

ECS
School Readiness Provider Questions and Answers

1. **What is the School Readiness Program?** The School Readiness (formerly known as subsidized) child care program is a financial assistance program for working families with low incomes and those with children at risk of abuse, neglect, or future school failure. School Readiness funding consists of Federal, State and local funds originating with the Florida Office of Early Learning and flowing through the Early Learning Coalition to ECS providing services in Clay, Nassau, Baker, Bradford, Putnam and St. Johns Counties. Due to the sources of School Readiness funding, ECS must follow strict guidelines regarding eligibility and payments and must investigate and report any suspected fraud.
2. **What is the address to the ECS website?** It is www.ecs4kids.org. There you can find the ECS training guide and information on all of the programs ECS is involved with. You will also find online access to many of the forms used for School Readiness services.
3. **What is the Statewide School Readiness Provider Contract?** A provider contract is an agreement between the Coalition and you, the provider, agreeing to observe the policies of the Coalition and the Office of Early Learning since you are receiving funds from OEL through the Coalition. The Statewide Contract is form OEL-SR 20 with supplemental forms OEL-SR 20L, OEL-SR 20LE and OEL-SR 20FFN depending on your program type: Licensed, License Exempt or Informal (Friends, Family, and Neighbors).
4. **What do I do if I have changes on the School Readiness Provider Contract after it has been fully executed?** If you have any changes to your School Readiness Contract, you will need to submit Form OEL-SR 20A Contract Amendment listing the changes to your programs within fourteen (14) calendar days of the change. Changes to your contract include the following: changes to Provider's Principal Office, adding or deleting locations, changes to the Curriculum/Character Development Programs, changes to your private pay rates, changes to the number of holidays, changes to the holidays, changes to the Contact Person, changes to the Gold Seal Status and changes to Liability Insurance.
5. **What are the insurance requirements for a School Readiness program?** Each provider is required to have and maintain General Liability insurance or, for informal provider's only, Homeowner's Insurance throughout the contract year. The General Liability/Homeowner's insurance must include coverage per occurrence limits of at least \$100,000, general aggregate limits of at least \$300,000 and the Early Learning Coalition of North Florida must be listed as an additional insured and certificate holder. Also, you are required to provide proof and maintain Automobile insurance and Workers' Compensation insurance throughout the contract year. If you do not transport children or are not required by the state to carry Workers' Compensation you will be asked to fill out and submit a waiver for the type of insurance that you are not required to carry.
6. **What are the curriculum requirements for a School Readiness program?** As of December 31, 2014, each provider is required to have purchased and implemented an OEL approved curriculum for the age group you serve, including the appropriate year, edition and volume. You must have an approved curriculum to be approved as a School Readiness provider. The 2014-15 list of approved curricula from OEL may be located at

www.floridaearlylearning.com/providers/providers_resources/school_readiness_curriculum.aspx. You will need to list your Curriculum and Character Development Program on page 4, sections 13 and 14 of the Statewide School Readiness Provider Contract Form OEL-SR 20. You must notify ECS of any changes to your curriculum 30 days prior to implementation and the new curriculum must be listed on the approved list. You must also notify ECS if there are any changes to the age groups you serve as there may be additional approved curriculums needed to cover those age groups.

