



# Administrative Operating Procedure

## Chapter 13 Family Services

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**Series:** Family Services  
**Policy Name:** Eligibility Policy  
**Policy Number:** Chapter 13 Section 1  
**Coalition Plan:** II. Implementation - C

**Origination Date:** May 7, 2014

**Revised Date:** August 2, 2017

**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility

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## Purpose

The Early Learning Coalition of Lake County (the Coalition), is required by the Federal government to comply with federal administrative regulations and statute in the administration of Child Care and Development Block Grant Trust Fund (45 CFR Parts 98 and 99). In addition, the Florida statute requires the Coalition to be responsible for the prudent use of all public and private funds in accordance with all legal and contractual requirements, safeguarding the effective use of federal, state, and local resources to achieve the highest practicable level of school readiness for the children described in Section 102.87, Florida Statute (F.S.)

## Scope

During a fiscal year, fluctuations in the number of children enrolled in the School Readiness (SR) program may result in the amount of SR funds needed to support the program to also fluctuate. These factors must be documented and tracked, and action must be taken to account for recurring trends and conditions to accurately assess funding needs.

## Policy

Eligibility Ranked Categories:

Changes in enrollment and expenditures may cause the forecast of a deficit or a surplus through the end of the fiscal year. Section 1002.87(1), F.S. establishes priority eligibility groups for participation in the SR program.

Priorities are as follows:

- A. Priority 1: Priority shall be given first to a child younger than 13 years of age from a family that includes a parent who is receiving temporary cash assistance under Chapter 414, F.S., and subject to the federal work requirements. OCA Codes: BG3-TCAN, BG3W-TCAW, WRC-RCI
- B. Priority 2: Priority shall be given next to an at-risk child younger than 913 years of age. OCA Codes: BG1-11, BG1-11D, BG1-13, BG1-14R, BG1-FAM, BG1-HOME, BG1-IN, BG1-OUT, BG3R-
- C. Priority 3: Priority shall be given next to a child from birth to the beginning of the school year for which the child is eligible for admission to kindergarten in a public school under §1003.21(1)(a)2 who is from a working family that is economically disadvantaged, and may include such child's eligible siblings, beginning with the school year in which the sibling is eligible for admission to kindergarten in a public school under § 1003.21(1)(a)2 until the beginning of the school year in which the sibling is eligible to begin 6<sup>th</sup> grade, provided that the first priority for funding an eligible sibling is local revenues available to the Coalition for funding direct services. OCA Codes: BG3-28A, BG3-APP, BG8-ECON
  - a. In the event of a special circumstance, eligible siblings, ages nine (9) not to exceed thirteen (13), may be eligible to continue in the program.
  - b. Special circumstance may include, but are not limited to:

- i. A family experiences a natural disaster
- ii. Special needs child, when discontinuing care may present an undue hardship on the family or the child.
- iii. An event that limits the parent/guardians financial stability, such as:
  - 1. Incarceration;
  - 2. Placement in a residential treatment facility;
  - 3. Becoming homeless;
  - 4. An emergency situation such as a household fire or burglary;
  - 5. While parent/guardian is participating in parenting classes.

D. Priority 4: Priority shall be given next to a child of a parent who transitions from the work program into employment as described in §445.032 from birth to the beginning of the school year for with the child is eligible for admission to kindergarten in a public school under §1003.21(1)(a)2. OCA Code: BG5-TCC

~~E. Priority 5: Priority shall be given next to an at-risk child who is at least 9 years of age but younger than 13 years of age. An at-risk child whose sibling in paragraphs A—C shall be given priority over other children who are eligible under this paragraph. OCA Codes: BG1-11, BG1-11D, BG1-13, BG1-14R, BG1-FAM, BG1-HOME, BG1-IN, BG1-OUT, BG3R-RCG~~

~~F.E.~~ Priority 65: Priority shall be given next to a child who is younger than 13 years of age from a working family that is economically disadvantaged. A child who is eligible under this paragraph whose sibling is enrolled in the school readiness program under paragraph C shall be given priority over other children who are eligible under this paragraph. OCA Codes: BG3-28A, BG3-APP, BG8-ECON

~~G.F.~~ Priority 76: Priority shall be given next to a child of a parent who transitions from the work program into employment as described in §445.032 who is younger than 13 years of age. OCA Code: BG5-TCC

~~H.G.~~ Priority 87: Priority shall be given next to a child who has special needs, has been determined eligible as a student with a disability, has a current individual education plan with a Florida school district, and is not younger than 3 years of age. A special needs child eligible under this paragraph remains eligible until the child is eligible for admission to kindergarten in a public school under §1003.21(1)(a)2. OCA Code: CF-SN

~~I.H.~~ Priority 98: Notwithstanding paragraphs, A-D, priority shall be given last to a child who otherwise meets one of the eligibility criteria in paragraphs A-D but who is also enrolled concurrently in the federal Head Start Program and the Voluntary Prekindergarten Education Program. OCA Codes: All

A “fair disclosure” statement on the eligibility and re-determination forms must be given to parents notifying them that the provision of school readiness services is subject to placement priorities and the availability of funding.

The Coalition must conduct redetermination every twelve (12) months, or per documentation from referring agency for the relative caregiver (BG3R-RCG), TANF Child Only (BG3-28A), and Transitional Child Care (BG5-TCC) billing groups.

**Series:** Family Services  
**Policy Name:** Enrollment Policy  
**Policy Number:** Chapter 13 Section 2  
**Coalition Plan:** II. Implementation - C  
**Origination Date:** May 7, 2014 **Revised Date:** October 30, 2017  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility

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## Purpose

The duties of the Early Learning Coalition of Lake County (Coalition) Family Services Specialist to service clients include enrolling, re-determining, updating cases, recording changes, terminating, waiting list, notifications, scheduling appointments, servicing walk-ins, client follow-up, and monitoring of client records.

## Scope

The Coalition Family Services staff schedule appointments for new clients from the waiting list and for re-determining clients. New clients with child care referrals from Department of Children and Families (DCF), ~~if no waitlist~~ and Career Source (Workforce) (BG3) are serviced with or without an appointment due to the 10-day priority rule.

## Initial Interview

Once the client(s) is/are approved for SR Funds, either through the waiting list or by authorization from DCF or Career Source (Workforce), or any other referring agencies, the client must ~~then visit the office and meet with a Family Services Specialist~~ must be determined eligible for services. This can be accomplished through the Office of Early Learning's EFS Modernization Portal (referred to as the Family Portal, the Provider Portal and the Coalition Portal).

- A. During the interview-eligibility process, the client will need to provide required documentation applicable to their household. The following are examples of the documentation the majority of the clients must submit:
- a. Valid Florida Identification Card or valid Florida Driver's License for client (*and spouse, if applicable*)
  - b. Proof of address if not correct on ID or Driver's License
  - c. Birth Certificates for all children in the home
  - d. Proof of Employment
    1. Four weeks of current, consecutive check stubs for client (and spouse, if applicable); or
    2. "Verification of Employment" Form issued either by the Coalition or Career Source (Workforce) if client has not been at job long enough to receive four weeks of pay; or
    3. Company Letterhead with hourly rate of pay, hours worked per week, start date, signature of supervising employer, and a phone number at which the employer can be contacted; or
    4. If self-employed, the client must provide one or more of the following:
      - i. Ledger or
      - ii. Income Tax Return,
      - iii. or four weeks of self-employment logs and documentation verifying the business (i.e., business license or check copies)
    5. Complete school schedule or letter on school letterhead with start date, completion date, credit hours,

program, and the name of the client if attending school.

e. Proof of Additional Income

1. Social Security Income and/or Social Security Benefits letter dated for current year;
2. Child Support payment print-out or attestation from client that pays child support stating the amount paid, how often it is paid, and their contact information;
3. Veteran benefit letter;
4. Workman's Compensation letter;
5. Reemployment Assistance Program letter
6. Access Florida award letter (food stamps)

f. Divorce Decree or letter of separation (if applicable)

B. Clients will submit their documentation and select the preferred child care provider facility using the Family Portal. After all, documentation is received, a Child Care Facility must be chosen. ~~(If at the initial interview process, a Child Care Facility is not chosen, the client can be given a computer-generated list of facilities that meet the client's preference. Once the client returns with a chosen facility, within an allotted time, then the certification process can continue.)~~

C. Once the Coalition has reviewed the submitted documentation and verified that the provider selected is an approved School Readiness Provider coalition staff will process the enrollment. A Child Care Facility is chosen, all of the information is entered into. A parent fee, or co-payment, will be assessed based on the client's family size and gross annual income. This is the parent fee *(in addition to any other fees the selected child care provider may have)* that the client(s) will be responsible for paying to the selected child care provider.

D. Children in foster care, age birth to school entry, must attend a child care facility in compliance with Rule 65C-13.030(2)(d), FAC. This rule does not apply to school-aged foster children or at-risk children, not in foster care. If a child attended a provider that did not meet the requirements in Rule 65C-13.030, F.A.C., prior to March 6, 2014, that child might remain at the current provider upon redetermination of care, in order to promote consistency and security.

Rule 65C-13.030(2)(d), F.A.C, requires that caregiver(s) shall choose child care for children in licensed out-of-home care according to the following order –

a. Gold Seal accredited child care providers or providers participating in a quality rating system;

b. Licensed child care providers;

~~b.c.~~ Public School providers;

~~e.d.~~ License-exempt child care providers, including religious exempt, registered, public and non-public schools. These providers must be participating in the SR Program through the local Coalition and provide a letter from the caseworker who issued the referral.

If there is no available Gold Seal accredited child care provider or space for the child at the Gold Seal provider, then the caregiver shall choose a licensed child care provider. If a licensed child care provider has no availability, the caregiver shall choose a license-exempt child care provider as this subparagraph requires. The licensed out-of-home caregiver shall assume the cost of child care to the extent that subsidized child care is unavailable.

When individual circumstances warrant deviating from the established prioritized list of child care settings, both the case manager and the Coalition must document the reason for choosing care other than by the prioritized list.

E. If the referring agency Case Manager/Investigator indicates on the referral that a child is under the Rilya Wilson act, the care arrangement must comply with the provisions of the Rilya Wilson Act:

a. Child is enrolled in a licensed program 5 days a week

- b. Child may not be withdrawn from child care without approval of DCF caseworker or the community-based lead agency representative
- c. The caregiver/provider will report any single day of unexcused absence or 7 consecutive days of excused absences to the DCF caseworker or the community-based lead agency representative
- d. DCF will conduct a site visit to the residence of the child upon receiving two consecutive unexcused absences
- e. If more than two site visits are conducted, DCF staff shall initiate action to notify the court of the caregiver's noncompliance with the case plan.

