



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN SERVICES**

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BILL HASLAM
GOVERNOR

DANIELLE W. BARNES
COMMISSIONER

March 2, 2018

Maria Watley, Board Chair
Wright's Human Resources and Community Development
PO Box 5681
Chattanooga, Tennessee 37406-0006

Dear Ms. Watley,

The Tennessee Department of Human Services (DHS) - Audit Services staff conducted an unannounced on-site monitoring review of the Child and Adult Care Food Program (CACFP) at Wright's Human Resources and Community Development (Sponsor), Application Agreement number 00-570, on January 19, 2018. The purpose of this review was to determine if the Sponsor complied with *Title 7 of the Code of Federal Regulations* (CFR) applicable parts, application agreement, and applicable Federal and State regulations.

Based on our review of the Sponsor's records and information provided, the Sponsor had six sites operating during the test month of December 2017. Rainbow Child Care Center was selected as the sample site. In addition, we reviewed the CACFP applications at ABC Children's Learning Center, Kidds World Day Care Center, Little Rascals Day Care Center, Ms. Rita's Child Care Center, and Pneuma Christian Center and Academy in order to get a statistically valid sample of the Sponsor's applications.

Background

CACFP Sponsors utilize meal count sheets to record the number of breakfast, lunch, supper and supplement meals served. Meals served by participating Sponsors must meet the minimum guidelines set by the United States Department of Agriculture (USDA) and DHS to be eligible for reimbursement. The CACFP Sponsor reports the number of meals served through the DHS Tennessee Information Payment System (TIPS) system to seek reimbursement. We inspected meal count sheets for our test period and reconciled the meals claimed to the meals reported as served for each meal service. We also assessed compliance with civil rights requirements and observed a meal service. In addition, we observed a lunch meal service during our site visit at Rainbow Child Care Center on December 6, 2017.

Our review of the Sponsor's records for December 2017 disclosed the following:

1. The Sponsor reported the number of participants in the free, reduced-price and paid categories incorrectly

Condition

We reviewed participants' applications at Rainbow Child Care Center, ABC Children's Learning Center, Kidds World Day Care Center, Little Rascals Day Care Center, Ms. Rita's Child Care Center, and Pneuma Christian Center and Academy.

Rainbow Child Care Center – sample center

The Claim for Reimbursement for the test month reported 31 participants in the free category, one participant in the reduced-price category, and one participant in the paid category. However, based on our review of the Sponsor's records, we found that there were 30 participants in the free category, one participant in the reduced-price category, and two participants in the paid category. The differences were based on the following:

- There was one participant reported in the free category that did not have a current application on file. This participant was reclassified as paid.

As a result, the Sponsor underreported the number of participants in the paid category by one participant, and over-reported the number of participants in the paid category by one participant. (See Exhibit B)

ABC Children's Learning Center

The Claim for Reimbursement for the test month reported 27 participants in the free category, five participants in the reduced-price category, and one participant in the paid category. However, based on our review of the Sponsor's records, we found that there were 24 participants in the free category, six participants in the reduced-price category, and three participants in the paid category. The differences were based on the following:

- There was one participant reported in the free category, but based on the application should have been reported as reduced. This participant was reclassified as reduced.
- There was one participant reported in the free category that did not have a current application on file. This participant was reclassified as paid.
- There was one participant classified as free whose application had a determining official's signature over 12 months old. This participant was reclassified as paid.

As a result, the Sponsor underreported the number of participants in the reduced-price category by one participant and the paid category by two participants, and over-reported the number of participants in the free category by three participants. (See Exhibit C)

Little Rascals Day Care Center

The Claim for Reimbursement for the test month reported 27 participants in the free category, 17 participants in the reduced-price category, and 33 participants in the paid category. However, based on our review of the Sponsor's records, we found that there were 29 participants in the free category, 19 participants in the reduced-price category, and 29 participants in the paid category. The differences were based on the following:

- There was one participant reported in the reduced-price category, but based on the application the participant should have been reported as free. This participant was reclassified as free
- The Sponsor under reported the number of free participants by one, under reported the number of reduced-price participants by three, and over-reported the number of paid participants by four

As a result, the Sponsor underreported the number of participants in the free category by two participants and the reduced-price category by two participants, and over-reported the number of participants in the paid category by four participants. (See Exhibit E)

Criteria

Title 7 of the Code of Federal Regulations, Section 226.10(c) states, "... In submitting a Claim for Reimbursement, each institution shall certify that the claim is correct and that records are available to support that claim."

