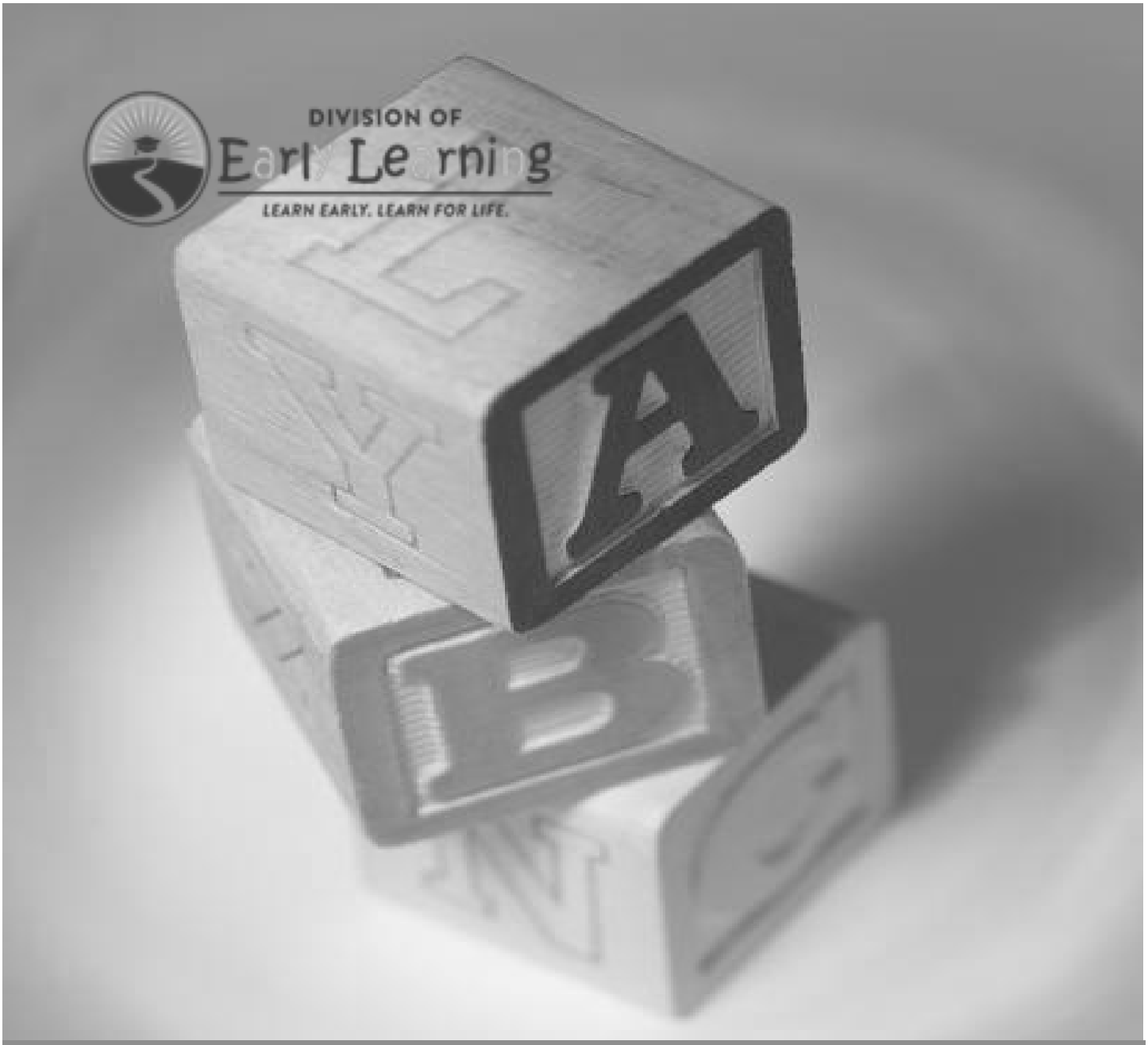


# Provider Portal User Guide

Version 5.5

February 24, 2022

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## Document Revision History

| Document Version | Date | Author | Revision |
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| 5.0 | 08/30/21 | Jim Ledbetter | Final |
| 5.1 | 09/29/21 | Jim Ledbetter | Final |
| 5.1 - Revised | 09/30/21 | Jim Ledbetter | Final |
| 5.2 | 10/28/21 | Jim Ledbetter | Final |
| 5.4 | 01/20/22 | Jim Ledbetter | Final |
| 5.5 | 02/24/22 | Jim Ledbetter | Final |

## Document Overview

This document provides a step-by-step guide to navigate the Provider Portal.

### Purpose of this Document

The purpose of this document is to provide Provider Portal users with a reference document to successfully navigate and perform business processes included in Release 5.5 of the Provider Portal.

### Intended Audience

The intended audience for this document includes provider staff responsible for completing profiles, contracts, enrollments, and attendance.

### What's New in this User Guide?

New screenshot for password recovery.

### Assistance

If you have questions about any of the material in this user guide or about any processes not covered by this guide, please contact the Office of Early Learning Service Desk at Service.Desk@oel.myflorida.com or (850) 717-8600.

## Accessing the Provider Portal

The link to access the Provider Portal is https://providerservices.floridaearlylearning.com.

## Creating a Provider Portal Account

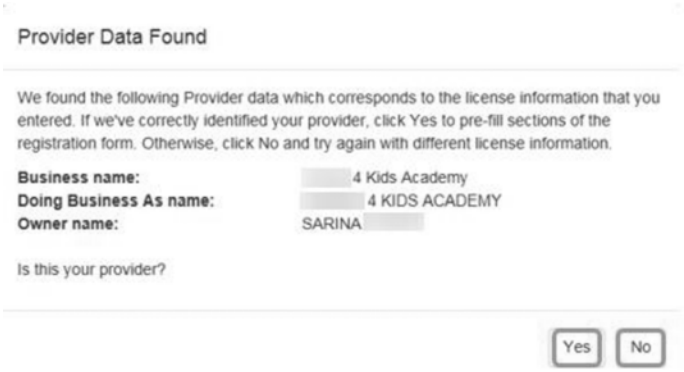
First-time Provider Portal users must register for an account to access the Provider Portal. Provider Portal users with multiple provider sites should begin by registering only one site location. This could be the provider's primary, flagship or main location. Once a Provider Portal account registration request is approved for one provider site, the provider user will be able to create accounts for additional sites after logging on to the Provider Portal.

Click the **here** link to start the new account registration process and the following page will display:

A Provider Portal user must enter the taxpayer identification number (from the provider), the provider identification number (from the early learning coalition) and the Department of Children and Families (DCF) license, registration, exemption number or type the word "EXEMPT". Providers may enter "EXEMPT" if they do not have an exemption number from DCF.

The Provider Portal user must click the **Verify License Details** button to complete step 1 of the Provider Portal account registration process.

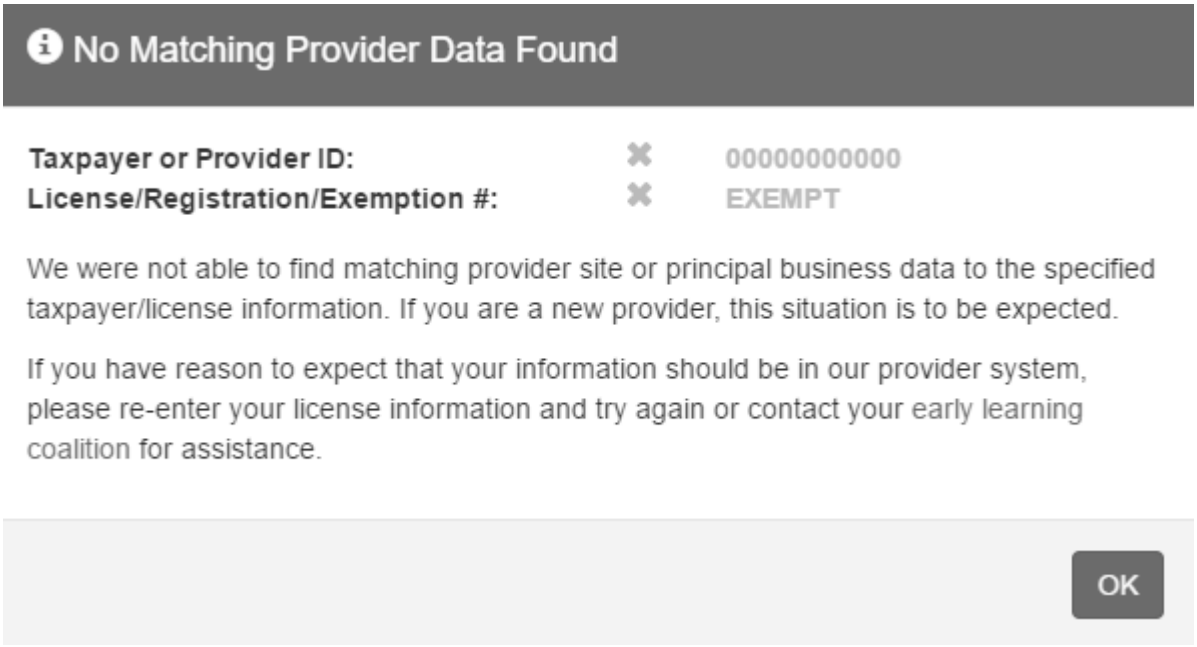
If a match is found for the submitted information, the following message will display:



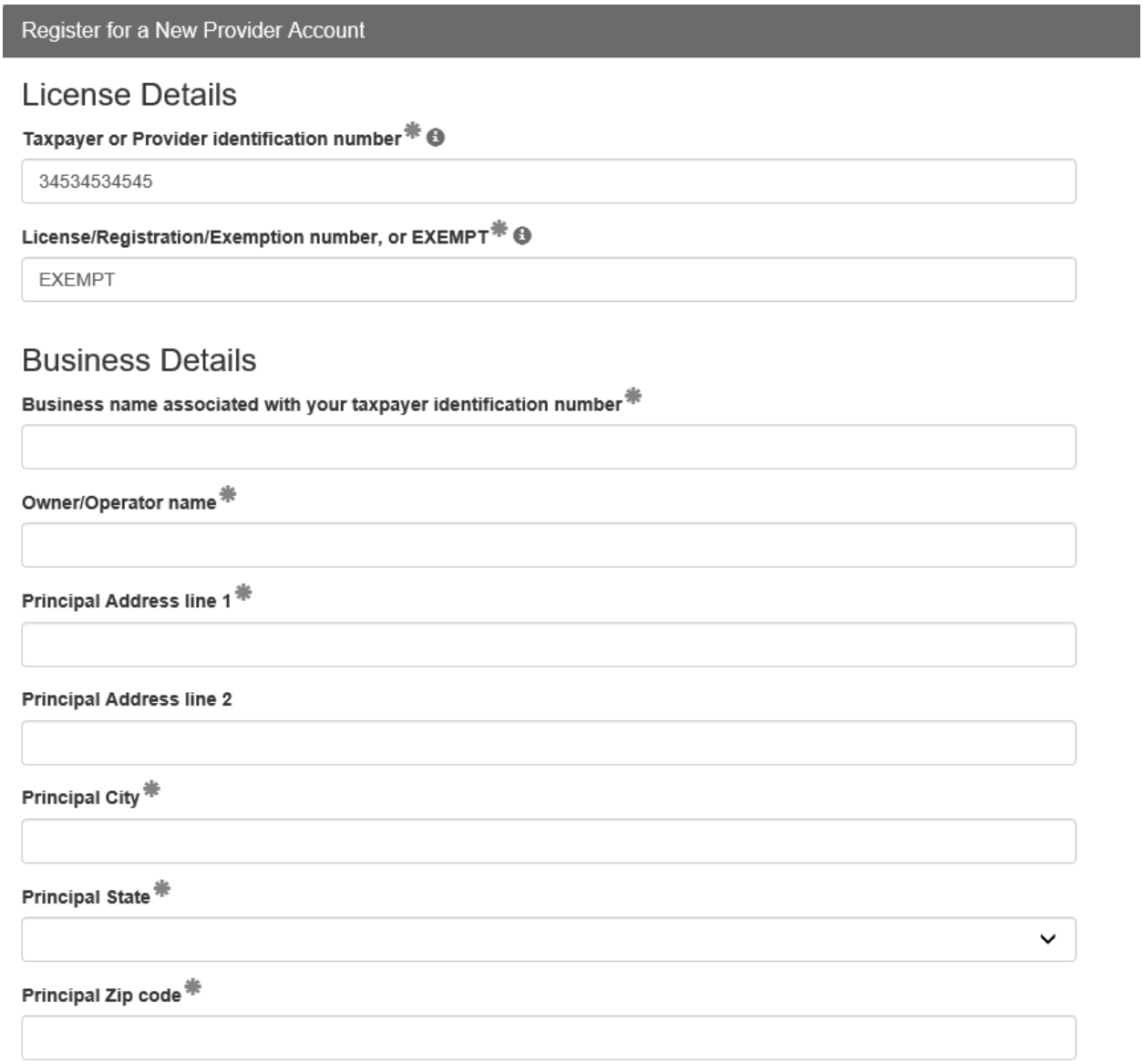

If the information is not correct, click the **No** button and contact the local early learning coalition.

If the information is correct, click the **Yes** button. On the next screen, the registration information will be populated by the system, with the exception of User Information.

If a match is not found for the provider information, the following message will display:



After filling in the required information (noted with a red asterisk *), the Provider Portal user must click the **Register** button to complete the registration process.



## Location Details

☐ Redlands Christian Migrant Association (RCMA) Provider

**Doing Business As name (DBA)***

**Provider type***

Not Selected

**Legal status***

**Contact person phone number***

## Physical Address of Facility

☐ Facility address is the same as principal address.

**Address line 1***

**Address line 2**

**City***

**State**

Florida

**Zip code***

**County of physical location***

--please select a value--

## User Information

**First name** *

**Middle name**

**Last name** *

**Account user name (must be a valid email address)** *

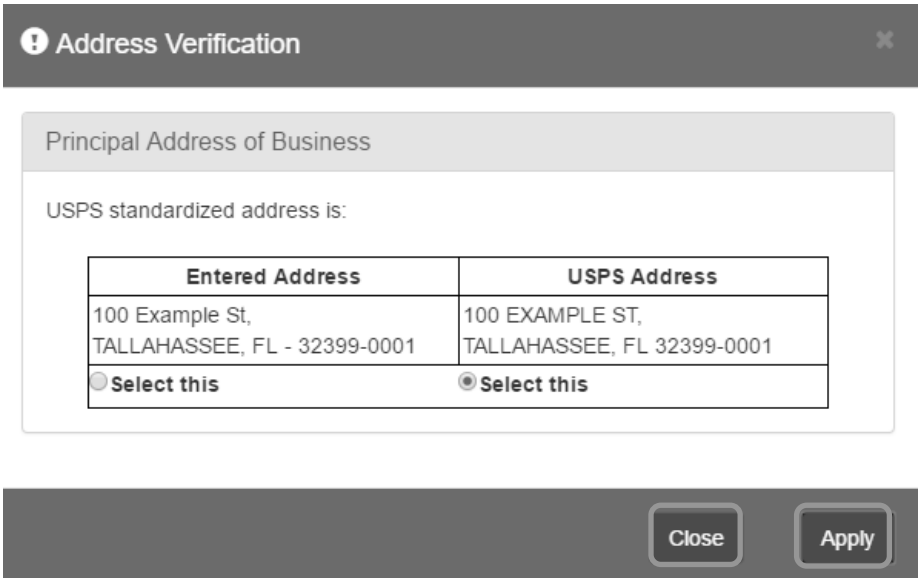
**Confirm account user name** *

**Password (must contain at least 8 characters)** *

**Confirm password** *

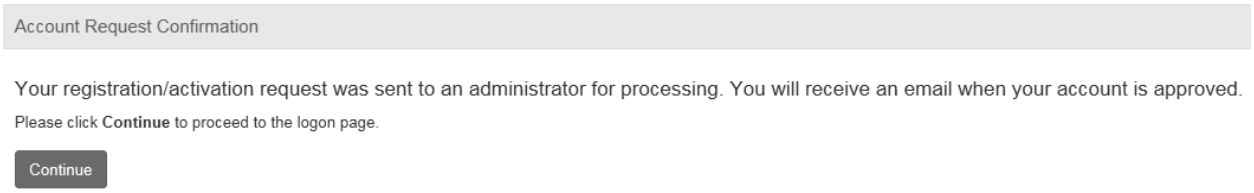
Register

After clicking the **Register** button, the following message may display:




Click the **Select this** radio button to accept the standardized United States Postal Service (USPS) address or the Entered Address if the USPS Address is not found. Then, click the **Apply** button to continue. If the Provider Portal user clicks the **Close** button, the user will be taken back to the previous screen to re-enter the address information.

Once the Provider Portal user submits an account request, the following page will display:




The Provider Portal user should access the email address used in the account and find the email sent by **DONOTREPLY@oel.myflorida.com**.

Hello Jim Ledbetter,

You are receiving this email because someone registered this email address for an account in Florida's statewide early learning Provider Portal. You will receive an email that will notify you how to proceed after your request is processed by your local early learning coalition.

