Now that NC CACFP CONNECTS is live, we know there will be many questions as Institutions begin to navigate through the new system. The State agency has created this Frequently Asked Questions document to assist Institutions as they continue to learn more about NC CACFP CONNECTS. Remember, if you cannot find the answer you are looking for, please reach out to your Regional Consultant/Field Service Representative or email [NCCACFPCONNECTS@dhhs.nc.gov](mailto:NCCACFPCONNECTS@dhhs.nc.gov).

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| **Accessing The System:** |

1. **Is the NC CACFP CONNECTS Orientation Training mandatory?**

Yes, to receive the User Transition Form to gain access to the system, at least 1 person at each institution must complete the training. Now that the system is live, there is an on-demand version of the training on the NC CACFP’s website under the [training page.](https://www.ncdhhs.gov/divisions/child-and-family-well-being/community-nutrition-services-section/child-and-adult-care-food-program-cacfp/cacfp-training)

1. **Who must complete the User Transition Form?**

The owner, the board chair of the institution, or the institution’s director if he/she has signatory rights per the last Statement of Authority in NCCARES. The owner/board chair or authorized person must complete the form which includes listing up to four people who are to have access to the institution’s record in the new system. Within the form, the kind of access each person is to have will be selected.

The form has space for four users, if more than four people from the institution should have access to the system, an additional form can be completed. An email confirmation will be generated immediately after the form is submitted. It will go to the person completing the form and up to four people listed in the user transition form.

1. **Who must complete the User Access Request?**

All users from the institution that need access, must go into [NC CACFP CONNECTS](https://cacfp-connects.ncdhhs.gov/landing) individually and request access. The State agency will compare the **User Transition Form** to the information submitted in NC CACFP CONNECTS. If a user is not listed on the **User Transition Form**, the user will not be granted any access to NC CACFP CONNECTS

1. **Will the same NCID that was used in NCCARES be used to log in to NC CACFP CONNECTS?**

Yes. The same NCID and password will be used.

1. **Can an NCID and password be shared with multiple users at an institution to access NC CACFP CONNECTS?**

No, this is a security violation of the user agreement. Each user must access NC CACFP CONNECTS with their own NCID and password.

1. **Can multiple users from the same Institution access NC CACFP CONNECTS at the same time?**

Yes, since each user will have their own NCID and password, multiple users from an institution – if these individuals were included on the User Transition Form - can access the site at the same time.

1. **How often must a user access NC CACFP CONNECTS to be active?**

The user must log in to NC CACFP CONNECTS once every 90 days or they will be deactivated.

1. **Will institution record information and past claims from NCCARES be transferred to NC CACFP CONNECTS?**

Yes. All information, documents pertaining to the institution’s record/application, and claims from the past 3 years plus the current year will be carried over and auto-populate in the new system.

1. **After gaining access to NC CACFP CONNECTS and reviewing the institution record for accuracy, who should an institution contact if errors are found?**

The institution’s assigned Field Service Rep (AKA Regional Consultant) and copy Gavneet Kalra ([Gavneet.Kalra@dhhs.nc.gov](mailto:Gavneet.Kalra@dhhs.nc.gov)) Please note, you will only receive a response from your Regional Consultant.

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| **NC CACFP CONNECTS New Terminology and Icons:** |

1. **In the NC CACFP CONNECTS, what is the Institution Application now called?**

The Institution Record.

1. **What is the Annual Application Update now referred to as?**

Record Renewal.

1. **What does the “SA” abbreviation stand for in NC CACFP CONNECTS?**

State Agency (SA)

1. **What does the Green Check record alert mean?**

The record is approved by the State.

1. **What does the Red Pencil record alert mean?**

It indicates that there is something in this section that needs to be completed by the institution.

1. **What does the Purple Hourglass record alert mean?**

The record is awaiting approval from the State.

1. **What does the Red Arrow record alert mean?**

The record has been returned by the State to the Institution.

1. **What does the Red X record alert mean?**

The record is new and needs to be completed or a document needs to be uploaded by the Institution.

**Please note**, the Red X is shown next to the Management Plan section of the institution record for FY 2023. **Do NOT** make any changes or adjustments to the Management Plan for this current year. This is VERY IMPORTANT because any activity in the Management Plan for 2023 will change the Institution Record status to unapproved. A change to unapproved status in the record for FY2023 will require you to complete the entire Management Plan and related policies and procedures and update all parts of the record.

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| **FY 2024 Record Renewal** |

1. **When does Record Renewal begin and end for FY2024?**

September 25th, 2023 - February 29th, 2024

If an institution’s Record Renewal is not APPROVED by Feb 29th, the institution will be seriously deficient. Please allow time for approval, so do not wait until the last week to submit the institution record. The state has thirty (30) days each time the record is submitted to review and request changes to be made if needed.