Recommendation

The Sponsor should implement a system of review to ensure that all participants are reported in the correct category and reported accurately.

2. The Sponsor did not provide documentation to support sufficient quantities of milk were purchased for all meals reported at the sample site

Condition

Based on the number of meals served with milk as a component, **Rainbow Child Care Center** required a total of 1,046 half pints of milk. However, the Sponsor could only document the purchase of 700 half pints of milk, resulting in a shortage of 346 half pints of milk.

As a result, 346 breakfast meals served were disallowed. (See Exhibit B)

This is a repeat finding from the previous report dated May 28, 2015.

Criteria

Title 7 of the Code of Federal Regulations, Section 226.20(a) states, "... each meal served in the Program must contain, at a minimum, the indicated food components: (1) *Fluid milk*. Fluid milk must be served as a beverage or on cereal, or a combination of both, as follows: (i) *Children 1 year old*. Children one year of age must be served unflavored whole milk. (ii) *Children 2 through 5 years old*. Children two through five years old must be served either unflavored low-fat (1 percent) or unflavored fat-free (skim) milk."

Title 7 of the Code of Federal Regulations, Section 226.20(c) states that for each child at breakfast and lunch, the following quantities of milk are to be served: "Ages 1-2: 4 fluid ounces. Ages 3-5: 6 fluid ounces."

Recommendation

The Sponsor should maintain a month-end inventory for each month and all receipts for food purchases in order to provide evidence that the required amount of milk was purchased and served.

Note: Our observation of the meal service on December 6, 2017 revealed no deficiencies.

Technical Assistance Provided

During our on-site visit on December 6, 2017, we provided technical assistance regarding the most appropriate placement of Program informing posters. During our on-site visit on January 25, 2018, further assistance on this same topic was provided.

Disallowed Meals Cost

Based on our review, we determined that the Sponsor's noncompliance with the applicable Federal and State regulations that govern the CACFP resulted in a total disallowed cost of \$530.44.

Corrective Action

The Sponsor must complete the following actions within 30 days from the date of this report:

- Login to the Tennessee Information Payment System (TIPS) and revise the claim(s) submitted for each site for December 2017 which contains the verified claim data from the enclosed exhibit;
- Remit a check payable to the **Tennessee Department of Human Services** in the amount of \$530.44 for recovery of the amounts disallowed in this report. **Please return the attached billing notice with your check;** and
- Prepare and submit a corrective action plan to address the deficiencies identified in this report. The corrective action plan template is attached. Please return the corrective action plan to:

AuditServices.CAPS.DHS@tn.gov

If you have questions relative to the corrective action plan please contact:

Allette Vayda, Director
Child and Adult Care Food Program
8th Floor Citizens Plaza Building
400 Deaderick Street
Nashville, Tennessee 37243
Allette.Vayda@tn.gov
(615) 313-3769

Please note that the amount of disallowed cost is subject to an interest charge. The interest charge will be waived if your revised claim within 30 days from the date of this report. If the revised claim is not completed by the 30-day deadline, an interest charge may be billed to your institution. Please mail your check and the billing notice to:

Child and Adult Care Food Program
Fiscal Services
11th Floor, Citizens Plaza Building
400 Deaderick Street
Nashville, Tennessee 37243

In accordance with the federal regulation found at *7 CFR Part 226.6 (k)*, your institution may appeal the amount of disallowed cost identified in this monitoring report. The procedures for submitting an appeal are enclosed. The appeal must be submitted to:

Tennessee Department of Human Services
Appeals and Hearings Division, Clerk's Office
P.O. Box 198996
Nashville, TN 37219

If the Institution decides to appeal the amount of disallowed administrative and meals cost, all appeal procedures must be followed as failure to do so may result in the denial of your request for an appeal.

