Company Background

1. **How many sponsors do you support?**

We support over 500 sponsors nation-wide and a network of over 80,000 providers and centers.

2. **How many years have you been offering software solutions to support the Child and Adult Care Food Program?**

KidKare by Minute Menu has been providing solutions to the CACFP community for over 25 years.

3. **How big is your support team, and how much industry experience do they have?**

Our Customer Support and Client Success teams are comprised of 8 dedicated specialists and managers who have a background in a variety of CACFP roles, including former employees of sponsors, daycare centers, and providers. We are continuing to grow both of these teams.

4. **How long did it take you to update the 2017 meal pattern? Was it released by Oct 2018?**

KidKare began working on the new meal pattern implementation as soon as it was released by USDA and invested more than $2 Million in regulatory updates to ensure sponsor compliance. Meal pattern changes were ready and released by October 2017. In addition to releasing the meal pattern changes, KidKare by Minute Menu was ready with updated help documentation and training for sponsors, providers, and centers in advance of the implementation deadline.

5. **Can data be imported from legacy systems?**

Yes, KidKare by Minute Menu offers a variety of integrations and imports to support our sponsors. A few examples include an integration with ProCare for centers and a child import through our new KidKare solution for centers.

6. **Does my agency retain ownership of my data? Does your company supply my data to any other entity?**

Your data is your data. Data from sponsors may be used to evaluate industry trends and help support positive regulatory change within the CACFP, however, all data is anonymized and aggregated in a way that does not expose any sponsor, provider/center, or child data.

7. **Can the system support separate state-specific requirements simultaneously based on site location?**

Yes! If you are a sponsor with sites in several states, you can customize preferences for each state in which you operate.

Claim Process

1. **How many edit checks does the software perform on each meal claimed? What's included in edit checks?**

Our software preforms over 200 edit checks on food and attendance for each meal claimed.

2. **Does the software evaluate claim data against attendance records?**

Claims processing does include evaluation of claim data against attendance records to ensure the claim is accurate. Relevant discrepancies are warned or disallowed, per the sponsor's preferences.

3. **Will the software automatically adjust the claim for disallowances to remove the least-valuable claim?**

Our software aims to always disallow the lowest reimbursement in the case of disallowances for a day. Consider whole grain disallowances, for example. A snack would be disallowed before breakfast in the even that a whole grain-rich food item was not served.

4. **Will the software calculate total meal reimbursement amounts and required state claim data, such as Total Attendance, ADA, Total Participated Count, Total Meals by Type, Tier or Free, Reduced-Price or Paid Category?**

Yes. Sponsors can set preferences up accordingly for their state to include all required information on the claim.

5. **Can you control and set rules for the food list?**

Yes. Our food tool allows sponsors to set rules around food frequency and food combinations. Any meals violating these rules can be automatically disallowed or warned on the claim. In addition, rules can be configured for age groups, which ensures that only age-appropriate foods can be selected by the provider/center when planning and serving meals.

6. **Does the software support electronic claim uploads to my state?**

We support the generation of claim upload files for those states that allow them.

7. **Does your software support provider and center payments by check and/or direct deposit?**

Yes—we support both checks and direct deposits. Even if sponsors do not use our software to print checks or issue direct deposits, they can use it to manage individual provider transactions, which ensures that claim funds are managed with 100% accuracy. We even offer an export to common accounting software solutions to ensure that provider/center payment information can be easily and accurately updated in your accounting records.

8. **How easy is the claim reporting process?**

   Sponsors can access and run claims reporting from the Reports menu. Each report allows them to quickly set filtering information so they can run the report only for those providers or centers they need to view. Home sponsors can also use the Print Provider Claims Report window to access claims reporting in one, central place.

9. **Does the software automatically calculate and supply end-of-year tax reports for providers and centers?**

   Centers can print the Year-End Tax Summary report, and providers can print the Provider Tax report. This can be accessed by the sponsor and the provider or center, eliminating the need for costly end-of-year reporting, mailing, and support expenses.

10. **What type of error reports are produced? How quickly?**

    When processing claims, sponsors can choose to print the Office Error Report, Meal Totals Report, Provider Error Letters Report (homes), and Claim Information Form (homes). These reports are printed immediately after claims processing. Sponsors can also run these reports later from the Reports menu.

11. **Can providers and centers access payment and claim error reports themselves, or does the sponsor have to provide them?**

    Providers can access their payment details and the Claimed Summary and Errors report. The Claimed Summary Errors report summarizes the provider's claim and includes claim errors that have been configured to be displayed to the provider/center

12. **Does your system allow mixed-tier calculations?**

    Yes—providers can be set to mixed tier if the provider does not qualify for Tier 1, but children in their care do. Tiering can be evaluated automatically with eForms in mixed-tier homes.

