

# NC CACFP Monthly Institution Call October 2024

All the information on this call is true and accurate as of October 4, 2024.

# **TODAY'S AGENDA**

- Record Renewal FY 2025
- NC Waiver Requests to USDA
- Disaster-Related Q&A
- Financial Viability Review
- Area Eligibility for Tier I DCH
- Additional Information
- Q&A



# **Record Renewal**

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## **Record Renewal FY 2025**

- Opened in NC CACFP CONNECTS on August 1, 2024
- Approval deadline September 30, 2024
- Simple format this year, due to level-set last year
- If FY 2024 is not approved, FY 2025 cannot be approved

## **Record Renewal FY 2025**

- Guides are available for each institution type
- Available in the NC CACFP CONNECTS Document Library

		Monitoring	Review information, make updates as needed	
efore Sept 30 <sup>th</sup> , 2024. The Si each submission restarts the 3		Training	Review information, make updates as needed. Be sure to add new training dates.	
Record Renewal FY 2025 Log in to the system and sel Under Pending Authorizatio		Changes made to the Management Plan may require changes to the Budget or Policies to ensure they match. The Management Plan, Budget, and Institution Policies must provide coordinating information – be sure to make any update all items as necessary.		
Submission Status should be Follow the Notes below for e The Institution Record Aler		1. Complete the budget	tool of your choice or use one of the optional Excel NC books found in the NC CACFP CONNECTS Document	
submitted for approval.			ons in NC CACFP CONNECTS Budget section and n the Excel Budget workbook/individual pages.	
Once the record renewal is s an email from NC CACFP C Renewal is complete. Please	Budget	<ol> <li>Upload the completed Excel Budget workbook/individual pages and copies of supporting documentation, any Less-Than-Arm's Length documentation, or Specific Prior Written Approval (SPWA) to the Budget section in NC CACFP</li> </ol>		
Institution Profile (Menu on left side of the record)	-	CONNECTS. Sponsoring Organizations of unaffiliated centers are not required to submit Sponsored Facility Budgets.		
Demographics		Changes made to the Budget may require changes to the Management Plan or Institution Policies to ensure they match. They must provide coordinating information.		
	Institution Certification	Click on the box next to e institution accepts and a	each Renewal Certification statement indicating the	
Contacts	institution certification		vith each statement. with each submission of the Record Renewal.	
Contacts	Failure to accurately complet program approval.	This must be completed		
	Failure to accurately complet program approval.	This must be completed	with each submission of the Record Renewal. record renewal in NC CACFP CONNECTS will delay	

Update the Monitoring Schedule for 2025.

North Carolina Department of Health and Human Services Division of Child & Family Well-Being, Community Nutrition Services Section Child and Adult Care Food Program Sponsoring Organization of Day Care Homes FY2025 Guide for Record Renewal

Monitoring

Follow this guide to complete ti

record renewal may delay proc

NC CACFP Record Renewal for SO of Day Care Homes FY2025

# NC Waiver Requests to USDA

REGULAT

# GUIDELINES

## **Federal Disaster Counties**

- Alexander
- Appalachian Health District (Alleghany, Ashe, & Watauga)
- Buncombe
- Burke
- Caldwell
- Catawba
- Clay
- Cleveland
- Eastern Band of Cherokee Indians
- Foothills (McDowell & Rutherford)
- Gaston

- Graham
- Haywood
- Henderson
- Jackson
- Macon
- Madison
- Polk
- Toe River (Mitchell & Avery)
- Transylvania
- Wilkes
- Yancey

## Hurricane Helene Waiver Request for CACFP Institutions

- Submitted to the USDA
- Approved!
- Addresses recovery needs from Hurricane Helene
- Effective immediately through Nov. 1, 2024, or until CACFP Institutions and facilities reopen for in-person care.
- Multiple waivers requested  $\rightarrow$