ELC of the Big Bend Region
(866) 973-9030
http://www.elcbigbend.org/

**Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have any questions, please contact your Early Learning Coalition at the number listed above.**

If the registration request is approved, the following email will be sent by **DONOTREPLY@oel.myflorida.com**.

Hello Jim Ledbetter,

The Provider Portal registration request you submitted for Jim's House of Learnin' 2 has been approved. You may now log on to the Provider Portal with the user name and password you registered with.

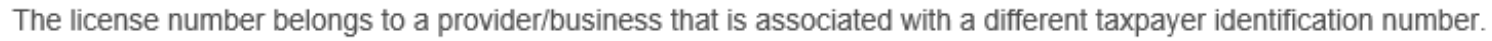
ELC of the Big Bend Region
(866) 973-9030
http://www.elcbigbend.org/

**Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have any questions, please contact your Early Learning Coalition at the number listed above.**

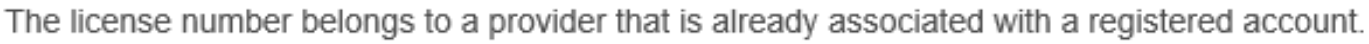
The Provider Portal user can log on to the Provider Portal at https://providerservices.floridaearlylearning.com.

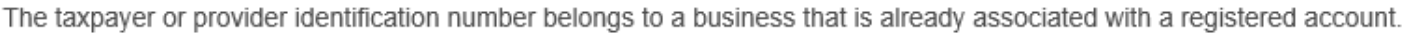
## Troubleshooting a Provider Portal Account Error Message

If the Provider Portal user receives the following message, contact the local early learning coalition to verify that the taxpayer identification number matches the OEL database.

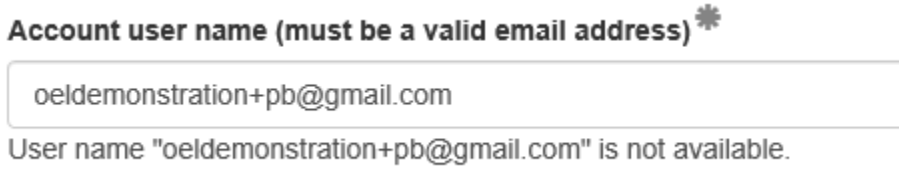



If the Provider Portal user receives either of the following messages, contact the local early learning coalition to determine if a provider portal account has already been created.



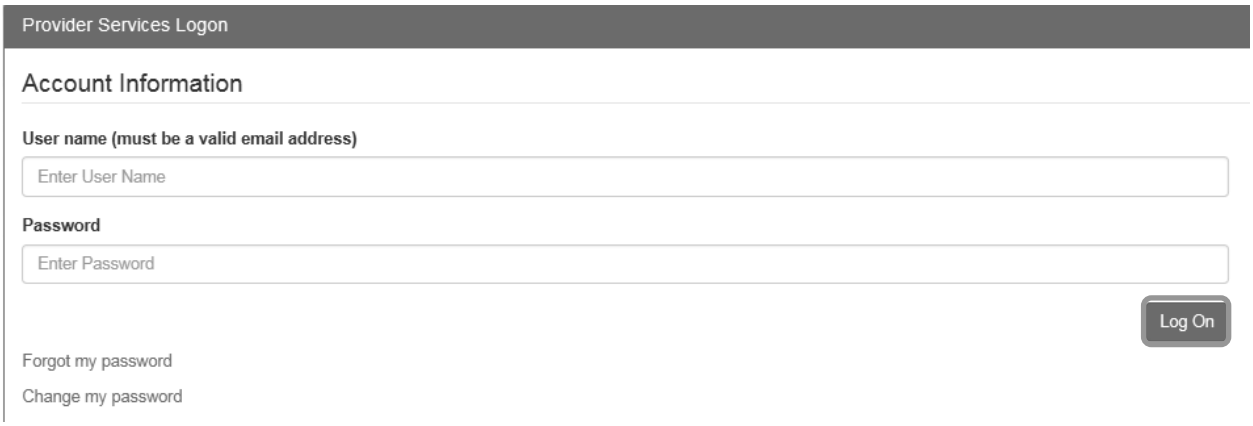

If the Provider Portal user receives the following message, contact the local early learning coalition to determine if the user name (email address) has been used in the Family Portal. The coalition may need to consult with OEL to make this determination. If a user name has been used in the Family Portal, even if an application was not created, OEL will have to remove the user name from the database so it can be used in the Provider Portal. If a provider has improperly used a user name to complete SR or VPK applications for a parent, the provider must contact that parent to get a replacement user name for that application so the provider's user name can be used in the Provider Portal. Another option is for the provider to pick another user name to use in the Provider Portal.



# Provider Portal Returning User

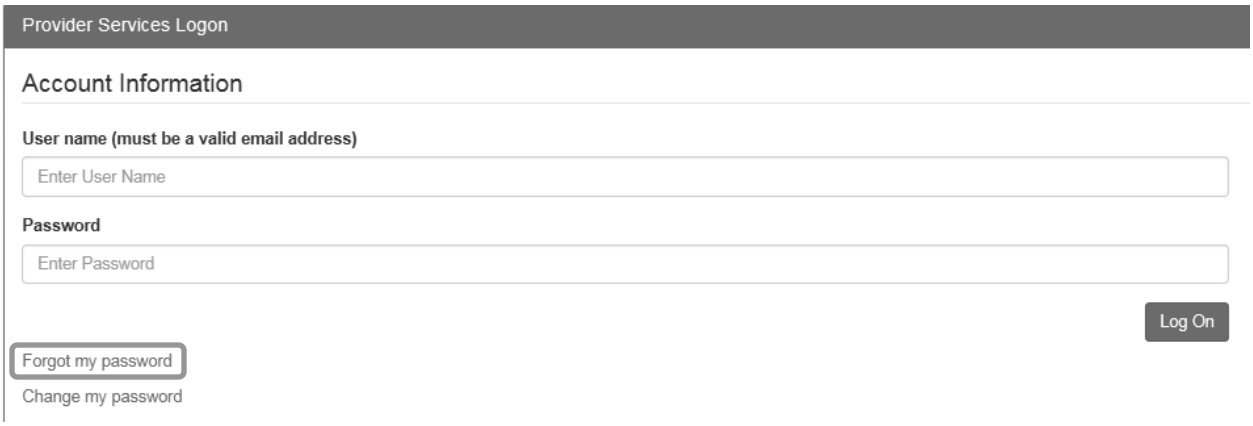
## Log on Process

Provider Portal users who have already created a user account can log on from the Provider Services welcome page by entering the user name and password created during the account process. Click the **Log On** button to continue.

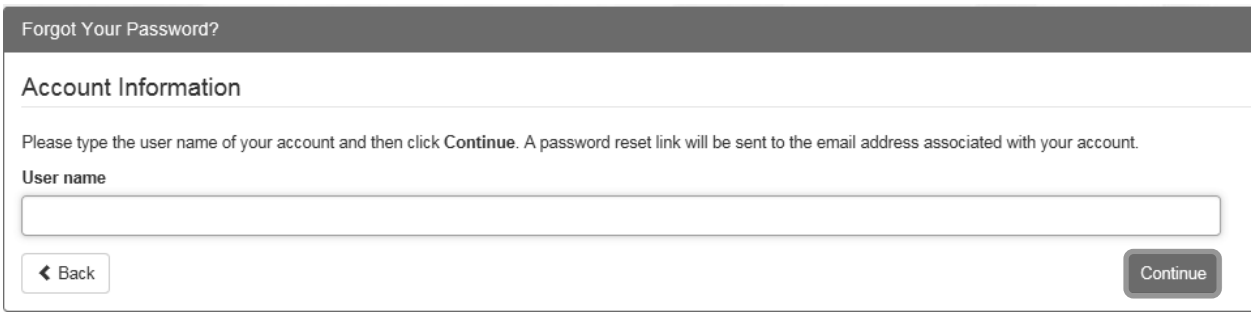



## Password Recovery

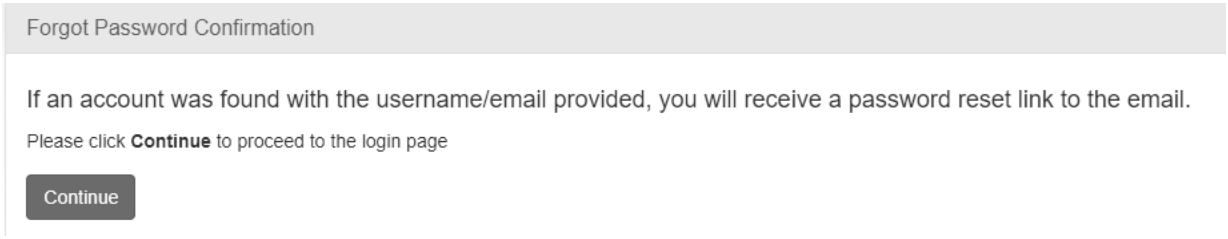
If the Provider Portal user cannot remember the password, the user can click the **Forgot my password** link.



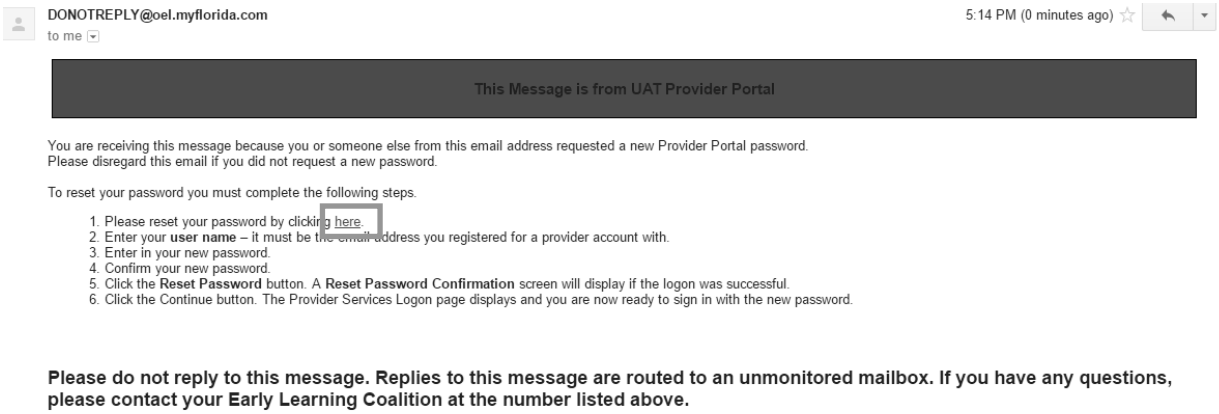

Clicking the **Forgot my password** link will display the following page:



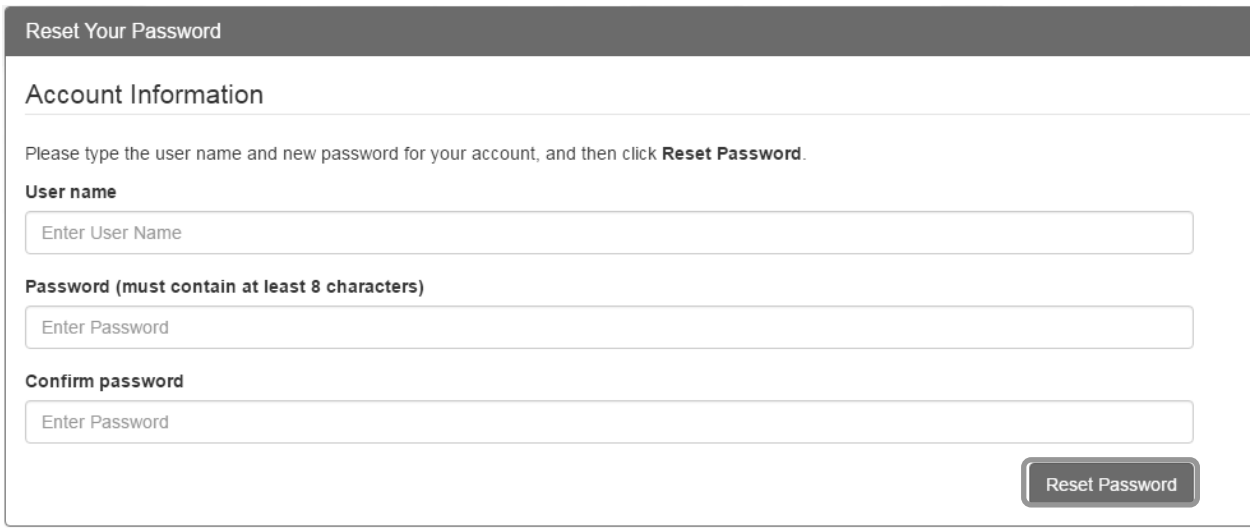
The Provider Portal user must know the email address used for the account. Once the Provider Portal user enters an email address and clicks the **Continue** button, the following page will display:




The Provider Portal user should then access the email account used for the account and find the email sent by **DONOTREPLY@oel.myflorida.com**.

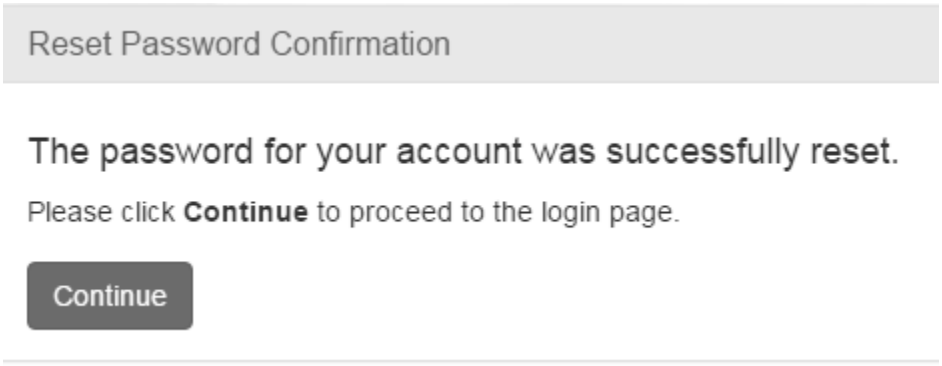



Once the Provider Portal user clicks the **here** link, the following page will display:



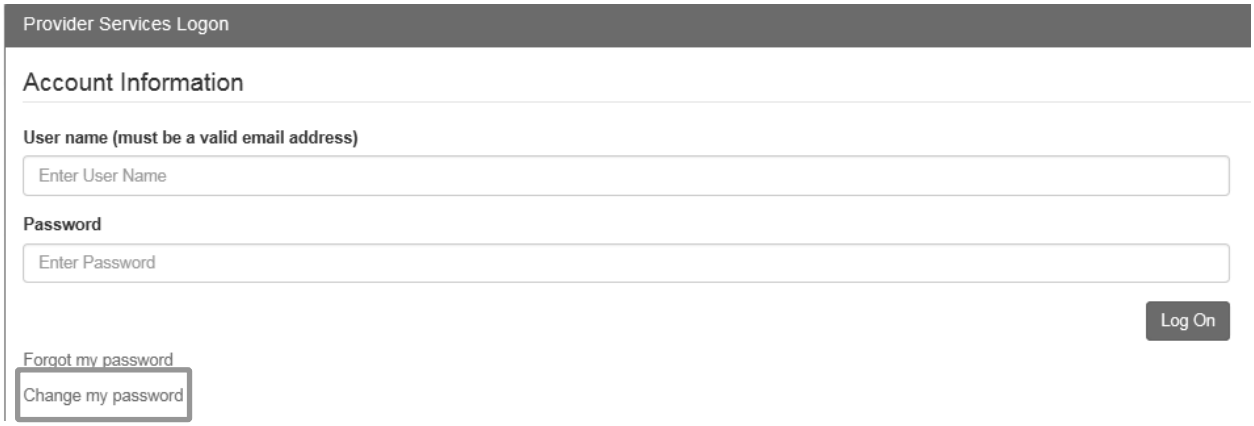
The Provider Portal user must enter the user name (email address), new password and confirm the new password. After entering the required fields, click the **Reset Password** button to continue.