7. **What are the Health and Safety requirements for a School Readiness Program?** Prior to participation in the School Readiness program, and annually thereafter, each School Readiness program is required to have a Health and Safety inspection conducted by the Department of Children and Families to ensure compliance with School Readiness health and safety standards. A copy of the Health and Safety Handbooks and Health and Safety Checklists are available at http://www.floridaearlylearning.com/statewide_initiatives/health_and_safety/health_and_safety_checklists_handbooks_and_forms.aspx.
8. **What is the Statewide Information System and am I required to use it?** The Statewide Information System is a single statewide information system that each coalition must use for the purposes of managing the single point of entry, tracking children's progress, coordinating services among stakeholders, determining eligibility of children, tracking child attendance, and streamlining administrative processes for providers and early learning coalitions. The system is currently in development and is being rolled out in sections. The Provider Portal is active and being used to update your Provider Profile information, execute School Readiness Contracts and upload any documents that may expired during the contract year.
9. **Do you need a copy of my updated license, religious exempt annual statement, FCCH registration letter, insurance, accreditation or gold seal?** Yes, it is your responsibility to send in a copy of your updated documents. When we collect the required information at the beginning of the fiscal year or upon you taking our children, the documents you submit are current. As they expire, we'll need you to upload a copy of your new document to the Documents section of your Profile in the Provider Portal. Provider Services will send out reminders beginning 60 days prior to your documents expiring and they must be received by the expiration date. If we do not have up to date documents on file for you, your program may become non-compliant.
10. **What happens if a parent comes to my center and says that ECS will be paying for care?** The Parent will have a certificate listing the child, the parent fee and the eligibility period to give you. If they do not have a certificate or the certificate does not list your program name, ECS will not be able to pay for their care. Also, if you own multiple sites the certificate is only valid for the site listed on the certificate and is non-transferable to other sites under your ownership. If you have questions on the certificate or eligibility of a family, please contact the Family Services Specialist listed on the certificate.
11. **How will I know what the parent fee and schedule is for each child?** The parent will have a "Non-transferable Child Care Certificate" that lists the parent fee and schedule. Please sign and make a copy of this document for your records. The parent needs to return the original document to our office.

12. **How will I know if a child is considered a “Rilya Wilson Act” and/or a Protective Services child, whose absences must be tracked and reported?** The child will be considered a BG1 Protective Services child and will have a colored label on the ECS childcare certificate stating that he/she is a “Protective Services Child”, which includes the case worker’s name and phone number.
13. **What do I do if a “Rilya Wilson Act”/BG1 Protective Services child is absent?** If a child that is covered by the Rilya Wilson Act or is Protective Services is absent from the program on a day when he or she is supposed to be present, the parent /guardian must report the absence to your program by the end of the business day. If the parent/guardian fails to timely report the absence, the absence is considered to be unexcused. Your program must report any unexcused absence or seven consecutive excused absences of a child who is enrolled in the program and covered by this act to the designated caseworker by the end of the business day following the unexcused absence or seventh consecutive excused absence. Document any calls or reports made to case workers including the dates and times that you spoke with the case worker or left messages. ECS may collect this documentation at any time.
14. **How do I fill out my attendance rosters?** ECS bases payment on actual days attended for the school readiness funded (formerly known as subsidized) child care program. The days attended are determined by the attendance roster. Using the key provided in the bottom left-hand portion of the attendance roster, fill out the roster as follows: mark “X” for a child who attended that day. ECS is allowed to pay 3 excused absences per month without requiring documentation, except for absences prior to the child’s first day of attendance or after the child’s last day of attendance. Excused absences should be marked on the roster with an “E”. Excused absences beyond 3 days and up to 10 days may be paid if appropriate documentation, such as a doctor’s note, is submitted along with the roster. Excused absences beyond 3 should be marked with an “A”. If the date is a holiday, simply mark the day(s) as “H”. If you are closed and the day is not listed as one of your holidays, mark the day(s) as “C”. You will not be paid for days marked with a “C”. If a child is absent for more than 3 days, and the child care provider does not submit documentation to support excusing these absences, the days absent in excess of 3 should be marked with an “N”. These days will not be paid. If a child is terminated during the month, the day of the termination date should be marked with a “T”. This day and the days following will not be paid. If a child is enrolled for the entire month, however, does not attend at least one day in the month, the child will not be paid for any absences or holidays. Once a child is terminated, the child should not be allowed to return to care unless you have received written approval from a Family Services Specialist.
15. **If the child does not attend weekends, do I need to mark the days?** No. If the child only attends Monday through Friday, only mark those days. Please leave the weekends (Saturday and Sunday) blank, therefore preventing any confusion while the roster is being processed.
16. **If a child has stopped attending my center, what do I do?** Contact the parent, and then contact the Family Service Specialist for your county to discuss the termination of that child, and then mark a “T” on your roster on the day after the child stopped attending. If the child is a protective service child, you are also required to contact the case worker

and inform them of the situation. Document any calls or reports made to case workers including the dates and times that you spoke with the case worker or left messages.

