Child Care Food Program
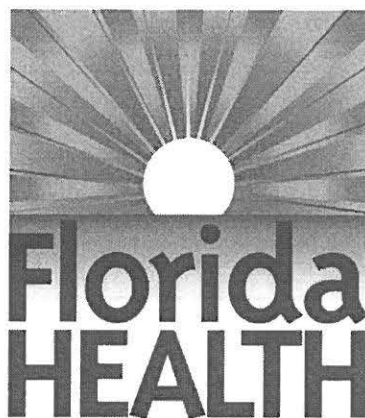# 2014
Annual Training Handbook

Child Care Food Program
...building healthy habits for life

Handbook Contents

The following items are for you to review and regard as part of your CCFP Annual Training. The first part of the book applies to all types of contractors and the rest applies as indicated.

FLORIDA DEPARTMENT OF HEALTH
DIVISION OF COMMUNITY HEALTH PROMOTION
BUREAU OF CHILD CARE FOOD PROGRAMS

STAFF LIST
(Updated 7/2014)

The following staff is located at: 2585 Merchants Way Blvd., Room 335, Tallahassee, FL 32399

Mailing address: 4052 Bald Cypress Way, Bin #A-17, Tallahassee, FL 32399
Phone number: 850.245.4323
Fax number: 850.414.1622
Email address: firstname.lastname@flhealth.gov
Web address: www.floridahealth.gov/ccfp

Maria Williamson, Bureau Chief
Brenda Lane, Policy Administrator
Renee Kane, Field Operations Administrator
Brenda Crosby, Nutrition Administrator
Joyce Harrison, Claims Administrator
Ellen Farrell, Training Administrator
Ashley Furland, Program Policy Specialist
Harriett Hobbs, Fiscal and Program Policy Specialist
Tina Mazanek, Program Policy Specialist
Arriet Foster, Fiscal and Program Policy Specialist
Daryl Jaquette, Program Policy Specialist
Lisa Gruber, Program Policy Specialist
Marlene DuBois, Compliance Specialist
Chris Cruikshank, Compliance Specialist
Vacant, Compliance Specialist

Terri Stone, Financial Compliance Specialist
Jessica Michaloski, Nutritionist
Krista Schoen, Nutritionist
Haiyan Maier, Nutritionist
Ruby Nicholson, Financial Analyst
Joyce Kinsey, Claims Specialist
Brent Drye, Computer Specialist
Tera Anderson, Training Specialist
Laura Glenn, Attorney
Fadonia Reed, Administrative Assistant II
Danielle Eddings, Administrative Assistant I
Yabrae Buggs, Operations Analyst
Vacant, Operations Analyst
Vacant, Staff Assistant

Renee Kane
Field Operations Administrator – 850.245.4323
(same address as North Region)

REGIONAL SUPERVISORS

North Region

Ashley Gill, Supervisor
Child Care Food Program
4052 Bald Cypress Way, Bin A-17
Tallahassee, FL 32399
Phone: 850.245.4608
Fax: 850.414.0032

Central Region

Grace Forsythe, Supervisor
Child Care Food Program
3101 Maguire Blvd., Suite 100
Orlando, FL 32803
Phone: 407.893.3073
Fax: 407.228.7789

South Region

Ramon Perez, Supervisor
Child Care Food Program
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Phone: 305.377.5108
Fax: 305.377.5797

REGIONAL PROGRAM SPECIALISTS

NORTH REGION
Supervisor – Ashley Gill
Staff Assistant – Cathy Bradley

Child Care Food Program
4052 Bald Cypress Way, Bin A-17
Tallahassee, FL 32399
Phone: 850.245.4606
Fax: 850.414.0032

Sandra Mosley   **N-1**
5192 Bayou Blvd
Pensacola, FL 32503
Ph: 850.475.5540   Fax: 850.475.5580

Charlotte Polito   **N-2**
230 N. Tyndall Parkway
Panama City, FL 32404
Ph: 850.747.5588   Fax: 850.747.5589

Tiffany Henry   **N-3**
4052 Bald Cypress Way, Bin #A-17
Tallahassee, FL 32399
Ph: 850.245.4609   Fax: 850.414.0032

Natasha Blaylock   **N-4**
2050 Art Museum Drive, #110
Jacksonville, FL 32207
Ph: 904.348.2747   Fax: 904.348.2622

Kalissa Vinson-Watson   **N-5**
2050 Art Museum Drive, #110
Jacksonville, FL 32207
Ph: 904.348.2748   Fax: 904.348.2622

Marci Pace (Supervisor)   **N-6**
Seagle Building, Suite 601C
408 West University Avenue
Gainesville, FL 32601
Ph: 352.955.2091   Fax: 352.955.2013