We appreciate the assistance provided during this review. If you have any questions regarding this report, please contact Sean Baker, Audit Director 2, at 615-313-4727 or Sean.Baker@tn.gov.

Sincerely,



Sam O. Alzoubi, CFE
Director of Audit Services

Exhibit

cc: William Wright, President, Wright's Human Resources
Allette Vayda, Director, Child and Adult Care Food Programs
Debra Pasta, Program Manager, Child and Adult Care Food Program
Constance Moore, Program Specialist, Child and Adult Care Food Program
Marty Widner, Program Specialist, Child and Adult Care Food Program
Elke Moore, Administrative Services Assistant 3, Child and Adult Care Food Program
Comptroller of the Treasury, State of Tennessee

EXHIBIT A

Verification of CACFP Sponsor Claim

Name of Agency: Wright's Human Resources and Community Development

Review Month/Year: December 2017

Total Meal Reimbursement Received: \$12,948.71

Site Meal Service Reconciliation and Monitor Activity	Reported on Claim	Reconciled to Documentation
Number of Days of CACFP Operation	19	19
Total Attendance	3,095	3,095
Number of Participants in the Free Category	112	110
Number of Participants in the Reduced-Price Category	33	36
Number of Participants in the Paid Category	54	53
Number of Breakfasts Served	2,566	2,220
Number of Lunches Served	2,991	2,991
Number of Supplements Served	3,039	3,039

EXHIBIT B

Verification of CACFP Sponsored Center Claim (Sample Site)

Name of Agency: Rainbow Child Care Center

Review Month/Year: December 2017

Total Meal Reimbursement Received: \$3,261.59

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation
Number of Days that CACFP Food Service operated	19	19
Total Attendance	596	596
Number of Breakfasts Served	451	105
Number of Lunches Served	595	595
Number of Supplements Served	595	595
Number of Participants in Free Category	31	30
Number of Participants in Reduced-Price Category	1	1
Number of Participants in Paid Category	1	2
Total Number of Participants	33	33
Total Amount of Eligible Food Costs	XXXXXXXX	\$1,428.90
Total Amount of Eligible Food and Non-Food Costs	XXXXXXXX	\$ 2,790.22

EXHIBIT C

Verification of CACFP Sponsored Center Claim

Name of Center: ABC Children's Learning Center
Review Month/Year: December 2017

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation¹
Number of Participants in the Free Category	27	24
Number of Participants in the Reduced-Price Category	5	6
Number of Participants in the Paid Category	1	3
Total Number of Participants	33	33

¹Reviewed CACFP applications only at this site to meet the valid statistical sampling of CACFP applications.

EXHIBIT D

Verification of CACFP Sponsored Center Claim

Name of Center: Kidds World Day Care Center
Review Month/Year: December 2017

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation¹
Number of Participants in the Free Category	10	10
Number of Participants in the Reduced-Price Category	2	2
Number of Participants in the Paid Category	1	1
Total Number of Participants	13	13

¹Reviewed CACFP applications only at this site to meet the valid statistical sampling of CACFP applications.

EXHIBIT E

Verification of CACFP Sponsored Center Claim

Name of Center: Little Rascals Child Care Center
Review Month/Year: December 2017

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation¹
Number of Participants in the Free Category	27	26
Number of Participants in the Reduced-Price Category	17	19
Number of Participants in the Paid Category	33	32
Total Number of Participants	77	77

¹Reviewed CACFP applications only at this site to meet the valid statistical sampling of CACFP applications.

EXHIBIT F

Verification of CACFP Sponsored Center Claim

Name of Center: Ms. Rita's Child Care Center

Review Month/Year: December 2017

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation ¹
Number of Participants in the Free Category	10	10
Number of Participants in the Reduced-Price Category	2	2
Number of Participants in the Paid Category	11	11
Total Number of Participants	23	23

¹Reviewed CACFP applications only at this site to meet the valid statistical sampling of CACFP applications.