17. **If a school readiness-funded child is not on the roster, what do I do?** Write the child's name and attendance information on a blank line on the roster. Rosters are printed out at least one month in advance and children enrolling in your program may not print on the roster for the first two months of care.
18. **What do I need to include on the rosters, beside the marks of attendance?** A provider signature is required. Rosters that are not signed will be returned and may not be reimbursed in the current month if not returned by the 2ND business day of the month.
19. **When do I send the attendance rosters?** We need to receive the rosters by the second business day of the month. Any roster received after this may not be processed in the current month. This assures that payment can be made on time for all rosters we have received by the cut-off date.
20. **Is there a way for me to receive/submit my rosters and payment detail electronically?** Yes, you may sign up for the web-based software, Apricot located at <http://www.communitytech.net/>. Apricot will allow you to download your blank rosters, upload you completed rosters and download all of your payment detail for School Readiness. If you would like to sign up for Apricot, please submit a help desk ticket to <http://support.ecs4kids.org/> to receive your log in ID and temporary password. Please only submit one request per center we are only able to provider log in access to one ID.
21. **Where do I send the attendance rosters?** All rosters can be mailed to:

Episcopal Children's Services
Attn: SR Provider Services
8443 Baymeadows Rd. Ste. 1
Jacksonville, FL 32256

You may also fax the rosters to Central at (904) 726-1516, making the attention to the SR Provider Services Department. Hand delivery is also acceptable at our Central office in Jacksonville. Rosters sent or left for the Family Services Specialist are not guaranteed to be reimbursed on time. You can also sign up for access to Apricot that will allow you to upload your completed rosters.

22. **When do I receive the attendance rosters?** If you are not signed up for Apricot, you will receive the attendance rosters for the following months with every financial payment mailing, which is around the 20th of every month. If you are signed up for Apricot, your rosters will be ready for download by the last day of the month for the following month.
23. **If I do not receive my attendance rosters, what do I do?** Contact School Readiness Provider Services at 1-800-745-4836 or 904-726-1500 prior to the first day of the month to request another roster.
24. **How am I notified if a child has been terminated from school readiness-funded child care?** A "Notice of Change in Child Care Status" form will be sent to you, which lets you know when the child will be terminated.

25. **What is the procedure for transferring a child to another facility?** If a parent wants to transfer a child to another facility the parent must have a provider transfer request form completed by the current provider certifying that the parent does not owe any parent fees for the past 30 days or show receipts of payment of parent fees to the provider for the last 30 days. (Parent fees are the portion of the daily rate authorized by ECS for which the parent is responsible.) Parents can only be held responsible for fees 30 days old or less. Previous month's past due balances cannot be considered, nor can any other fees the parent owes. When the parent brings the completed transfer request form to ECS, they will be issued a new "Certificate of Eligibility" for the provider they will be transferring to. Please note that due to the Rilya Wilson Act, protective services children must not have a lapse in care. Therefore, although we will request that parent fees of protective services children be satisfied prior to a transfer, we will not deny a transfer of protective service children if fees are not paid.
26. **If I own multiple centers, can I transfer children between the different locations?** No, a child cannot be moved to another facility without expressed approval from ECS in the form of a new child care certificate for that location. Parents must follow the normal procedures by contacting a Family Service Specialist and having a provider transfer request form completed by the current provider. Reimbursement for a child will only be made to the facility where the child actually attends and has an approved enrollment.
27. **How many holidays do I get reimbursed?** Providers will be paid for up to 12 days of your choosing to be considered "holidays". You can choose any days during the year and are not limited to Federal Holidays. In order to be paid for Holiday's, your program must be closed and charge all parent's for that day. Also, any days that you are closed and you do not designate as one of your 12 holidays will be non-reimbursable.
28. **Will I be paid in the event of an emergency closure?** If the closure is due to a regional emergency situation, such as a hurricane, you will be paid. If the emergency affects only your center, you cannot be paid for these days. However, ECS will work with you to change your holidays or provide other assistance as we are able.
29. **How do I know what reimbursement rate is paid for a child?** Reimbursement rates are based on the child's age and unit of care based on the Coalition's approved rate schedule for the county in which the provider's facility is located. The unit of care will be full time or part time in which full time care covers between 6 and 11 hours of care and part time care covers 6 hours and under. The rates listed are the maximum reimbursement rates for Clay, Nassau, Baker, Bradford, Putnam and St. Johns Counties. At no time can we reimburse your program for an amount that exceeds what a full private pay parent would pay as submitted on your School Readiness Contract.

