St. Mary's Food Bank®

Kids Cafe Household/Parent Contact

Policy and Procedure

Policy

St. Mary's Food Bank Alliance (SMFB) may conduct household/parent contacts when concerns, inconsistencies, or indicators of potential noncompliance ("red flags") are identified during monitoring reviews, claim reviews, or other oversight activities.

Household/parent contacts may be conducted via phone or written survey. All surveys and contact attempts will be documented and maintained as part of the program review file. Parents/guardians will be informed that participation is voluntary and that benefits to enrolled children will continue regardless of participation.

All information obtained through household contacts will remain confidential and will be used solely for administration and oversight of the CACFP program.

When Household/Parent Contacts May Be Necessary

Household/parent contacts may be initiated when concerns include, but are not limited to, the following:

1. Block claiming by an agency
2. Submission of false information
3. Failure to maintain adequate records
4. Claiming meals over licensed capacity
5. Claiming meals on weekends and/or holidays
6. Monitoring or review findings
7. Meal counts exceeding enrollment or attendance records
8. Meals claimed but not observed during monitoring visits

Procedure

1. Preparing for Contact

- SMFB may identify households/parents requiring contact based on review findings or identified concerns.
- Contact responsibilities may be assigned among staff to ensure timely completion.
- If households speak languages other than English, translation or interpretation services may be provided when possible.

2. Phone Contacts

- Phone contacts will be documented using the Arizona Department of Education (ADE) Parent Survey Telephone Conversation Record form.
    - This form can be mailed at the request of the parent/guardian.
- Information discussed during the call should be documented accurately and completely.
- Attempts to contact households by phone call will be documented, including the date, time, and outcome of the contact attempt.

3. Follow-Up

Based on the outcome of the contacts, SMFB may take the following actions:

- If discrepancies are identified, the site will be notified, and corrective action procedures may be initiated in accordance with program policies and procedures.
- If households cannot be contacted, additional follow-up may include further attempts, mailed surveys, or unannounced onsite visits during approved operating hours.
- If claims are verified and no discrepancies are identified, no further action is required.