Karen Janosik   **N-7**
Cascades Office Park
1515 E. Silver Springs Blvd., Suite 124
Ocala, FL 34470
Ph: 352.620.7789   Fax: 352.620.7782

Sonji Jackson   **N-8**
Seagle Building, Suite 601C
408 West University Avenue
Gainesville, FL 32601
Ph: 352.955.2090   Fax: 352.955.2013

Myretta Reed   **N-9**
Seagle Building, Suite 601C
408 West University Avenue
Gainesville, FL 32601
Ph: 352.334.0946   Fax: 352.955.2013

Clemmie Thompson   **N-10**
2050 Art Museum Drive, #110
Jacksonville, FL 32207
Ph: 904.346.5020   Fax: 904.348.2622

CENTRAL REGION
Supervisor – Grace Forsythe
Staff Assistant – Deborah Swain

Child Care Food Program
3101 Maguire Blvd., Suite 100
Orlando, FL 32803
Phone: 407.893.3073
Staff Assistant Phone: 407.893.3080
Fax: 407.228.7789

Andrea Johnson   **C-1**
3101 Maguire Blvd., Suite 100
Orlando, FL 32803
Ph: 407.228.1402   Fax: 407.228.7789

Vacant   **C-2**
3101 Maguire Blvd., Suite 100
Orlando, FL 32803
Ph: 407.893.3077   Fax: 407.228.7789

Julio Riera   **C-3**
3101 Maguire Blvd., Suite 100
Orlando, FL 32803
Ph: 407.228.1401   Fax: 407.228.7789

Jim Simmons   **C-4**
Mary R. Grizzle Bldg., Suite 309
11351 Ulmerton Road West
Largo, FL 33778
Ph: 727.518.3471   Fax: 727.518.3475

John Hunter   **C-5**
Mary R. Grizzle Bldg., Suite 309
11351 Ulmerton Road West
Largo, FL 33778
Ph: 727.518.3472   Fax: 727.518.3475

Kevin Whalen   **C-6**
123 N. Kentucky Ave., Suite 213
Lakeland, FL 33801
Ph: 863.499.2264   Fax: 863.284.4342

Kayetrenia Nichols   **C-7**
1313 Tampa Street, Room 106
Tampa, FL 33602
Ph: 813.272.2436   Fax: 813.272.3671

SOUTH REGION
Supervisor – Ramon Perez
Staff Assistant – Tywania Armstrong

Child Care Food Program
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Phone: 305.377.5108
Staff Assistant Phone: 305.377.5561
Fax: 305.377.5797

Manuel Falla   **S-1**
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Ph: 305.377.5174   Fax: 305.377.5797

Jorge Batista   **S-2**
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Ph: 305.377.7022   Fax: 305.377.5797

Liliana Romeo   **S-3**
1400 W. Commercial Blvd., Suite 110
Ft. Lauderdale, FL 33309
Ph: 954.202.3327   Fax: 954.202.3329

Evelyn Maldonado   **S-4**
1400 W. Commercial Blvd., Suite 110
Ft. Lauderdale, FL 33309
Ph: 954.202.3328   Fax: 954.202.3329

Jessy Rigaud   **S-5**
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Ph: 305.377.5172   Fax: 305.377.5797

Edel Watkins   **S-6**
401 N.W. 2nd Avenue, Suite S-417
Miami, FL 33128
Ph: 305.377.5630   Fax: 305.377.5797

Jack DiBenedetto   **S-7**
1400 W. Commercial Blvd., Suite 110
Ft. Lauderdale, FL 33309
Ph: 954.202.3241   Fax: 954.202.3329

Liz Burgess   **S-8**
Joseph P. D'Alessandro Complex
2295 Victoria Avenue, Room 206
Ft. Myers, FL 33901
Ph: 239.461.6121   Fax: 239.461.6105

CCFP Annual Reminders:

Don't
FORGET!

All Contractor Types (I, S, A, H, D, U)

- Set up your FY 2015 files for the CCFP
- Make sure your records are updated, onsite and available at all times
- Ensure that the And Justice For All poster is posted, along with the WIC Flyer (unless distributed to parents) and the Building for the Future Flyer (multi-sites only)
- If catered, remember to renew or complete competitive procurement procedures before September 30, 2014 (see page 11 for more information)

Independent Centers (I) and Sponsors of Affiliated Centers (S)

- If you use the binder method, make a new FY 2015 3-ring binder for Free and Reduced-Price Applications, Child Participation Information, Infant Feeding Forms and Enrollment Rosters (see binder explanation below)

- Collect new Free and Reduced-Price Applications, Child Participation Information and Infant Feeding Forms from parents/guardians
  - Tip: Do not send the forms home; instead, have an informed staff person "man" a table during drop-off and pick-up times to help parents complete them.
  - Tip: The Child Care Enrollment Form in MIPS collects child participation information.
  - A recommended method for keeping these forms organized is to create a binder with A - Z tabs with a separate roster for each letter (or combination of letters – i.e., xyz); the F/R Applications, Child Participation Forms and Infant Feeding forms for the children listed on each roster page can then be filed behind that roster in the binder.