Putnam School Readiness Reimbursement Rates effective 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	18.60	12.60	22.32	15.12	9.30	6.30
2 Year Old	15.00	11.25	18.00	13.50	16.00	12.00	19.20	14.40	8.00	6.00

3 Year Old	15.00	11.25	18.00	13.50	15.00	11.25	18.00	13.50	7.50	5.63
4 Year Old (non VPK days)	14.40	10.80	17.28	12.96	15.00	11.25	18.00	13.50	7.50	5.63
4 Year Old (VPK days - 3 hour class)	10.47	5.40	12.56	6.48	10.91	5.63	13.09	6.76	5.45	2.81
4 Year Old (VPK days - 4 hour class)	9.16	3.60	10.99	4.32	9.55	3.75	11.46	4.50	4.77	1.88
5 Year Old	14.40	10.80	17.28	12.96	15.00	11.25	18.00	13.50	7.50	5.63
School Age	13.00	9.75	15.60	11.70	13.00	9.75	15.60	11.70	6.50	4.88
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

St Johns School Readiness Reimbursement Rates effective 7/1/15										
	Center		Gold Seal Center		Licensed FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	27.00	22.56	32.40	27.07	22.00	16.50	26.40	19.80	11.00	8.25
1 Year Old	22.29	19.67	26.75	23.60	19.43	13.60	23.32	16.32	9.71	6.80
2 Year Old	22.29	19.67	26.75	23.60	19.43	12.80	23.32	15.36	9.71	6.40
3 Year Old	20.70	17.25	24.84	20.70	19.20	12.80	23.04	15.36	9.60	6.40
4 Year Old (non VPK days)	20.70	17.25	24.84	20.70	17.60	12.00	21.12	14.40	8.80	6.00
4 Year Old (VPK days - 3 hour class)	15.06	8.63	18.07	10.36	12.80	6.00	15.36	7.20	6.40	3.00
4 Year Old (VPK days - 4 hour class)	13.18	5.75	15.82	6.90	11.20	4.00	13.44	4.80	5.60	2.00
5 Year Old	20.70	17.25	24.84	20.70	17.60	12.00	21.12	14.40	8.80	6.00
School Age	19.05		22.86		14.40		17.28		7.20	
School Age (Before School)		2.60		3.12		2.20		2.64		1.10
School Age (After School)		9.00		10.80		8.60		10.32		4.30
School Age (Before and After School)		11.60		13.92		10.80		12.96		5.40
Special Needs	27.00	22.56	32.40	27.07	22.00	16.50	26.40	19.80	11.00	8.25

Baker School Readiness Reimbursement Rates 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	18.60	12.60	22.32	15.12	9.30	6.30
2 Year Old	16.00	8.00	19.20	9.60	16.00	8.00	19.20	9.60	8.00	4.00
3 Year Old	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (non VPK days)	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (VPK days - 3 hour class)	11.35	4.00	13.62	4.80	10.18	4.00	12.22	4.80	5.09	2.00
4 Year Old (VPK days - 4 hour class)	9.93	2.67	11.92	3.20	8.91	2.67	10.69	3.20	4.46	1.33
5 Year Old	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
School Age	12.60	8.00	15.12	9.60	12.00	8.00	14.40	9.60	6.00	4.00
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

Bradford School Readiness Reimbursement Rates 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	18.60	12.60	22.32	15.12	9.30	6.30
2 Year Old	16.00	8.00	19.20	9.60	16.00	8.00	19.20	9.60	8.00	4.00
3 Year Old	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (non VPK days)	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (VPK days - 3 hour class)	11.35	4.00	13.62	4.80	10.18	4.00	12.22	4.80	5.09	2.00
4 Year Old (VPK days - 4 hour class)	9.93	2.67	11.92	3.20	8.91	2.67	10.69	3.20	4.46	1.33
5 Year Old	15.60	8.00	18.72	9.60	14.00	8.00	16.80	9.60	7.00	4.00
School Age	12.00	9.00	14.40	10.80	12.00	8.00	14.40	9.60	6.00	5.00
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

