



Navigating WINS and ISBE Home Provider Reviews

Illinois State Board of Education
Child and Adult Care Food Program
January 7, 2020



Presenters

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Webinar Housekeeping Items

- You are viewing in “Listen Only” mode.
- Questions may be posted in Q&A area to be addressed during the webinar.
- Unanswered questions will be addressed in a FAQ style document upload after the live webinar.
- Webinar will be recorded and posted on ISBE’s website.
- Webinar link will be emailed when posted on website.



Agenda

- ISBE procedures when unable to conduct reviews (no hits)
- Review elements
- When does ISBE require sponsors to make fiscal adjustments?
- Compliant/non-compliant reports
 - aka “in compliance” or “noncompliance”
- Responses/corrective action plans
- Questions and answers



Red Font/**Yellow Highlight**

-
- **Text in red font** or **text highlighted in yellow** is a cue for sponsors.
 - ❖ Requires sponsor to conduct follow-up visit.
 - Or
 - ❖ Requires sponsor to deduct meals or deny reimbursement.





Purpose of Reviews

- Evaluate operations on site at the day care home level.
 - √ ISBE reviews are unannounced.
- Ensure minimum meal pattern requirements are met.
 - √ Does the provider serve well-balanced, nutritious meals?
- Ensure integrity of reimbursement.
 - √ Are children present?
 - √ Does provider complete required recordkeeping responsibilities?



Purpose of Reviews continued

- Is the sponsor meeting their obligations to the provider?
 - ✓ Training
 - ✓ Monitoring
 - ✓ Recordkeeping





Unable to Conduct Review

1. Provider not home, but reviewer contacts sponsor who confirms provider notified them of closure
2. Provider not home
3. Provider is home, but will not allow review
4. Provider inactive less than 3 months
5. Provider inactive more than 3 months



1. Provider Not Home, BUT Sponsor Contacted and Confirms Provider Called

- ISBE arrives at provider's home – either provider is not home or provider indicates closure.
- ISBE monitor contacts sponsor and confirms closure.
- ISBE issues in compliance report.
 - No response required from sponsor.



2. Provider Not Home and Did Not Notify Sponsor

- ISBE arrives at provider's home, no response at door/phone.
- ISBE contacts sponsor, but sponsor has no record of contact from the provider for the attempted meal service.
- ISBE remains at the home for the duration of the meal service.



2. Provider Not Home and Did Not Notify Sponsor continued

- If provider does not come home and serve during the approved meal service time, the provider must not receive reimbursement for the meal.
- ISBE issues non-compliant report.
- Unannounced follow-up review by sponsor required.



3. Provider is Home, But Will Not Allow Review

- When ISBE is met with resistance or concern, provider is encouraged to contact their sponsor.
- ISBE references the permanent agreement.
- ISBE tells the provider, if review is refused, then provider will not be paid for meals from the first of the month through the attempted meal service.



3. Provider is Home, But Will Not Allow Review continued

- ISBE completes Provider Review Refusal form.
- Sponsor receives non-compliant report.
- Unannounced follow-up review by sponsor required.

ILLINOIS STATE BOARD OF EDUCATION
 Nutrition and Wellness Programs Division
 100 North First Street, W-270
 Springfield, Illinois 62777-0001

FAMILY DAY CARE HOME PROVIDER REVIEW REFUSAL

| PROVIDER NAME | DATE | TIME |
|---------------|------|------|
| | | |

The provider has refused the review. Per the provider Permanent Agreement, the provider must allow State officials to visit the day care home. Furthermore, the provider has been given the option to call the sponsor to confirm the monitor's authority to conduct the review. As a result of refusing the review, the provider will not receive reimbursement from the first of the month through the attempted meal service.

 *Signature of Provider

 Signature of Reviewer



4. Provider Inactive Less Than 3 Months

- Provider indicates she is inactive on food program.
- Monitor will inquire about number of months.
- In compliance report created when provider has been inactive for less than 3 months.



5. Provider Inactive More Than 3 Months

- Provider indicates she is inactive on food program.
- Monitor will inquire about number of months.
- Non-compliance report created when provider has been inactive for more than 3 months.