- A. Allow participating institutions the option to serve meals in a non-congregate setting during unanticipated school, child and adult day care closures.
- B. Allow the State agency to waive meal pattern requirements on an institution-byinstitution basis for CACFP institutions when there is a disruption to the food supply. Institutions would be required to submit to the State agency documentation of the disruption to the food supply.
- C. Allow all Sponsoring Organizations the option to waive pre-approval visits for the next 60 days, postpone the required 4-week review for new facility for the next 60 days, and allow for more than 6-moth to elapse between reviews of existing facility for the next 60 days. Waive the requirement for on-site reviews and allow for desk reviews of the facilities.
- D. Allow institutions up to 90 days from the last day of the claim month to file their claim for reimbursement without having to use a one-time exception or provide a Corrective Action Plan.
- E. Request on behalf of Sponsoring Organizations to waive the requirements to distribute reimbursement to sponsored facilities within 5 days of receipt of the monthly reimbursement. Sponsors have reported loss of electricity and loss of internet connectivity that may prevent a timely distribution of funds.
- F. Request exemption for record retention requirements when records have been destroyed on a case-by-case basis for CACFP institutions. Institutions and facilities would be required to submit documentation of the loss.
- G. Allow program operators the flexibility to adjust the times meals and snacks are provided in order to streamline operations.
- H. Allow sites that are approved for non-congregate meal service to distribute meals to a parent or guardian to take home to their eligible child(ren).

#### **State Agency waiver request**

A. Allow participating institutions the option to serve meals in a non-congregate setting during unanticipated school, child and adult day care closures.

### USDA response

#### Non-Congregate Meal Service

Under NSLA, 42 U.S.C. 1766(f)(1)(A) and Program regulations at 7 CFR 226.19(b)(6)(iii), CACFP meals must be served in a congregate setting and must be consumed by participants on site.

Pursuant to the waiver authority granted at Section 12(l) of the NSLA, FNS waives the aforementioned requirements to serve meals through the CACFP in a congregate setting. Any other requirements referenced in these provisions remain in effect.

#### **State Agency waiver request**

B. Allow the State agency to waive meal pattern requirements on an institution-byinstitution basis for CACFP institutions when there is a disruption to the food supply. Institutions would be required to submit to the State agency documentation of the disruption to the food supply.

## USDA response

#### Meal Pattern Requirements

NC DHHS requested to waive CACFP meal pattern requirements on a case-by-case basis when there is a disruption to the food supply in the aftermath of Hurricane Helene.

FNS does not have authority to waive meal pattern requirements. However, FNS recognizes that given the current disruptions in food supplies and the limited access to potable water, NC DHHS plans to maximize the support and flexibility they provide to their CACFP institutions. FNS also encourages NC DHHS to use its discretion and provide technical assistance in lieu of fiscal action when CACFP institutions are unable to meet meal patterns or provide potable water due to hurricane-related food supply disruptions.

## USDA response continued

In addition, CACFP regulations at 7 CFR 226.20(e) allow NC DHHS to approve on a temporary basis and when emergency conditions prevent deliveries, Program operators' requests to operate a meal service without milk during this emergency period. In general, FNS encourages Program operators to make creditable substitutions whenever possible. All technical assistance provided by NC DHHS should be documented and maintained on file.

CACFP operators may also utilize emergency procurement flexibilities at 2 CFR 200.320, which allow a noncompetitive procurement method when a "public exigency or emergency" prevents competitive procurement.

#### **State Agency waiver request**

C. Allow all Sponsoring Organizations the option to waive pre-approval visits for the next 60 days, postpone the required 4-week review for new facility for the next 60 days, and allow for more than 6-moth to elapse between reviews of existing facility for the next 60 days. Waive the requirement for on-site reviews and allow for desk reviews of the facilities.

## USDA response

#### Sponsoring Organization Reviews (CACFP)

Under program regulations at:

- 1. 7 CFR 226.16(d)(1) pre-approval visits;
- 7 CFR 226.16(d)(4)(iii) frequency and type of required facility reviews requirement to review each facility three times each year; and
- 3. 7 CFR 226.16(d)(4)(iii)(A) at least two of three reviews must be unannounced reviews, (B) at least one unannounced review must include observation of a meal service, (C) at least one review must be made during each new facility's first four weeks of operation, (D) not more than six months may elapse between reviews, (E) the timing of unannounced reviews must be varied so that they are unpredictable to the facility, and (F) all types of meal service must be subject to review and sponsoring organizations must vary the meal service reviewed.