EXHIBIT G

Verification of CACFP Sponsored Center Claim

Name of Center: Pneuma Christian Center and Academy

Review Month/Year: December 2017

Site Meal Service Activity and Monitor Reconciliation	Reported on Claim	Reconciled to Documentation ¹
Number of Participants in the Free Category	7	7
Number of Participants in the Reduced-Price Category	6	6
Number of Participants in the Paid Category	7	7
Total Number of Participants	20	20

¹Reviewed CACFP applications only at this site to meet the valid statistical sampling of CACFP applications.



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March 2, 2018

Maria Watley, Board Chair
Wright's Human Resources and Community Development
PO Box 5681
Chattanooga, Tennessee 37406-0006

Notice of payment due to findings disclosed in the monitoring report dated March 2, 2018 for Child and Adult Care Food Program (CACFP)

Institution Name:	Wright's Human Resources and Community Development
Institution Address:	PO Box 5681 Chattanooga, Tennessee 37406-0006
Agreement Numbers:	00-393
Amount Due:	\$530.44
Due Date:	April 2, 2018

Based on the monitoring report issued by the Audit Services Division within the Tennessee Department of Human Services, the Community and Social Services - Food Programs - CACFP & SFSP management has agreed with the findings which requires your institution to reimburse the Department of Human Services for disallowed meals cost.

Please remit a check or money order payable to the *Tennessee Department of Human Services* in the amount of \$530.44 by the due date to:

**Tennessee Department of Human Services
Fiscal Services 11th Floor
Citizens Plaza Building
400 Deaderick Street
Nashville, Tennessee 37243-1403**

Please note that the disallowed cost / overpayment of the CACFP is subject to an interest charge. The interest charge will be waived if the payment is received by the due date. If payment is not received by the end of the 5th day of the due date, an interest charge may be added to the original amount due and will be billed to your entity.

If you have any questions regarding this notice, please feel free to contact Allette Vayda, Director, Community and Social Services - Food Programs - CACFP & SFSP at (615) 313-3769 or Allette.Vayda@tn.gov.

Thank you for your attention



Corrective Action Plan for Monitoring Findings

Instructions: Please print in ink or type the information to complete this document. Enter the date of birth for each Responsible Principal and/or Individual in Section B. Attach the additional documentation requested. Enter your name, title and date of signature on the last page. Please sign your name in ink. **Please return ALL pages of the completed Corrective Action Plan form.**

Section A. Institution Information

Name of Sponsor/Agency/Site: Wrights Human Resources and Community Development Center	Agreement No. 00570	<input type="checkbox"/> SFSP <input checked="" type="checkbox"/> CACFP
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Mailing Address: PO Box 568 Chattanooga, Tennessee 37406-0006

Section B. Responsible Principal(s) and/or Individual(s)

Name and Title: Maria Watley, Board Chair	Date of Birth: / /
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Section C. Dates of Issuance of Monitoring Report/Corrective Action Plan

Monitoring Report: 3/2/2018	Corrective Action Plan: 3/2/2018
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Section D. Findings

Findings:

1. The Sponsor reported the number of participants in the free, reduced-price and paid categories incorrectly
2. The Sponsor did not provide documentation to support sufficient quantities of milk were purchased for all meals reported at the sample site

The following measures will be completed within **30 calendar days** of my institution's receipt of this corrective action plan:

Measure No. 1: The Sponsor reported the number of participants in the free, reduced-price and paid categories incorrectly

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name:

Position Title:

Name:

Position Title:

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

Measure No.2: The Sponsor did not provide documentation to support sufficient quantities of milk were purchased for all meals reported at the sample site

The finding will be fully and permanently corrected.