- Create New Enrollment Roster
  - **Every** child must be listed on the roster, even if they only attend for one day, and even if they do not eat. This includes infants, school-age children attending before and after-school programs, as well as all VPK children.

- Go to www.floridahealth.gov/ccfp if you'd like to watch a refresher module on approving Free and Reduced-Price Applications and creating Enrollment Rosters (found under the Training Opportunities link).

Afterschool Meals Program (A)

- Ensure all your afterschool sites have been determined eligible within the last five years. If not, re-determine area eligibility (see guidance on page 13).

Day Care Home Sponsors (D)

- Ensure all Tier I providers that are qualified by school or census data have been determined eligible within the last five years. If not, re-determine tiering eligibility. Pull report from MIPS to easily identify when each date expires (see guidance on page 14).

- Tip: The Child Care Enrollment Form in MIPS collects the required child participation information.

- Check the License Expiration Report in MIPS (under Contractor Information on your menu) to ensure DOH has the most current licenses on file for your providers.

Sponsors of Unaffiliated Centers (U)

- Remind your centers to collect new Free and Reduced-Price Applications, Child Participation Information and Infant Feeding Forms from parents/guardians
  - Tip: Centers may use the Child Care Enrollment Form in MIPS to meet the requirement of collecting child participation information.

- Create new Enrollment Rosters for your centers
  - **Every** child must be listed on the roster, even if they only attend for one day, and even if they do not eat. This includes infants, school-age children attending before and after-school programs, as well as all VPK children.
  - If using the binder method, make new FY 2015 3-ring binders for all your centers for filing the Rosters, Free and Reduced-Price Applications, Child Participation Information, and Infant Feeding Forms.

- Check the License Expiration Report in MIPS (under Contractor Information on your menu) to ensure DOH has the most current licenses on file for your centers.

- Go to www.floridahealth.gov/ccfp if you'd like to watch a refresher module on approving Free and Reduced-Price Applications and creating Enrollment Rosters (found under the Training Opportunities link).

Tips for a Successful Review

Below are six areas in which errors are frequently found during reviews. Use the tips that are applicable to your program type to help improve the success of your future reviews.

Free and Reduced-Price Meal Applications

√ Ensure that all required information is recorded on the application (Refer to the Eligibility Guide for Child Care Centers)

√ Check Food Assistance Program and TANF numbers, last four digits of Social Security numbers, and parents' signatures

√ Ensure the frequency of each income is specified or the "no income" box is checked

√ Convert incomes with <u>different</u> frequencies to a total annual amount

√ Children with missing or incomplete applications must be classified as Non-Needy until all required information is received and another classification can be verified

√ **New Policy Change** – There are now two options for determining the effective date of a household's eligibility category: Option A and Option B. Each CCFP contractor must choose the option they will use and approve all applications using only that option. (See *Policy Memo April 24, 2014- Effective Date of Income Eligibility Determinations*)

Enrollment Rosters

√ Record the child's correct full name and/or nickname on the roster and use that name consistently on <u>all</u> CCFP forms

√ Drop-ins and VPK children must be listed on the roster, even if the children only attend part-time or even for one day

√ All enrolled children need to be on the roster, even if some of their paperwork is outstanding

☺ TIP – Write a "P" (for pending) in pencil by the child's name until all the paperwork is in. Erase the "P" when all forms are received and the final Free/Reduced/Non-Needy determination is made.

√ Record a last date of attendance for children who are no longer attending, (i.e. children who do not attend for a whole calendar month)

√ The summary section at the bottom of each page of the roster must be compiled at the end of the month with the total number of Free/Reduced/Non-Needy children

√ The total number of Free/Reduced/Non-Needy children from the summary sections of the enrollment roster pages should match the totals submitted on the Monthly Claim for Reimbursement

Meals Claimed

√ Record all meal counts within one hour of service (does not apply to day care home providers)

√ Meal counts may be lower than daily sign-in sheets, attendance records, or number of delivered catered meals, but should never be higher

√ Serve meals during the approved meal service times listed on the CCFP Site Information Sheet and Provider Data Sheet

Meal Pattern Requirements

√ Use the Menu Review Checklist when planning menus to ensure all requirements are met

√ Review the Guide to Crediting Foods to ensure menu items are creditable

√ Make sure that children 2 years of age and older are receiving lowfat (1%) or fat-free (skim) milk; whole milk is recommended for children between the ages of 1 and 2

√ Use a cycle menu, either your own or one recommended by CCFP, to help with meal planning and to reduce errors