## **USDA response continued**

NC DHHS requested to waive these requirements due to the extenuating circumstances surrounding Hurricane Helene. In their waiver request, NC DHHS asked to allow all sponsoring organizations the option to waive pre-approval visits for the next 60 days, postpone the required 4-week review for new facilities for the next 60 days, and allow for more than 6-months to elapse between reviews of existing facilities for the next 60 days. Additionally, NC DHHS requested to waive the requirement for reviews to be conducted on-site and allow for desk reviews during this period.

FNS is approving a 12(l) waiver of the monitoring requirements included at 7 CFR 226.16(d)(1), 7 CFR 226.16(d)(4)(iii)(A), 7 CFR 226.16(d)(4)(iii)(B), 7 CFR 226.16(d)(4)(iii)(C), 7 CFR 226.16(d)(4)(iii)(D), 7 CFR 226.16(d)(4)(iii)(E), and 7 CFR 226.16(d)(4)(iii)(F). FNS is also allowing these sponsor onsite reviews to be conducted offsite, due to the extenuating circumstances surrounding Hurricane Helene. However, please note that FNS is only approving these waivers through November 1, 2024, at this time.

#### **State Agency waiver request**

D. Allow institutions up to 90 days from the last day of the claim month to file their claim for reimbursement without having to use a one-time exception or provide a Corrective Action Plan.

## USDA response

Under program regulations at 7 CFR 226.10(e) a final Claim for Reimbursement shall be postmarked and/or submitted to the State agency no later than 60 days following the last day of the full month covered by the claim. NC DHHS requested to waive this requirement for institutions, without using the one-time exception, in the event that claims for reimbursement are delayed due to extenuating circumstances related to Hurricane Helene. FNS is waiving the above regulations when needed to facilitate recovery due to Hurricane Helene. However, please note that FNS is only approving these waivers through November 1, 2024, at this time.

#### **State Agency waiver request**

E. Request on behalf of Sponsoring Organizations to waive the requirements to distribute reimbursement to sponsored facilities within 5 days of receipt of the monthly reimbursement. Sponsors have reported loss of electricity and loss of internet connectivity that may prevent a timely distribution of funds.

### USDA response

#### Sponsoring Organization Payment Procedures (CACFP)

Under program regulations at 7 CFR 226.16(g), each sponsoring organization shall disburse the full amount of reimbursement payments due to day care homes within five working days of receipt from the State agency; and 7 CFR 226.16(h) sponsoring organizations are required to make payments of program funds to sponsored facilities within five working days of the receipt of monthly reimbursement. NC DHHS has requested to waive these requirements due to the extenuating circumstances of Hurricane Helene which may delay timely distribution of funds. FNS is waiving the above regulations when needed to facilitate recovery due to Hurricane Helene. However, please note that FNS is only approving through November 1, 2024, at this time. FNS encourages sponsoring organizations who are able to disburse reimbursement payments within five working days to continue to do so.

#### **State Agency waiver request**

F. Request exemption for record retention requirements when records have been destroyed on a case-by-case basis for CACFP institutions. Institutions and facilities would be required to submit documentation of the loss.

## USDA response

Under program regulations at 7 CFR 226.15(e), each institution shall establish procedures to collect and maintain all program records required under this part, as well as any records required by the State agency. NC DHHS requested to waive these requirements when all or part of the required documentation has been destroyed by this disaster event. FNS is waiving the above regulations when needed to facilitate recovery due to Hurricane Helene.

#### **State Agency waiver request**

G. Allow program operators the flexibility to adjust the times meals and snacks are provided in order to streamline operations.