If the Provider Portal user successfully changes the password, the following page will display:

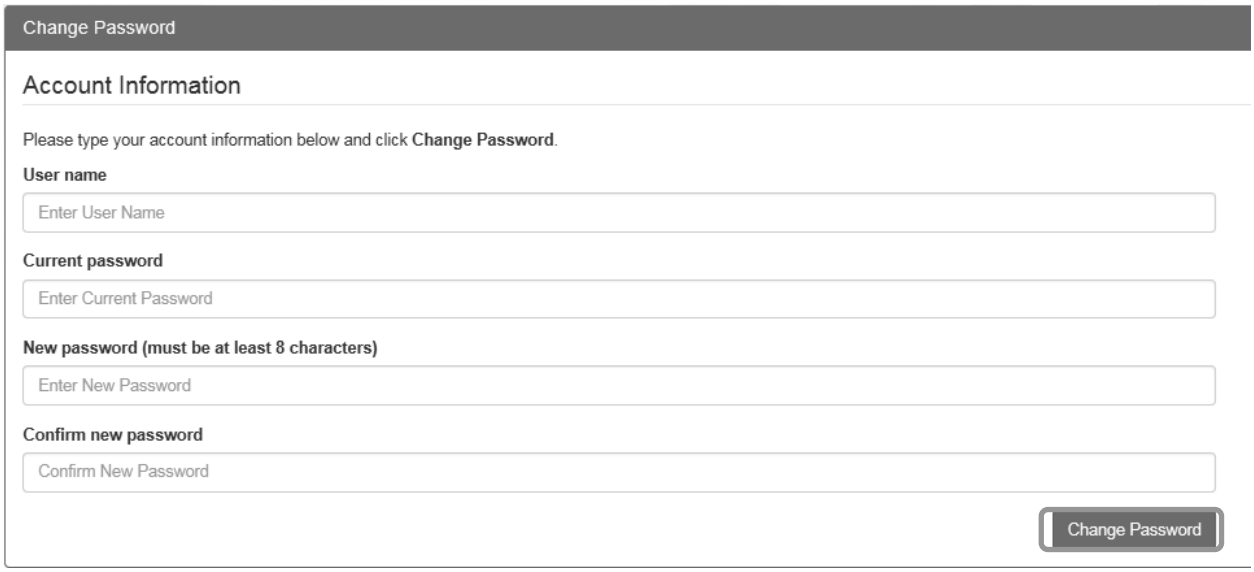



## Change Password Process

A Provider Portal user can change the password at any point by clicking the **Change my password** link.

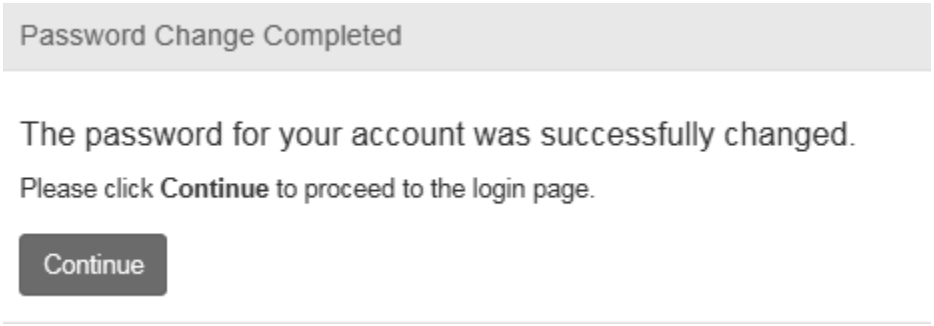



Clicking the **Change my password** link will display the following page:



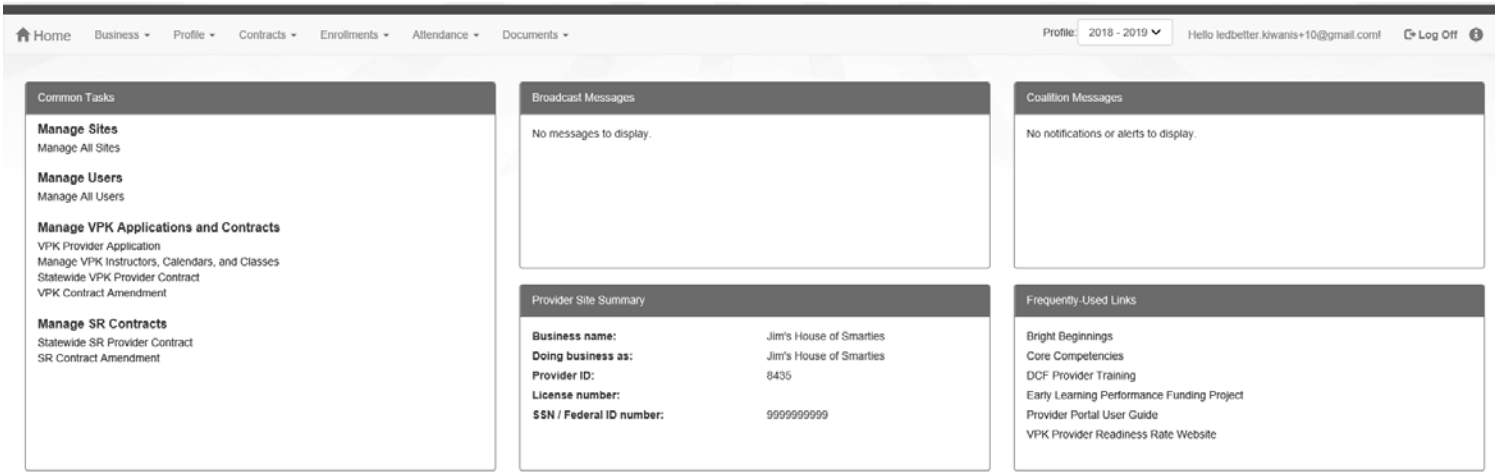
The Provider Portal user must enter the User Name (email address), current password, new password and confirm the new password. After entering the required fields, click the **Change Password** button to continue.

If the Provider Portal user successfully changes the password, the following page will display:



# Provider Dashboard

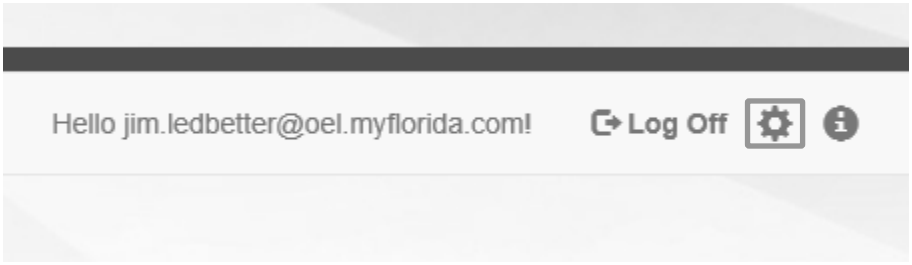
After logging on to the Provider Portal, the following page will display:



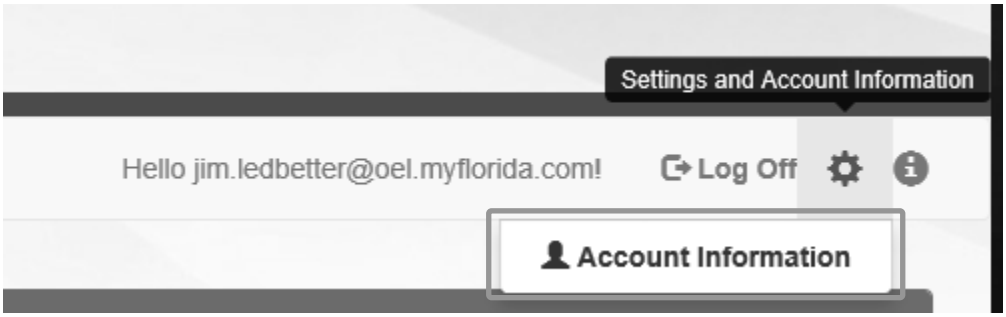

## Update Provider Portal User Account Information

Provider Portal users are able to update their user information – name and phone number – associated with their email address. If the name associated with an email address is blank, the user can add the first and last name. If a name associated with a standardized email address (e.g. Info@JimsHouseofSmarties.com) needs to be changed due to a director or other staff leaving, the first and last name can be changed as long as another user has access to that Provider Portal account. If no one has access to the Provider Portal account, contact your local early learning coalition to submit a ticket to the OEL Service Desk.

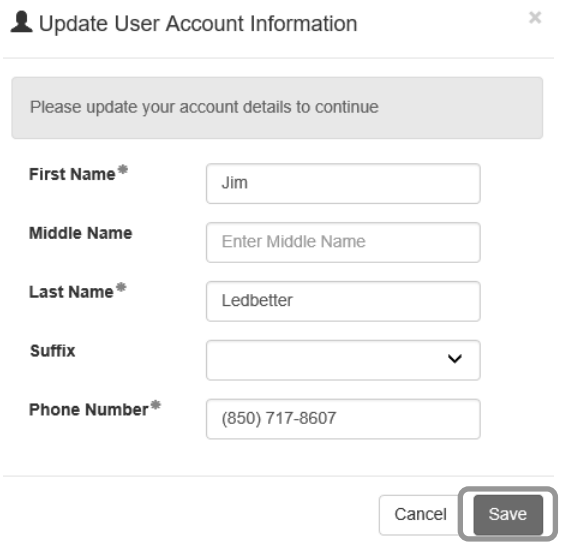
Click on the gear icon.




The following will display. Click the **Account Information** button.

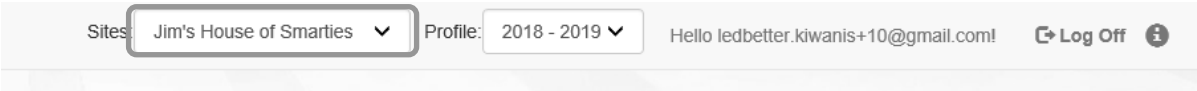


Enter the additional information and click **Save**.



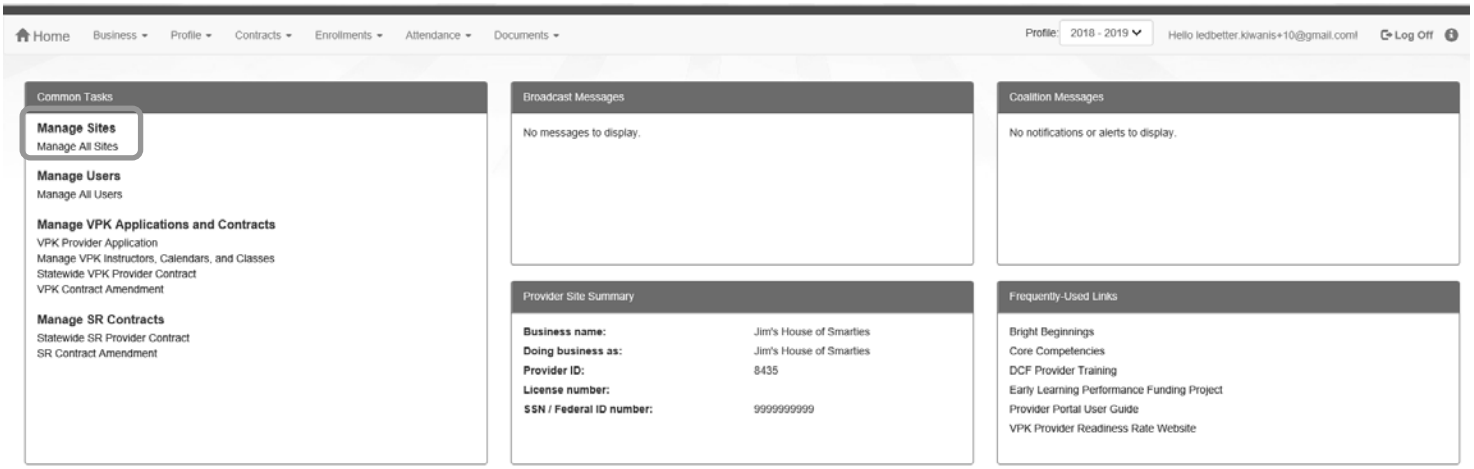
## Multiple Sites

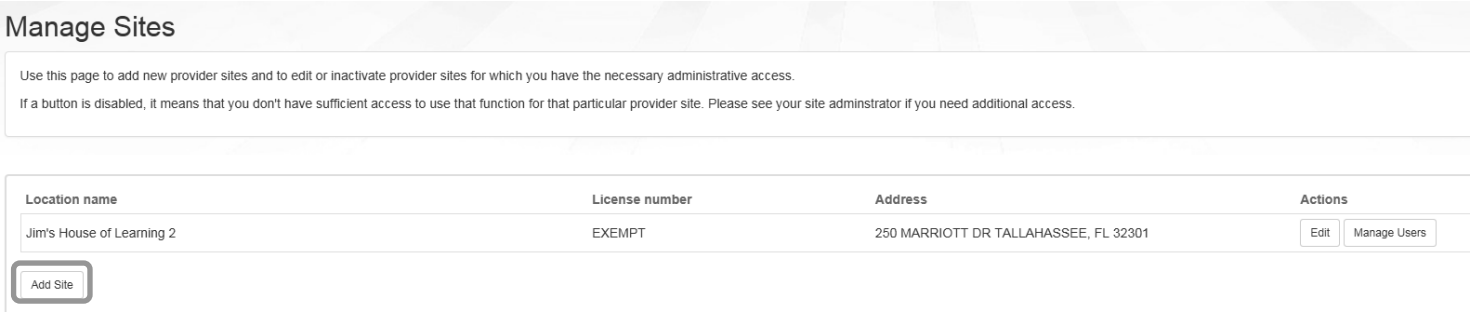
If the Provider Portal user registered a provider site that shares a taxpayer identification number with multiple sites, all of the sites with a shared taxpayer identification number will appear in a dropdown list for that Business Administrator.



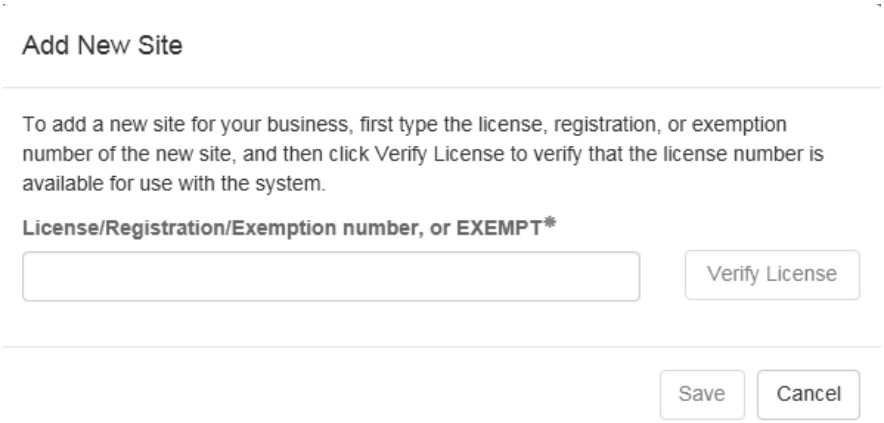

## Manage Sites

Providers with multiple site locations can use this feature to manage additional sites. Click the **Manage All Sites** link to add new provider sites. Additional sites can only be added if the sites share the same taxpayer identification number. This function will only be needed if the provider site is not found in the OEL database. Sites that share the same taxpayer identification number will automatically be assigned to the Business Administrator who registered the first provider site with the same taxpayer identification number.



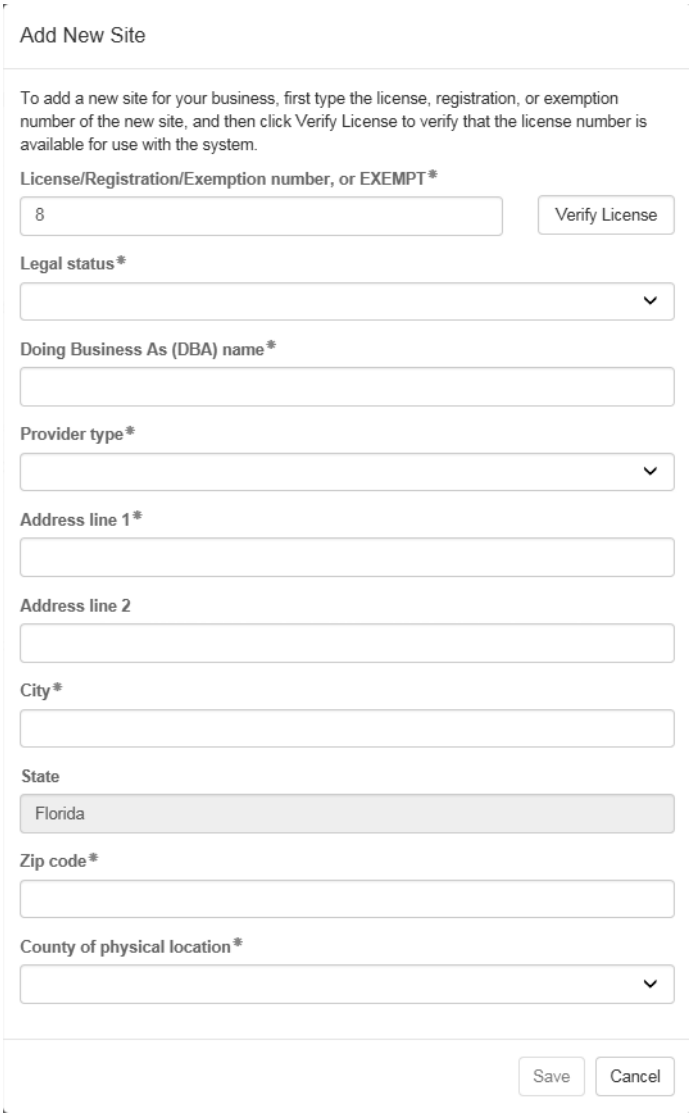



After clicking the **Add Site** button, the following message will display:

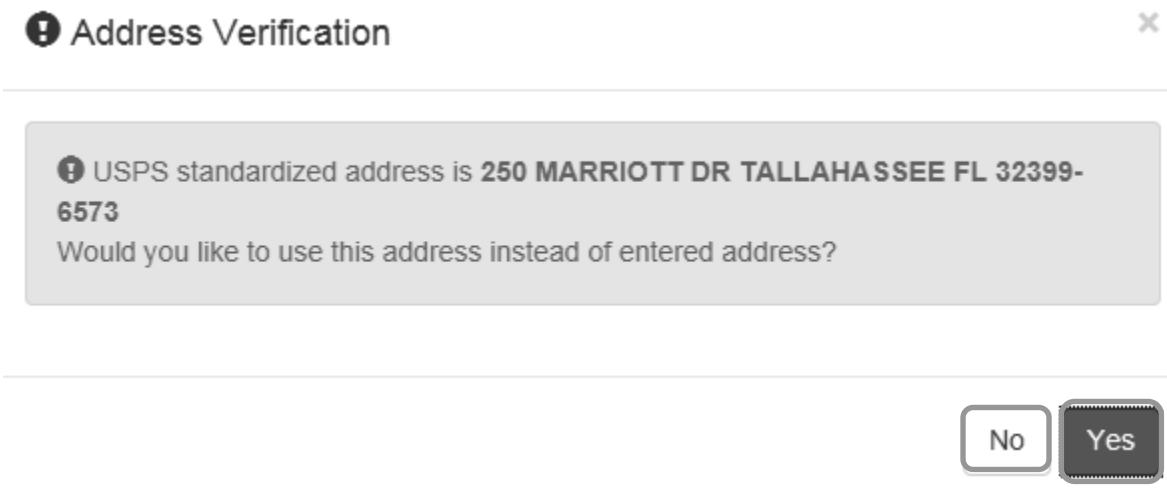



If the new provider site matches, the location information will be pre-populated.