√ Have copies of CN labels or Manufacturer's Analysis sheets for all main dish commercially processed/combination foods on your menu and be sure to use the calculations on the label to ensure the correct amounts are being served

☺ TIP – The CCFP website (www.floridahealth.gov/ccfp) has a tutorial and a calculator for determining the correct serving sizes from CN labels

Food Costs

√ You must purchase enough food to provide the appropriate number of servings and serving sizes for all children being served, including infants

√ Use the Milk Usage Calculator on the CCFP website as a planning tool to ensure that enough milk will be purchased each month

√ To estimate the amount of money that should be spent on food for the current month, aim to spend at least 50% of the amount of the previous month's total reimbursement on food

√ Pay attention to administrative and non-food operating costs to make sure they are not cutting into the amount of money allocated for food

Expenditure Records

√ Store all monthly claim documentation in one envelope for easy reference; use the CCFP Monthly Documentation Checklist (located in MIPS under Blank Forms/Documents) to ensure you have all required records

√ Keep all original receipts; copies are recommended, especially for receipts like thermal receipts which fade; however, copies alone are not sufficient to support CCFP reimbursement

√ Operating and Administrative Expenditure Worksheets should be completed monthly, using the appropriate columns to record all expenses (self-calculating spreadsheets can be found on our website under Regulations, Guidance and Record Keeping).

√ If claiming labor costs, Personnel Activity Reports (PARs) must be completed for all employees claimed and must be signed by both the employee and his/her supervisor (self-calculating PAR forms can be found in MIPS and on our website under Regulations, Guidance and Record Keeping).

FLORIDA DEPARTMENT OF HEALTH
CHILD CARE FOOD PROGRAM
FEDERAL FISCAL YEAR 2015
60-DAY CLAIMING DEADLINES
FOR POSTMARKS, STAMPED RECEIVED OR ENTERED INTO MIPS

CLAIM MONTH	CLAIMING DEADLINE
Final four months of FY 2014	
JUNE 2014	AUGUST 29, 2014
JULY 2014	SEPTEMBER 29, 2014
AUGUST 2014	OCTOBER 30, 2014
SEPTEMBER 2014	NOVEMBER 29, 2014
Beginning of FY 2015	
OCTOBER 2014	DECEMBER 30, 2014
NOVEMBER 2014	JANUARY 29, 2015
DECEMBER 2014	MARCH 1, 2015
JANUARY 2015	APRIL 1, 2015
FEBRUARY 2015	APRIL 29, 2015
MARCH 2015	MAY 30, 2015
APRIL 2015	JUNE 29, 2015
MAY 2015	JULY 30, 2015
JUNE 2015	AUGUST 29, 2015
JULY 2015	SEPTEMBER 29, 2015
AUGUST 2015	OCTOBER 30, 2015
SEPTEMBER 2015	NOVEMBER 29, 2015

New Stuff in MIPS!

NEW!   **NEW!**

Under **Blank Forms/Documents** and **Nutrition Guidance** (links on your MIPS menu) is where you can find the materials needed to operate the Child Care Food Program. Below is a list of some of the new forms/documents that have been updated or added since last renewal.

Please continue to check MIPS for the most updated forms and if there's something you'd like us to put in MIPS that is not there please email Ellen.Farrell@flhealth.gov. Thanks!

Afterschool Meals Program Site Information Form

Attendance Record

Change Forms

Checklist for Adding a Site (for S, U and A contractors)

Child Care Enrollment Form (English and Spanish)

Continuous Property Record

Eligibility Guide

Federal Regulations Part 226

Florida CCFP Creditable Milks

FNS Instruction 796-2 Revision 4

Guide to Crediting Foods

Income Eligibility Guidelines

PARs (Personnel Activity Reports) – are now automated and in MIPS (and on web)

Special Needs Meals in the CCFP

WIC Flyer (includes 3 languages in one flyer!)

Find policy memos under the **Policy Memos** link on your MIPS menu.

Nutrition News

New Cookbook Available!

RECIPES for HEALTHY KIDS
COOKBOOK FOR HOMES
LET'S MOVE!
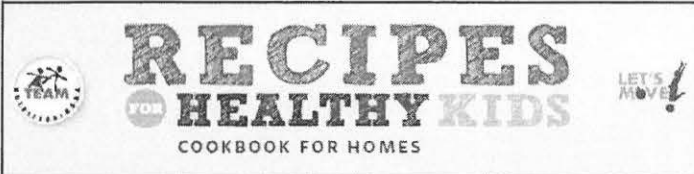
USDA has released a new cookbook titled *Recipes for Healthy Kids.* The recipes are colorful, healthy, and kid/chef approved!

