to manually enter times in/out
- If a child arrives, leaves, and then returns (e.g. school, appointment) click the green + and it will bring up an additional row to enter time in/out

Always include any resident children not yet attending kindergarten and all resident children that are being claimed on the food program. As a rule, resident children are signed in when the first day care child arrives and out when the last child leaves. If resident children come and go while day care children are present, be sure to indicate these departures and arrivals. ***All children should be listed in the attendance, even infants who are not enrolled in the program or any non-participating child.***

## Recording Meals

Enter Meal:

- Select correct date
- Select infant or non-infant
  - Infants:
    - Select meal
    - Select infant
    - Enter food
  - Non-Infants
    - Enter food under correct categories
    - At bottom will be list of children
    - Click children in attendance for that meal
    - If school age children are in attendance during school hours indicate whether child is ill or school is out by clicking the three lines after child's name and selecting appropriate reason
- If 2 shifts are offered- select the correct box next to child's name to select which shift child attended
- Save when all information for that meal is entered. "Save Success" will appear briefly in the top of the screen. After saving one meal, you can change the meal to continue recording for the day.

## Submitting Claim

After recording the attendance and menus for the month and reviewing all the records (i.e. menus, attendance, provider and child calendars), your claim is ready to be submitted. All claims should be submitted by the 7<sup>th</sup> of the following month, unless otherwise indicated.

- Select "Food Program" from left hand options
- Click "Send to Sponsor"
- Click "Verify In/Out" to check for missing in or out times
- Return to "Send to Sponsor"
- Verify meal counts
- If pending children are indicated on right, ensure CACFP staff have received signed enrollment forms
- Click "I agree to the Terms and Conditions"
- Click "Send"



## Calendars

Select which calendar at top

- Provider: if provider is closed for any part of the day
  - Click and drag on closed for business and drag to correct day
  - If closed for only part of the day

- Click on event entered
- Click on any meals you will be serving to unhighlight them
- Child: if child is in care and not in school (e.g. snow day, sick)
  - At top click “child”
  - Click “provider” to turn off
  - Select correct child
  - Click on sick/no school (whichever is appropriate)
  - Drag and drop to correct day
- Scheduled Meals:
  - Click on day you would like to enter meals for
  - Enter all meal components for selected day
  - Save
  - Meals will autofill on the “Enter Meal” page and substitutions can be made as necessary
  - Copy days-Select if menu is rotating
    - Enter start date of rotating schedule you would like to copy
    - Enter end date of rotating schedule
    - Select when you would like schedule to start repeating
    - Click OK



### Withdrawing a Child/Re-Activation

If a child is no longer going to be attending the provider’s program, this child will need to be removed from the provider’s active list of children. If the child returns after the provider has removed the child, the child can be re-activated and be placed in pending status by calling Pro Action Child Care Council. **Do not re-enter the information for the child.** This could compromise your claim, and you may not be paid for that child’s meals. The steps are listed below:

- Withdrawal:
  - Go to the child’s file on home screen
  - At the bottom of the photo box click on the “Withdraw” box
  - Enter the last date that the child was in care and click on “Withdraw” again.
  - This child will no longer appear as an active child in the provider’s files, the child will only be listed under withdrawn children.
  - The provider will not receive reimbursement for meals for the child after the date the child is withdrawn.
- Re-Activation:
  - If a withdrawn child returns to your daycare, **do not re-enroll the child.** Call the Pro Action Child Care Council CACFP department to have the child’s status changed from withdrawn to pending. Inform CACFP Specialist of child’s first date back in care.
  - Print new enrollment form
  - You and the parent should review and update all information. If any changes need to be made draw a line through incorrect information and write in updates.

- Parent and provider must sign and date enrollment form. Pro Action Child Care Council **needs this form returned within 5 business days from the first day back in care.**

## Reports

KidKare offers a variety of reports you can run to assist with your programs record keeping. Please familiarize yourself with the options available to you. For example:

- Claim management
- Meals and attendance
- Child enrollment
- Emergency contact
- Various worksheets
- Tax Report
  - Click Reports
  - Click Claim Statements
  - Tax Report
  - Year
  - Run
    - This will give you everything you have received in the year up to present

### Review Claims

After your claim has been submitted and Pro Action Child Care Council has received all new enrollments, your claim will be processed. Once processed, you can review your claim and any errors.