1. **Will Record Renewal be less intensive in NC CACFP CONNECTS?**

Yes. A major goal of the new system is to provide a more streamlined process for new applications and record renewal. This first record renewal will be a bit more detailed since this will be the first year that institutions will be using NC CACFP CONNECTS. All institutions will be “level set” so all institution data is accurate and up to date from the start.

1. **Can institutions start working on Record Renewal for FY 2024 before September 25th?**

Institutions can start getting their budget together, organizing necessary documents, etc. but nothing can be uploaded into NC CACFP CONNECTS for Record Renewal until September 25th. If documents are uploaded early, institutions will need to re-submit them once Record Renewal opens.

Required documents for FY 2024 will be found within NC CACFP CONNECTS. They will also be available on the NC CACFP website once Record Renewal Training starts on September 18th.

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| **Communication Log** |

1. **What is the Communication log?**

It allows institution and state users to communicate within each portion of the Institution’s record. There will be a separate communication log for each section of the menu. The user can enter comments regarding any part of their current screen. The user can also delete their comments if needed.

1. **If an institution sends a message in the Communication Log, who receives the message?**

The person listed next to “Record Assigned To” in the Institution Profile on NC CACFP CONNECTS is the State agency staff member that will be assigned to review this record for Record Renewal. This will be the main person receiving correspondence from the communication log.

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| **Institution/ Facility Documents** |

1. **In the Documents sections of NC CACFP CONNECTS, what is the “Additional Attachments” tab used for?**

This tab is for all miscellaneous and optional documents as well as Legacy Documents. Legacy Documents are documents from previous years in NCCARES.

1. **What does mean to “Delete/Expire” a document in NC CACFP CONNECTS?**

Institutions can delete a document prior to submission within the first 24 hours of uploading it. After submission or 24 hours, they must wait until the document is approved or returned, and then may expire the document by selecting the delete icon or by uploading a replacement document. Expiring a document means the document is no longer valid, and the document needs to be replaced by a new, valid document. Expiring a document maintains the history of the document, deleting a document does not. Alternatively, institutions may request that the State agency reject the document prior to approval or request that the State agency delete the document on their behalf. Please note, when deleting a required document, the system will not confirm the document being deleted. Be sure you have selected the correct document before clicking "Delete".

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| **Adding New Facilities** |

1. **What happens to the status of an institution’s record when a new facility is added?**

The institution will stay in “Approved” status and the new facility’s record will be the only thing that will be required to be reviewed and approved by the State agency at that time.

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| **Budget** |

1. **Is the excel spreadsheet for the Budget still required?**

Yes. This is because some institution’s budgets will require additional documentation.

1. **What should an institution do if they need to amend their budget before Record Renewal opens?**

Reach out to their Field Service Rep (Regional Consultant). Please note, this person has not changed.

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| **Claims** |

1. **What is the “Import Claim Data” button used for in the Claims section of the Record?**

This button offers the ability to import claim data from an external third party. The data must match the report specifications of the NC CACFP CONNECTS system (check with your data management vendor to verify compatibility). This allows the Institution to upload multiple facilities’ data at once to quickly complete claim entry and submit the information for processing.

1. **Should institutions attach documents in the Claims section of the Record?**

Yes, institutions may attach any supporting documentation, such as invoices/receipts, by clicking the “Attach Documentation” button in the Claims section of the record.

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| **Misc.** |

1. **What if an institution has more Authorized Individuals but cannot fit all of them into the “Assigned Contacts/SA Approval Tab” in NC CACFP CONNECTS?**

Additional Authorized Individuals should be included on the Institution’s Statement of Authority.

1. **Why is it important that NO changes or adjustments are made to the Management Plan in NC CACFP CONNECTS?**

Any activity in the Management Plan for 2023 will change the Institution Record status to unapproved. A change to unapproved status in the record for FY2023 will require the institution to complete the entire Management Plan and related policies and procedures and update all parts of the record.

If there are any significant changes to an institution that would affect the Management Plan last submitted in NCCARES, please contact your Field Service Rep. All institutions will be completing the Management Plan in NC CACFP CONNECTS for FY2024.

1. **What is the difference between the Race and Ethnicity Data information that is required in the Institution Demographics section versus the Facility Record?**

The Race and Ethnicity data that is required in the Institution Demographics section must reflect the county or counties in which the institution provides services. This data should be gathered from the Ethnic and Racial Data page on our website or by clicking the “View Census” button in NC CACFP CONNECTS. If an institution serves multiple counties, the data should be added together.

The Race and Ethnicity data that is required in the Facility Record is that of the participants at that facility. This can be obtained from the Income Eligibility Application forms or taken as a percentage from base school data or county data.

1. **If a Sponsoring Organization has both facilities and Day Care Homes, will the Institution have 2 separate records/applications like it did in NC CARES?**

No, SOs with both facilities and DCHs will only have 1 application/record in NC CACFP CONNECTS.