



# Child and Adult Care Food Program (CACFP) Training



**Sponsor: Be A Champion, Inc.**

(Be A Champion, Inc is an equal opportunity provider)



# Program Overview

- The Child and Adult Care Food Program (CACFP) is funded by USDA and administered by the Texas Dept. of Agriculture (TDA).
- CACFP provides free meals to children in low-income areas after school (regular day schools) or in the classroom (extended day schools).



# Program Overview

- The only “catch” of this free program is that the meal service each day must adhere to the mandated program compliance guidelines.
- Compliance guidelines are non-negotiable and required to protect individuals.



# Program Overview

- Be A Champion, Inc. (BAC) is an approved sponsor of the CACFP Program
- As your sponsor, BAC will handle all the administrative tasks involved in the program, including:
  - provide training on program compliance
  - frequently monitor the site
  - accept final responsibility



# How Program Operates

- Meals will be packaged according to CACFP guidelines, and delivered directly to your site by a food management company such as PepsiCo, Revolution Foods, or Chapitas.
- Meals will be delivered in self-containing cold crates, or directly into refrigerators.
- Packing slips and Meal Production Records (MPR's) will be left with the delivery and/or emailed to you. (These documents must be safeguarded and returned to BAC with the daily attendance rosters.)



## How Program Operates

- The meals are meant to be served cold (similar to Lunchables) and must remain cold (40 degrees F and below) from delivery all the way through consumption.
- Only open or take meals out of refrigerators or cold crates to count prior to service or for service to ensure meals remain cold.
- Most sites will be serving supper meals only. (Some may serve PM Snack as well, or lunch.)



# Program Compliance

Program compliance is the most important part of CACFP, and includes:

- ✓ Recording accurate point-of-service attendance
- ✓ Serving only during the scheduled serve time(s)
- ✓ Serving all required meal components for each meal type
- ✓ Serving meals only to eligible children (18 and under)
- ✓ Understanding and complying with Civil Rights (Discrimination) Complaints
- ✓ Only trained personnel should be involved in the meal program. (Required training is annual.)



# Importance of Compliance

- If the above compliance requirements are not enforced daily, the program may be forced to stop operating by BAC, the state, or federal government.
- BAC Site Monitors, TDA representatives, and possibly USDA Representatives will visit each site to ensure program compliance.
- If you are found to be in not in compliance, both the site, and the individual(s) may be added to a National Disqualified List.



# Point-of-Service

- Record attendance as you observe each child take a complete meal.
- **Cannot** do a head-count of children in the room, nor use memory.
- Blue or black ink only (**NO PENCIL, NO WHITE-OUT**)
- If a mistake is made, scratch one line through the error, and initial.
- Attendance should only be recorded on approved BAC rosters.
- Each child should only receive **ONE** meal.



# Serve Time

- Children can only be served meals during the serve time(s) on record.
- For example, if your serve time is 3:30pm-4:30pm, do not begin serving meals until 3:30pm exactly, and do not serve meals past 4:30pm.
- The children must eat the meals on site; The meals cannot be taken home. (This is to ensure the safety of the food, and that the food is consumed by the child.)
- All leftovers (meals not served and share table meals) must be thrown away and not claimed (do not save meals).



# Meal Components

- Lunch and Supper meals must consist of the following components:
  - **meat/meat alternative**
    - **bread/grain**
    - **vegetable/fruit**
      - **milk**
- Snack must consist of two of the four components listed above. For example, a fruit and a grain would be considered a snack.



# Meal Components

- Check the Meal Production Records to ensure you are serving the correct components for each meal service.
- Children must take all meal components if they want any part of a meal.
- For lunch and supper, children **MUST** take a **MILK** with their meal (do not have to consume it, but must take it)
- Designate a “Share Table” or area to place unwanted items. Children that are still hungry after eating their own meal may then take items off of the “Share Table.” All share table items must be thrown away after service.



# Reimbursement System

- BAC only gets reimbursed from meals that are properly claimed on Attendance Rosters, and follow compliance guidelines.
- The sponsor is allowed to spend up to 15% of reimbursement funds on administrative cost for the CACFP.
- The remaining funds must be utilized in nonprofit food service operations.



## Special Needs Diets

Substitutions are required for disabled individuals and must be documented by a licensed physician.

Substitutions are permitted for medical or other special dietary needs and must be documented by a medical authority.

- For **Milk** substitutions, only a written request from the parent identifying the medical or special dietary need is required.



## Civil Rights (Discrimination)

- CACFP sites must be open to all attending children, regardless, of race, color, national origin, sex, age, or disability.
- All children are entitled to receive a meal, and any person who believes he or she has been discriminated against has a right to file a complaint.



