

# Meal Claiming

Illinois State Board of  
Education  
Nutrition Programs  
June 23, 2011





# Scenarios

- ◉ No Hits
- ◉ Pre-recorded Meal Records
- ◉ Meals Recorded After The Review
- ◉ Computer Issues
- ◉ Provider Paper work

# No Hit Scenario 1

- ◉ Monitor arrives prior to the meal service.
- ◉ Provider is not home.
- ◉ Monitor calls sponsor's office.
- ◉ Sponsor's office is aware of a call in.
- ◉ Is this a no hit?

# No Hit Scenario 1

- ◉ No, provider correctly called in to the sponsor.
- ◉ Sponsor informed monitor of documented call in.

# No Hit Scenario 2

- ◉ Monitor arrives prior to the meal service.
- ◉ Provider is not home.
- ◉ Monitor calls sponsor's office.
- ◉ Sponsor's office does not have documentation of a call in.
- ◉ Monitor leaves after contacting the sponsor's office but before the end of the meal service.
- ◉ Is this a no hit?

# No Hit Scenario 2

- ◉ No, provider could return and serve the meal.

# No Hit Scenario 3

- ◉ Monitor arrives prior to the meal service.
- ◉ Provider is not home.
- ◉ Monitor calls sponsor's office.
- ◉ Sponsor's office does not have documentation of a call in.
- ◉ Monitor stays for entire meal service; provider does not return.
- ◉ Is this a no hit?

# No- Hit

## Scenario 3

- ◉ Yes, provider was not home for the approved meal service.
- ◉ Provider did not call in absence.
- ◉ Sponsor's office does not have documentation of a call in.
- ◉ Monitor stayed for the entire meal service.



# No Hit Scenario 4

- Provider called in to sponsor's office, while the monitor was attempting a review of the home or after the approved meal service period has started.
- Is this a no hit?



## No Hit Scenario 4

- Yes, the provider did not call in to the sponsor's office **prior** to the start of the meal service.
- Note: Monitor should still be able to complete a paperwork review, at least to document meals claimed to date.

# No Hit Scenario 5

- ◉ Monitor arrives for a meal service.
- ◉ Provider is not home.
- ◉ Monitor calls provider.
- ◉ Provider states that they will not be returning for the meal service.
- ◉ Monitor leaves before the end of the meal service.
- ◉ Is this a no hit?

# No Hit Scenario 5

- ◉ Yes, provider identified they will not return.
- ◉ Monitor must follow up with sponsor to see if the provider called in for approval prior to meal service.
- ◉ It is recommended that the sponsor's office and not the provider be contacted first if possible.

# No Hit-Corrective Action Scenario 5

- Provider has a no hit then claims the meal service. What should the consequences for the provider and the provider claim be?

# No Hit-Corrective Action Scenario 5

- The meal should be deducted if the sponsor was unaware of a call-in.
- The provider should receive corrective action for not calling in prior to their absence for a meal identified on their CACFP site sheet.

# No Hit

## Scenario 6-Corrective Action

- Provider has a no hit . The meal service is not claimed. What should the consequences for the provider and the provider claim be?

# No Hit

## Scenario 6-Corrective Action

- The provider should receive corrective action for not calling in prior to their absence for a meal identified on their CACFP site sheet.
- No meal deductions are necessary because meal was not claimed.



# What are the Consequences of No Hits? First Occurrence.

- ◉ Deduct meals if claimed.
- ◉ Conduct another unannounced review.
- ◉ Technical assistance (TA) to be sure provider understands the procedures for an excused call in.
- ◉ Corrective action (CA) to be sure that the provider calls in next time.



# What are the Consequences of No Hits? Second Occurrence

- ◉ Deduct meals
- ◉ TA to be sure provider understands the procedures for an excused call in.
- ◉ Serious deficiency letter if original CA was not followed.
- ◉ Household contacts.
- ◉ Conduct another unannounced review.

# Pre-Recorded Paper Work

- Pre-Recorded Menu
- Pre-recorded Meal Participation

# Pre-Recording of Menu Scenario 1

- What if monitor observes that the provider has recorded the menu records for the entire day. Is this a violation of the record keeping requirement?

# Pre-Recording of Menus

## Scenario 1

- No, the provider must record the meal before the end of the day. If the meal menu is prepared prior to the meal service, it is the responsibility of the provider to verify and adjust the menu to the actual meal served.

# Pre-Recorded Menus

## Scenario 1

- If a provider does not verify components on the menu and serves other components, the provider is not recording the meal accurately.
- Although the provider may have chosen a different creditable food, there is no assurance that the provider is making creditable substitutions in all instances of prior or future menu recording.