Identify the name(s) and position title(s) of the employee(s) who will be responsible for ensuring that the finding is fully and permanently corrected:

Name: _____ Position Title: _____

Name: _____ Position Title: _____

Describe below the **step-by-step** procedures that will be implemented to correct the finding:

When will the procedures for addressing the finding be implemented? Provide a timeline below for implementing the procedures (i.e., will the procedures be done daily, weekly, monthly, or annually, and when will they begin?):

Where will the Corrective Action Plan documentation be retained? Please identify below:

How will new and current staff be informed of the new policies and procedures to address the finding (e.g., Handbook, training, etc.)? Please describe below:

I certify by my signature below that I am authorized by the institution to sign this document. As an authorized representative of the institution, I fully understand the corrective measures identified above and agree to fully implement these measures within the required time frame. I also understand that failure to fully and permanently correct the findings in my institution's CACFP or SFSP will result in its termination from the program, and the placement of the institution and its responsible principals on the National Disqualified List maintained by the U.S. Department of Agriculture.

Printed Name of Authorized Institution Official:

Position:

Signature of Authorized Institution Official: _____

Date: / /

Signature of Authorized TDHS Official: _____

Date: / /

**Appeal Procedures for Child and Adult Care Food Program-Institutions
Revised March 2017**

- (xi) **The institution, one of its sponsored facilities, or one of the principals of the institution or its facilities has been convicted for any activity that indicates a lack of business integrity;**

(c) **Administrative review is also available if the State agency notifies the institution and responsible principal or responsible individual of the following actions: proposed disqualification of a responsible principal or responsible individual, denial of a budget, denial of a line item within a budget, downward adjustment of the amount approved in a budget, suspension of an institution's participation, denial of start-up or expansion funds, denial of a request for advanced payment, recovery of an advance in excess of a claim, denial of a claim for reimbursement (except for late submission), decision not to forward an exception request for payment of a late claim, overpayment demand, denial of a new or renewing institution's application for participation, denial of sponsored facility application, notice of proposed termination, claim denial, claim deadline exceptions and requests for upward adjustments to a claim, or any other action affecting an institutions participation or claim for payment.**

3. All appeal requests must be presented in writing to the TDHS Division of Appeals and Hearings not later than 15 calendar days after the date the institution or sponsoring agency receives the notice of adverse administrative action.

4. The date of an institution's or sponsoring agency's receipt of a notice of suspension and/or proposed termination and disqualification will be governed by the federal regulation at 7 CFR Part 226.2. The notice must specify the action being proposed or taken and the basis for the action, and is considered to be received by the institution or day care home when it is delivered, sent by facsimile, or sent by email. If the notice is undeliverable, it is considered to be received by the institution, responsible principal or responsible individual, or day care home five days after being sent to the addressee's last known mailing address, facsimile number, or email address.

5. The TDHS Division of Appeals and Hearings will acknowledge the receipt of the appeal request within 10 calendar days of the receipt of the institution's or sponsoring agency's request for review. The written request for review should state if a fair hearing is requested or if a review of written information in lieu of a fair hearing is requested. If the appeal request from the institution or sponsoring agency does not specifically request a hearing, a review of written information in lieu of a hearing will occur. If a fair hearing is requested and the institution or sponsoring agency's representative fails to appear, the right to a personal appearance is waived.

6. If an institution or sponsoring agency does not request a fair hearing or a review of written information in lieu of the hearing within 15 calendar days from the date the institution or sponsoring agency receives a Notice of Proposed Termination, the TDHS will issue a letter advising the institution or sponsoring agency that it is terminated from the CACFP effective on the 16th calendar day following the institution's or sponsoring agency's receipt of the notice, and that the responsible principals and individuals of the institution or sponsoring agency are disqualified from participation.

7. To be considered for a fair hearing or for a review of written information in lieu of a fair

Appeal Procedures for Child and Adult Care Food Program-Institutions
Revised March 2017

hearing, all written documents must be submitted to the TDHS Division of Appeals and Hearings not later than 30 days after receipt of the notice of adverse administrative action.