Two versions are available: one for homes (6 servings) and one for centers and schools (25 and 50 servings). If you haven't received a copy, visit http://tn.ntis.gov/ to order your free copy!
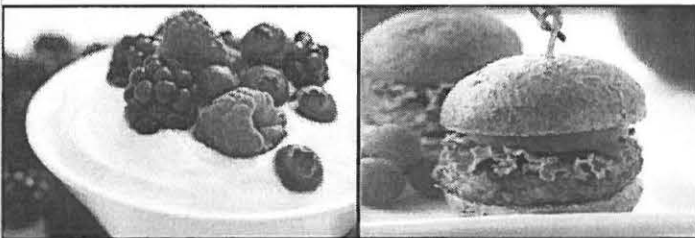
Catering!

Fiscal year 2014-2015 catering documents are available on the CCFP website and in MIPS. Be sure to use these documents for your procurement contracts.

Updated documents include:

- Standard Catering Contract
- Renewal Contract
- Procurement Requirements
- Catered Cycle Menus
- Online training modules: Parts 1,2,3,4
  CCFP website: www.floridahealth.gov/ccfp/
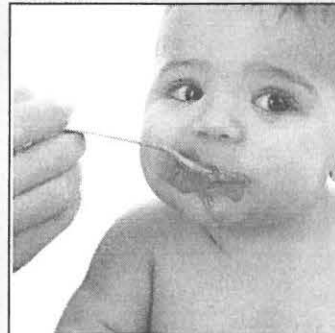
Don't miss the Feeding Infants Workshop!

Coming Soon!

This fall we will offer in-person Feeding Infants workshops!
Dates and locations will be mailed to you in a memo and will also be posted on our website in early August.

Online Modules!

Available now:

- The ABC's of Child Nutrition (CN) Labels
- Serving Safe Food in the CCFP
- Child Care Provider's Role in Preventing Childhood Obesity

Coming soon:

- A Dozen Ways to Be Healthy: Preschool Lesson Plans
- Feeding Infants: Policies and Procedures
- Creating a Breastfeeding Friendly Child Care Facility

breastfed babies welcome here

Food Service Inspection Requirements
Child Care Food Program

Child Care Food Program (CCFP) regulations require child care facilities to have a <u>current health/sanitation permit or satisfactory food service inspection report</u> issued by a local authority at least yearly. Centers must provide a copy of their current food service inspection documentation as part of the application process and also make it available during a CCFP monitoring review. Food service inspection documentation is valid for one year from date of issuance or until the expiration date on the document, whichever date is earlier.

For DCF licensed child care centers:

The Department of Children and Families (DCF) provides food service inspections to licensed child care centers in 62 counties. DCF has updated the child care standards for centers (Chapter 65C-22, Florida Administrative Code effective 8/1/2013). As part of licensing, DCF inspects for food service according to standard 65C-22.002 Physical Environment and 65C-22.005 Food and Nutrition. <u>A valid licensing inspection report or a Food Hygiene Inspection Addendum indicating compliance with the standards in effect at the time of inspection is required.</u>

For religious-exempt child care centers:

The Environmental Health section of the local county health department will provide food service inspections to religious-exempt child care centers, when requested. When requesting an inspection, a completed Request for Food Service Inspection form must be submitted to the local county health department. Please contact *(Sponsor enter contact name and phone number here)* for request form and local county health department contact list.

For public/private schools:

Environmental Health from the local County Health Department (CHD) is responsible for food service inspections and issuing <u>DOH Food Permits</u> to public and private schools.

For locally licensed child care centers:

Local licensing is responsible for food service inspections in five counties: Broward, Hillsborough, Palm Beach, Pinellas, and Sarasota. <u>Food service documentation will be determined by the county of issuance.</u> See the table below for local licensing and food service inspection contact information.

County	Licensing inspection	Food service inspection
Broward	Ph: 954-357-4800	Environmental Licensing and Building Permitting Division, Child Care Food Service Section Ph: 954-765-4400, press #, ext. 9696
Hillsborough	Ph: 813-264-3925 ext. 53565	Same
Palm Beach	Ph: 561-837-5971	Same
Pinellas	Ph: 727-507-4857	Ph: 727-507-4857 ext. 7949
Sarasota	Ph: 941-861-6650	Ph: 941-861-3317

According to FNS instruction 113-1, Section XI, training on Civil Rights is required annually for all levels of CCFP administration. Please ensure you are compliant with the following information and your "And Justice for All" poster is displayed in a prominent place. For replacement posters call Danielle Eddings at 850-245-4323.

This PowerPoint presentation can be found on our website under Training Opportunities for your use.

Civil Rights in the Child Care Food Program (CCFP)

Why is Civil Rights important?

Ensures equal access to the Child Care Food Program

1

What is Discrimination?

The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes

2

Six Protected Classes

- Race
- Color
- National Origin
- Age
- Sex
- Disability

3

Assurances

A civil rights assurance is incorporated in all agreements between the state agency and contractor in order to ensure that ALL children have access to the child nutrition programs.