#### USDA response

#### Meal Service Times

Under Program regulations at 7 CFR 226.20(k) meals served in the CACFP must follow meal service time requirements.

Pursuant to the waiver authority granted at Section 12(l) of the NSLA, FNS waives the aforementioned requirements that set meal time parameters for CACFP institutions and facilities. Any other requirements referenced in these provisions remain in effect.

#### **State Agency waiver request**

H. Allow sites that are approved for non-congregate meal service to distribute meals to a parent or guardian to take home to their eligible child(ren).

#### USDA response

#### Parent and Guardian Meal Pick-Up

Under Program regulations at 7 CFR 226.2 (Meals), meals must be served to eligible children.

Pursuant to the waiver authority granted at Section 12(l) of the NSLA, FNS waives the aforementioned requirements that CACFP meals may only be served directly to children. Any other requirements referenced in these provisions remain in effect. State agencies opting to use this flexibility must have a plan for ensuring that local operators are able to maintain accountability and program integrity. This includes putting in place processes to ensure that meals are distributed only to parents or guardians of eligible children, and that duplicate meals are not distributed to any child.

## Port Strike Waiver Request for CACFP Institutions

- Has been submitted to the USDA not yet approved
- Anticipates potential impact from dock worker strike
- Multiple waivers requested
  - A. Allow the State agency to waive meal pattern requirements on an institution-byinstitution basis for CACFP institutions when there is a disruption to the food supply. Institutions would be required to submit to the State agency documentation of the disruption to the food supply.
  - B. Allow program operators the flexibility to adjust the times meals and snacks are provided in order to streamline operations.
  - C. Allow sites that are approved for non-congregate meal service to distribute meals to a parent or guardian to take home to their eligible child(ren).

## **Waiver Request Form**

- Institutions MUST <u>apply for and be</u> <u>approved</u> for waiver(s) before use
- For Sponsoring Organizations, submit 1 form for each facility impacted
- Use online form link



The Child and Adult Food Program (CACFP) has been granted eight waiver requests by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) to provide CACFP operators the maximum flexibility following the devastation of Hurricane Helene in NC and the potential affect of the dock worker strike on nationwide supply. Please complete the waiver request form below to request one or more waivers below for your institution. Each waiver request form must be approved by the State agency prior to the institution implementing any or all the flexibilities listed below.

The following list of waivers provided to the NC CACFP are available to request for all participating CACFP institutions and sponsoring organizations that are currently in good standing with the State Agency (SA).

- Non-Congregate Meal Service
- Meal Pattern Flexibility
- Onsite Monitoring Requirements for Sponsoring Organizations
- Claim Deadline Extension
- Disbursement Timeline Requirements for Sponsoring Organizations
- Record Retention Exemption
- Meal Time Flexibility
- Allow Parents and Guardians to Pick Up Meals for Children

Institutions MUST apply and be approved for each waiver they would like to use.

PLEASE NOTE: IF APPROVED, THESE WAIVERS ARE EFFECTIVE BEGINNING OCTOBER 1, 2024.

First Name *	Last Name *	
Email Address *		
Institution Name *		

## **Document Damage Report**

#### Waiver Request for Hurricane Helene Reporting Document Damage or Loss

Institution Name			
Agreement #			
Facility Name:			
Address of Where	Street	City	Zip Code
Damage or Loss			
Occurred			
County			
Date that Damage of			
Loss Occurred			
	Descriptio	n of Domogo or Loss	

# State Agency Waiver Request for New Applications and Record Renewal

- Has been submitted to the USDA
- Addresses new MIS development bugs and SA staffing shortages
- Requests 50-day window for SA review

7 CFR 226	Requirement to be Waived
7 CFR 226.6(b)(3)(i)	Any new institution applying for participation in the Program must be notified in writing of approval or disapproval by the State agency, within 30 calendar days of the State agency's receipt of a complete application.
7 CFR 226.6(b)(3)(ii)	Any renewing institution must be provided written notification indicating whether it has completely and sufficiently met all renewal information requirements within 30 days of the submission of renewal information.