## Civil Rights (Discrimination)

Examples of Civil Rights Discrimination include:

- Serving meals to boys first then girls after.
- Lining up the children by descending age to receive a meal
- Refusing to give a meal to a child that has displayed “bad” behavior.

Civil rights discrimination can occur any time you deny a child a meal for any reason other than simply running out of meals.



# Meal Service Styles

BAC serves all meals cafeteria style, where participants receive a complete meal while point-of-service attendance is taken. However there are a few other ways cafeteria style can be delivered.

- *Cart-in-Hand:* BAC staff delivers food to the desired location and takes attendance from a cart.
- *Classroom:* BAC staff delivers food to the respective classrooms and trained teachers conduct meal service and take attendance.



# Civil Rights (Discrimination)

- If a program participant feels that they have been discriminated against in the meal service follow the following procedure:
- STEP 1: Let them know they have the **right** to file a complaint.
- STEP 2: **Direct** the person(s) complaining to the “And Justice For All” poster, which describes how to file a complaint.
- STEP 3: Immediately **alert** BAC of the complaint.



# Claims Review Procedures

- BAC submits claims in a timely manner.
- Reimbursement claims are due to TDA from no later than the 60th day after the last day of the claim month.



# Claims Review Procedures

- Once attendance forms are received by BAC, the forms are reviewed independently at least three times.
- Site-based attendance information needs to be turned in WEEKLY by all sites and must be ACCURATE and COMPLETE in order to expedite this process for timely submission of claims.



# Site Supervisor Responsibilities

- While BAC is responsible to TDA and USDA for any and all CACFP meal programs, the site supervisor, is responsible for the operation and compliance of their site.
- Failure to observe compliance and take ownership of one's site can result in termination.



# Site Supervisor Responsibilities

- You are the one who must alert your sponsor when something is wrong with the meals-when there is too much or not enough food, or spoiled/damaged meals.
- Count the meals before distribution. If there are issues such as late delivery or shortage, immediately call your Program Manager or the Be A Champion office at 281-833-3129.



# Site Supervisor Responsibilities

- Ensure that complete meals are served to eligible children during the serve time, using point-of-service attendance, while no discrimination occurs.
- Serve meals and stay at the site the entire meal service window unless you run out of meals.
- Ensure that children eat all meals on site.
- Clean up after service, and ensure safe and sanitary conditions at the site.



# Site Supervisor Responsibilities

- A major program goal is to limit waste, so communicate with your assigned BAC Program Manager to ensure the correct meal counts are ordered daily. (BAC cannot use reimbursement funds to pay for meals not served!)
- If there are any upcoming events like field trips that may affect the meal counts, let your BAC Program Manager know at least two weeks before or asap.



# Site Supervisor Daily Report

- Email a daily report to [reports@bachamp.org](mailto:reports@bachamp.org) titled “CACFP Site Name & Date” before 9am the next day. (Email body should contain the number of meals received and served)
- Note in the report details about the meal service that day even already communicated to BAC, such as late delivery, spoiled milk, etc.
- In your report, you can also report about things that went well during the service, or put in awesome quotes from the site or students about the program!



# Record-Keeping Requirements

- Site Supervisors must ensure current menus and “And Justice For All” posters are posted daily.
- Site Supervisors must ensure typed rosters are up-to-date, or ensure that written-in rosters have first names, last names, and ages of all attendees.
  - All BAC CACFP attendance forms and delivery paperwork should be kept organized and in a safe place at the site ready for pickup or shipping.



# Record-Keeping Requirements

- In the Houston area, a BAC Program Monitor or Program Assistant will come by each week to pick up all of your meal program documents. Make sure to complete your documents each day in case they come by when you are not there.
- Non-Houston area sites will be set up with a Fedex account, in which meal program documents will need to be sent weekly to the Houston office weekly.



# Monitoring Visits

- Every Site will have a compliance monitor that will monitor it for compliance and operation. The monitor can implement changes in order to prepare sites for TDA and USDA visits.
- Compliance monitors will initially be very helpful and answer any questions. However disciplinary actions can be used if there is willful non-compliance.



# Monitors' Responsibilities

- When a monitor visits a site there is a general procedure they will follow. A monitor will check: posters, program daily documents, serve time adherence, meal components, point of service attendance recording, leftover meals disposal, etc.
- Monitors will complete official TDA monitor forms that measure program compliance during their visits, and will discuss completed review forms with you.



## TDA Visits

- TDA will inform you that they are there to observe the meal service, and must present their ID credentials upon request.
- Immediately notify BAC via phone that a visit is being conducted.
- TDA will observe the entire meal service, take notes, and offer suggestions.
- TDA will look for the compliance issues mentioned in training, will ask how you would handle a civil rights complaint, and will take a copy of all attendance sheets at the site.



# Civil Rights

- Civil Rights training is required annually.
- Civil Rights laws were enacted to remedy certain basic inequities in the legal, political, and social systems of our nation.



