

HOUSEHOLD CONTACT FORM INSTRUCTIONS SPONSORING ORGANIZATIONS ONLY

The Household Contact Form is designed to be used by center, administrative and day care home sponsors to verify the attendance and enrollment of the child and the specific meal service(s) which the child routinely receives while in care. Although household contacts may be made verbally or in writing, DECAL strongly advises that household contacts be made in writing. Verbal contacts must be documented on DECAL's Household Contact Form.

Sponsoring organizations may also conduct household contacts when investigating suspicious claiming patterns or systemic irregularities in Program operations. Additionally, if and when such discrepancies have been verified, sponsoring organizations must request corrective action from the sponsored center/home and reclaim any uncreditable meals.

Section I: Indicate the following information at the beginning of the Household Contact Form.

- A. Institution Type
- B. Date of Contact
- C. Time Contact Made
- D. Sponsoring Monitoring Staff Name
- E. Reason for Contact
 - i. Enrollment/Attendance Verification is required to ensure accurate enrollment and attendance in the participation of a meal service when any of the following situations occur.
 - Substantial discrepancies are found between the number of meals claimed and the number of participants verified as present for the meal services as a result of the five-day meal count reconciliation conducted as part of the monitoring review and/or the monthly submission of claims.
 - Complaints are received regarding the enrollment or attendance of children in care.
 - Sponsored facility is suspected of submitting false information for Program participation or claim reimbursement based on a review of the information.
 - When it appears the same number of meals are claimed for multiple days and a reasonable justification is not provided during any sponsored center or provider monitoring review.
 - ii. Systemic irregularities in Program Operation
 - iii. Suspicious Claiming Patterns may include a provider or center always claiming five (5) meals but there are only three (3) children present when you visit.

Section II: Indicate the following information.

- A. Name of Institution
- B. Agreement Number of the Institution
- C. Address of the Institution
- D. Sponsored Site Name
- E. Sponsored Site Type

- i. Child Care Center (Child Care or Head Start)
- ii. Family Child Care Learning Home (Day Care Home)

Section III: Indicate the following information.

- A. Name of the Parent/Guardian – The name of the person that monitor contacted to verify enrollment/attendance or to investigate systemic irregularities in Program Operation/suspicious claiming patterns.
- B. Contact Phone Number of the Parent/Guardian
- C. Address of the Parent/Guardian
- D. Name(s) of Child(ren) Enrolled for Care
- E. Days of Care of the Enrolled Child(ren)- Select all the days the child(ren) was enrolled in care.
- F. Hours of Care – Indicate the begin and end times the enrolled child(ren) arrived for care.
- G. Month in Question – Indicate the month the monitor is verifying enrollment/attendance or investigating systemic irregularities in Program Operation/suspicious claiming patterns.
- H. Date in Question – Indicate all operating dates in which the monitor is verifying enrollment/attendance or investigating systemic irregularities in Program Operation/suspicious claiming patterns.
- I. Meal Types - Select all meal types the child(ren) received while enrolled in care

Section IV:

- A. Indicate if children in care was specified and claimed by the site.
- B. Indicate if children participated in the meal services specified by the site on date(s) in question.
- C. Indicate if the information on the Enrollment Form is accurate and current.

Section V:

- A. Indicate if meals were reclaimed; if so, select the applicable meal types.
 - I. If meals were reclaimed, the sponsor must:
 - notify the facility of the reclaim and
 - request Corrective action.
 - II. If the sponsor verifies that the facility is claiming participants not enrolled, the facility may be declared seriously deficient, which may result in termination.