## **Disaster-Related Q&A**

## **Question #1**

- Question: We are getting reports of milk shortages, milk by type and limits of the amount purchased per day, some are limited to one gallon purchased per day.
- **Response:** The State Agency has submitted a waiver to address this concern.

## **Question #2**

- Question: Facilities are asking for waivers for missing or ruined (water damaged) receipts. Their meal counts/attendance are maintained in our computer system, so those are available.
- **Response:** We reached out to our National Office for guidance related to destruction of/missing records during disasters. Please see their response below:
  - "The guidance about records is in our Disaster Response memo (CACFP 12-2014) Disaster Response | Food and Nutrition Service (usda.gov). I am pasting the accountability and verification section below which hopefully answers any questions states are asking about records.

## **Question #2 response continued**

"In disaster situations, the FNS regional offices (ROs) are authorized to allow state agencies, SFAs, institutions, and sponsors to submit claims beyond the 60/90-day requirement. Claims submitted outside of the 60/90-day requirement, as a result of a disaster, are not subject to the one-time exception for late submissions.

If SFAs, institutions, or sponsors need to reconstruct unsubmitted claims due to loss of current records, they must consult with their state agencies. State agencies may approve such requests in consultation with their FNS ROs.

## **Question #2 response continued**

When records required for review purposes, such as paid claims, approved applications and production records, are destroyed, SFAs, institutions, or sponsors should inform their state agencies of the circumstances and dates of the losses, and the types and approximate age of the records that were lost. State agencies should note the losses in their records for the purpose of any future administrative reviews and audits."

## **Question #3**

- Question: We are also getting requests for funding sources/grants to pay for lost foods. Freezer and refrigerator.
- **FNS Response:** Child Nutrition does not have additional funds for equipment or food losses. FNS does not hold institutions/SFAs accountable for food losses because of a disaster. Our understanding is that equipment and food loss are often handled by insurance claims.

## **Question #4**

- Question: Can parents bring food for the participants?
- **Response:** No, meals must be prepared by the institution. Parents may provide food for their child. In that case, the meal may not be claimed.

# Financial Viability Review

## **Financial Viability Review**

The State Agency has developed a process to:

- Annually conduct reviews of bank account activity for all CACFP Sponsoring Organizations,
- Annually review actual expenditures of meal reimbursement funds retained from Centers for Administrative costs for CACFP Sponsoring Organizations of Unaffiliated Centers, and
- Monitor and review documentation of their non-profit status.

#### **Financial Viability Review Process Overview**

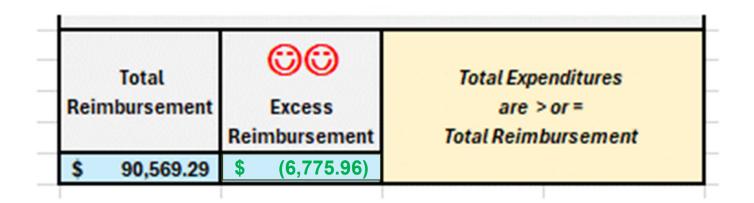
- Sponsoring Organizations will receive a one-month notice via FedEx.
  - A follow-up reminder letter will be sent 2 weeks prior to the review.
  - A reminder phone call will take place one week prior to the review.
- Reviews will take place on-site.
- Supporting documentation will be requested.
- An exit conference will be held at the conclusion with TA provided if necessary.
  - Corrective actions will also be used if necessary.
  - Once corrective actions are made (if applicable), review will be closed.