Clay School Readiness Reimbursement Rates effective 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	18.60	12.60	22.32	15.12	9.30	6.30
2 Year Old	18.60	14.55	22.32	17.46	16.20	12.60	19.44	15.12	8.10	6.30
3 Year Old	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
4 Year Old (non VPK days)	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
4 Year Old (VPK days - 3 hour class)	12.26	6.40	14.71	7.68	11.57	5.60	13.88	6.72	5.79	2.80
4 Year Old (VPK days - 4 hour class)	10.73	4.27	12.88	5.12	10.12	3.74	12.14	4.49	5.06	1.87
5 Year Old	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
School Age	15.00	10.08	18.00	12.10	12.00	10.20	14.40	12.24	6.00	5.10
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

Nassau School Readiness Reimbursement Rates effective 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	19.60	12.60	23.52	15.12	8.50	6.30
2 Year Old	17.42	12.48	20.90	14.98	16.00	8.00	19.20	9.60	8.00	4.00
3 Year Old	16.80	10.85	20.16	13.02	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (non VPK days)	16.80	10.85	20.16	13.02	14.00	8.00	16.80	9.60	7.00	4.00
4 Year Old (VPK days - 3 hour class)	12.22	5.43	14.66	6.52	10.18	4.00	12.22	4.80	5.09	2.00
4 Year Old (VPK days - 4 hour class)	10.69	3.62	12.83	4.34	8.91	2.67	10.69	3.20	4.45	1.33
5 Year Old	16.80	10.85	20.16	13.02	14.00	8.00	16.80	9.60	7.00	4.00
School Age	13.20	8.00	15.84	9.60	12.00	8.00	14.40	9.60	6.00	4.00
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

27. How do I know what my reimbursement rates are if I am not located in one of your Counties? If your facility/program is not located in Clay, Nassau, Baker, Bradford, Putnam or St. Johns Counties, please use the rates below. The rates listed are the maximum reimbursement rates for providers that are not located in our immediate service areas and are based on the child's age and the unit of care. The unit of care will be full time or part time in which full time care covers between 6 and 11 hours of care and part time care covers 6 hours and under. At no time can we reimburse your program for an amount that exceeds what a full private pay parent would pay.

Out of County School Readiness Reimbursement Rates effective 1/1/17										
	Center		Gold Seal Center		FCCH		Gold Seal FCCH		Informal	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Infant	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20
1 Year Old	19.00	14.55	22.80	17.46	18.60	12.60	22.32	15.12	9.30	6.30
2 Year Old	18.60	14.55	22.32	17.46	16.20	12.60	19.44	15.12	8.10	6.30
3 Year Old	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
4 Year Old (non VPK days)	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
4 Year Old (VPK days - 3 hour class)	12.26	6.40	14.71	7.68	11.57	5.60	13.88	6.72	5.79	2.80
4 Year Old (VPK days - 4 hour class)	10.73	4.27	12.88	5.12	10.12	3.74	12.14	4.49	5.06	1.87
5 Year Old	16.85	12.80	20.22	15.36	15.90	11.20	19.08	13.44	7.95	5.60
School Age	15.00	10.08	18.00	12.10	12.00	10.20	14.40	12.24	6.00	7.20
Special Needs	23.00	15.00	27.60	18.00	21.90	14.40	26.28	17.28	10.95	7.20