~~F. F. The family portal will generate terms and agreements that the family will need to sign for each child, at this time the Family, ELC, and the Provider will be able to view the certificate for each child.~~

~~G. All of the client's paper work will be saved in the Coalition Portal. Each document is attached to complete the eligibility process. Everything will be done online. The eligibility process cannot be completed until all documents have been uploaded by the client and verified by the ELC. The terms and agreements and eligibility forms are now also done through the Family Portal System.~~

~~H. After the client has signed the certificate, they will be able to log back in the Family Portal and access it for their records. Clients will be emailed additional resource documents, Quality Checklist, Family Guide, and the Consumer Statement. Each time they are approved.~~

~~I. Clients will be notified of their last day of services by receiving a notification from the Family Portal System.~~

~~J. New clients or clients whose case is being re-opened will be asked to complete an online Ages and Stages Questionnaire via email for any children they have 66 months of age or younger. An Eligibility and Enrollment Form is then generated and printed for the client(s) and the Family Services Specialist to sign and date. The Eligibility and Enrollment Form is valid for up to twelve months of child care assistance from the date the client signs the application. (For DCF and Career Source [Workforce] authorization forms, the child care assistance is valid for six months or less from the date the authorization form is signed by the caseworker.)~~

~~G. In addition to the computer generated Eligibility and Enrollment Form; the client must also read and sign the Parent Enrollment Agreement and School Readiness Program Guidelines. The interviewing Family Services Specialist is also required to sign and date both forms. These documents describe the policy, procedures, and client responsibilities for obtaining and continuing to receive child care assistance. Further, an Authorization to Release Information Form must be signed by all adults over 18 years of age listed on the child care case.~~

~~H. The client(s) is then given a recertification appointment, scheduled two to four weeks before their actual end date.~~

~~I. After the client's interview process has been completed all paperwork is scanned to the client's file in File Center. The original Eligibility and Enrollment Form, Parent Enrollment Agreement, School Readiness Program Guidelines, SR Procedure Guideline Form and Authorization to Release Information Forms are given to the client(s) for their own personal records with their next appointment date and time indicated on the SR Program Guideline Form.~~

~~J. Along with the other paperwork, the Family Services Specialist will print the Non-Transferable Child Care Certificate which will be signed by client and Family Services Specialist, scanned documents and given to the client to give to the provider to keep on site at their facility. The child care certificate indicates the last day that care is authorized for the provider's records as well as the parent's fee or copayment.~~

~~K. Clients will be notified of their last day of services by receiving the original Parent Enrollment Agreement which indicates the start and end date of their services.~~

~~L. Clients will be asked to complete an online Needs Assessment Survey. This survey is designed for clients to indicate any additional information or resources they would like to receive.~~

~~Myounger. New clients or clients whose case is being re-opened will be asked to complete an online Ages and Stages Questionnaire for any children they have 66 months of age or younger.~~

NL. At the conclusion of the interview, clients, will be asked to complete an online customer service survey rating the services that they received.

## **Recertification Interview**

In the Provider Portal, the provider is notified every month of when each individual child's last day of SR funding will end. This will notify the provider of the child's last day able to access each child and view their enrollment information.

Clients are notified of their last day of services by receiving a notification via the Family Portal. Clients were initially notified of their last day of services by receiving their Parent Enrollment Agreement Form which indicated the date at their previous appointment. Clients will also receive an email reminding them of their appointment if the client provided an email to the Coalition.

Clients Portal. Clients were initially notified of their recertification appointment date by receiving their SR Program Guideline Form which indicated the appointment date and time at their previous appointment.

Families who fail to recertify at least two weeks before their eligibility date or no longer qualify for SR services will be mailed a Notice of Disenrollment.

When recertifying existing client(s) the Family Services Specialist will access the client' file in the Coalition Portal to ensure that all required documentation has been received. If the client is returning under a DCF or Workforce (Career Source) Child Care Application and Authorization Referral Form, a new and updated referral form must be submitted, either by Referral Portal or Fax.

The Eligibility Specialist will ensure the authenticity of the Child Care Application and Authorization Form by sending the referring agency a Verification of Receipt of Application and Authorization Form. This form states in bold print for the Coalition to be notified immediately if the agency receiving the form did not actually send the referral.

The Family Services Specialist must ensure the Child Care Application and Authorization Referral Form is accurate and correctly indicates the client(s) purpose of care. If the Child Care Application and Authorization Referral Form is incorrect, it must be returned to the appropriate caseworker for necessary corrections.

For referral families before the referral is set to expire the family service specialist will reach out to the case worker and or the client. They will advise the case worker to send a new referral over to cover the dates. If the case is open the case worker will send the referral and the Family Service Specialist will update the review date. If the case is closed the Family Service Specialist would then give the client a 90 day purpose of care search, after that 90 days is up the client would have to show appropriate purpose of care, otherwise the services would terminate. Clients will be contacted by the communication method on file to remind them of their recertification appointment at least 24 hours prior to the appointment. If the client fails to show up for their appointment or call to reschedule they will not be contacted by the Coalition. If the client calls before the end date of their services every effort will be made to get them in for an appointment to complete the recertification process. If the client does not recertify their case by the end date their child care assistance case will be closed on the last day of services. Once a client's case is closed, it will be necessary for them to reapply to the Coalition's wait list. This does not apply to clients that obtained child care services with a referral through DCF or Workforce (Career Source).

Families who fail to recertify or no longer qualify for SR services will be mailed a Notice of Disenrollment.

When recertifying existing client(s) the Family Services Specialist will access the client' file in File Center to ensure that all required documentation has been received. If the client is returning under a DCF or Workforce (Career Source) Child Care Application and Authorization Referral Form, a new and updated referral form must be submitted, either by share file or fax.

The Eligibility Specialist will ensure the authenticity of the Child Care Application and Authorization Form by sending the referring agency a Verification of Receipt of Application and Authorization Form. This form states in bold print for the Coalition to be notified immediately if the agency receiving the form did not actually send the referral.

The Family Services Specialist must ensure the Child Care Application and Authorization Referral Form is accurate and correctly indicates the client(s) purpose of care. If the Child Care Application and Authorization Referral Form is incorrect, it must be returned to the appropriate caseworker for necessary corrections.

~~The corrected Child Care Application and Authorization Referral Form must be received before the recertification process can continue. If a corrected Child Care Application and Authorization Referral Form is not received by the scheduled termination date, the case will be closed; child care assistance will be canceled and can only be reopened when the corrected form is submitted.~~

A returning "Working Poor" (BG8) client is not required to submit a new waitlist application at each recertification appointment.

Upon receiving necessary authorization, the recertification process is as follows:

- a. ~~The client(s) will received a notification to go through the eligibility wizard and update their application.~~
- b. ~~During the recertification process, the Family Services Specialist will verify that all information given at prior interview is still current and correct.~~
- c. ~~Proof of current employment, as well as, additional income will be resubmitted. The requirements for acceptable documents are the same as the initial interview listed above.~~
- d. ~~If the client is still separated from a spouse, they will update that in the Family Portal.~~
- e. ~~If the client is not receiving child support, they will update that in the Family Portal.~~
- f. ~~If the client had changes to their employment, household composition, income, or any other changes that may have affected eligibility, and failed to report them to the Coalition within 10 days, the family services Specialist will speak with the family and document in the case notes.~~
- g. ~~After all of the new submitted documentation is uploaded to the Family Portal. The Family Services Specialist will update the case and generate a new Eligibility Assignment in the Coalition Portal. A fee, or co-payment, will be reassessed based on the client's family size and current gross annual income. This is the parent fee (in addition to any other fees the selected child care provider may have) that the client(s) will be responsible for paying to the selected child care provider. If any changes (fee change, address change, child care facility change, etc.)~~
- h. ~~A new certificate will be generated for the family to sign. This will have all the terms and agreements that the client will need to sign in the Family Portal.~~
  - a. ~~The client(s) will meet with a Family Services Specialist to complete new paperwork~~
  - b. ~~During the recertification interview, the Family Services Specialist will verify that all information given at prior interview is still current and correct.~~
  - c. ~~Proof of current employment, as well as, additional income will be resubmitted. The requirements for acceptable documents are the same as the initial interview listed above.~~
  - d. ~~If the client is still separated from a spouse, a new attestation of separation must be completed.~~
  - e. ~~If the client is not receiving child support, a new attestation stating the client does not receive child support must be completed.~~
  - f. ~~If the client had changes to their employment, household composition, income, or any other changes that may have affected eligibility, and failed to report them to the Coalition within 10 days, a Failure to Submit Changes form will be signed by the client and scanned into File Center with a notation made in EFS.~~
  - g. ~~After all of the new submitted documentation is accounted for and scanned into File Center, a new application is generated for the client(s) to sign and date. A fee, or co-payment, will be reassessed based on the client's family size and current gross annual income. This is the parent fee (in addition to any other fees the selected child care provider may have) that the client(s) will be responsible for paying to the selected child care provider. If any changes (fee change, address change, child care facility change, etc.) occur, the change will be explained to the client(s) before a signature is requested.~~
  - h. ~~A new Parent Enrollment Agreement and School Readiness Program Guidelines form is completed, signed, and dated by both the client(s) and the Family Services Specialist. A new Authorization to Release Information form is signed by the client and any adult over the age of eighteen (18) that is included in the child care case.~~

~~Further, a new School Readiness Procedure Guideline is completed which indicates the next scheduled redetermination appointment that will fall approximately one month before the last day of eligibility and Non-Transferable Child Care certificate is issued to the client to give to the provider to keep on site at their facility. The certificate indicates the last day that care is authorized for the provider's records. All completed paperwork is scanned in ascending order into the client's case file in File Center. The original paperwork is given to the client for their records.~~

## Termination

~~When a client is receiving School Readiness Funding, the client must comply with the terms and agreements at all times. If any changes occur within the household that may affect the client's eligibility for financial assistance, it **MUST** be reported to the Coalition within 10 calendar days of the change. Failure to report the changes may result in termination of School Readiness Funds. Failure to report changes will be case noted in the Family Portal and documented in the case notes.~~  
~~When a client is receiving School Readiness Funding, the client must comply with the Parent Enrollment Agreement at all times. If any changes occur within the household that may affect the client's eligibility for financial assistance, it **MUST** be reported to the Coalition within 10 calendar days of the change. Failure to report the changes may result in termination of School Readiness Funds. Failure to report changes will be case noted in EFS and recorded on the Failure to Report Changes Form which will be scanned into the client's file in File Center. The client will be given the original form for their records.~~

If a client fails to submit required documentation and/or also fails to recertify their eligibility on or before the actual end date of their services, their child care assistance will be canceled.