- Click Reports
- Click Claim Statements
- Click Claim Summary and Error Report
- Select month

Please reach out to CACFP Specialist with questions or updates, including supporting documentation.

**Menu and attendance records will need to be kept on-site or accessible via KidKare for a period of 3 years for audit or DOH program visit purposes.**

## **Record Keeping for Written Menus**

### **Directions for KidKare on page 18**

Pro Action Child Care Council can use a paper form for processing CACFP reimbursement claims for providers who do not have access to the Internet.

Required forms for claim reimbursement:

- Child Enrollment Forms (initial application)
- Child Re-Enrollment Worksheet Form (annually, sent automatically)
- Menu and Attendance Reporting Forms (Infant and/or Regular)

***All forms for written claims are supplied by Pro Action Child Care Council.***

### **Child Enrollment Form**

The enrollment form is used to enroll each child in the provider's program into the KidKare system. It also informs parents of the provider's participation in the food program. An Enrollment form should be completed for every child before a provider is reimbursed any meals for that child. If the provider is not eligible to claim their own children, an enrollment form should still be completed for those children not yet attending kindergarten. If a parent chooses to supply formula and all food components for an infant, an enrollment form should still be completed, signed, copy kept for the provider's record and returned to Pro Action Child Care Council within 5 business days from the first day in care. Parents should be given a *Building for the Future* flyer and WIC brochures when enrolling their children.

***Providers and parents are required to review a child re-enrollment worksheet annually to make any adjustments. Copies should be made of all enrollments, maintained on site in the provider's home and available for review during an Audit or DOH Program Visit.***

### **Recording Meal Components**

***Providers should clearly indicate the month, date, and year in designated spots across the top of the form.***

#### **Non-Infant Menu Forms**

All meal components are assigned a number and listed by category on the Food Chart. The food chart is color coded in order to assist the provider in recording the correct numbers. It is important for providers to check the numbers they are recording on the Menu Forms. One invalid number for one component of one meal can result in the disallowance of the whole meal.

- Go to food chart to find the correct category.
- Look up food and find the corresponding number.
- Record the number in the box under the correct meal and category.

- When form for the week is completed, sign and date bottom giving Pro Action Child Care Council the rights to enter your claim as written on the form.

### Whole Grain Component

- A minimum of one serving of whole grain must be served daily.
- At the top of the menu form circle at least one meal in which a whole grain was served for each day. If there is not a whole grain indicated, KidKare will disallow a meal from the day, in which a grain was served, that would have been reimbursable.
- The whole grain component does not need to be served when all children are present

### Infant Menu Forms

***Providers should clearly indicate the month, date and year in designated spots across the top of the form.***

All meal components are assigned a number and listed by category on the Food Chart. When going to record a component, first decide which category the food would fall under.

- Verify you are on the correct form for infants (infant menu stated at top left hand corner)
- Go to food chart to find the correct category
- Look up food and find the corresponding number
- Record the number in the box under the correct meal and category
- When form for the week is completed, sign and date bottom giving Pro Action Child Care Council the rights to enter your claim as written on the form.

|                   |
|-------------------|
| <b>Attendance</b> |
|-------------------|

***Providers should clearly indicate the date in designated spots across the top of the form.***

**Attendance forms are located on the back of the regular and infant menus.**

- Record one child's name per line.
- The box containing the following letters: B,A,L,P,D,E correlates to the meals the child attended.
  - If provider only serves one shift of a given meal, indicate meal was served with an X
  - If 2 shifts of a meal are served, mark a #1 for first shift, and a #2 for second shift on the line preceding the letters
- There are 2 lines for in and out times per day per child. Record the time the child first arrived and left care. If the child returns again in the same day, repeat in the second 2 boxes. (e.g. leaving for school, dr. appointments, visitation visits, etc.)