13. **Does the software include tools for income eligibility determinations for mixed tier homes and centers?**

    eForms automatically calculates the child's tier (in mixed-tier homes) and Free, Reduced or Paid status (in centers). In addition, centers have access to an Income Eligibility calculator to automatically determine the eligibility of each child. The Tiering tab in the provider profile provides a place for sponsors to store and track tier eligibility information (income, school, and/or census), as well as pertinent expiration dates. The Providers Changing Tiers report analyzes tier end dates for income, school, and census qualifying information, and lists those providers who are moving from one tier to another.

14. **Does your system allow sponsors to restrict meal entry to point of service or same-day entry?**

    Our software allows the sponsor to control when the provider or center can enter meals in order to ensure that meals are recorded appropriate based on USDA and state requirements.

15. How do Providers and Centers input their claims (paper/USPS, scan, digital). Can your software handle all types of submissions?

Providers and centers are able to claim online with KidKare. In addition to online claiming, KidKare also supports scan forms for meals and attendance as well as manual claim entry.

16. Will the software verify license capacity violations?

Yes. The software can be configured to monitor license capacity as indicated in site profiles.

Software

1. How configurable is your system?

Our system is designed to be highly customizable to meet a variety of business needs. Sponsors can set hundreds of preferences that control many aspects of the program, such as edit checks, user preferences, general behavior, and so on.

2. Does the platform offer Spanish language option?

KidKare can be set to Spanish for providers, centers, and sponsors.

3. What kind of reports do you provide sponsors?

We provide extensive reporting for sponsors, including: children reports, claim data reports, claim forms, claim management reports, menu planning reports, provider reports, review reports, payment reports, and training reports

Sponsors can also export provider, child , claim, review, and training lists to spreadsheet files (.xlsx).

4. Do you support monitor visits and reviews?

Yes. Sponsors can designate staff members as Monitors, which enables those users to enter review information into the software. We also provide review reports to help sponsors determine which sites are due for a review, which sites may need a special visit, and so on. Review dates are updated in site profiles as reviews are recorded in the software. For homes, an online review tool is available which allows the monitor to record reviews on-site using any Internet-connected device (a new version of this tool will be released on KidKare in the fall).

5. Do you maintain a robust help site, including video help?

Yes. We maintain help sites for each of our sponsor solutions and KidKare. All three help sites are updated as the software changes, and most features have corresponding video tutorials.

6. How stable is the system (downtime)?

We have planned down time for scheduled maintenance from 2:00AM – 6:00AM CT on Saturdays, Sundays, and Mondays. Downtime outside of these hours is a rare occurrence.

7. **How does your menu management work? Can providers and centers copy from previous days/months?**

   Sponsors can create menus specific to their sites (or for all of their sites). The sites themselves can set up menu templates from which to select later, record daily menus and save them to use again later, and so on. Meals can also be copied via Calendar tools, saving time spent on menu planning!

8. **Do you offer Menu Production records? Will the Menu Production Records provide an estimate for purchasing reports and verify that each site met meal portion standards?**

   Yes! The Menu Production record includes estimated and actual attendance information. If you require that your sites record actual quantities or leftovers served, the actual quantities served and leftovers are also included on this report, which allows you to verify that your site met meal portion standards.

9. **Does your system offer milk audit by age/milk type?**

   Our system offers a Milk Audit to sponsors and centers (if sponsors allow) by milk type. The Milk Audit uses center receipts and attendance records to determine estimated and actual milk shortages. We recently released an updated user interface for the milk audit available through the KidKare app for centers.

10. **Does the software verify non-profit food service for centers?**

    Yes. Center sponsors can use the Non-Profit Status report to review center receipts, claim amounts, claim reimbursement amounts, and any possible profits to assess whether centers meet non-profit status. This report can be printed as a PDF or as a spreadsheet.

11. **How are regulatory and feature enhancement upgrades obtained?**

    Most upgrades are automatic. Some HX users must manually run upgrades through the software, but those on Cloud Connect receive upgrades automatically. CX receives upgrades automatically. KidKare is a web app, so no action is needed by its users.

12. **How often are system enhancements released?**

    Our systems are upgraded at least monthly.

Enrollment Process

1. **Do you have a secure enrollment process to gather information from the parents? Can you offer electronic signature forms for your providers and parents?**

   Our eForms module allows parents to complete enrollment forms electronically, which eliminates paper forms. All enrollment data is transmitted over HTTPS only. We are also TLS 1.2 compliant. Each parent gets a unique account created for them in KidKare.

2. **Does the software include school district-specific poverty rates?**

   Yes, for those states that provide us with school data each year.

3. **Does the software align and respond to the requirements of multiple program types such as head start, adult care facilities, at-risk, summer feeding and outside school hours care facilities?**

   Yes. When sponsors enroll centers, they assign a program type to the specific center. They also provide any pertinent details related to that program type, such as approved meals (regular and ARAS/SFSP), night hours, and so on. This allows the software to respond accordingly when processing claims for that site.