Agreements between sponsors and their facilities also include civil rights assurances.

4

Public Notification System

Display in a prominent place the "And Justice For All" poster
Request Posters from Danielle Eddings
850.245.4323

Standard Poster comes in English or Spanish. Other translations found:
http://www.fns.usda.gov/cr/justice.h tm#Translations

5

Public Notification System
Program Availability

Inform participants and prospective participants of their program rights and responsibilities and the steps necessary for participation.

6

Public Notification System
Nondiscrimination Statement

Include the nondiscrimination statement on all publications, including web sites, that inform the public about the CCFP.

(Examples of where this is found: News Release, "And Justice for All" poster, "Building for the Future" letter, any CCFP materials provided to the public)

7

Public Notification System
Nondiscrimination Statement

NEW Full Statement:

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

USDA is an equal opportunity provider and employer. 8

Public Notification System
Nondiscrimination Statement

Minimum Statement:
(use only if limited space is available)

"This institution is an equal opportunity provider" or "The Child Care Food Program is an equal opportunity provider."

9

Public Notification System
Nondiscrimination Statement

At a minimum, the nondiscrimination statement, or a link to it, must be included on your home page with program information
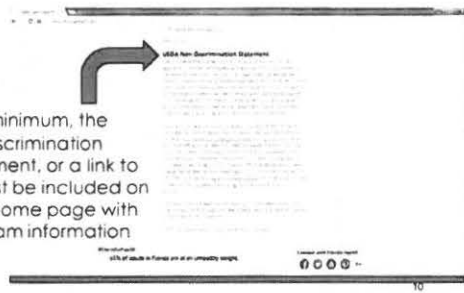
10

Public Notification System
Complaint Information

Participants must be advised of their rights and the complaint procedures including how to file a complaint

11

Handling Complaints

Right to File a Complaint:
Any person alleging discrimination based on race, color, national origin, age, sex, or disability has a right to file a complaint within 180 days of the alleged discriminatory action.

Complaints:
- Written or verbal
- Anonymous complaints should be handled as any other complaint
- State agencies can develop complaint forms, but the use of such forms cannot be a prerequisite for acceptance of a complaint

12

Handling Complaints

Bureau of Child Care Food Program

COMPLAINT RECEIPT FORM

Date complaint received: _____ Time complaint received: _____

Complaint received by: _____

Complainant name: _____

Name: _____

How to be contacted ☐ email ☐ or ☐ fax If fax, Phone #: _____

Email address: _____

Subject of complaint: (if any)

CCFP Authorization Number: F 8000004 _____

Name of Individual or Facility: _____

Address: _____

Phone Number: _____ County: _____

Is this a Civil Rights complaint? ☐ yes ☐ no

If Yes, please indicate the bias of Civil Rights Complaint and describe:
☐ Race ☐ Color ☐ Sex ☐ Age ☐ National Origin ☐ Disability
Date of the alleged discrimination action: _____
Brief Description:

If Yes, please state the nature of the complaint here:

Return of complaint: Please be concise and state the facts, such as who, what...

This form is not required but it shows the information to be collected

13

Handling Complaints

A complaint can be made to any CCFP staff

All civil rights complaints must be forwarded to the appropriate Regional or FNS OCR Director

CCFP contractors have to notify the state agency of a civil rights complaint immediately

14

Compliance Reviews

Civil rights compliance must be evaluated during:

Pre-approval Reviews (Question on the pre-approval form and observation of practices)

Post-award or Routine Compliance Reviews (Site, Sponsor and Provider Review Forms)

15

Resolving noncompliance

Noncompliance is a factual finding that any civil rights requirement, as provided by law, regulation, policy, instruction or guidelines, is not being adhered to by a contractor or its sponsored facilities

Noncompliance may be the result of:
– A review of civil rights compliance during routine reviews
– A special review or
– An investigation

Once noncompliance is determined, steps must be taken to immediately to obtain voluntary compliance

Continued noncompliance may lead to suspension or final termination

16 16

Data Collection and Reporting

Each contractor is required to collect racial/ethnic data and maintain the data on file for three years plus the current year

This information is reported on site/provider information forms and site/provider review forms

17

Data Collection and Reporting

The purpose is to:

• Determine how effectively FNS programs are reaching potential eligible persons and beneficiaries
• Identify areas where additional outreach is needed
• Complete reports, as required

18

Language Assistance

Contractors have a responsibility to take steps to ensure meaningful access to their programs and activities by persons with Limited English Proficiency (LEP).