When a Family Services Specialist must terminate a client's eligibility, the following must be done:

- A. The client and child(ren)'s eligibility must be terminated in the Coalition Portal~~EFS system~~ as well as entering a detailed case history note

~~— A Notice of Disenrollment letter is completed and sent to the client at least two weeks prior to the client's last eligibility date. An at-risk child may not be dis-enrolled from the program without the written approval of the Child Welfare Program Office of the Department of Children and Families or the community-based lead agency unless their referral has expired. This letter is also scanned into the client's file in File Center, and a case note is recorded.~~

~~B. A Notice of Termination form is then completed and sent to the child care facility providing care for the SR-child(ren). This form is usually sent via provider portal. However, if that is unavailable, the child care facility is notified by phone and followed up with a copy by mail.~~

- ~~C. The client's file will remain in the File Center for five years. If the client(s) return to open a new case after the five-year archival period, the client must resubmit all the required documentation.~~

~~A Notice of Disenrollment letter is completed and sent to the client at least two weeks prior to the client's last eligibility date. An at risk child may not be dis-enrolled from the program without the written approval of the Child Welfare Program Office of the Department of Children and Families or the community-based lead agency. This letter is also scanned into the client's file in File Center, and a case note is recorded.~~

## Transfers

Once the client(s) is receiving School Readiness Funds and either move or become dissatisfied with the child care facility he/she has chosen, a transfer may be done. However, before the transfer can be done, the client must first provide verification; ~~that 4 weeks of co-payments have been paid,~~ also referred to as a Transfer Form. ~~The Coalition can only withhold a transfer for up to four weeks of parent fees only.~~ Any additional fees (*registration, additional provider charges, etc.*) that were incurred at the child care facility cannot be used as a hold against the transfer.

A Transfer Form (zero balance) can be documented several ways:

- A. A child care provider can complete a Transfer Form, which is supplied to each facility at the time the facility signs an Agreement to Accept School Readiness Funds, and can also be requested at any time.
- B. The client(s) and provider can submit proof of an agreed upon payment plan.
- C. The child care provider can write and sign an informal statement with the facility's name and contact phone number, verifying the client has a zero balance. Occasionally a Family Services Specialist can verify a zero balance by contacting the child care provider by telephone and documenting that the client has a zero balance in [the Coalition Portal.EFS](#).
- D. Protective Services parent/guardian, relative, non-relative, or Foster Care guardian may transfer without a Transfer Form, but it is encouraged that the client pays the provider if any parent fee is owed.
- D.E. [The child care provider can terminate the enrollment in the provider portal specifying if the client owes parent fees at the time of termination.](#)

Upon receiving an acceptable Transfer Form, the child care provider transfer is entered into the [EFS systemCoalition Portal](#), with the effective date of the transfer. A new Certificate is printed for the client(s), ~~and Eligibility Specialist will send a copy via provider portal to the provider. All paperwork is scanned into the client's file in File Center to sign, at that time the new provider will be able to access it in the provider portal.~~

### **Fee Change**

If during an existing certification period, there is a change within the household involving employment, income and/or family size that may cause a fee change, a Family Services Specialist must request documentation of the change. Upon notification by the client of the change, the child's eligibility must be reevaluated. The client does not usually need to come into the office for this. A family's parent fee will increase after they enter the graduated phase out, upon conclusion of the initial twelve (12) month eligibility period. If the client(s) are making less money than the Coalition may decrease the parent fee.

The following are examples of changes within the household that may substantiate a fee change:

- A. Change of employment or loss of employment,
- B. Change in rate of pay,
- C. Birth, death, or adoption of a child,
- D. Marriage, divorce, or separation,
- E. Start or stop of child support payments, SSI Benefits, unemployment, etc.

**Series:** Family Services  
**Policy Name:** Disenrollment Policy  
**Policy Number:** Chapter 13 Section 3  
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## **Purpose**

The Early Learning Coalition of Lake County (the Coalition), is required by the Federal government to comply with federal administrative regulations and statute in the administration of Child Care and Development Block Grant Trust Fund (45 CFR Parts 98 and 99). In addition, the Florida statute requires the Coalition to be responsible for the prudent use of all public and private funds in accordance with all legal and contractual requirements, safeguarding the effective use of federal, state, and local resources to achieve the highest practicable level of school readiness for the children described in Section 1002.87, Florida Statute (F.S.)

## **Scope**

During a fiscal year, fluctuations in the number of children enrolled in the School Readiness (SR) program may result in the amount of SR funds needed to support the program to also fluctuate. These factors must be documented and tracked, and action must be taken to account for recurring trends and conditions to accurately assess funding needs.

Definition of Disenrollment:

The removal, either temporary or permanent, of a child from participation in the SR program. Removal of a child from the SR program may be based on the following events: a deduction in available SR program funding, participant's failure to meet eligibility or program participation requirements, fraud, or change in local service priorities.

## **Policy**

The Coalition will utilize standard reports in the State Reporting System (SRS) and uses a Utilization Report each month to track enrollment in, and expenditures for, the SR program.

The report:

- A. Estimates annual expenditures through the end of the fiscal year based on current enrollment, current expenditures of SR funds, and the recurring trends and conditions anticipated to affect enrollment and expenditures
- B. Estimates the number of children to be served in the SR program through the end of the fiscal year
- C. Forecasts a budgetary surplus or deficit through the end of the fiscal year

It is the policy of the Coalition to utilize a wide range of budget management strategies to maintain fiscal integrity and balance, including the utilization of dis-enrollment of non-priority participants as an option of last resort to maintain fiscal integrity. Strategies may include, but are not limited to the following:

- A. Re-verification & certification of eligibility of current high priority enrollments as stated in the "Eligibility Ranked Categories" in section one:

- a. The Coalition must initiate a process with referring partners to review and validating the continued eligibility of current enrollments. Written certification must be submitted to the Coalition documenting the results and method taken to complete this process.
- b. Eligibility criteria must be used to review and validate current enrollments, i.e., clients classified as Temporary Child Care (TCC) must be employed. The Coalition must verify employment of all TCC clients.
- B. When enrolling working poor (BG8-ECON) families from the waitlist, only the Priority 3 children will be enrolled. If funds are available at the time of enrollment to enroll all Priority 3 children, then consideration will be given to those families that have siblings up to the age of 6<sup>th</sup>-grade entry.
- C. Upon redetermination, if a child ceases to be eligible for care under the priority in which he or she was enrolled, the child will be assessed to determine current priority level. If there is a current waitlist and the children on the waitlist are at a priority level greater than the child that is being redetermined, then the child would be placed on the waitlist until funding is available.
- D. Upon redetermination, the child will be assessed to determine the current priority level. If there is a current waitlist and the children on the waitlist are at a priority level greater than the child that is being redetermined, then the child would be placed on the waitlist until funding is available.
- E. Upon redetermination, when a child rolls out of CCEP program, the child will be assessed to determine current priority level. If there is a waitlist and the children on the waitlist are at a priority level greater than the child being redetermined, then the child would be placed on the waitlist until funding is available.
- F. Delay the enrollment of a child in a subsequent priority eligibility group over the 6<sup>th</sup>-grade entry to age 13.
- G. Amend SR plan to increase parent copayments and remain in compliance with section 1002.84(8), F.S., and OEL Program Guidance 400.01.
- H. Reduce payment rates for SR providers.
- I. Re-evaluation of the Coalition's budget with written documentation that all areas of the budget have been thoroughly examined and that there are no funds available to cover the lapse in slot funding. This may include the transferring of SR funds from the administration, non-direct services or quality services to direct services within the targets and restrictions of the OEL grant award or OEL contract amount.
- J. Coordination with other community partners:
  - a. The Coalition must communicate with other community partners (for example, Boys & Girls Club, YMCA, etc.) to research options the parent may have for child care for their child(ren). Guidelines regarding parental choice must be met when changing or moving children from one program to another.
  - b. Written certification must be submitted to the Coalition documenting that this coordination has taken place.
- K. The Coalition may request an increase in its allocation of SR funds if the Coalition forecasts a deficit indirect services for the fiscal year or projects that additional eligible children on the waiting list can be served. To receive consideration for an increase in its allocation, the Coalition must submit a written request, by mail or electronically, to the Executive Director of OEL. The obligation request must be submitted between the last Friday in January, and the first Friday in June and include, at a minimum the following:
  - a. The amount of increase requested, not to exceed the amount of the forecasted deficit
  - b. A justification for the requested increase including, but not limited to, the methodology used to determine the amount of the forecasted deficit or the number of additional children to be served, as appropriate.
  - c. A copy of the two (2) most recent monthly analyses
  - d. Details of actions taken or planned to resolve the projected deficit without additional funding or with limited additional funding, if appropriate
  - e. A description of all actions taken after the identification to eliminate the projected deficit, including actual dates of the actions taken, if appropriate

If approved, a revised notice of grant award or contract amendment, reflecting a total funding increase will be provided to the Coalition.

### **Disenrollment Process:**

A child must not be disenrolled due to a projected deficit unless a deficit has been forecasted through the end of the fiscal year and the strategies listed above have been addressed and implemented, as appropriate. If, after implementation of fund management strategies, a deficit continues to be projected, making dis-enrollment a continued possibility, no individual child or group of children shall be disenrolled due to a projected deficit before consulting with and obtaining written approval from the Executive Director of OEL.