If the new provider site does not match, the location information must be entered by the Provider Portal user.



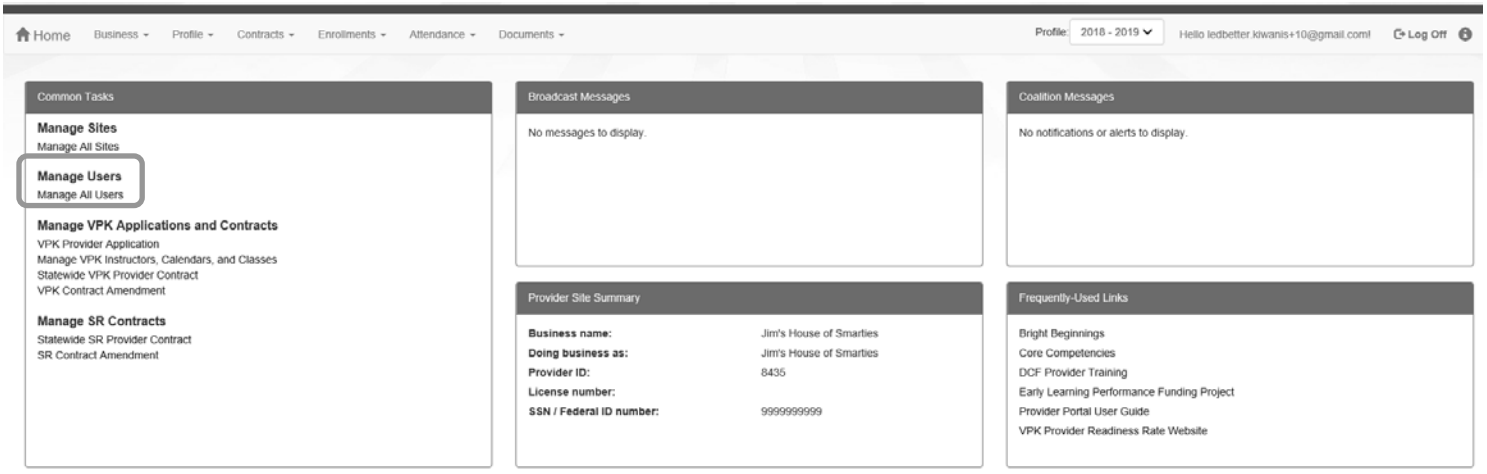
After clicking the **Register** button, the following message may display:



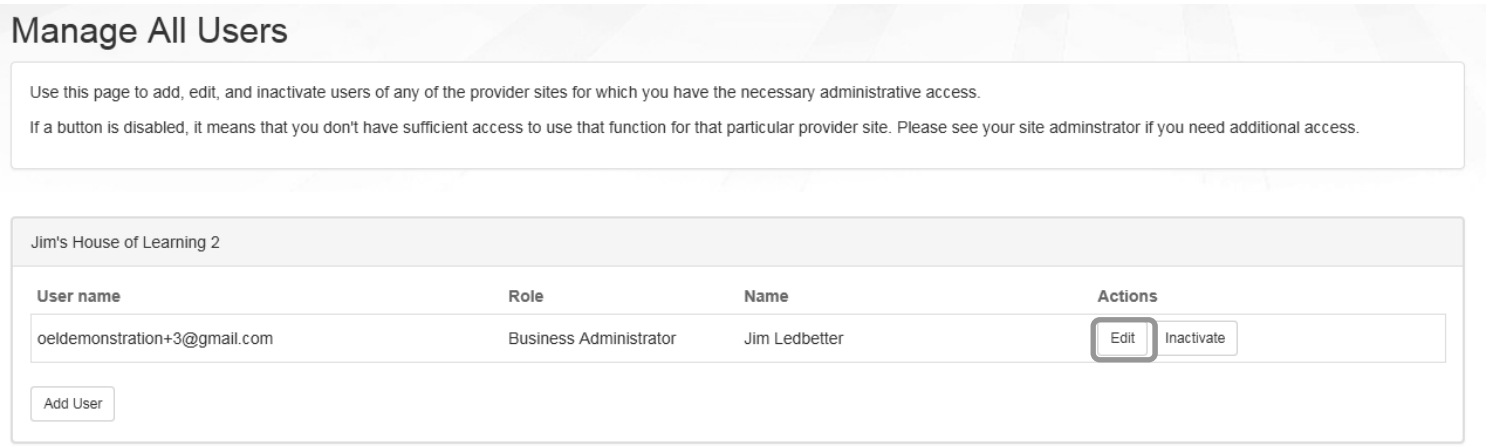

Click the **Yes** button to accept the standardized United States Postal Service address. Click the **No** button to go back to the previous screen to re-enter the address information.

## Manage Users

Click the **Manage All Users** link to edit, add, and inactivate provider site users.



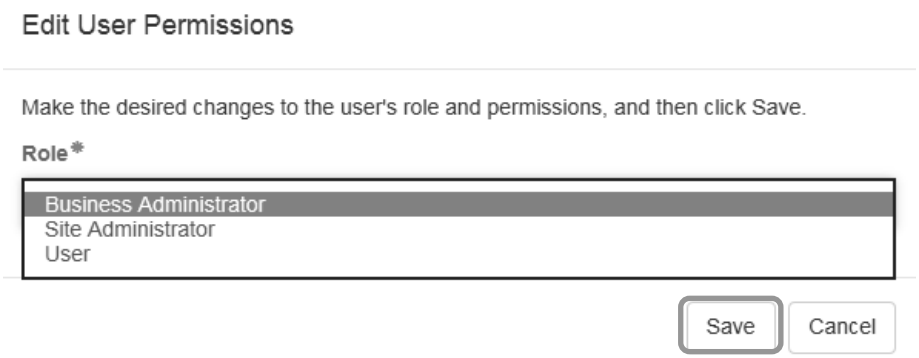
To edit the role of a Provider Portal user, click the **Edit** button.



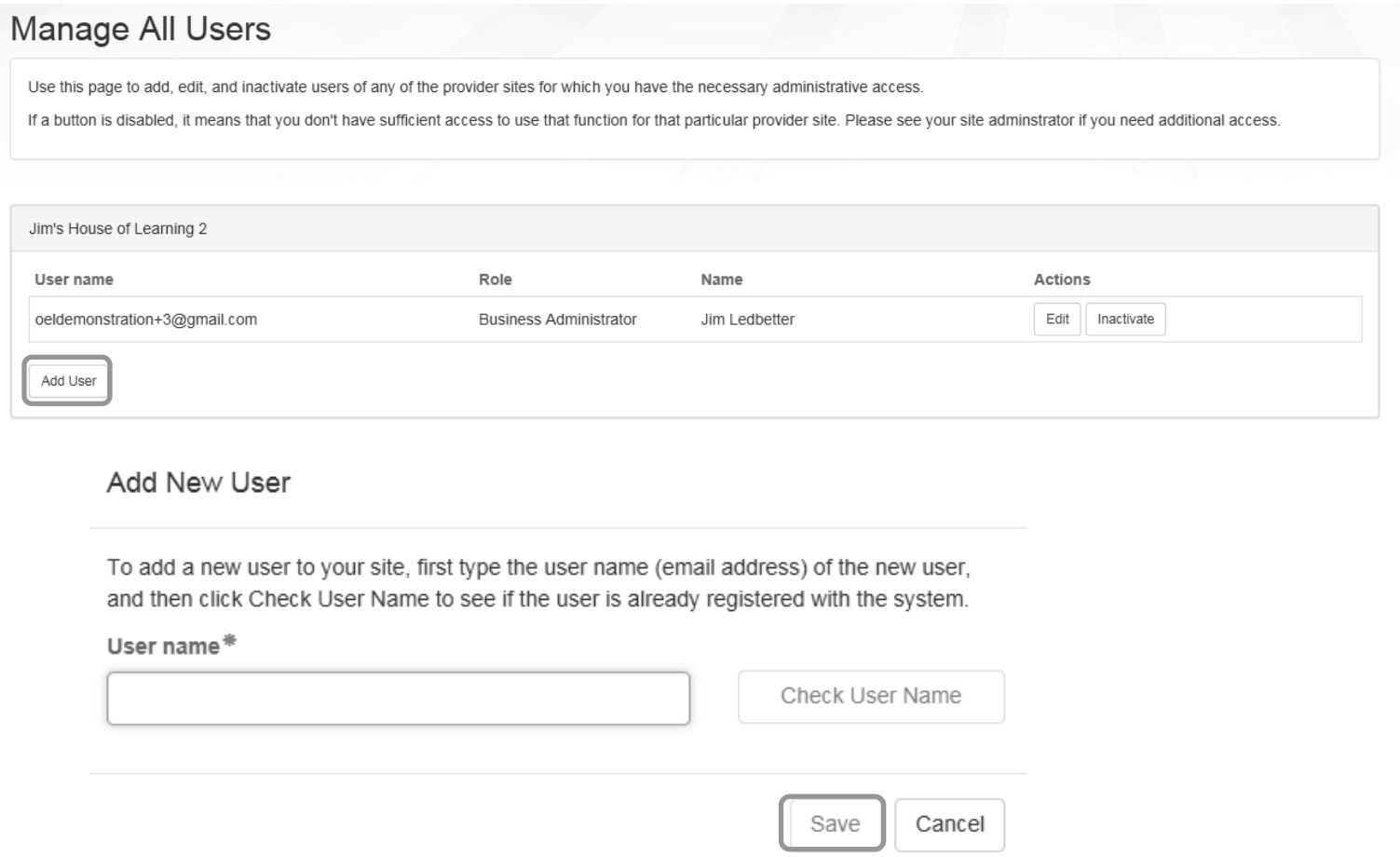

Provider User Roles:

- Business Administrator – Able to edit the provider profile and principal business information that is shared among associated provider sites; able to add provider sites and users; submit profiles and profile updates; and create contracts. This role would typically be assigned to an owner.
- Site Administrator – Able to edit the provider profile associated to their site add provider users for a site, but cannot create a new site. This role would typically be assigned to a principal or director.
- User – Able to perform administrative tasks based on permissions granted by the Business Administrator or Site Administrator. This role would typically be assigned to teachers and aides.

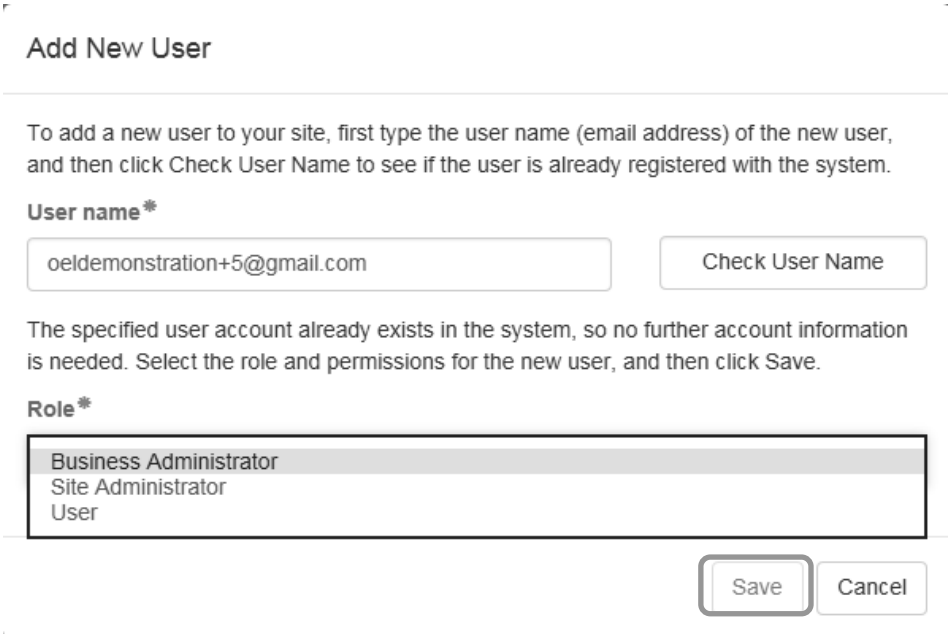
After changing the role, click the **Save** button to continue.



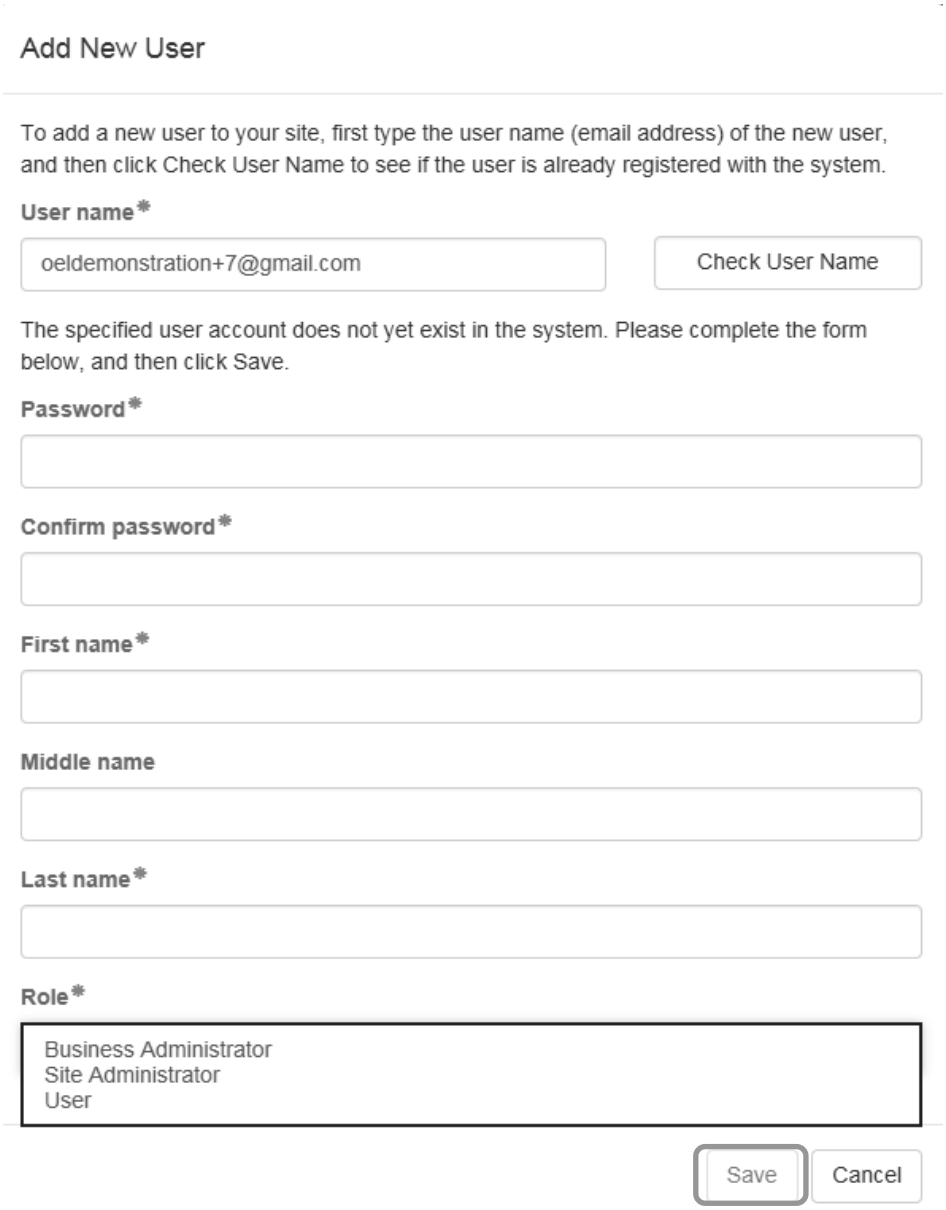

To add a user, click the **Add User** button.