#### **Financial Viability Review**

#### Budget Versus Actual Expenditures Analysis and Non-Profit Food Service Analysis

		-	_				-	
Institution		ABC Daycare			Agreement#	12345		
Date of Review		10-11-24			PY Reviewing	20	)24	
Adm			Operating Expenditures					
	Budget	Actual	Over (Under) Budget			Budget	Actual	Over (Under) Budget
Admin Labor	68,000.00	67,200.00	(800.00)		Op Labor	16,000.00	9,302.00	(6,698.00)
Admin Fringe	-		-		Op Fringe	-	-	-
Communications	3,000.00	2,250.00	(750.00)		Op Travel	-	-	-
Admin Travel	6,000.00	6,750.00	750.00		Food	117,000.00	143,165.00	26,165.00
Admin Supplies	7,000.00	8,650.00	1,650.00		Non-Food Supplies	19,000.00	7,660.00	(11,340.00)
Admin Equipment	2,000.00	1,575.00	(425.00)		Rent & Utilities	-	-	-
Admin Equip. Depreciatio	-		-		Op Equipment	8,000.00	8,954.00	954.00
Admin Contracted Svcs	-	-	-		Op Depreciation	-	-	-
Admin Training	4,000.00	3,375.00	(625.00)		Contracted Svcs	-	-	-
Other Admin	-	-	-		Other Op	-	-	-
Subtotal	\$ 90,000.00	\$ 89,800.00	\$ (200.00)		Subtotal	\$ 160,000.00	\$ 169,081.00	\$ 9,081.00
		Total Annual Administrative and Operating Expenditures:			\$ 250,000.00	\$ 258,881.00	\$ 8,881.00	
	PY Excess	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Monthly Reimbursement		21,546.34	22,568.34	21,587.23	19,256.32	19,568.57	18,526.20	19,547.25

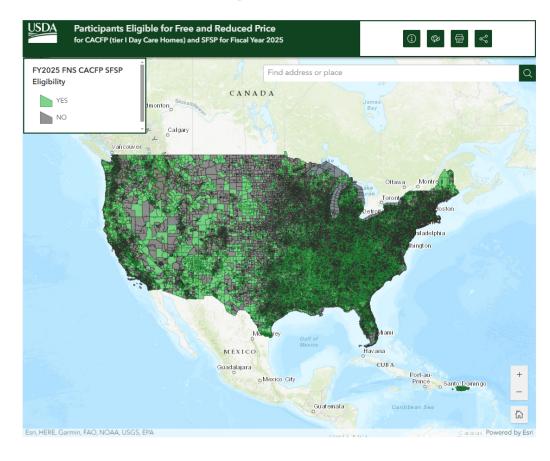
#### **Financial Viability Review**



## Area Eligibility for Tier I Day Care Homes

#### Area Eligibility Map for Tier I Day Care Homes

# Click <u>here</u> to access the map



# Additional Information

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**What**: Celebrate Farm to School Month with a local produce crunch heard 'round the state! Taste and learn about North Carolina-grown fruits and veggies, and thank all those involved in feeding our communities.

Who: Kids and adults can crunch with their schools, early care and education sites, organizations, families, and communities.

When: Crunch Wednesday, October 23, 2024 at noon, or any time during the month of October.

**How:** Sign up to participate at <u>www.growing-minds.org/north-carolina-crunch</u> to receive a free guide with tips and resources.

Share about your #NCCrunch on social media. Tag @F2SCoalitionNC and @NCFarmtoPreschool.

Help us reach all 100 counties and 500,000 kids and adults with the NC Crunch!







- ✓ For more information and to register your event, visit <u>https://growing-minds.org/north-</u> <u>carolina-crunch/</u>
- ✓ Learn more about the NC Farm to Preschool Network at <u>https://growing-minds.org/nc-farm-to-preschool-network/</u>
- ✓ Send NC Crunch pictures and stories to
   CACFPTraining@dhhs.nc.gov by Friday, October 25, 2024

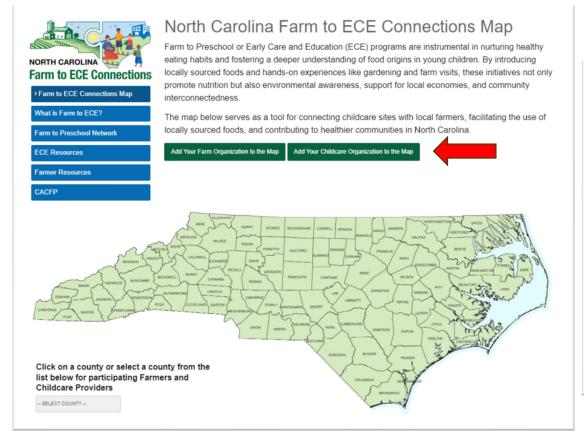
#### **The Patrick Leahy Farm to School Program Stickers**



#### Click <u>here</u> to order your stickers today! User ID: USDAFNS Password: Local!

Learn more about the Patrick Leahy Farm to School Program.