Always include any resident children not yet attending kindergarten and all resident children that are being claimed on the food program. As a rule, resident children are signed in when the first day care child arrives and out when the last child leaves. If resident children come and go while day care children are present, be sure to indicate these departures and arrivals. ***All children should be listed on the attendance sheets, even infants who are not enrolled in the program or any non-participating child.***

**When submitting your paperwork please remember to:**

- Review each page to ensure they are filled out legibly, accurately and completely. If any pages are not complete, they will be returned to you for completion. This will require more postage and may result in the delay of your payment.
- Put documents in an envelope
  1. Infant Menus
  2. Regular Menus
  3. Subsidy Child Care Attendance Sheet (when applicable)
- Submit document to Pro Action Child Care Council via hand delivery, overnight box (white box outside the back of the Pro Action Building), postal mail, or Internet to Pro Action Child Care Council
- Any postage due envelopes will be returned to the provider and payment may be delayed (postage is a 100% tax deductible expense with a receipt from the post office)

### **Enrollment Renewal Report**

Annually, CACFP Department of Health requires a re-enrollment for all children with any changes made for the families in the provider's care as well as a re-distribution of WIC brochures to families in the provider's care. A provider will receive an "Enrollment Renewal Report" from Pro Action Child Care Council when it is time for the provider to renew child enrollments. A letter will be sent along with the Enrollment Renewal Report with instruction and a deadline for submission.

- Please review, correct and complete as much of this report as possible.
- Have the parents review all information and complete any missing or incorrect information. All areas **should** be filled out completely.
- You will need to sign the top section of each page, and each parent should sign and date after their child/children's names to verify that the information provided is true and correct. ***This form contains confidential information and should never leave the child care program with a parent.*** Please be sure the following information is provided:
  - The child's address is written in the space under to the child's name, as well as the parents' home **and** work phone numbers.
  - If the child's attendance times vary, note this, but you should fill in the earliest time the child is dropped off and the latest time the child is picked up.
  - If the child is in school, make sure the child's school type is correct (see the school type legend on the bottom of the page). Select the School District the child attends, the days the child attends school, the departure time and return time.
  - The pay source should have No Pay, Private, or Public (Subsidy) noted.
  - If the children are present on weekends, the drop off and pick up times need to be listed.
  - Review the days the child attends, as well as the meals that the child receives (if the child is school age be sure to include the meals, he/she would be present for when there is no school).
  - If the child is an infant under 1 year of age, the ***formula brand that the provider offers*** should be written in the area to the right of the formula statement (ex. Parent's Choice).
  - Parents should review the information and sign and date the report next to their child's information.

- Before submission, the provider should review the report for completeness and sign the top of the form, make a copy for their records to be available for a period of three years and return it to Pro Action Child Care Council
- ***This form should be completed, signed, copied and returned to Pro Action Child Care Council by the deadline listed in the letter.***
- Any child that lacks the above information or a parent's signature and date will be withdrawn from the program and if the child comes back to the program the process for re-activation needs to be followed (see Withdrawing a Child, Re-activation)

***All children will be withdrawn from the program if this form is not returned by the deadline.*** All children will need to go through the re-activation process (see Withdrawing a Child, Re-activation). ***Adjustments to menu claims will not be done in this situation.***

## **Processing Claims**

### **Deadlines**

All monthly reimbursement paperwork (CIF, menu's and in/out log sheets) should be received via hand delivery, overnight box (white box outside the back of the Pro Action Building), postal mail, or Internet to Pro Action Child Care Council by the 7<sup>th</sup> of each month following the month being claimed. Claims will be accepted as late up to 30 days from the last day of the month for which reimbursement is being claimed.

### **Pay Day**

Providers are reimbursed from CACFP on the 27<sup>th</sup> of every month. When the 27<sup>th</sup> falls on a weekend or a holiday, the scheduled check payment will be the previous business day. Providers can choose to have their check mailed or directly deposited into their checking account on the morning of the scheduled payment date. For more information regarding direct deposit, please contact a CACFP Specialist.