In the user name field, the Provider Portal user will enter the email address of the new user. If the user already has an account in the Provider Portal, the user role must be selected. Click the **Save** button to continue.



In the user name field, the Provider Portal user will enter the email address of the new user. If the user does not exist in the system, the user's information and role must be entered. Click the **Save** button to continue.




Once the new user has been added, an email will be sent to the new user by **DONOTREPLY@oel.myflorida.com**.

Hello Jamie Ledbetter,

You are receiving this message because you have been given permission to access Jim's House of Learning 2 with your user account in Florida's statewide early learning Provider Portal.

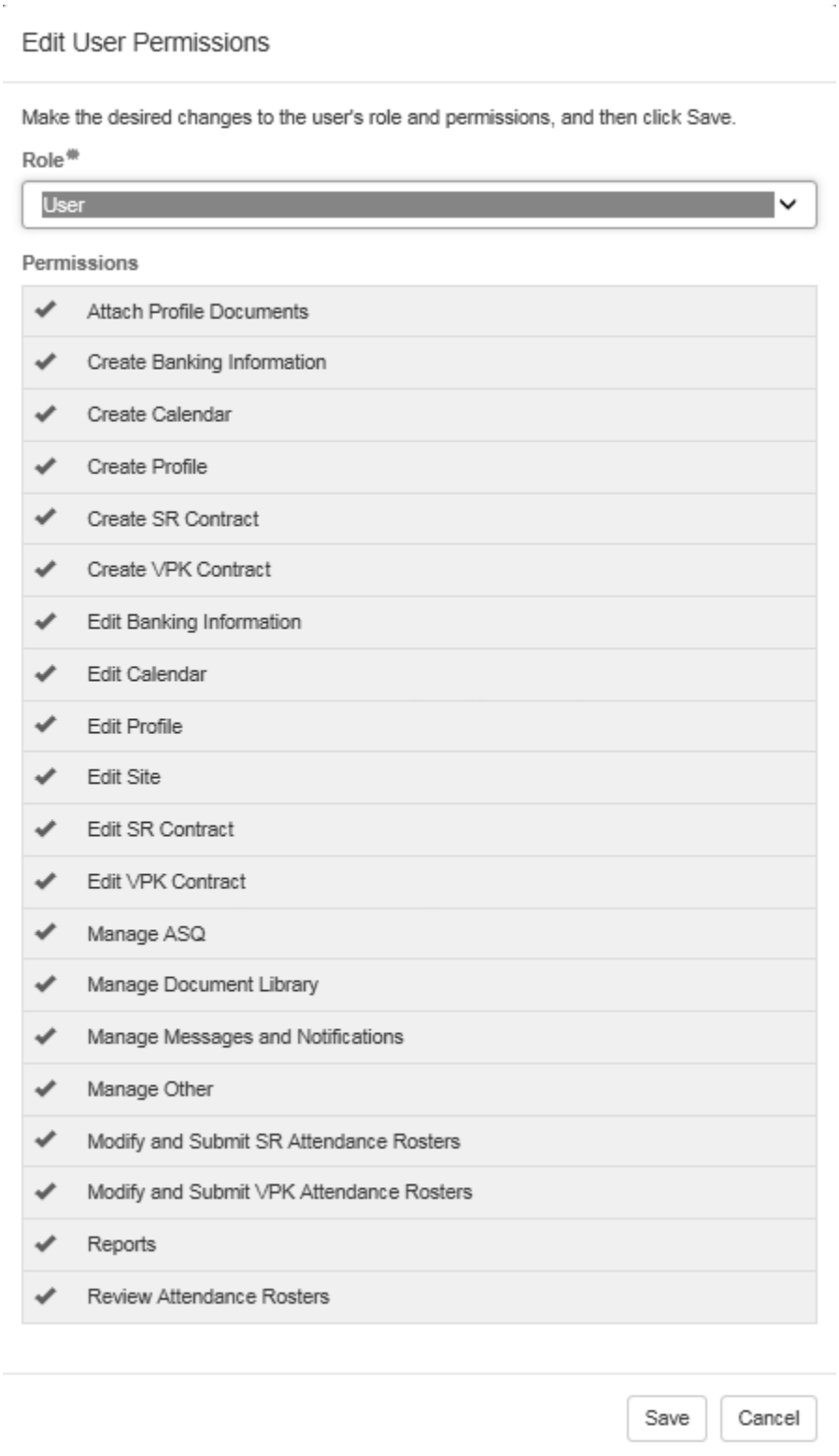
You may now log on to the Provider Portal with your user name and password to get started.

If you do not have your current user name or password, contact Jim Ledbetter at oeldemonstration+3@gmail.com for your log in information.

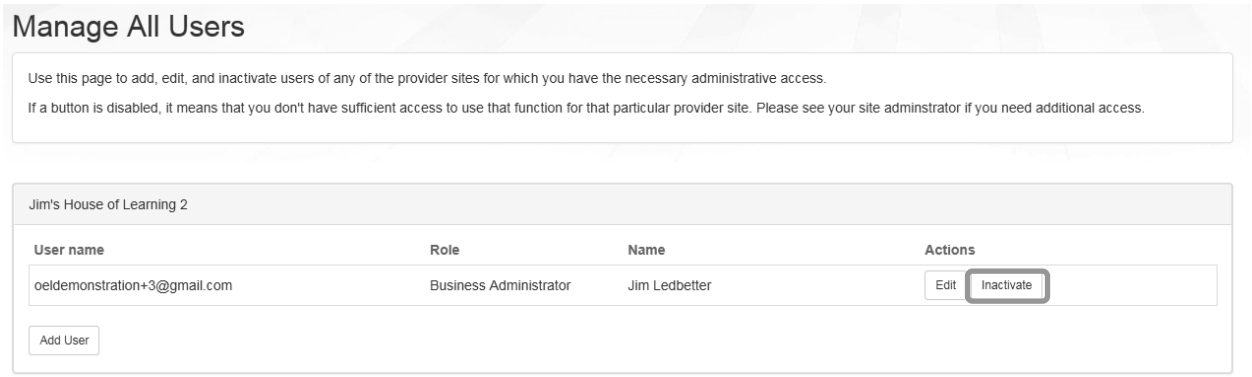
ELC of the Big Bend Region
(866) 973-9030
http://www.elcbigbend.org/

**Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have any questions, please contact your Early Learning Coalition at the number listed above.**

The User role has a set of permissions that can be individualized for each User. Each option is unchecked by default and must be checked to add to the User. Click the **Save** button to continue.



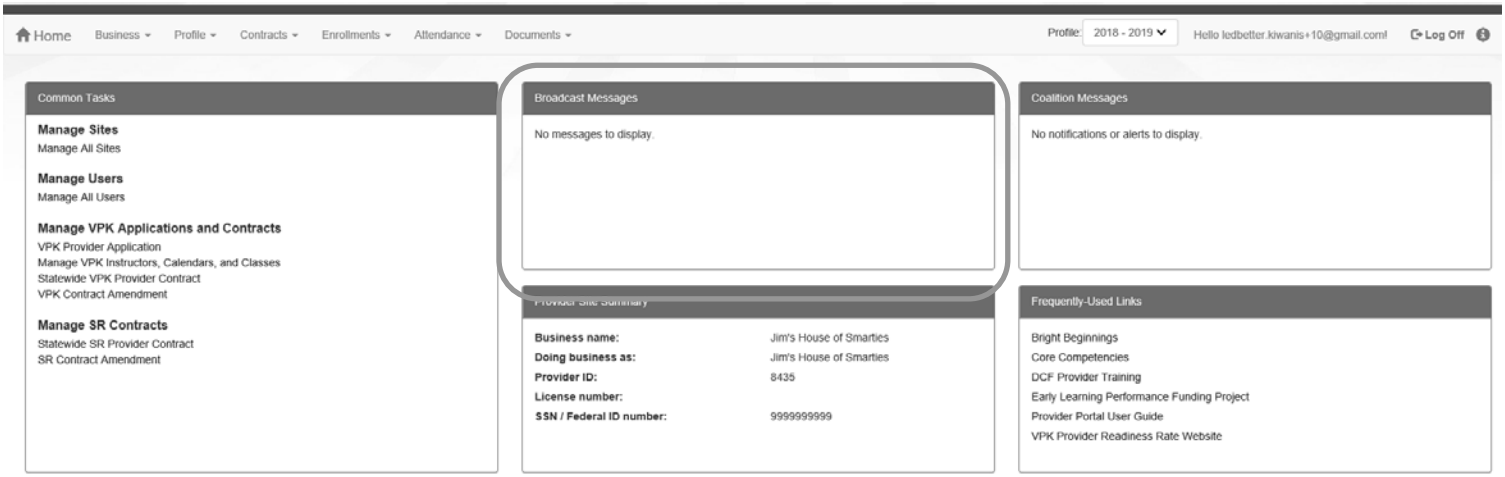
To inactive a user, which will remove the user from the site, click the **Inactivate** button.




If the Provider Portal user discovers that an email address has an error after it has been entered, the user can add the correct email address by clicking the **Add User** button, entering the required information, and then click the **Save** button. Then, the user will click the **Inactive** button for the email address which has the incorrect email address. For example, from the above Manage All Users screen, if the Business Administrator's email address was incorrectly entered as oeldemonstation@gamaial.com, the process would be to click the **Add User** button and create oeldemonstration+3@gmail.com, click **Save**, and then click **Inactivate** for oeldemonstation@gamaial.com. It is important to create the correct email address first before inactivating the incorrect email address.

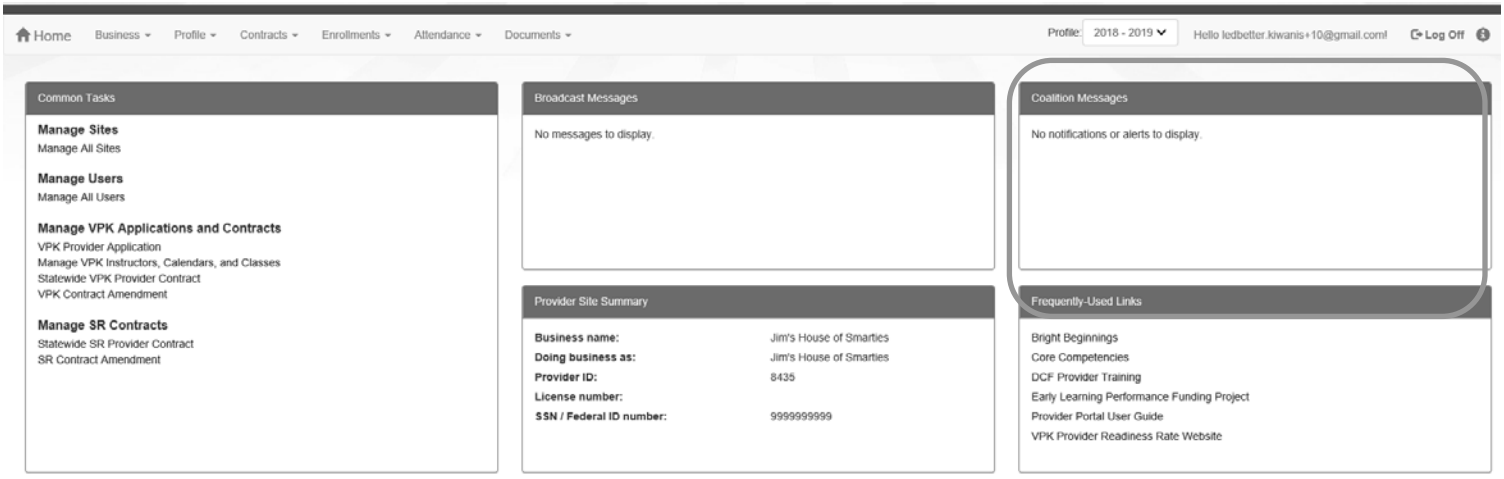
## Broadcast Messages (not yet available)

The Broadcast Messages section of the Provider Dashboard will display all messages sent by the local early learning coalition to all providers in the coalition service area. Click the message title to see the full text of the message.



## Coalition Messages

The Coalition Messages section of the Provider Dashboard displays messages sent by the local early learning coalition to a specific provider. This is a one-way communication; the provider cannot email the coalition directly from the portal. Click the message title to see the full text of the message.




## Frequently Used Links

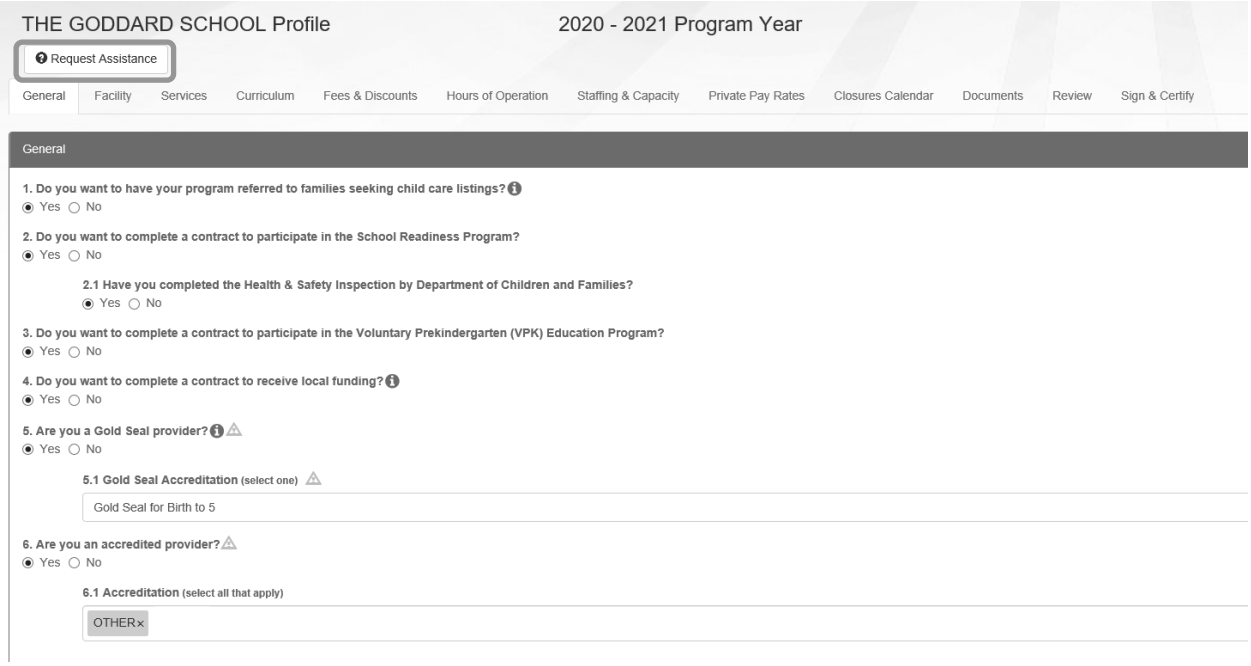
The Frequently Used Links section of the Provider Dashboard has links to web pages with information about statewide provider requirements, training and services.

# Completing the Provider Profile

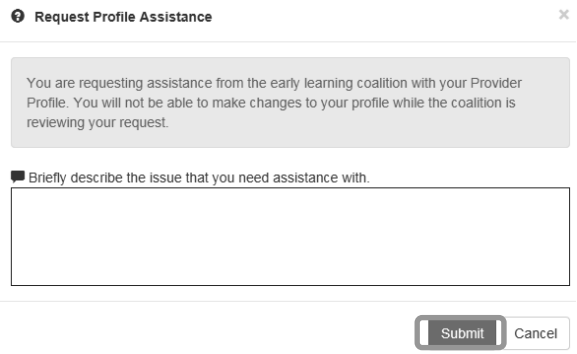
After registering as a provider, the next step is to complete the Provider Profile.

## Request Assistance

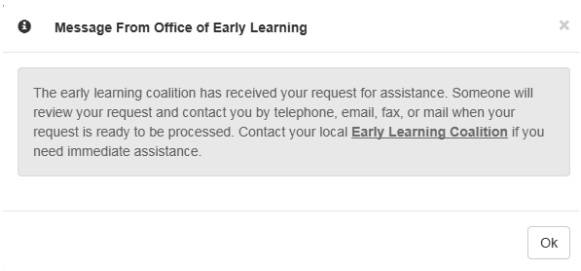
If a Provider Portal user needs assistance filling out any information in the Provider Profile, click the **Request Assistance** button.