The Coalition shall:

- A. Send written notification to OEL at least forty-eight (48) hours before the initiation of formal consideration by the Coalition Board of Directors to disenroll a group of children from Coalition programs due to a projected funds deficit
- B. The disenrollment decision will be made by the Coalition Board of Directors.
- C. Send written notification to OEL at least five (5) business days before taking action to notify providers or families of a determination to disenroll a child from Coalition programs due to a projected funds deficit. The notice to OEL must:
  - a. Be submitted with a copy of the two most recent monthly analyses
  - b. Identify the enrollment priority group from which the Coalition plans to disenroll children due to a projected funds deficit and the number of children planned to be disenrolled within the enrollment priority group
- D. Send written notice to any affected child's parent or guardian at least two (2) weeks before the child is disenrolled from the SR program due to a projected funds deficit, which includes the effective date of the child's disenrollment.
- E. Send a written notice to any affected child's SR provider at least two (2) weeks before the child is disenrolled from the SR program due to a projected funds deficit, which includes the effective date of the child's dis-enrollment.
- F. Continue initial enrollment of a child in a priority group in accordance with Section 1002.87(1)(a)(i), F.S.
- G. Establish enrollment priorities among the subsequent priority eligibility groups in descending order, beginning with the highest enrollment priority, in accordance with Section 1002.87(1), F.S.
- H. Prohibit the disenrollment of groups of children for a reason other than preventing a deficit or failure to comply with eligibility requirements.
- I. Permit the disenrollment of children in order, pursuant to Section 1002.87(7), F.S.
- J. Submit a plan amendment, if applicable, and receive written approval of the submitted plan amendment from OEL before disenrollment of children.
- K. Those children that have been disenrolled must be returned to the Family Portal Wait List and will have priority placement over those that are in the same classification of eligibility. Eligibility redetermination must be done before they are placed back into SR programs.
- L. Names of all non-priority families on the Family Portal Wait List will be placed in "frozen" status. This will remain in effect until funding is made available to serve more clients.
- M. Parents should be advised that they can seek information regarding alternative programs and resources. A special, staffed hotline should be maintained by the Coalition to answer questions and give resource information.
- N. A press release should be jointly written with OEL and distributed to the community and media by the Coalition. This press release should include:
  - a. Disenrollment is a decision of last resort
  - b. The need for child care assistance in Lake County has outgrown school readiness funding
  - c. Every effort is being given to locating alternative programs

- d. Those being disenrolled will be put as priority on the UWL
- O. A plea for public/private funding assistance to alleviate further disenrollment. The information above should be conveyed to all Board members and staff of the Coalition. Every effort should be made to train frontline staff on methods of communicating this message positively to providers and parents.

**Series:** Family Services  
**Policy Name:** Protective Services At-Risk Copayment Fees  
**Policy Number:** Chapter 13 Section 4  
**Origination Date:** May 7, 2014 **Revised Date:** August 10, 2016  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility

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## Purpose

According to the Office of Early Learning (OEL) guidance, the Early Learning Coalition of Lake County (the Coalition) should establish a consistent practice of where they want to set parent copayments (parent fees) for at-risk clients that do not have income or proof of income at the time of enrollment. This does not prevent the Coalition from waiving copayments in accordance with §1002.84(8).

## Scope

This policy applies to all parents/guardians with a Protective Services referral.

## Policy

Florida Statute 1002.81(1) defines "At-risk child" as:

- A. A child from a family under investigation by the Department of Children and Families or a designated sheriff's office for child abuse, neglect, abandonment, or exploitation.
- B. A child who is in a diversion program provided by the Department of Children and Families or its contracted provider and who is from a family that is actively participating and complying in department-prescribed activities, including education, health services, or work.
- C. A child from a family that is under supervision by the Department of Children and Families or a contracted service provider for abuse, neglect, abandonment, or exploitation.
- D. A child placed in court-ordered, long-term custody or under the guardianship of a relative or nonrelative after termination of supervision by the Department of Children and Families or its contracted provider.
- E. A child in the custody of a parent who is a victim of domestic violence residing in a certified domestic violence center.
- F. A child in the custody of a parent who is considered homeless as verified by a Department of Children and Families certified homeless shelter.

The Coalition will receive a referral from the Department of Children and Families or contracted service provider for an at-risk child. When enrolling an at-risk child in School Readiness (SR) services, the Coalition will request income documentation from the parent/guardian of the at-risk child.

Income documentation refers to employment, child support, disability, Social Security benefits or payments, and/or any additional proof of income.

The Coalition will set the parent co-payment according to one of the following circumstances:

- A. If income documentation is submitted at the time of enrollment, the Coalition will calculate and set the parent co-payment according to the appropriate income level and family size on the current Sliding Fee Scale or Supplemental Sliding Fee Scale.
- B. If the at-risk referral states the family has income or if a parent of at-risk child states they are employed or receive additional income and are unable to provide documentation at the time of enrollment:
  - a. The Coalition will set the parent co-payment at the highest co-payment according to the approved Sliding Fee Scale.
  - b. Once the parent provides the income documentation, the Coalition will then lower the copayment to coincide with the income and family size on the current Sliding Fee Scale.
  - c. If documentation is not submitted at any time, the copayment will continue at the highest co-payment according to the approved Sliding Fee Scale..
- C. If the family has no income:
  - a. ~~The parent will write an attestation stating they do not have employment or receive any additional income and sign and date the attestation. The attestation must be witnessed by a Coalition, staff member.~~ The parent will report that in their application.
  - b. The Coalition will set the parent co-payment at the 75-100% FPL on the current Sliding Fee Scale according to family size. Domestic Violence, and Homeless referrals will still be the lowest parent fee if the family reports no income.
- D. Out-of-home at-risk referrals, including foster parent referrals, will continue to be calculated using the at-risk child's income only.

While temporary copayment reduction and waiver requests are processed for at-risk children on a case-by-case basis, eligibility for the at-risk child should continue if the child's family is unable to pay the copayment fees.

If a provider terminates an at-risk child from their facility due to non-payment of copayment fees, eligibility for School Readiness (SR) services should remain open in the ~~Enhanced Field System (EFS)-Coalition Portal~~. If an at risk family chooses not to use services history notes will be done and NOD mailed. The Coalition will communicate the termination from the provider to the referring agency immediately upon report to the Coalition by the provider. Every effort should be made to assist the parent/guardian of the at-risk child in re-establishing child care via resource and referral.

**Series:** Family Services  
**Policy Name:** Copayment Reduction & Waiver Policy  
**Policy Number:** Chapter 13 Section 5  
**Origination Date:** May 7, 2014 **Revised Date:** August 10, 2016  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility

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## **Purpose**

In accordance with Florida Statue 1002.84(8), each Coalition is responsible for defining a list of qualifying events and outlining a process for requesting a copayment (parent fee) reduction or waiver.

## **Scope**

This policy applies to any client or referring agency requesting a fee reduction or waiver to copayments.

## **Policy**

At the discretion of the Executive Director, the Coalition may, on a case-by-case basis, reduce or waive the copayment for an at-risk child or for a child whose family's income is at or below the federal poverty level.

The parent/guardian or referring agency must write a letter of appeal to the Executive Director requesting the reduction or waiver of the copayment outlining the special circumstances for the request (a letter of appeal written on behalf of the custodial parent/guardian and then signed and dated by the custodial parent/guardian will be accepted if assistance with this process is required).

Special circumstances include:

- A. A family experiences a natural disaster
- B. An event that limits the parent/guardian's ability to pay, such as:
  - a. Incarceration
  - b. Placement in a residential treatment
  - c. Becoming homeless
  - d. An emergency situation such as household fire or burglary
  - e. While the parent is participating in parenting classes

If a copayment fee reduction or waiver is granted, the duration of the reduction shall coincide with the duration of the special circumstances. The child's parent/guardian acknowledges that the copayment reduction or waiver is granted based upon a qualifying event and that the approval will expire if:

- A. The child becomes ineligible for services
- B. The reduction or waiver is no longer necessary based on the child's needs

In addition to the special circumstances listed above, the Executive Director will consider a Letter of Appeal and additional information from the parent/guardians of an at-risk child or a child whose family's income is at or below the federal poverty level for the additional circumstances:

- A. Extreme family crisis
- B. When an adult in the original SR application:
  - a. Is granted a medical interruption in services, such as maternity leave
  - b. Loss of employment

Medical Interruption:

- A. The parent/guardian must submit, with the Letter of Appeal, proof that no income will be paid by their employer during the medical interruption. The Coalition, upon approval of the Executive Director, may recalculate the household income, excluding the income from employment.
- B. Or, the parent/guardian must submit, with the Letter of Appeal, proof that the income will be reduced to leave or other cash benefits. The Coalition, upon approval of the Executive Director, may recalculate the household income utilizing the documented leave or other cash benefit paid by the employer.
- C. The income of any other adult included in the original SR application in the home will be included in the recalculation.
- D. The reduced copayment or waiver will only be authorized for the duration of the medical interruption for a maximum of ninety (90) days.

Loss of Employment:

- A. The parent/guardian must submit, with the Letter of Appeal, proof of loss of employment. The Coalition, upon approval of the Executive Director, may recalculate the household income, excluding the non-working adult's income.
- B. The reduced copayment or waiver will only be authorized for the period the parent is not working for a maximum of ninety (90) days.

Extreme Family Crisis

- A. If a parent/guardian is requesting a copayment reduction or waiver due to extreme family crisis, the Coalition may request additional documentation to support the stated crisis.
- B. The reduced copayment or waiver will only be authorized for a period determined by the Executive Director, not to exceed ninety (90) days.

**Series:** Family Services  
**Policy Name:** Parent Access and Choice Policy  
**Policy Number:** Chapter 13 Section 6  
**Coalition Plan:** II. Implementation - DC  
**Origination Date:** May 7, 2014 **Revised Date:** August 10, 2016  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility

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### Purpose

The Early Learning Coalition of Lake County (the Coalition) establishes parental choice of childcare providers, including private and faith-based providers, to the maximum extent practicable in accordance with 45 C.F.R. s. 98.30.

### Scope

This policy applies to all parents/guardians requesting and/or receiving School Readiness Program services.

### Policy

The Coalition preserves parental choice by permitting parents to choose from a variety of child care categories, including center-based care, family child care and informal childcare to the extent authorized in the state's Child Care and Development Fund (CCDF) Plan as the United States Department of Health and Human Services approved, based on 45 CFR § 98.18. None of the categories may limit or exclude a faith-based provider's care and curriculum.

- A. The parent or parents of an eligible child who receives or is offered child care services shall be offered a choice:
  - a. To enroll the child with an eligible child care provider that has a grant or contract for the provision of such services, if such services are available; or
  - b. To receive a child care certificate as defined in § 98.2. Such choice shall be offered any time that child care services are made available to a parent.
- B. When a parent elects to enroll the child with a provider that has a grant or contract for the provision of child care services, the child will be enrolled with the provider selected by the parent to the maximum extent practicable.
- C. In cases in which a parent elects to use a child care certificate, such certificate:
  - a. Will be issued directly to the parent;
  - b. Shall be of a value commensurate with the subsidy value of the child care services provided
  - c. May be used as a deposit for child care services if such a deposit is required of other children being cared for by the provider;
  - d. May be used for child care services provided by a sectarian organization or agency, including those that engage in religious activities, if those services are chosen by the parent;
  - e. May be expended by providers for any sectarian purpose or activity that is part of the child care services, including sectarian worship or instruction;
  - f. Shall not be considered a grant or contract to a provider but shall be considered assistance to the parent.



**Series:** Family Services  
**Policy Name:** Unified Waitlist and Single Point of Entry  
**Policy Number:** Chapter 13 Section 7  
**Coalition Plan:** II. Implementation - B  
**Origination Date:** May 7, 2014 **Revised Date:** June 7, 2017  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S.; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility; [6M-4.300 F.A.C.](#)

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### **Purpose**

To establish and maintain standardization process for the maintenance of and enrollments from a Unified Waitlist (UWL) and Single Point of Entry (SPE) through the Family Portal for child care services funded by the Coalition.