### **Error Reports**

Error reports are issued with each reimbursement check. Providers should review all reimbursements carefully for any errors in meal counts. If a processing error is found, it should be reported to Pro Action Child Care Council within 10 days from payment in order to receive an adjustment.

### **Payment Errors**

All providers have until the last day of the month the claim is paid, to reconcile their reimbursement and submit adjustments to Pro Action Child Care Council for review. Pro Action Child Care Council will determine if the error is reimbursable. All allowable corrections are generally processed and paid with the next month's claim.

### **Late Claim Submissions**

If claims are submitted after the claim deadline of the 7<sup>th</sup>, the claim will be placed on hold and paid with the next month's reimbursement, contact Pro Action Child Care Council for the schedule of payment dates. Late claims can only be accepted 55 days after last day of month of care. (ex. Jan care can only be accepted Jan until March 25<sup>th</sup>). After this deadline, payment cannot be made.

## **Serious Deficiencies, Suspension, Corrective Action, Termination, and Appeal Procedures**

Pro Action Child Care Council should initiate action to terminate the agreement of any day care home for cause if it is determined that the home has committed one or more serious deficiencies. This process does allow for corrective action and, in the case of proposed termination or suspension, an appeal.

### **Serious Deficiencies**

Serious deficiencies for day care homes are:

- Submission of false information on CACFP applications or forms
- Submission of false claims for reimbursement
- Simultaneous participation under more than one sponsoring organization
- Non-compliance with CACFP meal patterns
- Three disallowances in a two-year period due to meal review discrepancies
- Failure to keep required/ accurate records
- Failure to notify CACFP when a provider will not be home for a meal as approved.
- Failure to attend the required 2 hours of training per year
- Conduct or conditions that threaten the health or safety of a child/children in care, or the public health or safety
- Provider has been convicted, in the past seven years, of activity that indicated a lack of business integrity
- Any other circumstance related to non-performance under the agreement (DOH-3821), as specified by the sponsoring organization or New York State Department of Health.
  - The provider does not have current licensing approval, registration, or enrollment in accordance with State regulations and/or is not in compliance.

If a provider is found to be seriously deficient based on one or more of the above criteria, Pro Action Child Care Council will send a *Serious Deficiency Notice* to the provider, that:

- Identifies all serious deficiencies
- Specifies the corrective action that should be taken
- Establishes a deadline for corrective actions to be completed
- Notifies that a Serious Deficiency determination is not subject to appeal

### **Corrective Action**

A corrective action should ensure prompt and permanent resolution of the problem(s) and should be completed in 30 days or less. If the provider completes the appropriate corrective action in the period specified, the notice of serious deficiency will be removed and a letter indicating no further action necessary will be sent.

### **Proposed Termination**

If the provider fails to document or permanently correct the serious deficiency, a *Notice of Proposed Termination and Disqualification* will be sent to the day care home. This will inform the provider that:

- They have 15 days from the receipt of the notice to request an appeal of the proposed termination
- Failure to request an appeal within 15 days will result in Pro Action Child Care Council issuing a notice of termination and disqualification
- Termination, either voluntarily or following the loss of appeal, will result in disqualification from future CACFP participation
- When disqualified, a provider's name is placed on the National Disqualified List. While on the list, a provider is unable to participate in the CACFP as a day care provider nor as a principal employee in any CACFP sponsor or childcare facility. A provider will remain on the list for seven years after the date of disqualification. If any debt relating to the serious deficiencies has not been repaid, the provider will remain on the list until the debt has been repaid in full.