#### **North Carolina Farm to ECE Connections Map**





#### Explore the map: https://www.communityclinicalconnections.com/farm-to-ece/

#### Event Postponed

Questions or Information: Shironda Brown at sewilli3@ncsu.edu

#### 2024 NC FARM TO EARLY CARE & EDUCATION INSTITUTE

Saturday, October 5 @ 8:30am-4pm Location: Asheville Buncombe Technical Community College, Asheville, NC.

Scan to register or <u>click here</u>



For more information contact: Shironda Brown sewilli3@ncsu.edu



#### **NC CACFP Messenger**

#### October Edition is out now!



Hello CACEP Family

standardization guide.

Happy Fall everyone! In appreciation, Cassandra Ward CACFP Manager

**CACFP** Messenger

From the Child and Adult Care Food Program Manager

Can you believe it's already October? As we start our new fiscal year, EY 2025. I want to say thank you for all the great things we've done together. Your dedication and hard work have been instrumental to our success.

Let's continue to make a positive impact in the lives of children and adults in

Fall in North Carolina is a season of abundance, overflowing with fresh produce

like apples, beets, cabbage, and kale. To celebrate local flavors, we've included

Association of State Public Health Nutritionists, along with a step-by-step recipe

recipe ideas: cultural CACFP vegetable and fruit snack menus created by the

To further embrace the season, let's celebrate National Farm to School and

great way to support North Carolina farmers and the people who feed our

communities. For more information on NC Crunch, please refer to page 7.

our monthly calls and watch your email for important messages.

Early Care and Education Month by eating a local veggie or fruit! NC Crunch is a

To stay up-to-date on CACFP news, NC CACFP CONNECTS, and more, please join

our communities. Together, we can achieve great things in FY 2025.

Community Nutrition Services Section Child and Adult Care Food Program ww.nedhhs.gov/ne October 2024

Volume 5, Issue



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#### Reminders

- Friday, October 4 and November 1, from 1 to 2 PM - next two State agency monthly calls with CACFP Institutions (click here to ioin)
- Wednesday, October 30 and Friday, November 29, 2024 - last days to submit August and September 2024 claims
- Standardized Recipe Apples and Almond Butter (on page 8). Enjoy the comforting flavors of autumn with our apple and almond recipe.

This institution is an equal opportunity provider.



# IN CLOSING

### QUESTIONS & ANSWERS

- Please use the
   "QUESTIONS" pod to
   submit your
   questions.
- We will review what we have time for that pertains to the relevance of the group.
- Questions that apply to one specific Institution will be handled offline.



#### MONTHLY INSTITUTION CALLS

The PowerPoints for the Institution calls are found on our website:

**Program Resources Page** 

Click on "Monthly Institutions Call"



### EVALUATION SURVEY

Please complete an evaluation survey to share your feedback with us

- 1. Click on "EVALUATION SURVEY" below
- 2. Complete the survey questions
- 3. Click the blue "Submit" button

#### North Carolina CACFP Monthly Institution Call Evaluation Survey

Thank you for attending the **Monthly Institution Call** for the North Carolina Child and Adult Care Food Program. Please indicate your responses to the below questions.

We appreciate your feedback.

#### The objectives of the call were clearly defined. \*

O Yes

O No (Please explain)

The objectives were met. \*

O Yes

O No (Please explain)

Participation and interaction were encouraged. \*

O Yes

O No (Please explain)

Thank you for your time! Next call is on **Friday**, **November 1**.