### **Scope**

The Coalition maintains the official Lake County waitlist for child care services. Parents and guardians may apply for the UWL through the Family Portal online.

### **Policy**

It is the intent of the Coalition to ensure the availability and accessibility of a UWL and SPE through the Family Portal for families applying for SR services in Lake County.

Children are enrolled from the UWL in accordance with the School Readiness Eligibility Ranked Categories listed in section one (§1002.87, F.S.).

### **SPE and UWL Placement**

- A. Parents/guardians may apply for the Unified Wait List through the State of Florida’s Family Portal at <https://familyservices.floridaearlylearning.com/Account/Login> or the Coalition website.
- B. Parents/guardians must upload a copy of their eligibility documentation, i.e., most recent paycheck, school schedule, disability or social security award letter, etc. to the Family Portal before the application can be reviewed by the Coalition.
- C. If all documentation is received, the applications will be reviewed for preliminary determination of eligibility which includes the stated purpose of care, statement of income, family size, and type of service requested.
- D. After the Coalition conducts a preliminary screening, the family will be placed in the UWL database in chronological order according to priority by the date that the information is received.
- E. The children are on the waitlist by their legal name, age, and are brought off via eligibility category and application date.
- F. Parents and/or guardians who have completed application will receive a “Notice of Placement on Wait List.” Notification of UWL placement can be accomplished in several ways including by phone or by email.
- G. Families who are receiving funding other than School Readiness (i.e., teen parent) will be encouraged to apply to the UWL, to ensure they will have a greater chance of receiving care once their alternate funding ends.

- H. The family cannot add an unborn child on the UWL application.
- I. Families that are on the UWL and receive an at-risk referral that ends without the option to roll will be placed back to their original spot on the wait list once their referral ends as long as they fill out a new UWL application within ten days of their termination.

### Child Care Placement

- A. Coalition staff reviews monthly reports, which includes current UWL data, current enrollments, and historical enrollment information. The Finance Director, along with the Family Services Director and the Executive Director determines the availability of funds for new placements.
- B. Contingent upon available funding the Coalition staff analyze UWL data to determine if placement from the wait list is feasible.
- C. The families pulled off the waitlist are brought off in order of the eligibility priorities and ~~also~~ application date.
- D. The Coalition staff will determine the number of children that will be notified of placement by Coalition priority and available funding.
- E. Upon the decision to place children from the UWL, families will receive ~~written notification of funding availability. Notification of funding availability can be communicated by phone or by email.~~ notification via the Family Portal.
- F. Parents will be given ~~a designated time frame, not to exceed ten business days, to attend an eligibility intake interview. 30 days to respond to the notification and upload all of their documents.~~
- G. Parents who do not ~~show up for the eligibility interview or does not bring all of the required documentation to the eligibility interview may have to reapply for services. Comply with completing the wait list invite may have to reapply.~~
- H. Families are evaluated to determine if they meet all eligibility requirements and if the family is deemed eligible will be given a certificate of eligibility to begin care.

### Removal from Waitlist

The coalition shall notify the parent of removal from the waiting list. The notification shall include the reason why the family was not placed on the waiting list or why the family or child was removed from the waiting list. Notice of removal is not required when funding becomes available for the child to receive school readiness services and the child is enrolled with a school readiness provider. A family will be removed from the waiting list under the following circumstances:

- A. Failure to maintain accurate contact information;
- B. Failure to meet the school readiness eligibility requirements as specified in Section 1002.87(1), F.S.;
- C. Failure to confirm information. The parent does not validate its information by the due date indicated on the notification;
- D. Over age limitations. Any child on the waiting list age 13 or older will be removed from the waiting list;
- E. School readiness services no longer needed. The parent indicates, via email, fax, mail, telephone or in person, that school readiness services are no longer needed;
- F. The parent does not respond to the notification for available funding by the due date;
- G. The family no longer resides in the early learning coalition's service delivery area; or
- H. Funding becomes available for the child to receive school readiness services and the child is enrolled with a school readiness provider. Actual eligibility determination will be conducted prior to authorization for enrollment, which will be based on available funding. Enrollment in the school readiness program will be on a first-come, first-serve basis pursuant to Section 1002.87(1), F.S.

- I. Families must make at least one contact to update or verify existing information within a six (6) month period to remain on the active waitlist via Family Portal.
- J. For families on the waitlist for more than six months; the Family Portal generates a notice to the families that they are due to be revalidated. The family will have a time frame to update the application and re-submit the application via the portal. To ensure all families are notified; the Coalition will run a report from the system to ensure all families have been notified to revalidate their application. If the system has failed to notify a family, the Family Services department will notify the family of the need to revalidate their application.
- K. Families will be removed from the UWL if they fail to respond to the notice of available funding within a designated time frame not to exceed ten business days.
- L. Families who update their eligibility information and no longer appear to meet the eligibility guidelines will be removed from the UWL and receive notification via Family Portal.
- M. Families who respond to a funding opportunity and receive services will be removed from the UWL.
- N. Families will be terminated from the UWL database at their request.
- O. Children are terminated from the waitlist on their 13<sup>th</sup> birthday.
- P. Once a Family has been removed from the waitlist, including a family that receives an at-risk referral while on the waitlist, subsequent applications for services will be treated as a new application and the family's prior position on the wait list will not be reinstated.

**Series:** Family Services  
**Policy Name:** Child Care Resource and Referral  
**Policy Number:** Chapter 13 Section 8  
**Coalition Plan:** III. Quality Activities and Services - A  
**Origination Date:** October 3, 2013 **Revised Date:** ~~October 30, 2017~~  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S., §1002.92, F.S; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility, Florida Administrative Code 6M-9.300; Child Care Resource and Referral Reference Guide

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## Purpose

The Early Learning Coalition of Lake County (Coalition) ensures compliance with 6M-9.300 F.A.C. in regards to Child Care Resource and Referral (CCR&R).

## Scope

The Coalition offers a multitude of services through the CCR&R for families and child care providers in Lake County.

## Definition

The CCR&R program is a “front door” to all child care, early learning programs or community resources available to families in the area. Through the CCR&R program, families may find assistance applying for school readiness or voluntary prekindergarten programs. Further, families with children who have disabilities or special health care needs may be assisted in selecting a provider to meet their needs. Child care and early learning information offered to educate families regarding the various early learning opportunities available to them. This service increases parental choice by helping families identify quality early learning programs and locate a provider that meets the family’s individual needs.

For providers, the CCR&R program offers child care business owners an opportunity to be listed for potential referral in the statewide database of nearly 18,000 providers.

### Database

The Coalition maintains a comprehensive database of all the legally operating childcare facilities in the area. This database enables the Coalition to provide child care referrals customized to meeting each family’s needs, as well as offering referrals and information about other services available in local communities, including child care licensing information, food & nutrition, rental assistance, homeless & domestic violence shelter information, substance abuse, health care, education services, clothing assistance, housing information and ACCESS Florida information.

### School Age

The Coalition offers training and resources to directors and teachers. On an annual basis, the Coalition will provide a School Age Mini-Conference for parents, directors, and teachers. The Topic(s) are geared toward the school-age population.

Throughout the year the Coalition offers training geared toward the developmentally approved practices for the school-age population. The Coalition will partner with local community agencies to offer quality activities for the school-age population.

New child care providers may receive free start up information and access to promote quality early childhood education. Coalition staff offers free professional development and technical assistance opportunities to child care providers as requested.

## Process

1) Must offer CCR&R Services to anyone applying for or requesting services which includes – (and these services must be provided within two business days)

### A. Provide a Listing of child care providers

Child care listings shall include a minimum of six (6) providers matching the criteria identified by the family requesting services unless fewer than six (6) providers match the criteria. Listings shall also include

### B. Consumer Education

1. How to access each provider's licensing status, required health and safety standards, recent inspection reports and history of violations, as applicable.

2. How to access information regarding voluntary quality standards met by the provider, such as accreditation, Gold Seal, program assessment, child assessment, or participation in local quality initiatives.

3. Information on how to submit a complaint through the child care licensing agency.

4. Contact information for the state and local child care provider licensing agencies.

## Family Engagement

1. Information and resources that enable parents to recognize quality indicators and to make informed choices on quality child care;

2. Information on the full range of child care provider types available, whether licensed or license-exempt, such as family child care homes, centers, before or after school programs, public or nonpublic schools, faith-based, and recreational facilities;

3. Child care licensing and inspection requirements for each type of provider;

4. Health and safety requirements, including background screening and disqualifying offenses;

5. Research and best practices regarding children's social-emotional, physical and cognitive development, developmentally appropriate practices and meaningful parent and family engagement;

6. State policies regarding the social emotional behavioral health of children; and

7. Information on where parents can receive a developmental screening for their child(ren).

## Accessibility Report

Each CCR&R organization shall provide the Office of Early Learning with an annual accessibility report no later than the last business day in August, identifying how CCR&R services are made accessible to families within its service area, including families who have limited access to telephone services, internet services, or transportation. The report shall also outline the CCR&R organization's plan for family engagement and community outreach.

## Staff Listing

Annually CCR&R Coordinator is to complete the staff listing and upload it to OEL via sharepoint by the last business day in August identifying Current CCR&R Staff along with their position, date of employment and date they received certification

### Provider Updates

Each CCR&R organization shall ensure that provider information for each legally operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization's service area, is updated and approved between January 1 and May 31 of each calendar year in the single statewide information system maintained by the Office of Early Learning and must ensure that provider information updated outside of the provider update time period is approved within fifteen (15) calendar days of being submitted by the provider into the single statewide information system.

### Training and Certification of Staff

CCR&R Coordinator is to ensure all CCR&R staff, including staff in blended positions, are trained in customer service, consumer education, community resources, financial assistance programs for families, and available types of child care and early learning providers and programs, specific to their service area, and have successfully completed the CCR&R specialist evaluation within four (4) months of employment as a CCR&R specialist.

### Community Presence

Attends meetings of organizations that would assist in gathering information and resources for parents and also grow the partnering of the Coalition with other organizations involved in the same type of assistance to Lake County families.

Attends events in the community to provide information to parents and professionals about the Coalition and the services it offers

Maintain a Listing of Community Resources which is to include:

Community services for each county within the CCR&R organization's service area;

Federal and state financial assistance programs;

a. Federal, state and local partners, including state agencies and social services organizations;

b. Child healthcare;

c. Child welfare and abuse;

d. Services for children with special needs or developmental disabilities, such as developmental screenings or assessments;

e. Resources provided by the Office of Early Learning or identified through collaboration with other entities; and

f. Other resources as needed and appropriate to the specific needs of the individual family.