8. The action of the TDHS must remain in effect during the administrative review. The effect of this requirement on particular actions by TDHS is as follows:
 - (i) *Overpayment demand.* During the period of the administrative review, TDHS is prohibited from taking action to collect or offset the overpayment. However TDHS must assess interest beginning with the initial demand for remittance of the overpayment and continuing through the period of administrative review unless the administrative review official overturns the TDHS's action.
 - (ii) *Recovery of advances.* During the administrative review, TDHS must continue its efforts to recover advances in excess of the claim for reimbursement for the applicable period. The recovery may be through a demand for full repayment or an adjustment of subsequent payments.
 - (iii) *Program payments.* The availability of Program payments during an administrative review of the denial of a new institution's application, denial of a renewing institution's application, proposed termination of a participating institution's agreement, and suspension of an institution are addressed in paragraphs (c)(1)(iii)(D), (c)(2)(iii)(D), (c)(3)(iii)(D), (c)(5)(i)(D), and (c)(5)(ii)(E), respectively, of 7 CFR §226.6.
9. The institution or sponsoring agency must refute the charges contained in the notice during the fair hearing or in the written information that is provided in lieu of the hearing.
10. The institution and the responsible principals and responsible individuals may retain legal counsel, or may be represented by another person.
11. If a fair hearing is requested, the institution or sponsoring agency will be notified in writing of the time, date and place of the fair hearing at least 10 calendar days in advance.
12. Any information which supports an adverse administrative action taken by the TDHS shall be available to the institution or sponsoring agency for inspection from the date of the receipt of the request for a fair hearing or a review of written information in lieu of the hearing.
13. In accordance with 7 CFR Part 226.6 (k)(8), the TDHS Division of Appeals and Hearings must conduct the administrative review of the proposed disqualification of the responsible principals and responsible individuals as part of the administrative review of the application denial, proposed termination, and/or proposed disqualification of the institution with which the responsible principals or responsible individuals are associated. However, at the administrative review official's discretion, separate administrative reviews may be held if the institution does not request an administrative review or if either the institution or the responsible principal or responsible individual demonstrates that their interests conflict.
14. The procedures contained in the Uniform Administrative Procedures Act found at TCA 4-5-301 et seq. shall be followed in rendering a decision on all appeals. The decision of the hearing officer is the final administrative determination to be afforded to the institution or sponsoring agency, and shall be rendered in a timely manner not to exceed 60 calendar days from the date of the receipt of the request for a fair hearing.
15. The processing limits for administrative appeals MUST be met. In the event a continuance is requested by a party, one continuance may be granted at the Hearing Official's discretion. This

Appeal Procedures for Child and Adult Care Food Program-Institutions
Revised March 2017

continuance shall not be for a period longer than ten (10) calendar days unless there are exceptional circumstances. Exceptional circumstances must be detailed in the order of continuance and the order must contain a date certain for the hearing, to be set as soon as possible. A report of pending CACFP desk review and fair hearing requests will be generated and reviewed daily by the Clerk's Office and the Legal Director for Appeals and Hearings who will monitor the dates for timeliness. In the event a decision has not been rendered within forty-five (45) calendar days of the date of receipt of the request for fair hearing or desk review, the Legal Director for Appeals and Hearings or their back-up shall notify the hearing official to take appropriate action.

16. All requests for a fair hearing or for a review of written information in lieu of a hearing must be submitted to:

Tennessee Department of Human Services
Division of Appeals and Hearings
PO Box 198996, Clerk's Office
Nashville, TN 37219-8996
Fax: (615) 248-7013 or (866) 355-6136
E-mail: AppealsClerksOffice.DHS@tn.gov

17. If a termination action is upheld by the hearing officer, the TDHS will issue a letter to the institution or sponsoring agency and its responsible principals and individuals advising that the termination and disqualification are effective on the date of the ruling issued by the hearing officer. The agency maintains searchable records of all administrative reviews and their dispositions for a period of five (5) years.

18. As required by 7 CFR Part 226.6 (c)(7), each disqualified institution, sponsoring agency, principal and individual will be placed on the National Disqualified List maintained by the U.S. Department of Agriculture (USDA). Once included on the National Disqualified List, an institution, sponsoring agency, principal and individual shall remain on the list until such time as the USDA, in consultation with the TDHS, determines that the serious deficiencies that led to their placement on the list have been corrected, or until seven years have elapsed since they were disqualified from participation. However, if the institution, sponsoring agency, principal or individual has failed to repay debts owed under the program, they will remain on the list until the debt has been paid.