Then, complete the field, briefly describing the need for assistance. Click the **Submit** button to send the request.

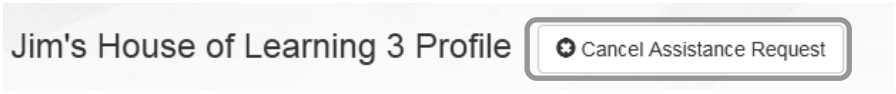



After clicking **Submit**, the following message will display:

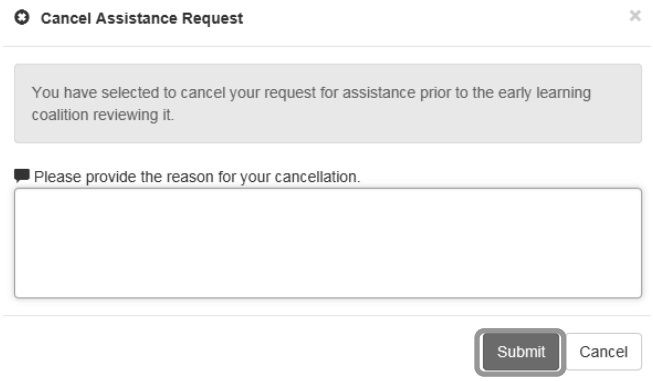



The Provider Portal user will not be able to edit the profile once the request for assistance is submitted; however, coalition staff will be able to edit information in a profile while providing assistance to a Provider Portal user.

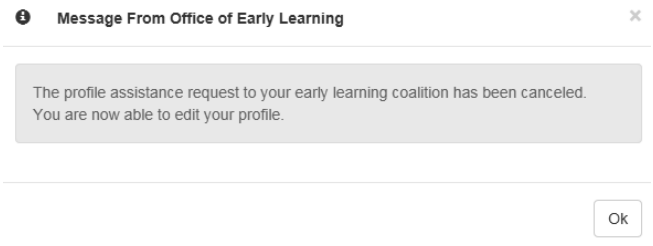
The request for assistance can be cancelled by the Provider Portal user by clicking the **Cancel Assistance Request** button.




If a Provider Portal user cancels the assistance request, the following message will display and the user will complete the field, briefly describing the reason for cancelling the request. Click the **Submit** button to continue.




After cancelling the request, the following message will display:



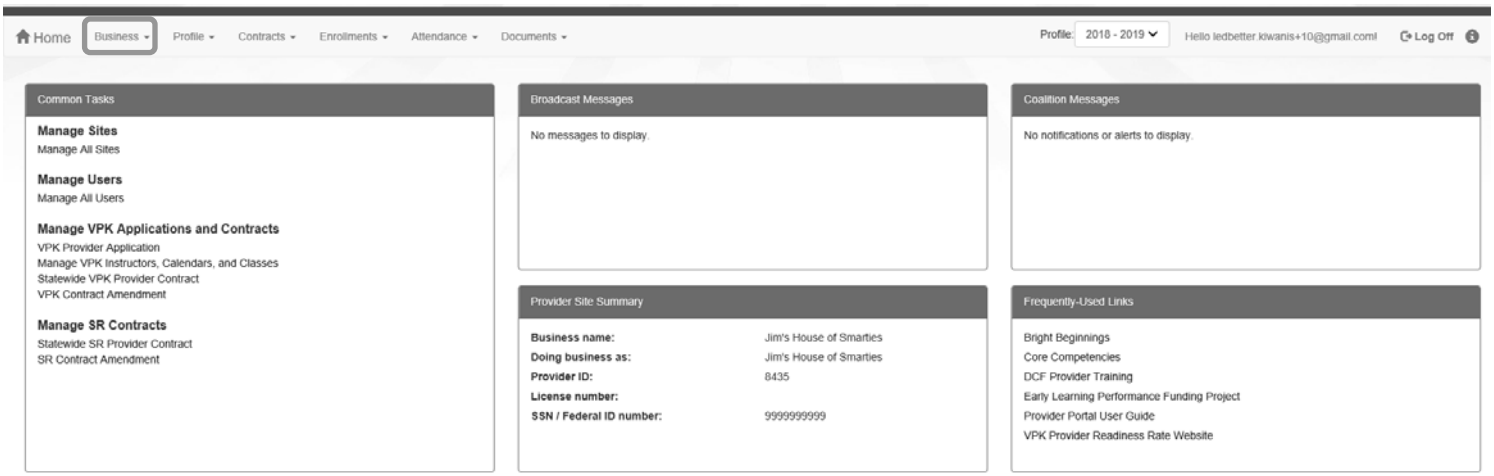
## Business

The Business Information page collects business information about the provider, including business name and address information, and it is shared among additional sites (if any). Only a Business Administrator may edit the information on this page.

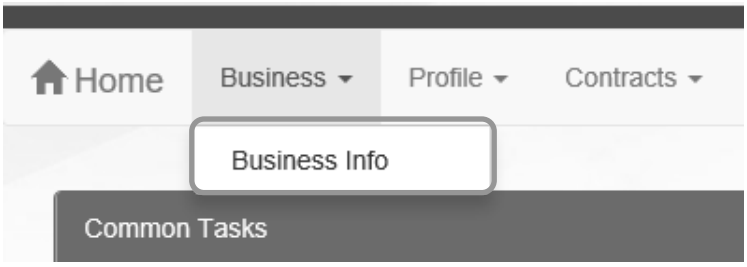
**NOTE:** This information was previously captured in the Business tab of the provider profile. Although the Business Information page is now separated from the provider profile, it must be completed before the profile may be submitted.

Tool tips, indicated by the symbol, are available to provide useful information to Provider Portal users about specific terms in the Provider Profile. Click the to see the message.

To complete the Business Info page, click the **Business** dropdown menu from the Provider Dashboard.




Then, click **Business Info**.



**Business Information**

**1. Business Name Associated with Your Taxpayer Identification Number***

Jim's House of Learning 3

**2. Taxpayer Identification Number***

888888888

**3. Owner Information**

**Owner Name***

Jim Ledbetter

**Owner Telephone Number***

(555) 555-5555

**Owner Email Address***

fake@foo.com

**Owner Phone Type***

Mobile Phone

**4. Owner's Designee or Contact Person Information**

**Designee/Contact Name***

Jim Ledbetter

**Designee/Contact Telephone Number***

(555) 555-5555

**Designee/Contact Email Address***

fake@foo.com

**Designee/Contact Phone Type ***

Unknown

**5. Business Ownership Type***

Corporation

**6. Physical Address Information**

**Address Line 1***

250 MARRIOTT DR

**Address Line 2**

**City***

TALLAHASSEE

**State***

FL

**Zip Code***

32301

**7. Mailing Address Information**

☑ **Mailing address is the same as the principal address.**

**Address Line 1***

250 MARRIOTT DR

** Altering this address may trigger USPS verification*

**Address Line 2**

**City***

TALLAHASSEE

**State***

FL

**Zip Code***

32301

**8. Payment Mailing Address Information**

☑ **Payment address is the same as the mailing address.**

**Address Line 1***

250 MARRIOTT DR

** Altering this address may trigger USPS verification*

**Address Line 2**

**City***

TALLAHASSEE

**State***

FL

**Zip Code***

32301

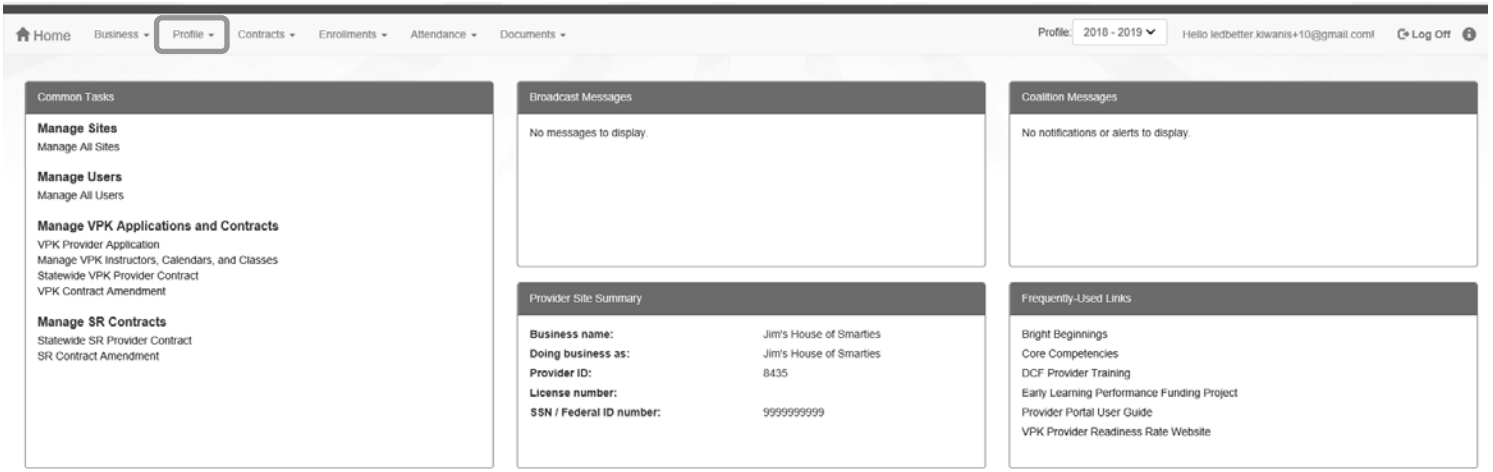
Cancel Save

## Profile

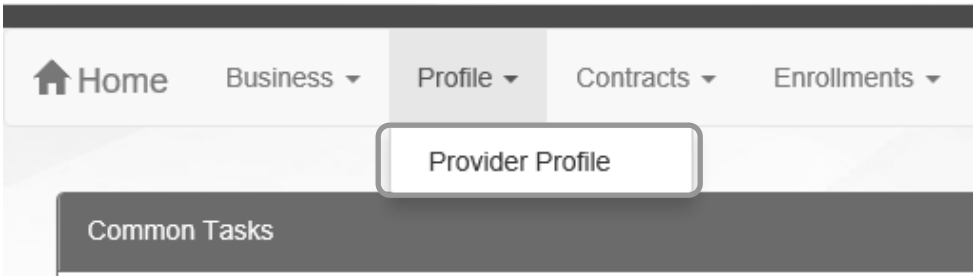
A Provider Portal user must fill out all information in each tab, and click the **Next** button to continue filling out the provider profile information. Click the **Back** button to return to the previous tab.

Tool tips, indicated by the symbol, are available to provide useful information to Provider Portal users about specific terms in the Provider Profile. Click the to see the message.

To complete the Provider Profile, click the **Profile** dropdown menu from the Provider Dashboard.



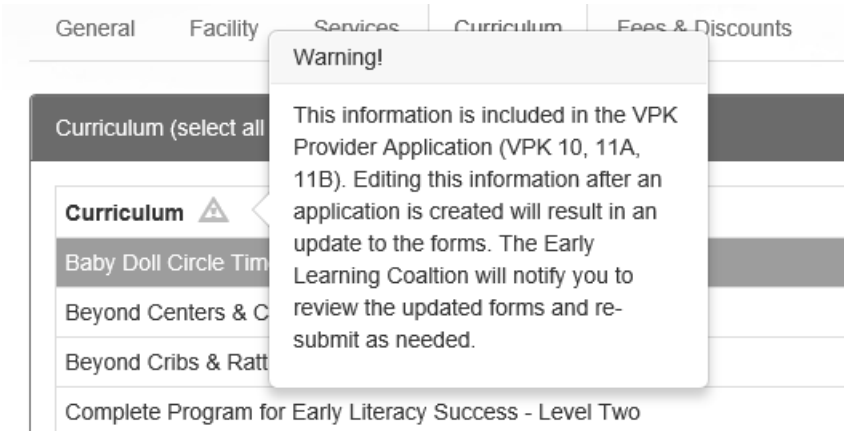

Then, click **Provider Profile**.



Yellow Warning Symbols

Yellow warning symbols will appear on certain fields on the following tabs: General, Facility, Services, Curriculum, Staffing & Capacity, and Documents.

If the Provider Portal user hovers over the yellow warning symbol, the following message will display.




If a change is made, the coalition will review the change and change the profile status to **Incomplete** to allow the Provider Portal user to re-submit the VPK-APP. The user will receive the following email from **DONOTREPLY@OEL.myflorida.com**.

From: <OELSystemTest@oel.myflorida.com>
Date: Wed, Aug 16, 2017 at 12:06 PM
Subject: Signature Required - VPK Provider Application Updated
To: alatham77@gmail.com
Cc: ME@nowhere.com

Hello,

The VPK Provider Application (VPK 10,11A, 11B) forms have been updated for Maggie Mae Daycare. Your review and signature is required. Please log on the Provider Portal and go to the Contracts menu, and choose Manage Contracts. On this page, locate your VPK-APP and click Edit. Review the VPK Provider Application information and submit your signature on the Certify and Submit tab.

Please review and submit your signature as quickly as possible.

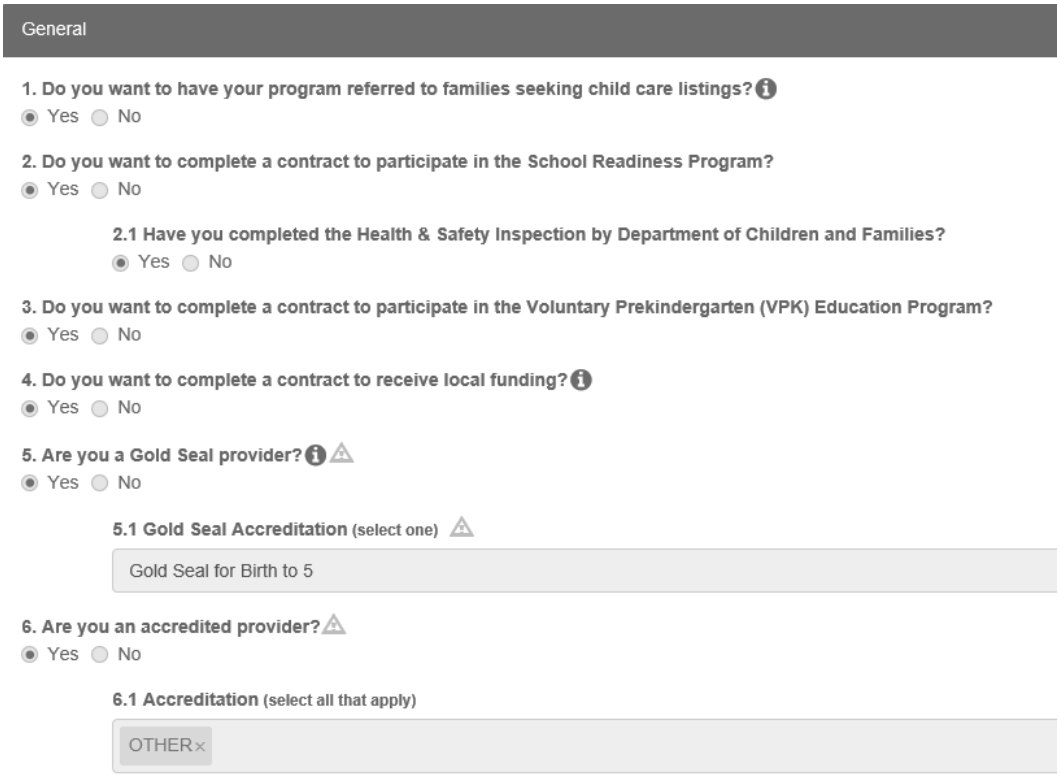
Thank you,

ELC of the Big Bend Region
(866) 973-9030
http://www.elcbigbend.org/

**Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your early learning coalition.**

## Step 1 – General

The General tab collects basic information about the provider, including provider types and whether or not there is interest in contracting with the early learning coalition to provide School Readiness or Voluntary Prekindergarten (VPK) Education services.