### Suspension

A provider will be suspended from the CACFP if it is determined there is an imminent threat to the health or safety of children or the public at large. **A provider that is suspended from participation does not have the opportunity for corrective action.** The provider will be sent a *Suspension Notice* that:

- Identifies all serious deficiencies that constitute the imminent threat
- Informs them that CACFP participation is suspended as of date of notice
- Proposes to terminate the provider's agreement for cause
- Proposes to disqualify the home and the provider
- Outlines the procedures for appealing the suspension, proposed termination and disqualification

### Appeals

A provider may request an appeal when Pro Action Child Care Council issues a notice of *Proposed Termination for Cause and Proposed Disqualification*, a *Suspension Notice*, or a *Notice Refusing to Sponsor a Provider*. **A provider cannot appeal a Serious Deficiency determination.**

A written request for a CACFP appeal should be made to the Pro Action Child Care Council Director within 15 days from receipt of the *Notice of Proposed Termination and Disqualification*, *Suspension Notice*, or a *Notice Refusing to Sponsor a Provider*. This request should:

- Include all documentation the provider wishes to use to support their appeal including, if appropriate, a statement of their intention to begin an Office of Children and Family Services (OCFS) licensing or registration appeal with permission to obtain appeal status from the OCFS.
- Include a request for copies of Pro Action Child Care Council's documentation, if applicable
- Specify if the provider wants an in-person CACFP hearing and if they choose to be represented by another individual, who that individual will be

The Director of Pro Action Child Care Council will send the provider a CACFP *Appeal Notice* acknowledging the receipt of an appeal request within 15 days of receipt. This notice will include:

- Copies of Pro Action Child Care Council's documentation, if requested
- Set a hearing date within 20 days of the receipt of the appeal request or state a written notification will be made containing a hearing date within 10 days of the licensing or registration appeal decision (if applicable).

A final decision will be made no more than 25 days after the CACFP in-person hearing, or CACFP appeal request, or the OCFS licensing or registration appeal decision (if applicable).

In the case of termination and disqualification, if the provider wins the CACFP appeal, Pro Action Child Care Council will send a *Removal of Proposed Termination and Disqualification Notice*. This will inform the provider that:

- The provider's agreement is not terminated
- The provider is not disqualified and can continue to claim for eligible meals as they have been.

In the case of suspension, if the provider wins the appeal, Pro Action Child Care Council will send a *Removal of Proposed Suspension and Termination Notice* when documentation is submitted as to the success of the appeal. The notice will inform the provider that:

- The provider's suspension ended on the date of the CACFP hearing decision
- The provider's agreement is not terminated
- The provider is not disqualified, and can claim for eligible meals served during the suspension as long as they are submitted by the regular deadlines

In the case of a refusal to sponsor a provider, if the provider wins the appeal, Pro Action Child Care Council will send a *Notice of Eligibility*. This will inform the provider that:

- The provider is eligible for CACFP sponsorship through Pro Action Child Care Council
- The provider can begin submitting eligible claims beginning on the date of a completed application

If the provider loses the appeal or fails to appeal, Pro Action Child Care Council will send a *Notice of Termination and Disqualification*. This will inform the provider that:

- The provider's agreement is terminated for cause
- The provider is disqualified and placed on the National Disqualified List

## Status of Program Payments

All **valid** program payments will continue to be paid during the Serious Deficiency process.

In the case of a Suspension, no claims will be paid during the suspension period beginning with the date of the *Suspension Notice*. If the provider wins an appeal to a suspension, any eligible meals claimed during the suspension period will be paid. A provider should continue to maintain records of meals served for a claim to be paid, if an appeal is won.

## Re-Activation

Once terminated from the CACFP, a provider's name is placed on the National Disqualified List. While on the list, a provider is not able to participate in the CACFP as a day care home provider. In addition, they are not able to serve as a principal in any CACFP sponsor or childcare facility. The individual will remain on the list until the State agency determines that the serious deficiencies have been corrected or until 7 years after the disqualification. However, if any debt relating to the serious deficiency has not been repaid, the individual's name will remain on the list until such debt is repaid in full.

Email: [HapemanL@proactioninc.org](mailto:HapemanL@proactioninc.org)

Website: <https://proactioninc.org/>

*Pro Action Child Care Council is a member of the Early Care and Learning Council and Child Care Aware® of America. We are NYS Standard of Excellence Certified.*