### Complaints

Takes Complaints from parents regarding issues with providers and types up the complaint form and forwards it to Compliance Department and then if necessary calls in to the DCF abuse hotline and reports it and also reports any violations to DCF

Assistance to New Providers, including the following information:

a. Early learning program types and available services;

b. Health and safety requirements;

- c. Available training and professional development opportunities;
- d. Effective business practices to help providers maximize their ability to serve children and families; and
- e. How to access information regarding zoning and local child care ordinances, program and budget development, becoming a licensed provider, and other resources as needed and appropriate to assist the provider

#### Maintenance of Website and Outreach

Must maintain a website and at least one other form of outreach and awareness within its service area that describes the services offered. The home page of the website for the early learning coalition, shall clearly display CCR&R and family services contact information, as well as provider services contact information, including phone numbers, hours of operation and a brief description of services available for families and providers.

Must maintain an up to date database of ALL DCF licensed/registered child care providers

When a family makes contact with the Coalition, the Coalition must attempt to or talk with the family by the Second business day. The record must be kept of the Coalition's attempt to contact the family. The CCR&R agency shall provide an informational packet to each individual requesting services within two business days of the date upon which the individual requested services unless the informational packet is declined by the individual (Rule 6M-9.300(3), F.A.C.). Section 1002.92(3)(a)-(b), F.S., and Rule 6M-9.300(3), F.A.C, establishes the minimum requirements for the informational packet and referral.

#### Referrals

A. Always greet the customer with your name and coalition name.

B. Understand that referrals are a free and confidential service

C. Ask for full name, complete address, county, phone, number, email, and ask if they have used services in the past.

D. Make sure to request location of where child care is needed

E. Make sure to request schedule of when child care is needed

F. Reason for care

G. Different types of childcare available

H. Community Resources

I. Financial Assistance Available

J. Make sure to get the ages/dates of birth of the children

K. Inquire as to any special needs of the children and language spoken

L. Explain quality indicators to the family during a phone call or interview process

M. It is our responsibility to explain about early education and other school-age programs without personal bias.

**N. Be alert if a family has children with special needs, never implying but asking questions such as tell me about it, or what can I do to help.**

**O. If family requests but is not eligible for SR financial assistance, always offer alternative avenues. Such as:**

**1. Sliding fee scales.**

**2. Head Start.**

**3. Early Head Start.**

**4. Negotiated Resources.**

**5. Other community resources.**

**P. When sending the referrals make sure to include:**

**1. Quality Checklist.**

**2. Cover Letter provided by OEL.**

**3. DCF Website for Licensing.**

**4. Resource List.**

**5. Helpful Websites listing.**

**6. Family Guide.**

**7. Coalition Brochure.**

**8. ELC Consumer Statement**

### **Things to Suggest and Explain During Interview**

- A. Think carefully about which type of child care option will best suit your child's and your family's need, make sure that you explain to the parent the different provider types.
- B. Consider quality indicators of early care and education such as teacher/provider qualifications, staff turnover, accreditation, adult to child ratios, group size, physical environment, health and safety, philosophy, discipline policies, sick child policies, and family involvement.
- C. Visit several potential early care and education programs, so you have a basis for comparison: use the QUALITY CHILD CARE CHECKLIST to help you as you observe a program.
- D. Check the programs licensing at <https://cares.myflfamilies.com/PublicSearch/www.myflorida.com/childcare>.
- E. Make sure to talk to the provider about your child's development and what you can do to help.
- F. Occasionally drop in at different times and monitor your child's care.

### **The Florida Directory of Early Childhood Services**

The Central Directory has assisted thousands of families and providers seeking advocacy, education, training, and information on disability services available in their communities. The forum's office is responsible for the national toll-free number (1-800-654-4440). The Central Directory is responsible for children from age birth through 21. Their services include:

- A. Community services
- B. Diagnosis/Evaluation/Screening
- C. Early intervention services
- D. Education and training
- E. Medical Equipment
- F. Special Education
- G. Support Groups

**Community Resources**

- A. Offering other resources when a family does not qualify for SR services
- B. 211 line
- C. Lake County Resources
- D. Information about Inclusion and Screenings
- E. Attending Community Outreaches
- F. Family Trainings
- G. Resources for Housing, Food, Shelter, Clothing, Employment or Educational Opportunities, Family Trainings, all other local resources available to families

**CCR&R Database**

All newly licensed/registered home and child care facilities will receive a letter inviting them to be included in the CCR&R database for the county that they are located in. Along with the letter, a provider update form is sent for the potential provider to fill out and send back. A follow-up call is done ten days after the letter is sent. Provider updates are then done annually.

**CCR&R Provider Updates**

- a) Each CCR&R organization shall ensure that provider information for each legally operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization’s service area, is updated and approved between January 1 and May 31 of each calendar year in the single statewide information system maintained by the Office of Early Learning.
- (b) Provider information for providers with an active contract to provide School Readiness services or the Voluntary Prekindergarten Education program must be updated prior to contract renewal.
- (c) At a minimum, the CCR&R organization shall ensure that the following information is updated for each provider:
  - 1. Contact information;
  - 2. Gold Seal or accreditation status;
  - 3. Quality rating, if available;
  - 4. Program schedule;
  - 5. Ages served;

- 6. Group sizes and ratios;
- 7. Enrollment information;
- 8. Private pay rates charged;
- 9. Registration fees charged, if applicable;
- 10. Differential fees charged, if applicable;
- 11. Environment;
- 12. Special services offered;
- 13. Languages other than English spoken fluently by the provider's staff;
- 14. Transportation; and,
- 15. Meal options.

~~(d) Notwithstanding paragraphs (8)(a) and (8)(b), above, the CCR&R organization shall ensure provider information updated outside of the provider update time period is approved within fifteen (15) calendar days of being submitted by the provider into the provider update process upon request by the provider. The Coalition will complete updating annually, of all legally operating early care and education programs/providers must be conducted by each coalition by the last day of May. All required CCR&R screens/fields must be updated according to State CCR&R Network instructions/guidelines.~~

- ~~A. All providers' screens/fields in the Agency's single statewide information system must be updated according to CCR&R Network instructions/guidelines~~
- ~~B. An optional provider update survey may be mailed or emailed to providers~~
- ~~C. Providers that do not return the survey, or return a survey with missing or inaccurate information, must be called to complete the survey~~
- ~~D. If a provider survey is not used to obtain the annual provider update, the update may be conducted via phone~~
- ~~E. DCF CCIS Licensing lists or local county licensing list if available must be used during each update of registered and licensed providers; and~~
- ~~F. If provider fails to return a survey, providers information/operational status must be verified with licensing; coalition/contractor must make at least two written and three verbal (phone or in person) attempts to contact provider; if these attempts fail, uncheck the "accepts referrals" box in EFS; insert a "UP" code in the provider history screen and this will affect the accuracy of local and statewide data reports.~~
- ~~G. A "UP" code must be entered in the Provider History screen for every provider that is updated~~
- ~~H. A new rate must be entered in the provider rates screen, even if the rates have not changed.~~
- ~~I. If the provider does not change a rate such as a Head Start program, enter the RNR code in the provider history screen to indicate that the provider does not change a rate.~~

~~Regular provider updates are essential to providing excellent CCR&R services. Families contact the local CCR&R to find child care and early education services that match their individual needs. If the information in the provider database is not correct, then the searches CCR&R Specialist perform may not result in the best match for the family seeking services.~~

**Series:** Family Services  
**Policy Name:** Client Grievance and Appeal Policy  
**Policy Number:** Chapter 13 Section 9  
**Coalition Plan:** V. Monitoring - A  
**Origination Date:** October 3, 2013 **Revised Date:** ~~October 30, 2017~~  
**Authority:** Code of Federal Regulations 45 CFR 98 and 99; §1002.81, F.S.; §1002.82, F.S.; §1002.87, F.S.; §1002.84, F.S., §1002.92, F.S; OEL Program Guidance 400.01 and 240.04; OEL Guidance on 12 Month Eligibility, Florida Administrative Code 6M-9.300; Child Care Resource and Referral Reference Guide

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## Purpose

Clients of the School Readiness Program or Voluntary Prekindergarten Education Program may at times receive a negative action from the Early Learning Coalition of Lake County (Coalition) such as termination of their benefits or repayment of funds paid out for which they were not entitled to receive. In these instances, the Coalition has established the following for clients that choose to file a grievance to appeal the negative action.

## Scope

This grievance policy is designed to provide prompt and orderly resolution of complaints or disputes arising in the course of conducting business with, receiving services from, and/or providing services to the Early Learning Coalition of Lake County (Coalition). Any party has the right to present a grievance to the Coalition within ten (10) business days of an occurrence or within ten business (10) days of a party having a reasonable knowledge of the said matter.

## Definitions

**Grievance** - Any complaint by a client or recipient of services of the Coalition who is receiving services with regard to:

- A. His/her treatment by agency personnel, (a worker or supervisor),
- B. Any other concern about his/her situation as related to the service programs of the agency which the client or recipient of services would like to have resolved.

**Appeal** – To apply to a higher court for a reversal of the decision of a lower court.

## Due Process

A grievance must be submitted to ~~the CCR&R Coordinator Sheila Tharpe~~ at:

Email: [stharpe@elclc.org](mailto:stharpe@elclc.org)

Or mail to:

Sheila Tharpe  
Early Learning Coalition of Lake County  
1300 Citizen's Boulevard, Suite 206  
Leesburg, FL, 34748

- A. A written acknowledgment of the grievance will be provided within ten (10) business days of receipt.
- B. Complaints and disputes may be resolved during this initial contact and thus would not require further action. A written resolution will be submitted by the Coalition within thirty (30) business days.