30. **What happens when the child has a birthday?** Rates are based on the age of the child. When a child has a birthday the age and rate of the child are automatically updated. Please update your records based on the rate sheets above. New certificates will not be generated.
31. **When do I get reimbursed?** We try to mail out your payment information on the 20th of every month and your deposit will normally be made the same day. However, this is dependent on ECS receiving reimbursement. Reimbursement is for the previous month's attendance. If the 20th falls on a Saturday, Sunday, or Holiday your payment will be deposited on the preceding business day.
32. **What is involved in my payment information?** Every provider is reimbursed for the daily rate, whether it is full time or part time care. The amount paid is the daily rate less the parent fee for any eligible days. For example, John Smith has a parent fee of \$1.20 and ECS pays \$15 a day for his age group. The actual amount paid to the provider by ECS would be \$13.80 (\$15-\$1.20) a day.
33. **Will the parent fees of school agers change during the year for full time days and part time days?** The parent fee for school agers attending part time on school days and full time on non-school days will change at least twice during the year. While there are many days throughout the school year that a school age child attends full time, we will not assess a full time parent fee on those days. Instead, we will assess a part time parent fee during the school year and a full time parent fee during the summer. The parent fee will be doubled for the summer on May 29, 2017 for Nassau, Baker, Bradford, Putnam and St. Johns counties and on June 12, 2017 for Clay county. The parent fee will go back down to part time as of August 7, 2017 for Nassau, Baker, Bradford, Putnam and St. Johns counties and on August 14, 2017 for Clay county. For example, if the child is located in Putnam County and the child's fees have been \$1.20 a day for the school year, then the fees will be \$2.40 a day for the summer beginning May 29th. Then on August 7th the fees will return to \$1.20 a day for the school year. A letter and flyer explaining this change will

be mailed to all providers closer to the date. Please note that this change only impacts the parent fee and not whether a child is paid for a full time day or part time day.

34. **Will the reimbursement rate change for 5 year olds entering school?** The reimbursement rate and schedule for children that turn 5 years old on or before September 1, 2017 and are entering school will change effective August 7, 2017 for Baker, Bradford, Nassau, Putnam and St. Johns counties and on August 14, 2017 for Clay county. Beginning that day, the child will be paid as a school ager and their schedule may be changed as needed to reflect the hours they are in your program. In most cases, they will be changed to a school schedule so that we may pay for full time care on non school days and part time care on school days.
35. **Will the reimbursement rate or parent fee for 4 year olds also in enrolled in a VPK program change?** The parent fee will remain the same, but the reimbursement rate will change. State regulations do not allow us to pay for the hours a child is in VPK twice, by first paying with VPK funds and then again with SR funds. To avoid this, you will be paid what is known as a wraparound rate. This rate is calculated to remove the VPK hours already being paid for by breaking the full time or part time rate into an hourly rate and then multiplying the hourly rate by the number hours remaining after VPK . The formula s are as follows:

Full Time Wrap Around (FTV)

$$A. \frac{\text{Maximum FT rate for the Care Level}}{\text{FT Hours (11 Hours)}} = \text{FT Rate per Hour}$$

$$B. \text{FT Hours (11 Hours)} - \text{VPK Hours per Day} = \# \text{ of Hours of Wrap Care}$$

$$C. \text{FT Rate per Hour} \times \# \text{ of Hours of Wrap Care} = \text{Full Time Wrap Rate (FTV)}$$

Part Time Wrap Around (PTV)

$$A. \frac{\text{Maximum PT rate for the Care Level}}{\text{PT Hours (6 Hours)}} = \text{PT Rate per Hour}$$

$$B. \text{PT Hours (6 Hours)} - \text{VPK Hours per Day} = \# \text{ of Hours of Wrap Care}$$

$$C. \text{PT Rate per Hour} \times \# \text{ of Hours of Wrap Care} = \text{Part Time Wrap Rate (PTV)}$$

36. **Will the reimbursement rate or parent fee for a child enrolled in a Head Start program change?** The schedule and the parent fee will change to reflect the child's needs within your program. State regulations do not allow us to pay for the hours a child is in Head Start twice, by first paying with Head Start funds and then again with SR funds. To avoid this, you will be paid part time care on days the child attends Head Start with a part time parent fee during the Head Start school year.
37. **What if I'm overpaid for a child?** Please notify us immediately by calling the SR Provider Services or submitting a payment correction request. We would like to make sure you

are paid the correct amounts at all times. If an error is realized at a later date, corrections will be made to insure that state funds were utilized properly.