Review Goals

- Observe a meal service.
 - ✓ Accurate meal service times in WINS necessary.
- Children fed appropriately.
- Ensure provider follows rules and takes recordkeeping seriously.
- Ensure the sponsor is fulfilling their obligations.



Number of Children Present

- Licensed provider
 - √ Meeting DCFS license capacity.
 - √ Assistant present when necessary.
- Unlicensed provider
 - √ Children from multiple households – no more than 3 children present.
- Noncompliance prompts call to DCFS



Meal Service

- Infants
 - ✓ Required components and serving sizes for baby's age.
 - ✓ If not serving required components, ISBE asks for explanation or documentation of infant's developmental readiness.
 - ✓ Meals disallowed when required components not served and explanation/documentation of infant's developmental readiness is not adequate.
 - ❖ Citation will identify infant's name.



Meal Service continued

- Children ages 1-12
 - ✓ Required components and serving sizes.
 - ✓ Meals disallowed when required components not served.
 - ❖ Citation will identify child's name.
 - ✓ Appropriate milk type(s) served.
 - ✓ Family-style meal service correctly implemented.
 - ✓ Medical exception forms on file and followed.



Meal Service continued

- Foods served meet detailed menu planning rules including:
 - √ No grain-based desserts
 - √ Breakfast cereals meet the sugar limit
 - √ If two vegetables are served at meals, the vegetables are different
 - √ Juice is not served to an infant
 - √ Juice is not used to fulfill both the fruit and vegetable components at lunch/supper
 - √ Yogurt meet the sugar limit
 - √ Deep fat frying not used



Meal Service continued

- ✓ Serving within approved times.
- ✓ Safe food handling procedures practiced.
- ✓ Drinking water available to children upon request.





Program Operations/Recordkeeping

- ✓ Substitute for provider
 - ❖ Access to records and trained?
- ✓ Adequate written approval on file when a provider claims meals for reimbursement for child(ren) who reside in the home.
- ✓ Is the provider offering formula and other baby food for infants?
- ✓ Does the provider claim meals when parents supply two or more components?



Program Operations/Recordkeeping

- ✓ Enrollment documentation for each child including children who live with the provider.
- ✓ Menus recorded for prior days.
- ✓ Meal participation recorded for prior days.
- ✓ Menus contain the required components.
- ✓ Pre-planned menu procedures adequate.



Targeted Menu Review

- Based on previous menus (max of 5 days), do the menus comply with detailed menu planning rules?
 - √ Grain-based desserts not allowed
 - √ Juice ≠ infants
 - √ Juice cannot be used to fulfill both fruit and vegetable components at lunch/supper
 - √ Juice served more than once a day
 - √ Two vegetables served at lunch/supper, but are not different
 - √ At breakfast, meat in place of grain/bread > 3x in week
 - √ Whole grain or whole-grain rich item not served once a day



Recordkeeping

- ✓ Permanent Agreement
- ✓ Records maintained
 - ❖ Current records and records from prior 12 months available on site.
 - ❖ Prior years' records are accessible within 24 hours.





Five Day Meal Count Reconciliation

1. Are meals claimed according to children's enrollment forms (days/hours)?
2. Do meal counts and children present for the observed meal service match the meal counts and names recorded for the previous five days for the same meal service?

Sponsor unannounced visit



Sponsor Responsibilities

- ✓ Does the provider understand the sponsor's explanations for deducting meals?
- ✓ Is the provider adequately trained?
- ✓ Building for the Future brochure

Civil Rights

- ✓ Ensure no discrimination against USDA's protected classes



Summary of Review Findings

- Given to provider at conclusion of review.
- Summarizes problems found
- Provider can start corrective action immediately.