- C. If a client believes that the negative action brought against them by Coalition staff was made in error, the client should first seek to resolve the matter by contacting the Coalition and providing the necessary documentation to resolve the issue.
- D. The Executive Director of the Coalition shall not be involved in the pre-appeal resolution of the issue.
- E. If the client believes that the issue was not resolved by the Coalition, the client may file a formal written appeal for review by the Executive Director of the Coalition, using the following process:
  - a. Submit a written appeal to the Executive Director or another executive staff person as designated by the Coalition Board.
  - b. The appeal must fully describe the nature of the error the client believes has been made and shall contain any documentation which supports the client's claim.
  - c. The appeal shall be postmarked or emailed before the date of the intended action.
  - d. The recipient who fails to file a timely appeal waives the right of appeal.
  - e. If the client files a timely appeal, he or she will not be suspended or terminated from the program until the written decision of the Executive Director or the original date of the intended negative action; whichever occurs later.
  - f. The Executive Director of the Coalition or other executive staff person designated by the Coalition Board must respond to the client, in writing, within thirty (30) days of receiving the appeal with a decision as to whether the suspension or termination will be upheld or modified.
  - g. The client who wishes to appeal the decision of the Executive Director of the Coalition or other executive staff person designated by the Coalition Board they may request further review by an Appeals Committee. The appeal must be in writing within ten (10) calendar days from the date of the Executive Director's written response. The written appeal must be sent to:
    - ELCLC Appeals Committee
    - Early Learning Coalition of Lake County
    - 1300 Citizen Blvd, Suite 206
    - Leesburg, FL 34748
  - h. The request for further review by an Appeals Committee must be submitted to the Coalition in writing within ten (10) calendar days of the date of the Executive Director or other executive staff person designated by the Coalition Board's written response to the client's formal written appeal.
  - i. Any client that wishes to appeal a negative action but is unable to submit the appeal in writing may be assisted by Coalition staff.
  - j. Immediately following receipt of a request for appeal the Executive Director or delegate will send out a poll to determine the availability of the Appeals Committee to conduct the review hearing. A date will be chosen that must fall within forty-five (45) days of the date of receipt of the request for the meeting of the Appeals Committee.
  - k. A written acknowledgment of the appeal will be provided within ten (10) business days of receipt. The appeal will then be scheduled for the next appeals committee meeting, which will be no later than thirty (30) business days from the receipt of the appeal. The party will be notified in writing of the date and time of the scheduled appeals committee meeting and informed that it is a public meeting and that any information presented may be used by other state agencies.
- F. The client shall be given the opportunity to defend his or her position in an orderly proceeding of the Appeals Committee.

- G. When the meeting of the Appeals Committee is scheduled, the client shall be notified:
  - a. Of the date of the Appeals Committee;
  - b. Informed that it is a public meeting;
  - c. And informed that any information presented may be used by other state agencies.

### **The Appeals Committee**

- A. The appeals committee shall be selected by the Chairman of the Board of the Coalition, and a chair of the Appeals Committee shall be named.
- B. The Appeals Committee shall be convened within forty-five (45) calendar days of receipt of the client's request for an appeal.
- C. The client shall be provided up to thirty (30) minutes to present their position and any information they wish the Appeals Committee to consider.
- D. The Coalition staff, excluding the Executive Director or other executive staff person designated by the Coalition board, shall be available to provide any information requested by the committee.
- E. The Appeals Committee will consider all statements, review all documents and may request any additional evidence or information from the parties if an Appeals Committee member believes it is necessary and relevant to the decision making.
- F. The required final determination letter will be delayed for the length of time given to the parties to provide the additional information.
- G. The appeals committee shall elect or appoint a member of the Coalition, excluding the Executive Director the Coalition or other executive staff person designated by the Coalition board, to memorialize the events of the appeals committee proceeding and the final determination including the basis for the decision.
- H. The appellant shall be notified in writing of the appeals committee's determination within ten (10) days of the date of the meeting.
- I. In the event the party is under investigation by the Inspector General, Florida Department of Law Enforcement or any other law enforcement or state regulatory agency, for issues related to the circumstances surrounding the appeal, the request for hearing may be suspended until the investigation is completed and any anticipated or pending judicial activity has reached resolution. Following the outcome, the appeal process may continue.

J. The determination of the appeals committee shall be final.

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**Series:** Family Services

**Policy Name:** Child Screening Process

**Policy Number:** Chapter 13 Section 10

**Coalition Plan:** II. Implementation - F

**Origination Date:** \_\_\_\_\_ **Revised Date:** \_\_\_\_\_

**Authority:** §1002.82(2)(f)2, F.S.; §1002.85, F.S.; Rule 6M-4.400, FAC.

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### **Purpose**

The Early Learning Coalition recognizes the importance of developmental screenings, which provide valuable information for early detection of possible developmental delays.

### **Scope**

The approved Coalition screening tool is the Ages and Stages Questionnaire 3 (ASQ-3). Per Florida Statute 6M-4.720 SR children ages six weeks to age kindergarten eligibility will be screened no later than 45 calendar days after initial enrollment into the School Readiness program.

### **Policy**

- Authorization to screen each child will be obtained from the parent or guardian during the eligibility application process. If the parent or guardian declines the screening, the Family Services Specialist will have the parent complete an OEL SR-24 Form for each child the parent is declining the screen. If the parent or guardian approves the screening the Family Services Specialist and/or Child Development Coordinator or provider on occasion will assist parent with the initial screen.
- Case notes will be made in EFS MOD documenting the approval or denial of the screen.
- The ASQ screen will be completed via the ASQ online system, which will be accessed through our website at [www.elclc.org](http://www.elclc.org).
- Once on the Early Learning Coalition of Lake County's homepage look to the top right corner and click the big green button for Service Providers. On the next page click the School Readiness button outlined in green. Next, scroll down to the middle of the page where you will notice ASQ-3 (English) written in bright blue on the center of the screen. Click the bright blue ASQ-3 link. Finally, two Ages & Stages Questionnaire links will appear. Carefully select the correct ASQ-3 link and complete the questionnaire online.
- The child's DOB and weeks of prematurity (if applicable) will be added to determine which ASQ will be utilized. Once this information has been added, click the submit button.
- To enter results scroll down and click the button that says Enter your Results.
- The system will require the following information:
  - Date screening is completed
  - Child's first name
  - Child's last name
  - Child's address

- Child's country
- Child's gender
- Child's phone number
- Screener's Prefix
- Screener's first name
- Screener's last name
- Screener's address
- Screener's country
- Screener's phone number
- Once this information has been added click the NEXT button.
- The screener will answer question concerning the child's: communication, gross motor, fine motor, problem solving, and personal-social skills along with overall questions about the child's health.
- The screener will choose from the following answers:
  - **Yes** –The child can complete the task on regular basis
  - **Sometimes** – The child can complete the task every now and then
  - **Not Yet** – this child has never completed the task
  - **No Response** – there is no knowledge of if this child can complete the task.
- There is one (1) answer per question. After all questions have been answered in the domain, click the blue arrow at the bottom of the screen.
- In the Overall section, the screener can add comments and choose from the following answers:
  - Yes
  - No
  - No Response
- When all questions have been answered in the overall section, click the green submit button.
- Child Development Coordinator (CDC) will go to the online ASQ system at [www.asqonline.com](http://www.asqonline.com). They will select the Program Administrator Role. Select the Family Access tab and click on the *Screening to approve* link.
- Select child's ASQ screening and click option *Accept as a new child profile and assign provider*. CDC will assign that child to their case load.
- Then click *Process*
- CDC will select the *Child Profile* tab at the top of the screen, enter information that can identify the child i.e. child's last name, first name, date of birth etc.
- CDC will choose the relevant ASQ and click the child's name to access the ASQ.
- Select the correct ASQ from the Child's Screening Tab. Proceed to section 4 of the summary sheet and indicate the action to be taken:
  - If the screening result indicates ABOVE, the CDC will indicate no further action taken at this time
  - If the screenings indicates MONITORING, the CDC will select the OTHER option and indicate the type of intervention to be utilized
  - If the screenings indicate BELOW, the CDC will select the appropriate action from the list.
- CDC will click the Save follow-up actions tab.

- CDC will upload the child's ASQ Summary Sheet to documents in the EFS MOD Household at a Glance folder.
- CDC will go over the results with the parent(s). If parents aren't available to receive results during their in house visit, then result will be mailed to parents.
  - If the child score is on-target, the parent will receive a copy of the summary sheet and the child will be screened annually in their birth month.

### **Procedures for Children in the Concern Area**

- Providers will be notified 30 days after the child has had their initial or annual screening. The providers will have 30 days from the time they were notified, to complete the screening. This gives the CDC 60 days to receive the rescreen.
- If a child is severely below and is of great concern, the child will immediately be referred to the ITS without going through a re-screening in 60 days.

### **At Re-Screening:**

- If the child's score is on-target in all of the areas the child will be screened annually in the month of his/her birth month.
- If the child's scores are the same or below the CDC will refer the child to the Infant/Toddler Specialist (ITS) to review the results and determine appropriate referral needs.
- The ITS will consult with the provider and/or parent. If the provider or parent have a concern, the ITS will offer a referral to an outside agency (Early Steps or Lake County Schools ESE Department, or private) for further evaluation.
- After the parent signs the referral form, the ITS will hand deliver or mail the referral form to the assigned agency.
- After the referral form has been delivered to the assigned agency, the ITS will mail a confirmation letter to the parent.
- The ITS will follow up in 60 days with the appropriate agency as to the status of the child that was referred.
- If the child qualified to receive services, no more ASQ Screenings will be conducted by the ELCLC. Services will be turned over the agency in which the child qualified.
- If the child did not qualify for additional services. The ITS will do an observation on the child and offer further screening, activities, and support to the child care provider.
- The child who did not qualify for additional services will be screened every 60 days until he or she is no longer scoring in the Concern Area on the ASQ-3 or ASQ SE-2.

### **The following information will be stored in EFS MOD in the Household at a Glance Document folder:**

- ASQ-3 Summary Sheet
  - ASQ-SE-2 Summary Sheet
  - Referrals relating to screenings or assessments
  - Permission to screen
- All SR children ages six weeks to age kindergarten eligibility will be screened annually in their birth month.

- The child care provider serving each child, will be notified the first of each month via the Provider Document Library Screening and Assessments folder in EFS MOD, if an ASQ-3 screening is due by the end of the current month.
- The ELCLC Provider Portal is utilized providers to determine when an annual developmental screening is due. If the child's name is highlighted in red, then is an indication that the ASQ-3 is now past due. If the child name is highlighted in black, this in an indication that the ASQ-3 screen is not yet due and if the child name is highlighted in yellow/orange, this in an indication that the ASQ-3 screen is due soon. Providers can access the ASQ-3 and the due date 30 calendar days prior to the completion date via the ELCLC Provider Portal.
- The parent of a child enrolled in the School Readiness program may decline to have his or her child screened by completing and submitting to the coalition or child care provider Form OEL-SR 24. If a parent submits the form to the child care provider, the child care provider shall submit a copy of the form to the Early Learning Coalition of Lake County no later than 30 calendar days after receipt. A parent's screening decision remains in effect as long as the child is in the School Readiness Program, or until the parent signs a form stating the child has his/her permission to be screened.
- The provider will have multiple ways to access the ASQ-3 screening: via the Provider Portal, ELCLC Website and a link on the CDC email.
- CDC will track the ASQ's received. If ASQ's aren't returned by the due date, the provider will be notified by email and/or a phone call.
- CDC will apply one or more of the following Case Notes in EFS MOD Household at a Glance in the child's:
  - SCRY-Screening Consent: Permission to screen the child
  - SCRI-Initial Screening: First screening when child enroll into SR Program
  - SCRS-Screening Support: If child is receiving intervention activities
  - SCRX-Subsequence Screening: Annual screening or follow up screening
- CDC will review & enter the scores in the Tracking Due Spreadsheet. The original ASQ is filed in an electronic filing system.
- Reviewed screenings results will mailed be to parents via U.S. Mail, until a secure electronic notification system is generated. Providers will receive results via the EFS MOD Provider Document Library folder, if the results indicates emerging or below cutoff scores.