LEP describes individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Translated materials are available from the CCFP

19

Reasonable accommodations for persons with disabilities

Americans with Disabilities Act - prohibits discrimination based on a disability in all services, programs, and activities provided to the public by State and local governments, except public transportation services. This means that agencies must ensure persons with disabilities have:

- Program accessibility (phone, mail, etc.)
- Effective communication with agency staff
- Easy access to the building itself

20

Equal opportunity for religious organizations

Ensures a level playing field for the participation of faith-based organizations and other community-based organizations (FB/CBO) in USDA programs

Creates new opportunities to serve more people in need

USDA is working to ensure that FB/CBO have equal access to USDA funding opportunities, especially those groups that have not partnered with the government before

21

Good Customer Service

Providing good customer service is key to avoiding the appearance or perception by anyone of unlawful discriminatory statements or actions

22

Resolving conflict

Conflict comes about from differences - in needs, values and motivations. Sometimes through these differences we complement each other, but sometimes we will conflict.

Conflict is not a problem in itself - it is what we do with it that counts.

For more information on strategies to resolve conflicts
– http://www.crnhq.org/twelveskills.html

23

Civil Rights Training

All staff must receive training on all aspects of civil rights compliance on an annual basis, including:

- Effective public notification systems
- Complaint procedures
- Compliance review techniques
- Resolution of noncompliance
- Collection and use of racial/ethnic data
- Requirements for language assistance
- Requirements for reasonable accommodation of persons with disabilities
- Customer service
- Conflict resolution

24

Call WIC today!

WIC provides healthy foods that are good for you, your infant, and your child, plus helpful nutrition information—all at no cost.
For more details, call: 1-800-342-3556

WIC serves these eligible Women, Infants, and Children:

- Women who are pregnant or breastfeeding
- Women who have recently been pregnant
- Infants under 12 months of age
- Children under 5 years of age

To be income-eligible for WIC, you must have a total household income equal to or less than the amounts shown in the WIC INCOME GUIDELINES **OR you are income-eligible if you are currently receiving Medicaid, Temporary Cash Assistance (TCA), or Food Assistance.** USDA is an equal opportunity provider and employer.

¡Llame a WIC hoy mismo!

WIC provee alimentos saludables para usted, su bebé y su niño, además le brinda información nutricional, sin costo alguno para usted. Para obtener más detalles, llame al: 1-800-342-3556

WIC ofrece servicios a Mujeres, Infantes y Niños que son elegibles:

- Mujeres embarazadas o que estén dando pecho
- Mujeres que hayan estado embarazadas recientemente
- Bebés menores de 12 meses de edad
- Niños menores de 5 años de edad

Requisitos de ingresos para ser elegible en WIC, debe tener un ingreso familiar total a/o inferior a las cantidades que figuran en las PAUTAS de INGRESOS para WIC **O, reunirá los requisitos si actualmente recibe Medicaid, asistencia financiera temporera (Temporary Cash Assistance—TCA) o asistencia de alimentos (Food Assistance).** El USDA es un proveedor y empleador que ofrece igualdad de oportunidades.

WIC INCOME GUIDELINES
Pautas de Ingresos para WIC
Règleman pou Revni WIC

Household Size Tamaño de la Familia Kantite moun ki nan kay la	Monthly Income* Ingreso Mensual* Revni Mansyè*
1	$ 1,800
2	$ 2,426
3	$ 3,051
4	$ 3,677
5	$ 4,303
6	$ 4,929
7	$ 5,555
8	$ 6,181

*before taxes & deductions
*antes de descontados los impuestos y otras deducciones
*anvan taks ak dediksyon
Revised/Revisado/Revize 5/5/14

Rele WIC jodi a!

WIC bay manje ki bon pou lasante ou, pou ti bebe ou, epi pou ti moun ou, anplis li ba w enfòmasyon sou nitrisyon ki itil—tout bagay sa yo san ou pa peye senk kòb. Pou plis detay, rele: 1-800-342-3556

WIC bay sèvis pou fanm, ti bebe, ak ti moun ki elijib:

- Fanm ki ansent oswa k ap bay tete
- Fanm ki fèk ansent
- Ti bebe ki poko genyen 12 mwa
- Ti moun ki poko genyen 5 an

Pou elijib pou WIC selon revni w, revni total tout moun nan kay la dwe egal a montan ki nan Règleman pou Revni WIC **lan oswa li dwe mwens OSWA, ou ka elijib selon revni w si w ap resevwa Medicaid, Asistans Lajan Kach Tanporè (Temporary Cash Assistance—TCA) oswa Asistans Manje (Food Assistance).** USDA se yon founisè ak anplwayè ki bay opòtinite egal.

Florida
HEALTH

Florida Department of Health, WIC Program   FloridaWIC.org

Area Eligibility: Qualifying Afterschool Meals Program (AMP) Sites

An AMP site must be located within the geographical boundaries of a school zone in which 50 percent or more of the children enrolled are eligible for free or reduced-price school meals. This is referred to as area eligibility. School zones for elementary, middle, or high schools are used in determining area eligibility.