# Pre-planned Menus

## Scenario 2

- If a provider is using sponsor provided pre-planned menus, is the provider responsible if serving different than listed components?



# Pre-planned Menus Scenario 2

- Yes, if using pre-planned menus, any item that is substituted must be properly recorded on the menu.



# Pre-planned Menus

## Scenario 2

- ◉ What is the consequence of improper use of pre-planned menus?
  - TA and CA.
  - If continued, loss of privilege to use pre-planned menus

# Pre-recorded Meal Participation Scenario 3

- A monitor observing breakfast finds that the provider has recorded participation for all meal services for the remainder of the day. Is this a violation?

# Pre-recorded Meal Participation Scenario 3

- Yes, regulations require that records for the meal participation be recorded during or after the meal service. Recording prior to the occurrence does not guarantee the record will be consistent with the actual participation.

# Consequences of Pre-recorded records

- ◉ Deduct meals (when appropriate).
- ◉ TA on recording participation during or after the meal service.
- ◉ CA on keeping participation during or after the meal service.
- ◉ Conduct Follow-up visit.

# Meals Recorded After The Review

## Scenario 1

- During a monitor review, the monitor identifies menus and meal participation records that have not been completed for prior days for the providers approved meal services. When the claim is submitted, these days are claimed.
- Is this a violation?

# Meals Recorded After The Review Scenario 1

- Yes, menus and meal participation records must be recorded by the end of the day, by midnight.

# Meals Recorded After The Review

## Scenario 2

- Monitor observes some days and meal services that the provider has indicated as valid meal services on their site application with no participation on the claim for days prior to the day observed. Provider does not claim the meals. Is this a violation?

# Meal Services Recorded After A Review

## Scenario 2

- Yes, the provider is required to notify the sponsor that they will not be claiming approved meal services.
- ISBE monitors record the meal records to assure that the provider will not be claiming meals after the fact. If the provider does not claim the meal, this is a missed meal service. No meal deductions are necessary.





# Computer Issues

## Scenario 1

- ◉ Monitor arrives to find that the provider's computer is not functioning.
- ◉ The provider does have manual records with all the required information including menus and meal participation by meal service and by child.
- ◉ Is this acceptable for the claim?

# Computer Issues

## Scenario 1

- Yes, a provider may have manually recorded records in the event of a computer issue.
- The manual records must become a permanent part of the providers claim record to document the recording at a later time.
- Also, the provider must notify the sponsor that they are unable to keep computer records.

# Computer Issues

## Scenario 2

- ◉ Monitor arrives to find that the provider's computer is not functioning.
- ◉ The provider does not have manual records with all the required information including menus and meal participation by meal service and by child.
- ◉ Is this acceptable for the claim?

# Computer Issues

## Scenario 2

- ◉ No, providers are required to keep daily records of menu and meal participation. If the computer is not available, the provider must notify the sponsor and the provider must keep the records manually.
- ◉ Sponsor should always provide to the provider a manual method and training of keeping records to assist with any computer and internet problems.

# Provider Paperwork

# Provider Paperwork Scenario 1

- ◉ Monitor arrives and provider is missing required paperwork. Is this a violation?
  - > Signed enrollment forms
  - > Infant formula/ food waivers
  - > Permanent agreement
  - > Last 3 monitor reviews
  - > Eligibility letter ( if applicable)
  - > Medical exception letters ( if applicable)
  - > Building for the Future (posted)
  - > Claim records for prior months


# Provider Paperwork Scenario 1

- Yes, if the provider is not keeping the required records. Sponsor should provide the missing copies to the provider to avoid future violations.
  - Sponsors are also required to maintain all records at the sponsor location.
- Sponsor should set up policy for charging providers if copies are necessary a subsequent time. Policy must be a part of the sponsor current file.



# Provider Paper Work Scenario 2

- ◉ Monitor arrives and provider is missing required paperwork for prior twelve months. Is this a violation?
  - > Signed enrollment forms
  - > Claim records



# Provider Paper Work Scenario 2

- ◉ Yes, effective 10/1/09, Policy Memo CACFP 03-2009
  - > Each day care home must maintain on file documentation of each child's enrollment, and must maintain daily record on the number of children in attendance and the number of meals, by type, served to enrolled children.
  - > The records for the current month, as well as the previous twelve months, must be available for immediate review. The provider may store the remaining two years of records offsite, but must be accessible with a reasonable amount of time.

# Questions or Comments?

Please contact ISBE at (800) 545-7892

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