38. **If I did not get correctly reimbursed for a child, what do I do?** If it involves the termination of a child, please contact a Family Services Specialist and explain your request. Contact School Readiness Provider Services for all other errors. If the error was on the provider's part, the provider will be required to complete a payment correction form and submit it with their rosters the following month. If a payment correction request is sent to us after 60 days from the original due date, Episcopal Children's Services may not be able to reimburse you for that care.
39. **What happens if I become Gold Seal Accredited during the year?** Congratulations! Please notify us immediately by mailing or faxing a copy of your Gold Seal Designation along with a copy of your Accreditation certificate. We want to share this information with parents by updating our provider referral database and also update our rates to pay the additional Gold Seal differential if applicable.
40. **Can I change my rates after submitting the signed annual Provider Agreement?** Rate changes can be made throughout the year, but Provider Services must be notified prior to going into effect.
41. **Can I receive my payment by check instead of direct deposit?** No, because of the cost associated with issuing checks to all providers, payments are made by direct deposit.
42. **What happens if I need to change my bank account information?** Please notify us immediately so that we can send you out a new direct deposit authorization for completion. Changes must be received at least 10 days prior to the scheduled payment date.
43. **What happens if my tax identification number or status changes?** Please contact us immediately to complete a new W-9. The change will be made effective the day we receive your new W-9. This information is used to accurately report tax information to the IRS.
44. **Do I need to notify you if I close my center/fcch?** Yes, please contact us as soon as the decision is made to close your program to allow us to assist families in finding alternative childcare. We ask that you submit in writing the day your program will be closing as well as updated contact information for additional funds due and tax reporting information. At the time of closure, ECS will request the last 5 years of attendance records (sign in/out sheets) for the school readiness children that attended your program, the return of any education materials that were purchased by ECS and any overpayments that were paid to your program as applicable. If we do not receive these items by the given deadline, ECS may withhold the next/final payment that is scheduled to be paid to your program.
45. **What happens if I sell my center/fcch?** Please contact us with the name of the buyer, date the sale is effective, and updated contact information for yourself. Please note that payment must follow the licensing dates. Services provided will be paid based on the owner of the license. At the time of closure, ECS will request the last 5 years of attendance records (sign in/out sheets) for the school readiness children that attended

your program, the return of any education materials that were purchased by ECS and any overpayments that were paid to your program as applicable. If we do not receive these items by the given deadline, ECS may withhold the next payment that is scheduled to be paid to your program.

46. **How do parents get provider referrals and how do they work?** Parent's call an Episcopal Children's Services (ECS) Family Service Specialist. The parent's and children's information is then put in our computer. ECS then generates information on at least 5 providers when available that meet the parents and children's specific needs. The parent is encouraged to visit these providers and request additional referrals as needed. Specialists also provide the parent with referrals to other agencies for family and provider support based on specific needs of the family.
47. **How can I be added to the provider referral database?** In order to be added to the provider referral database, your program must be located in one of the counties we serve. We currently provider referrals for Clay, Nassau, Baker, Bradford, St Johns and Putnam counties. To ensure we have the most up to date information, School Readiness providers are required by contract to complete an annual provider update form. Please be sure to include your private pay rates as they are included in market rate surveys which could be used to determine rate increases.
48. **How do I notify ECS of changes in my provider referral information?** Please contact your local ECS One-Stop office at the numbers listed below with any changes to your information.

Baker County 904-259-4225
Bradford County 904-964-1543
Clay County 904-213-3939
Nassau County 904-432-0009 ext. 2626
St. Johns County 904-770-2565
Putnam County 386-385-3450

Also, a provider update form will be mailed to you each fiscal year to ensure we are giving out accurate information on your facility.