# Civil Rights

- Federal law prohibits discrimination in program administration based on the following USDA protected classes:
  - Race
  - Color
  - National Origin
  - Sex
  - Age, or
  - Disability
- Discrimination is the treatment or consideration of, or making a distinction in favor or against, a person based on the group, class, or category to which that person belongs.
- Unlawful discrimination can be intentional or unintentional.



# Unlawful Discrimination

Unlawful discrimination could be demonstrated by the following:

- Giving one group or type of participants larger or extra helpings of food while not providing the same to other groups or types of participants, i.e., serving boys larger portions than girls.
- Separating genders, i.e., putting the girls separate from the boys.
- Closing programs in areas easily accessible by all groups.
- Failing to provide children with special needs accommodating meals.
- Failing to provide program information to all potential program participants



# Public Notification System Purpose

All programs must include a public notification system to inform applicants, participants, and potentially eligible persons of:

- program availability
- program rights and responsibilities
- the policy of nondiscrimination
- the procedure for filing a complaint

## “And Justice For All” Posters

- All sites must prominently display this USDA nondiscrimination poster where services and benefits are delivered.
- The poster must be accessible during the serve time.



# Nondiscrimination Statement

- Nondiscrimination Statement- “In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.”
- Complaint filing procedures- “To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call 1 (866)-632-9992 (toll free), 1 (800)-877-8339 (Federal Relay Service) or 1 (800) 845-6136 (Spanish Speaking Assistance). USDA is an equal opportunity provider and employer.”
- This statement must be printed on all program documents. (If there is not enough room on the material, you may include, “This institution is an equal opportunity provider”.)



# Program Accessibility

- Accessibility to the program can include physical access to the services provided, meal modifications, and language accommodations.
  - Physical accessibility: Programs must be accessible to and useable by persons with disabilities.
  - Meal Modifications: Programs must serve special meals without additional charge to persons with disabilities with diet restrictions. (Examples: changing texture of food served, or lactose-free milk)
  - Language Accommodations: Programs must provide all program materials to participants in languages other than English as appropriate.
  - Sponsors should perform a self-evaluation to ensure programs are accessible to all.



# Customer Service

- Customer service is important because treating customers with dignity and respect through excellent customer service saves you time and minimizes opportunities for complaints and angry customers.

## Tips:

- Avoid interrupting the customer. Be patient and give the customer the opportunity to explain the issue.
- Be understanding and show empathy. Don't be judgmental.
- Talk calmly and slowly.
- Apologize even if the problem is not your or the organization's fault.
- Identify the problem based on info received from customer, and then determine a solution.
- Personally follow-up with the customer to ensure the issue is resolved.



# Complaints

- Despite providing excellent customer service, occasionally there will be a customer who believes their Civil Rights have been violated.
- A Civil Rights complaint alleges some kind of discrimination or adverse action that pertains to the six protected classes.
- A person alleging discrimination has the right to file their complaint either verbally or in writing within 180 days of the alleged action.



# Conflict Resolution

In no way should you impede with a customer's right to file a Civil Rights complaint. However, most conflicts are easily resolved by using appropriate tools.

1. Use a win/win approach (shift of attitude)
2. Turn problems into possibilities (what can be done, rather than focusing on the perceived problem.
3. Demonstrate empathy to show other that they are understood.
4. Be assertive in your stating your case without arousing the defenses of the person.



# Conflict Resolution

5. Cooperative power is being faced with a statement that has potential to create conflict, then asking open-ended questions to reframe resistance. (Explore the difficulties and then re-direct discussion to focus on positive possibilities.
6. Remember that managing emotions is internal as well as external. (Manage your own emotions)
7. Assess each person's willingness to resolve, identifying barriers to a resolution and overcoming the barriers will continue the resolution process.



# Additional Civil Rights

- It is unlawful to treat a customer differently if they have filed a Civil Rights complaint or participated in an investigation. Retaliation is unacceptable and against the law.
- USDA requires data pertaining to race and ethnicity be collected and maintained by sponsors.



# Civil Rights Takeaways

- BAC is an equal opportunity provider.
- Every person has the right to file a complaint.
- Refer all complaints to the “And Justice for All” poster.
- Call the BAC main office to report all civil rights complaints.



# Final Notes

- This is an awesome program that benefits many children across Texas, and the nation!
- To continue with this great program, program compliance must be followed daily.

- **Compliance in one sentence:**

“Serve complete meals to eligible children during the serve time without discrimination using accurate point-of-service attendance-recording on official rosters, while ensuring that all meals are consumed on site, and that all meals not consumed are thrown away.”



## TEXAS DEPARTMENT OF AGRICULTURE COMMISSIONER SID MILLER

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.



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Contact [compliance@bachamp.org](mailto:compliance@bachamp.org)