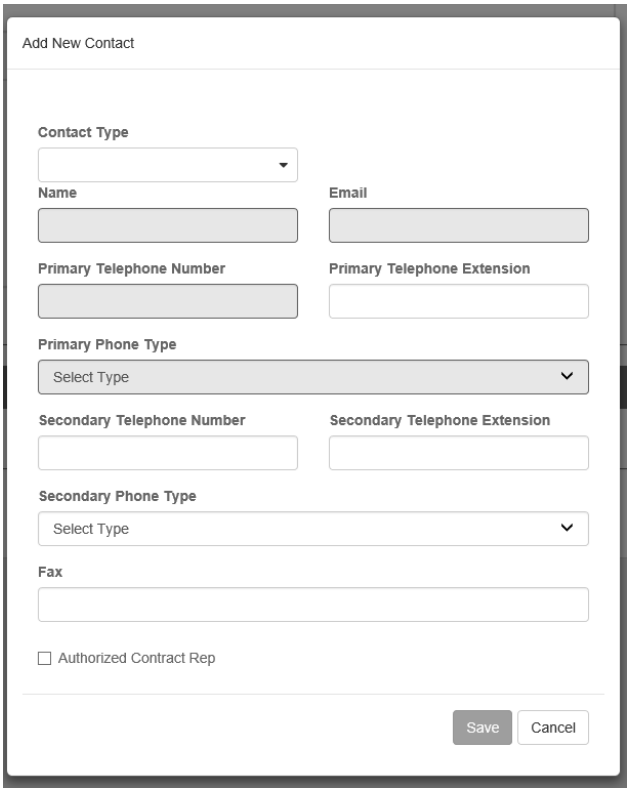
## Step 2 – Facility

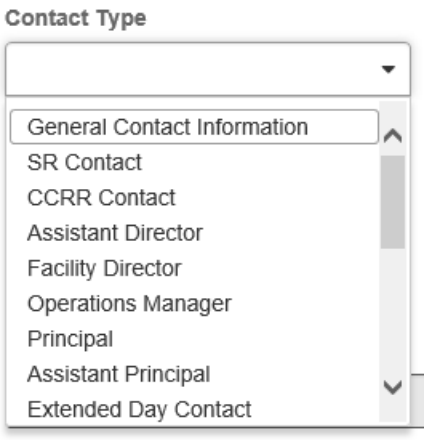
The Facility tab collects contact information for the provider. The Provider Portal user is required to enter contact information for staff responsible for different aspects of the business. If the staff person is an Authorized Contract Representative or VPK Authorized Contract Representative, click the checkbox below each section (Director, VPK Director, etc.).

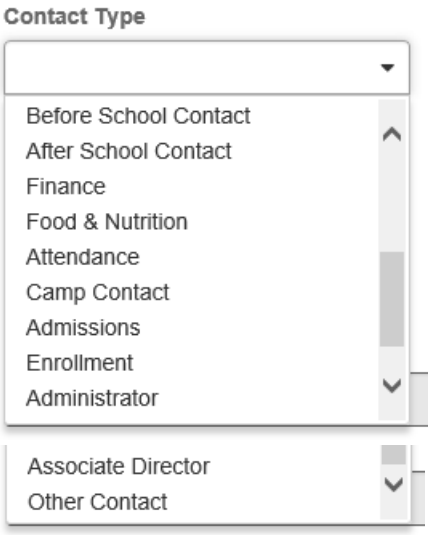
**NOTE:** If the provider is certified by the U.S. Department of Defense and is operating on a military installation, an additional question will display after question 8, but only if the provider meets one of the following conditions:

| 6. Legal Status | 7. Exemption Reason | 8. Provider Type |
|---|---|---|
| Licensed | N/A | Center |
| Licensed | N/A | Family Child Care Home |
| Licensed | N/A | Large Family Child Care Home |
| Registered | N/A | Family Child Care Home |
| Exempt | Military | Center |
| Exempt | Military | Family Child Care Home |
| Exempt | Military | Large Family Child Care Home |

When the **Add New Contact** button is clicked, the Provider Portal user can create additional provider contacts for the profile.

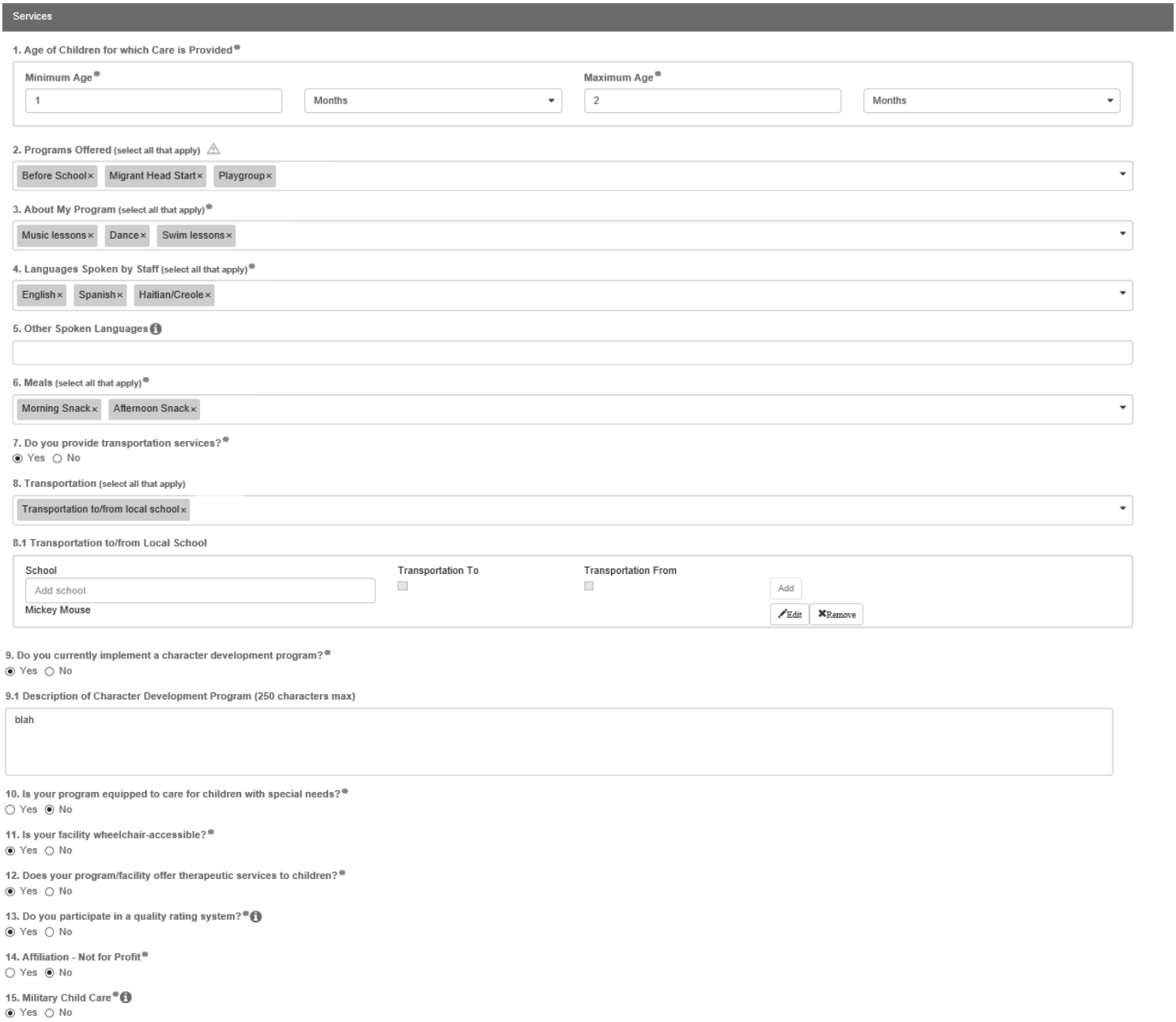


## Step 3 – Services

The Services tab collects information on the ages of the children in provider care, as well as different provider services.

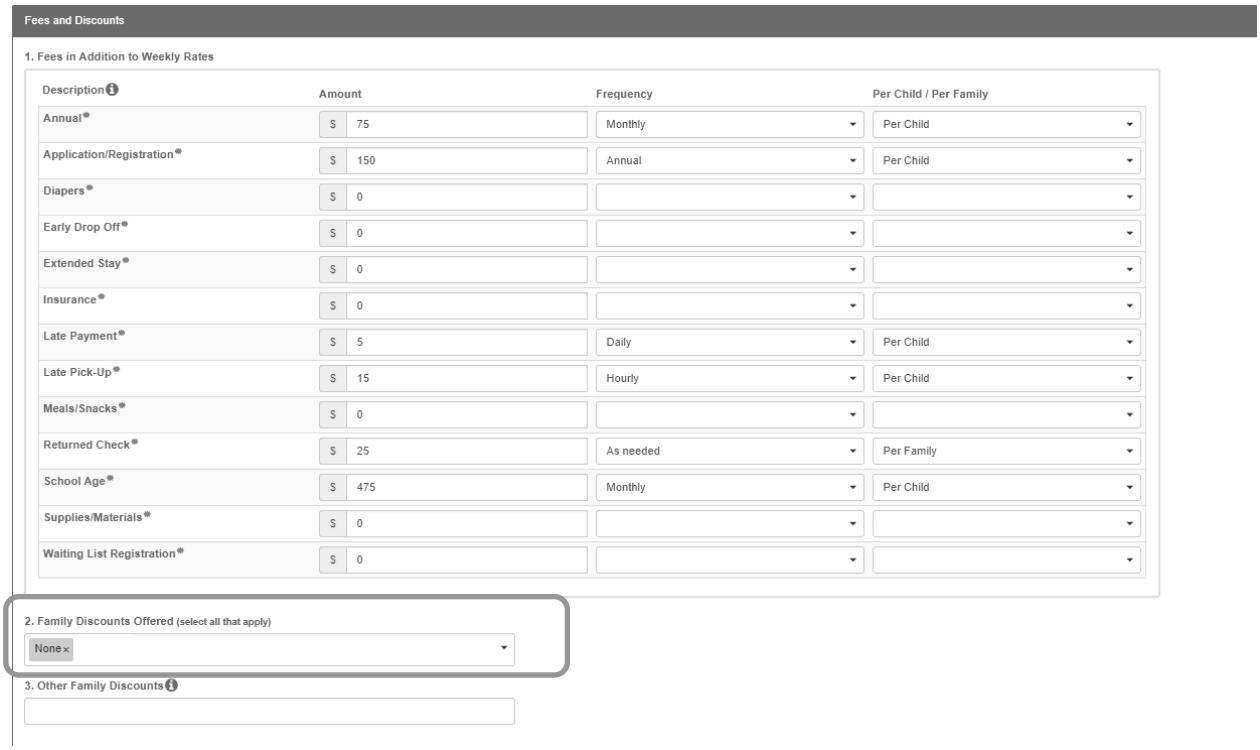


## Step 4 – Curriculum

The Curriculum tab collects information about the provider's curriculum. A provider may choose multiple curricula from the list. If the provider is a school readiness provider, an approved curriculum must be chosen. If no approved curricula are being used by the provider, the Provider Portal user should select "Other." If a provider does not see their curricula listed, choose "Other" as the curriculum.

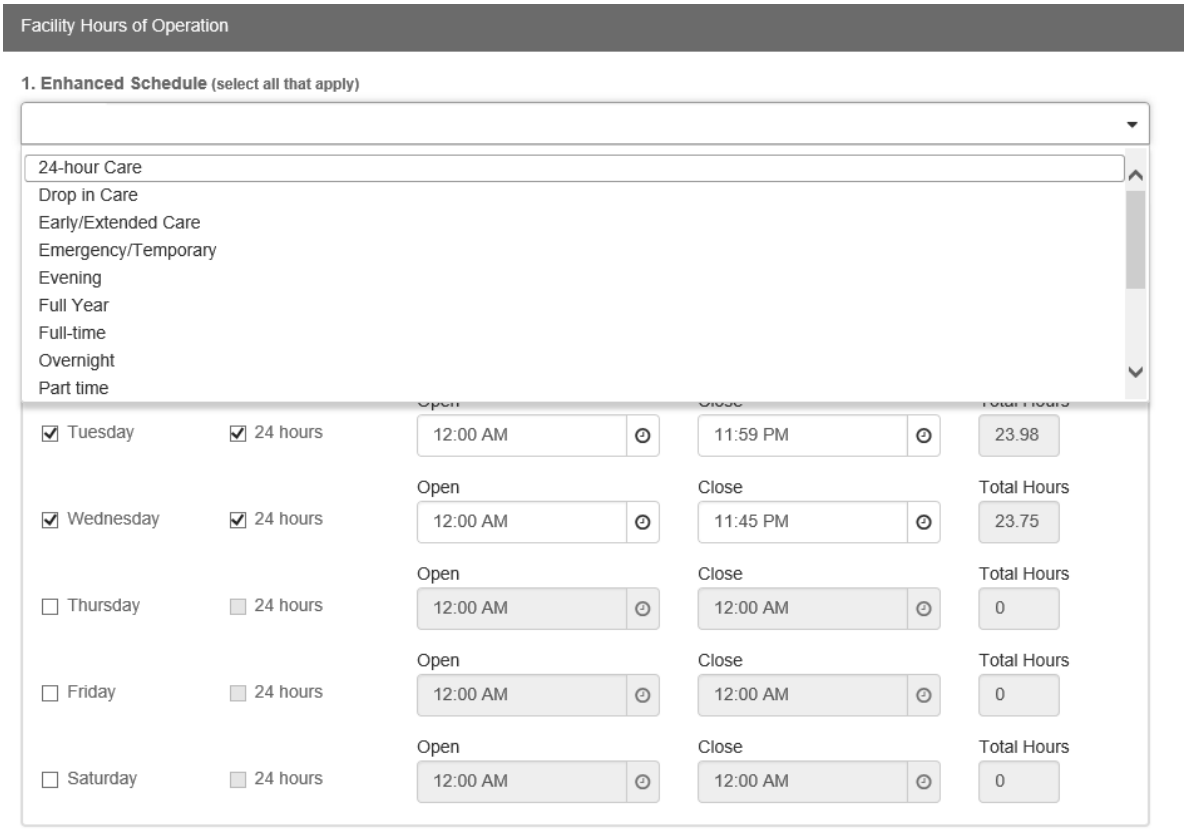
## Step 5 – Fees & Discounts

The Fees & Discounts tab collects information about fees the provider assesses the parent. The Provider Portal user should enter all applicable fees. All amount fields must have either a dollar amount or zero entered. If a fee is not applicable, the amount entered must be "0." If there are no family discounts offered, the selection must be "None."



## Step 6 – Hours of Operation

The Hours of Operation tab collects information on the type of schedules offered for care. The Provider Portal user must click the checkbox next to the desired day of the week before inputting hours of operation for that day. The default hours of operation for each day are 6:00 a.m.– 6:00 p.m. An Enhanced Schedule is available.

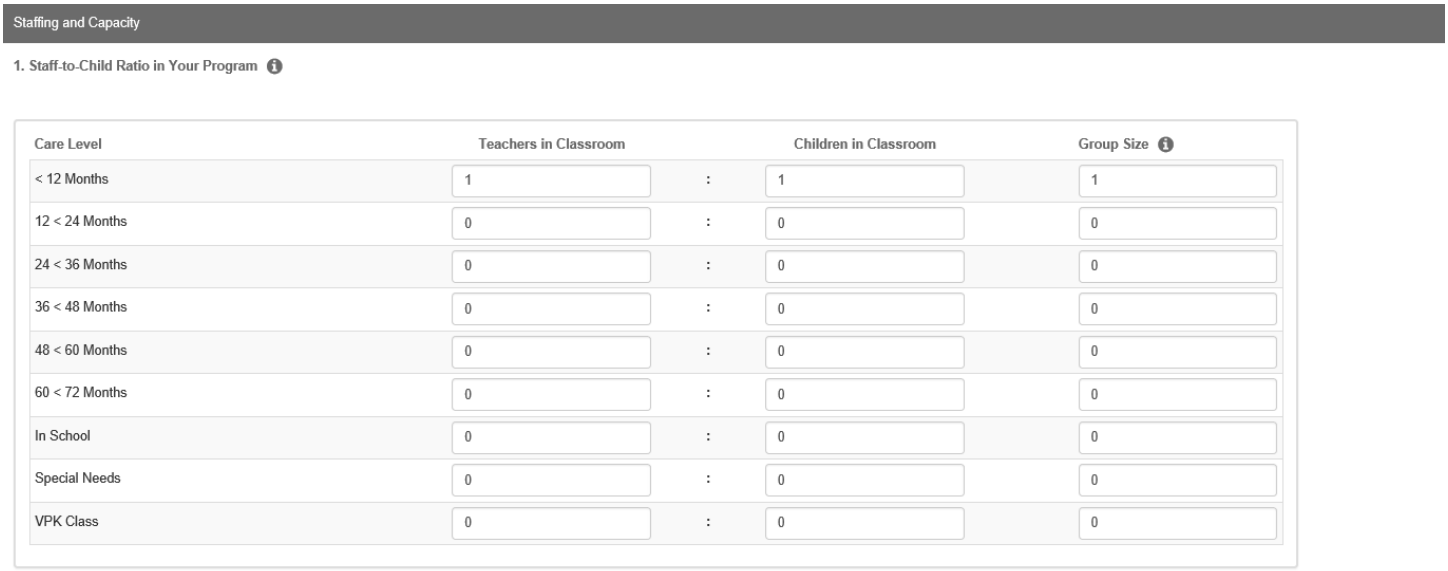


## Step 7 – Staffing & Capacity

The Staffing & Capacity tab collects information on how many children the facility will or can care for. These questions are asked by age group. For each care level, the Provider Portal user should enter the highest number of teachers and children for all classrooms for each care level. This tab does not calculate staff-to-child ratios, but stores staffing and capacity numbers for local early learning coalition review.

**Staff-to-child Ratio** is the number of children that an individual teacher is responsible for. To reflect the actual ratio, the "Teachers in Classroom" column should always be 1. For example, if you have 2 teachers with one class of 20, you should list 1 "Teacher in Classroom" with 10 "Children in Classroom" and a "Group Size" of 20. If you follow the state mandated ratios for a center or facility, please see the example below. You can omit the age groups you do not serve.