**The following steps will be followed for storing of screening and assessment information:**

- When saving documents directly from the Enterprise System the following process will be used
- Double check that child's information is correct in EFS MOD; verify child date of birth, name, center, and termination date if applicable.
- Review ASQ results and determines if child is progressing well or if referral is needed. Complete step 4 on the ASQ Summary sheet with recommendations.
- Click *Print Information Summary* located at the top left hand corner of document. Select *Save As PDF*. The document will prepopulate a title for the document.
- Right click on the screening, and select PRINT. Ensure that the printer selection indicates FILECENTER PDF PINTER, select print, and then select SAVE IN.

- Items will temporarily be saved in the Family Services Summary Sheet folder before downloading it into the EFS MOD Household at a Glance Document folder, which can be accessed using the direction below.
  - **Provider Notifications**
    - Upload the ASQ results in the EFS MOD Provider Document Library in the Screening and Assessment folder.
  - **Parent Result Letters**
    - Can be found on the file center: Family Services > ASQ > ASQ Quality > ASQ Results > All Enterprise Data, then the Notification folder for the child's birth month.
  - **Parent Notification Letter Process and Procedures**
  - On the file center: Drive create a folder for the corresponding month of letters you will be processing. The folder should be created here; Family Services > ASQ > ASQ Quality > ASQ Results > All Enterprise Data. The naming mechanism used to create the folder should look like this, Example: JANUARY 2019 NOTIFICATIONS.
  - Next, create another folder inside the JANUARY 2019 NOTIFICATION folder with the screening completion dates being processed.
    - Example: 12.30.14 THRU 1.6.15
  - Refer to the previous month and copy/paste the label and letter TEMPLATES into the current folder you are creating and preparing to process.
    - \*note (these templates are already formatted and ready to use for your mail merge later in the process. The only thing that will be changed is the date at the top of the parent letter template).
  - Run the enterprise report and save as excel documents to the JANUARY 2019 NOTIFICATION folder.
  - Go to ASQ-3 Enterprise system and locate and click the Reports tab at the top of the page. Click the report named "ASQ-3 Screening Results by Child". All of the important fields will automatically be set to ALL, this is correct; the only manual field that needs to be entered is the screening date range.
  - Click Generate Report and wait for the report to run then open the report titled, Download CSV. When opened, save as an excel document to the current folder.
  - Open the asq3 screening results by child excel spreadsheet in the current month's folder.
  - Right click on the top of column B and insert two columns.
  - Click on column B to highlight the entire column and then click the Data tab at the top of the page. Click on text to columns in the tool bar. Step 1 of 3 pops up, then click next. Step 2 in the Delimiters box check Tab and Comma, then click next. Step 3 click finish. (this function separates the child's last name from the first name into two columns)
  - Rename column A to, Child Last Name and column B to Child First Name and column C to Child Name.
  - In cell C2 enter this formula, =UPPER (concatenate (C2, "double space", B2)) and hit enter.
- NOTE\*\*\*
- B2 is the child's first name and can be entered into the formula by clicking on the child's first name in cell B2.
  - A2 is the child's last name and can be entered into the formula by clicking on the child's last name in cell A2.

- Now that C2 has the child's full name entered and the formula entered, right click and copy the cell, then left click in cell C3 and drag to the end of your data to highlight the column, now right click and paste.
- Right click on the top of column L and insert two columns.
- Click on column K to highlight the entire column and then click the Data tab at the top of the page. Click on text to columns in the tool bar. Step 1 of 3 pops up, then click next. Step 2 in the Delimiters box check Tab and Comma, then click next. Step 3 click finish. (this function separates the child's last name form the first name into two columns)
- Label column K "Screening Completed by Last Name", label Column L "Screening Completed by First Name" then label column M "Screening Completed By".
- In cell C2 right click and copy, then go over to cell M2 and right click and paste.
- Now that M2 has the Screeners full name entered and the formula entered, right click and copy the cell, then left click in cell M3 and drag the end of your data to highlight the column, now right click and paste.
- Hold down the ctrl button then left click on the top of columns N thru AD, once they are all highlighted and selected go locate the number box on the tool bar in the home tab click the drop down arrow and select "Text". (you can always open the previous month's completed spreadsheet and use it as a guide to help format the spreadsheet correctly)

## **Merging Parent Letters**

### **Parent Result Letter Merge Instructions**

- Locate the current month's folder and open the word document titled asq\_parentresultsletter\_TEMPLATE.
- Double click the asq\_parentresultsletter\_TEMPLATE document to open. The below dialog box will appear, click Yes to continue.
- The parent result letter to be used for the merge will appear.
- Next, locate the Mailings tab above the tool bar. Click to open the Mailings tab.
- In the tool bar click on the Select Recipients icon, then select Use Existing List... as shown below
- You will automatically be prompted to locate and open the existing list you want to merge.
- The existing list we want to merge for parent result letters is the asq3 screening results by child Date. Select the document and click open.
- When this dialog box below appears click OK to continue.
- Now, locate the Edit Recipient List icon in the tool bar. The Mail Merge Recipients dialog box will appear. At the bottom of the box under Refine recipient list select Sort.
- The Filter and Sort dialog box will appear.
  - Use the drop down arrows to select and sort by Child Last Name then by Child First Name both in Ascending order and click "OK".
- Next, locate the Finish & Merge icon in the tool bar and select Edit Individual Documents.
  - The Merge to New Document dialog box will appear; select All and click OK as shown below.
- Now, go to File and "Save As" to save the parent letters. Save as a PDF. (Do not save over the TEMPLATE you have been working in. It's very important to FILE SAVE AS.) Name the new file "asq\_parentresultsletter "Date"" and saved to the current month's folder. Be sure to file save as a PDF document.
- The letters are now ready to print.

- Once the letters have been printed do not mix them because they are in alphabetical order. Put the addressed envelopes in alphabetical order. It makes the envelope labeling and stuffing process easier.
- When closing the TEMPLATE you have been working in Don't Save changes.
- Now, go to the Log Sheet and manually count the screenings for billing purposes.  
The screenings will be separated into two separate OCA categories, 97ICS & 97QCS.
  - 97ICS is the infant toddler category (2 months – 35 months)
  - 97QCS is the preschool category (36 months – 66 months)
- When using the mailing machine use ICS mailing code for Infant Toddler and QCS for Preschool

### **Parent Initial Screening Process and Procedures**

- The parent / guardian will complete the Initial ASQ for each child being enrolled in the School Readiness program for the first time.
  - When the parent meets with the Family Services Specialist (FSS) in the office, the FSS will escort the parent/guardian to the computer and assist the parent in getting started with the screening.
  - If the parent / guardian enrolls the child On-Line, the FSS will send the parent a Welcome Letter that explains the ASQ and contains the link to the ASQ On-Line system.
- Monthly in Blue Jean, the CDC will run the “Transfer Allowance” report. This report will have all child who have transferred or initially enrolled in the School Readiness program and are in need of an ASQ-3 Screening.
  - Go to the Blue Jean Portal and under the “HOME” tab click on “Reports”
  - Now, under “SCREENING” click on “ASQ-3 Current Screening Requirements”.
  - In DUE, leave on “Due Soon” and REQUIREMENT TYPE select “Transfer Allowance”.
  - Copy and Paste report to an Excel document.
  - To check Past Due screenings, in DUE, select “Past Due” and REQUIREMENT TYPE select “Transfer Allowance”.
  - The CDC will check every child, listed in the Due Soon and Past Due Transfer Allowance reports, in the Brookes ASQ system to see if a recent ASQ has been completed.
  - If a parent has not complete the Initial Screening, the CDC will complete a “Screening Request” and upload it to EFS MOD in the Provider Document Library / Screening and Assessment folder.
  - The Screening Request document can be found in the file center in the Family Services > ASQ > ASQ Quality > ASQ Screenings folder, create a folder for the corresponding month of letters you will be processing.

### **Provider Annual “Birth Month” Notification Process and Procedures**

- Go to Tableau (<https://oel-reports.floridaearlylearning.com/#/projects>) and sign in using your username and password.
- Click on \*-MOD 3.0-\* folder.
- Choose User Specific View – Birthday Reports.
- Click on Birth Report.

- On the left side of the screen choose the month you are running report for ie; Example Jan, Feb
- On the left side of the screen under “Action Type” choose “Current Enrollments” and make sure Coalition Name is set to “Lake”.
- Click anywhere in the header section of the report and then on the Upper right side of screen choose “Download” – “Data”.
- Click on Download all rows as a text file – Click on “Open”
- Do a File-Save As and save the document as an Excel Document in Family Services>ASQ>ASQ QUALITY>ASQ SCREENGs DUE>2018-2019 SCREENINGS DUE>OCTOBER 2018 SCREENINGS DUE(appropriate month – create a new folder if needed) and Save As an Excel Workbook labeled OCT2018ASQ SCREENINGS – You will use this workbook for all screenings due for the month and will add pages for and “Re-screenings Due”

### **Provider Rescreen Notification Letter Process and Procedures**

- On the file center in the Family Services > ASQ > ASQ Quality > ASQ Results > ASQ Re-screenings folder, create a folder for the corresponding month of letters you will be processing.
- Next, create another folder for the completed provider notification letters being processed.
- Refer to the previous month’s folder and copy/paste the TEMPLATE ASQ NOTIFICATIONS word document into the current folder you are creating and preparing to process.
- Next, In ASQ Enterprise, go to the Reports tab. Run Screening Task by Date Report. Enter the date range for the past month to determine what rescreening notifications need to be sent.
- Click on “Download CSV” to open. Once opened, Save as, “Excel Workbook” into the current month’s rescreening folder.
- Using the form letter to providers for re-screenings, cut and paste the child name, parent name, and screening due date into the letter.
- Once the letter is created, Save As into a PDF.
- Then, upload the screening request letter into the EFS MOD Provider Document Library / Screening and Assessment folder.

J.—