49. **Will my program be monitored for compliance with the School Readiness Program?** Yes, ECS is required by the Office of Early Learning to monitor contract compliance for all contracted School Readiness Providers. OEL has developed a tool that will monitor compliance with the School Readiness Contract which may be found at http://www.ecs4kids.org/provider_svcs. The OEL required tool includes the following elements: verification the provider is legally operating, uses an approved developmentally appropriate curriculum and character development program, maintains the health and safety of children, maintains accurate attendance records for sign in/out sheets and enrollment/attendance certificates, reports absences as required including compliance with F.S. 39.604 Rilya Wilson Act, maintains records for five years, documents the collection of parent copayments, reports unusual incidents and maintains required insurance. Part of this monitoring requires us to request samples of certain items to review. This includes ensuring you are maintaining 5 years of attendance records. The records required include payment certificates, sign in and sign out

documentation, attendance rosters, documentation to support excused absences and proof of parent co-payments. Since we are aware most of you keep these documents in off-site storage, we will notify you 10 days prior to the monitoring. If more time is needed to retrieve the documents, as always, ECS is willing to work with you.

50. **Will my sign in/sign out sheets be monitored?** Your records may be monitored and must include the following information and be kept on file for at least 5 years from the date of service. If during an ECS, Coalition or Office of Early Learning attendance monitoring it is found that your program does not comply with the policies and procedures explained below, your program must reimburse ECS for the children and time in question. ECS must then reimburse the Coalition for these funds. There are no substitutes for the required information listed below and ECS has no leeway in enforcement. If you need assistance in determining if your program is in compliance or suggestions for best practices, the SR Reimbursement Staff is eager to provide assistance.

- The sign in and out sheet must include the name of the provider, the date (month, day and year), name of the child, time in and out, and signature of the parent or person authorized by the parent to pick the child up or bring them to care. Complete signatures are defined as including either a first and last name, a first initial and last name or a first name and last initial. If someone other than the parent is picking the child up or dropping her off, we may also request a copy of the document completed by the parent stating the other individuals authorized to pick up/drop off the child. A signature must be included by time of drop off and by time of pick up.
- Each child must have a separate sign in and out listing. The person signing the children in or out must sign for each individual child. A family cannot be grouped together and signed for with one signature.
- Each child must be listed on the sign in and out sheets by their legal first and last name.
- School agers must be signed in and out. If a school ager arrives by bus, the teacher greeting the child or the bus driver may sign the child in and indicate the time of arrival. The person picking up the child must sign the child out and indicate the time of departure. If the child attends before and after school, additional fields may be added to your sign in/out sheet so that the child may be signed in and out twice a day. Alternatively, you may use the transportation log as the sign in sign out documentation as long as it indicates on a per trip basis which children were picked up or dropped off by the bus and the driver signs the log for each trip. If your program is not transporting children to and from their school but have children leaving or arriving from school then teacher attendance rosters may be used. However, using this method may not fully protect your business in all cases. Parents picking up and dropping off their children still need to sign their children in and out according to the policy explained in this letter.
- Payment for holidays is limited to days that the program is actually closed for the holiday. If your program is closed but is not utilizing a holiday the day is non-reimbursable. If the attendance roster or sign in/out sheet reflect children in attendance, you will be paid for that day as regular day and children with more than three absences will not be reimbursed.
- Attendance on your rosters must match your sign in/out sheets. Any discrepancies will be adjusted based on the sign in/out sheets.

- Children must be signed in and out on a daily basis. If for any reason we suspect that sign in/out sheets have not been completed on a daily basis or appear fraudulent, may be forwarded to the OEL fraud department for further investigation.

51. **Do I need to notify ECS if I update my sign in and out process/forms?** Yes, you will need to notify ECS if you change your processes or forms. The School Readiness contract states that you must have a documented sign in/sign-out process approved by the Coalition (ECS). At your initial contracting, ECS requires that you submit a copy of your sign in/out sheet to ensure it meets all the requirements listed in Question 49. You'll need to submit any changes to ensure that your new process/forms are approved and still meet all the necessary requirements listed above.

52. **What are the contact numbers for Episcopal Children's Services?** The Provider Services department can be reached at 1-800-745-4836 or (904) 726-1500. The Family Services Specialists assist families based on the county the parent lives in. Their numbers are as follows:

1-800-238-3463 or
Baker County 904-259-4225
Bradford County 904-964-1543
Clay County 904-213-3939
Nassau County 904-432-0009 ext. 2626
St. Johns County 904-770-2565
Putnam County 386-385-3450