SUMMARY OF REVIEW FINDINGS:
FAMILY DAY CARE
HOME PROVIDER REVIEW

| NUTRITION DEPARTMENT | | | |
|----------------------|-------------------------------|-------------|------------------------------|
| AGREEMENT NUMBER | SPONSOR | DATE | |
| PROVIDER NAME | | | PROVIDER SITE NUMBER |
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| _____ | _____ | _____ | _____ |
| <i>Date</i> | <i>Signature of Provider</i> | <i>Date</i> | <i>Signature of Reviewer</i> |
| _____ | _____ | | |
| <i>Date</i> | <i>Signature of Assistant</i> | | |

The information contained in this summary may or may not reflect the final written report. The State Agency reserves the right to revise citations.

| ISBE USE ONLY | |
|---|---|
| Technical assistance provided by ISBE: | |
| <input type="checkbox"/> License Capacity | <input type="checkbox"/> Meal Count Reconciliation |
| <input type="checkbox"/> License-Exempt Standards | <input type="checkbox"/> Sponsoring Organization Requirements |
| <input type="checkbox"/> Meal Service | <input type="checkbox"/> Training |
| <input type="checkbox"/> Sanitation | <input type="checkbox"/> Civil Rights |
| <input type="checkbox"/> Recordkeeping | |



Compliant and Non-Compliant Review Reports

- Letter/report for each provider (ISBE no longer rolling up multiple providers into one report).
- Auto generated notice of provider report will be sent to IWAS inbox.
- Provider's full letter/report saved in paperclip.





WINS Dashboard Alert



Your application is complete.

Alerts

[-]



Review Citations were identified and require a response.



Show existing site alerts



Corrective Action

| | | | | | | | | | |
|-----------------------------|----------------------------------|--------------------------------------|--|-------------------|---------------------------|----------------------------|--|--------------|--|
| Sponsor Tasks | | Sponsor Applications & Participation | | Site Applications | | Claims & Monitoring | | Sponsor Info | |
| Administrative Tasks | | | | | | | | | |
| Sponsor Tasks | | | | | Site Application T | | | | |
| | Batch Site Applications | | | | | Enroll Site In New Program | | | |
| + | | | | | | Edit Site Questionnaire | | | |
| | Review Citation Responses | | | | | Edit Program Participation | | | |
| | | | | | | Edit Participation Detail | | | |
| Reports | | | | | Budget | | | | |
| | Waiver Submissions | | | | No WINS Budgets required. | | | | |
| | Applications Not Received | | | | | | | | |

- Submit in WINS
- 30 days to respond
 - Non-response letter
- Not required for in compliance reports.
- Do NOT submit attachments.



Waiting for Response

- To view problems cited and enter corrective action, click on the pen/paper icon circled in red.

Review Citation Responses

Reviews

2020 Search



| Name | Number | Program Year | Program | Review Type | Status |
|---|---|--------------|---------------------------|-------------|----------------------|
|   |  | 2020 | Child and Adult Care Home | Site | Waiting for response |

[Return to home screen](#)



Corrective Action Response

Review Citation Responses - Awaiting Monitor Review

Reviews

2020 Search

| Name | Number | Program Year | Program | Review Type | Status |
|------------|--------|--------------|--|----------------|-------------------|
| [REDACTED] | | 2020 | Child and Adult Care Center Food Program | Administrative | Response received |

| Question | Citation / Response | Agree | Resolved |
|----------|---------------------|-------|----------|
|----------|---------------------|-------|----------|

7799 Site [REDACTED]: The menu does not list the offered milk type and fat content. The type of milk served must be documented on the menu. This includes listing the fat content and if the milk is flavored.

Sponsor Response: I have corrected the menu to read 1% milk each day. We serve only unflavored milk.

Monitor Response

Resolved

Save Responses



Key to Corrective Action Response Area

- **Sponsor Response** box – enter corrective action.
- **Monitor Response** box – if the response is not adequate, this box will be used by ISBE to detail additional information needed.
- **Resolved** checkbox – marked by ISBE when corrective action is adequate.
- **Save Responses** – click Save Responses to save your entries. Once you have responded and saved each response, WINS will flip the review to ISBE's bucket.



In Conclusion

- After this webinar, ISBE will begin sending the backlog of reviews to you in WINS.
- October, November, and December 2019 ISBE reviews:
 - ❖ ISBE is waiving fiscal adjustments and unannounced follow-up reviews.
- Beginning with January 2020 ISBE reviews, sponsors are expected to make fiscal adjustments and conduct follow-up reviews when required.



Questions & Answers