Each site must have its area eligibility re-determined at least every five years. Below are the guidelines for re-determining area eligibility:

1. Re-determination of each site's area eligibility must be completed at least once every five years. (Example: Initial determination is made January 16, 2012, and is effective January 1, 2012. Re-determination must be completed by the end of January 2017, and will be effective January 1, 2017.) The report from MIPS, titled "AMP Site Eligibility Determination Date" lists the determination date for all sites and can be used as an aid to ascertain when the site eligibility must be re-determined.

2. If an afterschool site relocates to a different school zone, the eligibility of the site must immediately be re-determined, using the <u>most recent</u> *50% School List*.

3. Each year, contact the county school board to determine if school zones have remained the same, or have changed, and document the details of this contact. If public school zones have changed:
    a. All <u>new</u> sites must be approved using the <u>new</u> school zones.
    b. Existing sites may keep their eligibility until the end of their five year period of eligibility. After the five year period, the eligibility of the existing sites must be re-determined using the most recent school zones and *50% School List*.

4. When choosing to re-determine a site's area eligibility prior to eligibility expiration, use the most current *50% School List* in existence when the re-determination takes place.

5. If a site is terminated from the AMP and subsequently added back on the AMP, the <u>most recent</u> *50% School List* must be utilized to make a current area eligibility determination.

6. When a new *50% School List* is issued:
    a. Contractors must use the <u>new</u> list for determining the area eligibility of any <u>new</u> site(s) **and** any <u>existing</u> sites whose five year eligibility is exhausted.
    b. Existing sites that are within their five-year eligibility period may retain their area eligibility until the end of their current five-year period.

7. USDA, DOH, or a sponsor of multiple sites has the authority to change an area eligibility determination if new information becomes available to indicate that the site is no longer eligible.

PLEASE NOTE: Some schools on the 50% School List (e.g. exceptional schools, university lab schools, Florida School for the Deaf and Blind, Juvenile Justice Schools, charter schools, virtual schools, etc.) do not have traditional school zones and are not to be used to determine area eligibility.

Day Care Homes: Tiering Eligibility

DCH Sponsors are required to re-determine tiering eligibility of Tier I providers qualified by school or census data every **five years**. DCH Sponsors can pull a report from MIPS that will identify the next determination date.

1. Log-in to MIPS
2. Expand "Provider Information"
3. Then click on "Provider Tier I Determination Date"
4. Select the Current Fiscal Year (this eliminates errant data)
5. Click Preview Report
   - The report lists providers by Tier I category (School, Census and Provider Income)
   - Providers are listed in chronological order by determination.

See the examples below. The report (see right box) displays the determination date and next determination due date for each provider.

Remember that the following must be updated annually:

- Provider Income Statement form:
  - For providers qualifying as Tier I based on provider income or Food Assistance/TANF eligibility (back-up documentation required to be on file)
  - For Tier I providers qualifying to claim "own" children for meals
- Tier II Household Income Statement form for all children in Tier II DCH for which provider will be reimbursed at the high rate.

Building for the Future

This facility participates in the Child Care Food Program (CCFP), a Federal program that provides healthy meals and snacks to children child care settings.

Each day more than 2.6 million children participate in the CCFP at day care homes, child care centers, and afterschool programs across the country. Providers are reimbursed for serving nutritious meals that meet USDA requirements. The program plays a vital role in improving the quality of child care and making it more affordable for low-income families.

Meals   CCFP facilities follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks (Two of the four)
Milk	Milk	Milk
Fruit or vegetable	Meat or meat alternate	Meat or meat alternate
Grains or bread	Grains or bread	Grains or bread
	Two different servings of fruits or vegetables	Fruit or vegetable

Participating

Facilities   Many different homes and centers operate the CCFP and share the common goal of bringing nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care centers, Head Start programs, and some for-profit centers.
- **Family Day Care Homes:** Licensed or approved private homes.
- **Afterschool Programs:** Sites in low-income areas provide free snacks and/or meals to school-age children and youth.
- **Homeless Shelters:** Emergency shelters provide food services to homeless children.

Eligibility   State agencies reimburse facilities that offer non-residential child care to the following children:
- children age 12 and under,
- migrant children age 15 and younger, and
- youth through age 18 in afterschool programs in needy areas.

Civil

Rights   The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (in Spanish). USDA is an equal opportunity provider and employer.

Contact

Information   If you have questions about the CCFP, please contact one of the following:

Sponsoring Organization/Facility:

State Agency:
Florida Department of Health
Bureau of Child Care Food Programs
4052 Bald Cypress Way, Bin A-17
Tallahassee, Florida 32399-1727
850.245.4323

USDA

Revised 9/2013

S-130-06