**Group Size** is the maximum number of children, by age, that can be in a single classroom at any given time. If you follow the state mandated group sizes for a center or facility, please see the example below. You can omit the age groups you do not serve.

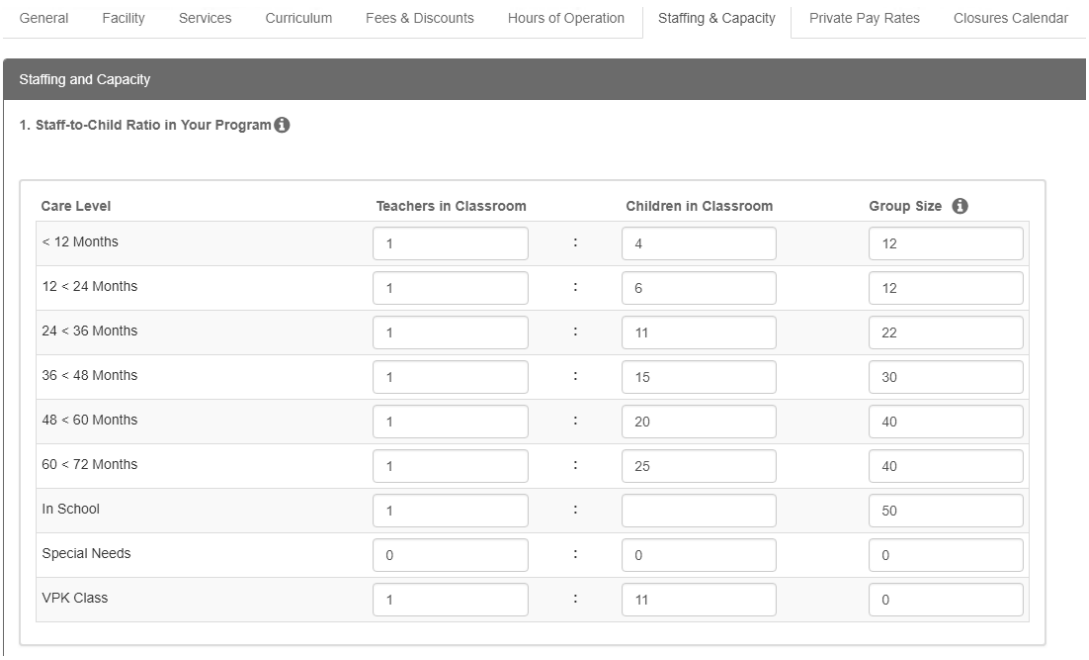


2. Training/Educational Credentials in Your Program

| Training/Education Type | Number of Staff |
|---|---|
| FCCH 30 HOUR TRAINING | 1 |
| 40/45 HR INTRO CHILD CARE | 0 |
| AA/AS NONCHILD RELATED | 0 |
| AA/AS EARLY CHILDHOOD OR RELATED FIELD | 0 |
| DIRECTOR CREDENTIAL ADV | 0 |
| DIRECTOR CREDENTIAL LEVEL 1 | 0 |
| DIRECTOR CREDENTIAL LEVEL 2 | 0 |
| BA/BS NONCHILD RELATED | 0 |
| BA EARLY CHILDHOOD OR RELATED FIELD | 0 |
| BEHAVIOR OBSERVATION | 0 |
| DIRECTOR (NON VPK) | 0 |
| GED/HIGH SCHOOL | 0 |
| EARLY (EMERGENT) LITERACY | 0 |
| FCCPC/ECPC/CCAC/CDAE | 0 |
| MA DEGREE EARLY CHILDHOOD | 0 |
| MA NONCHILD RELATED | 0 |
| NATL EARLY CHILDHOOD CERT | 0 |
| SCHOOL-AGE CREDENTIAL | 0 |
| VPK DIRECTOR CREDENTIAL | 0 |
| OTHER- LIST | 0 |

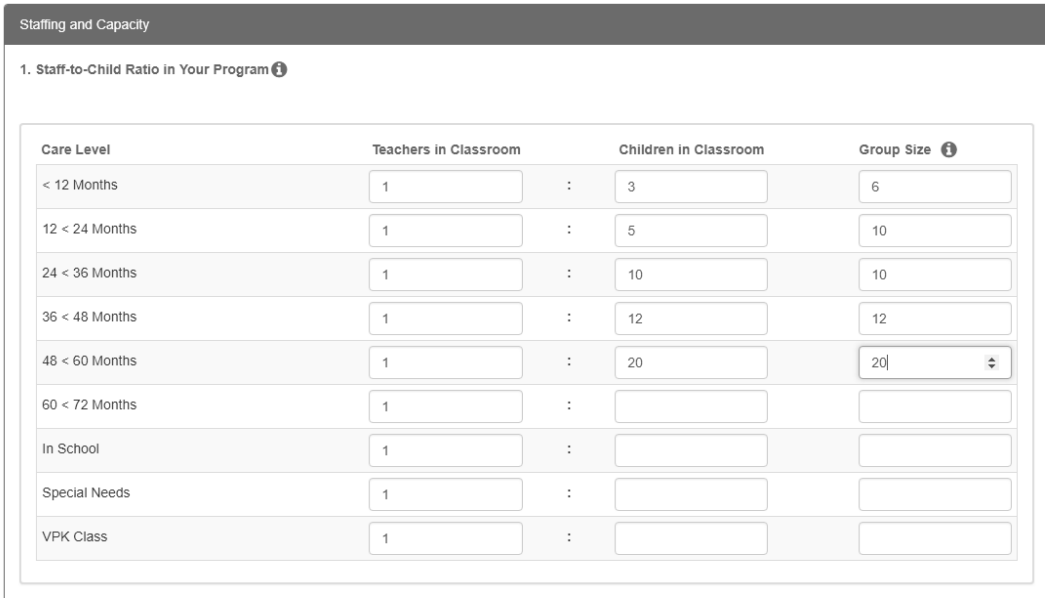
## Example: Child Care Center 1

This example uses the state mandated minimum staff-to-child ratios and maximum group sizes permitted for centers.




## Example: Child Care Center 2

This example uses more stringent staff-to-child ratios and group sizes that are smaller than the state mandate for centers.



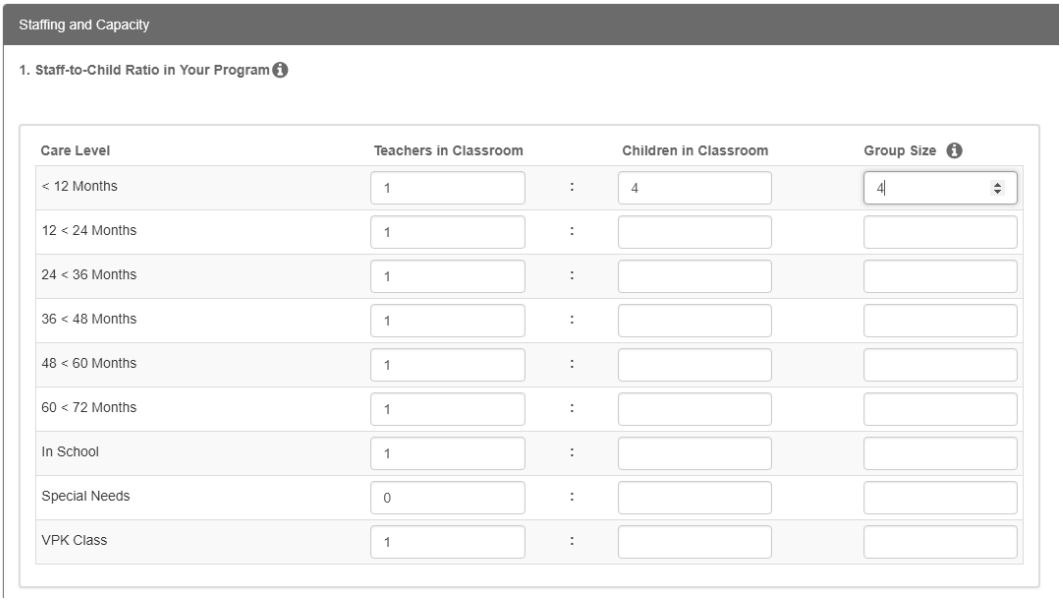

For more information on staff-to-child ratios and group sizes for facilities, please visit the School Readiness Health and Safety Standards Handbook.

## Example: Family Child Care Homes 1

A family day care home is allowed to provide care for one of the following groups of children, which includes household children under 13 years of age. Below are examples of how to fill out this table using the state mandated minimum ratios.

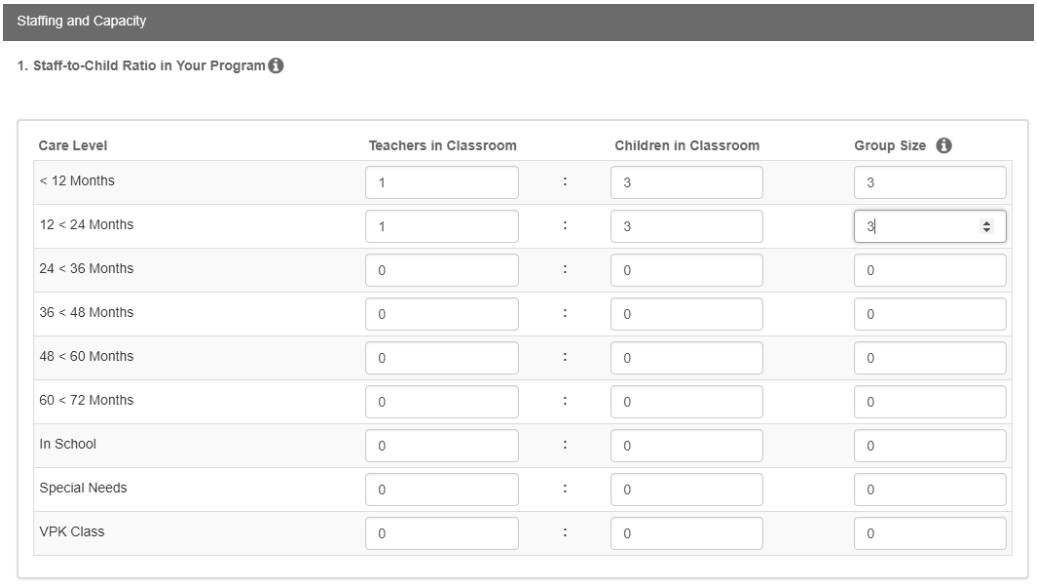
**The group size column should never exceed 10 for a family child care home.

This example uses the maximum of four children from birth to 12 months of age.



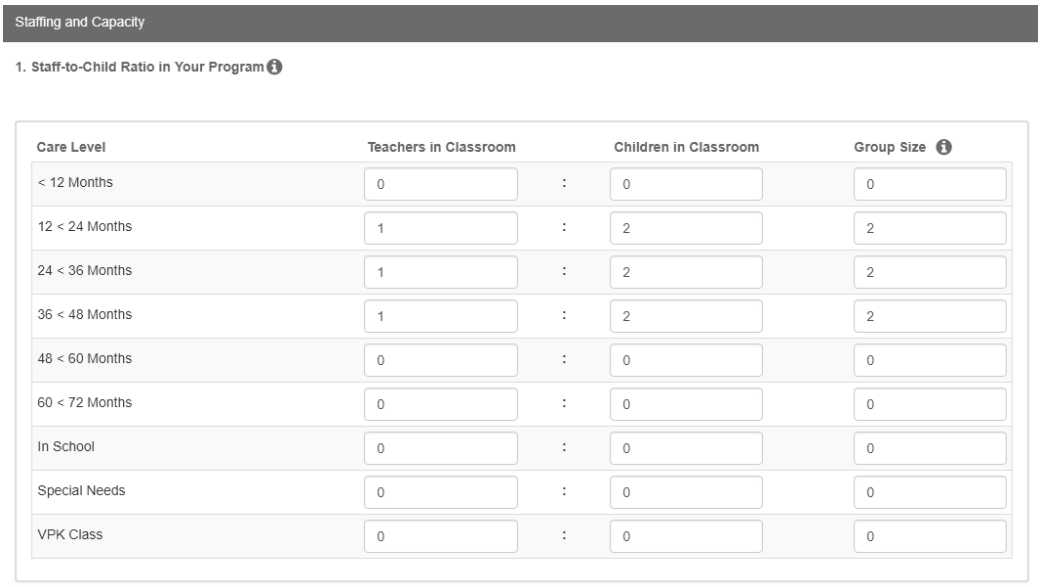

## Example: Family Child Care Homes 2

This example uses the maximum of three children from birth to 12 months of age, and other children, for a maximum total of six children.



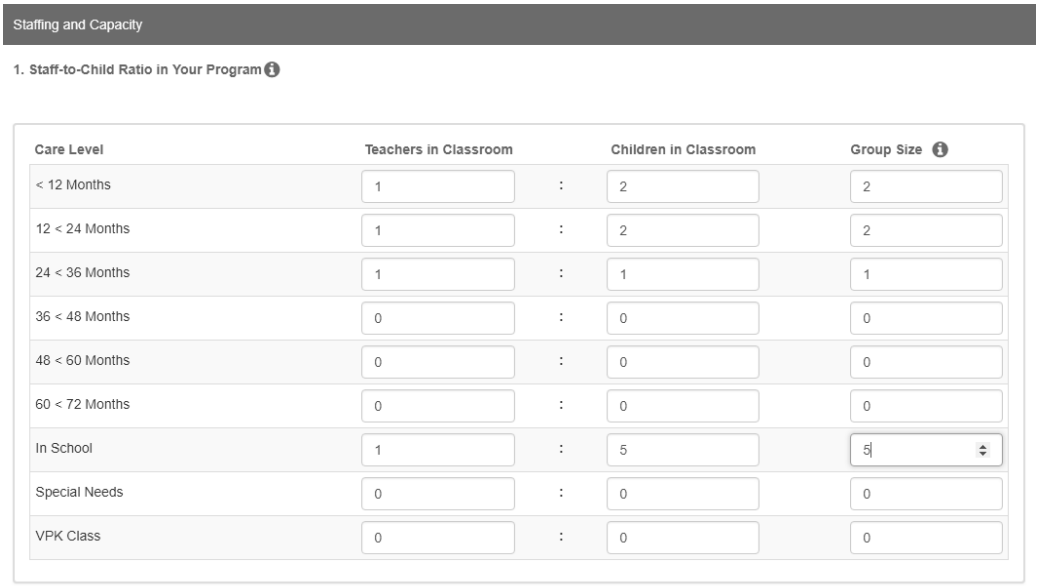
## Example: Family Child Care Homes 3

This example uses the maximum of six preschool children if all are older than 12 months of age.




## Example: Family Child Care Homes 4

This example uses the maximum of 10 children if no more than 5 are preschool age and, of those 5, no more than 2 are under 12 months of age.

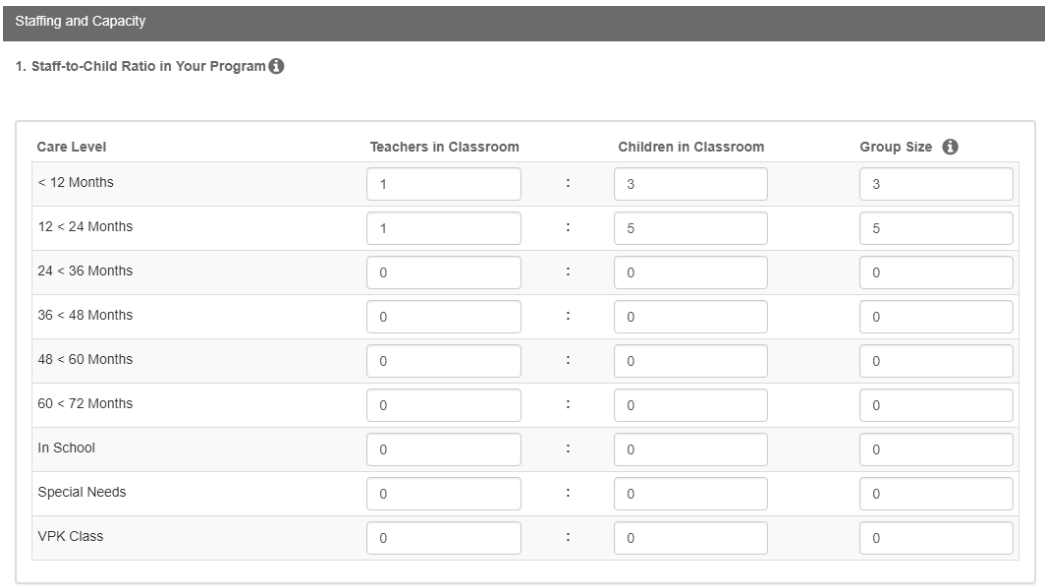


## Example: Large Family Child Care Homes 1

A large family child care home is allowed to provide care for one of the following groups of children, which includes household children under 13 years of age.

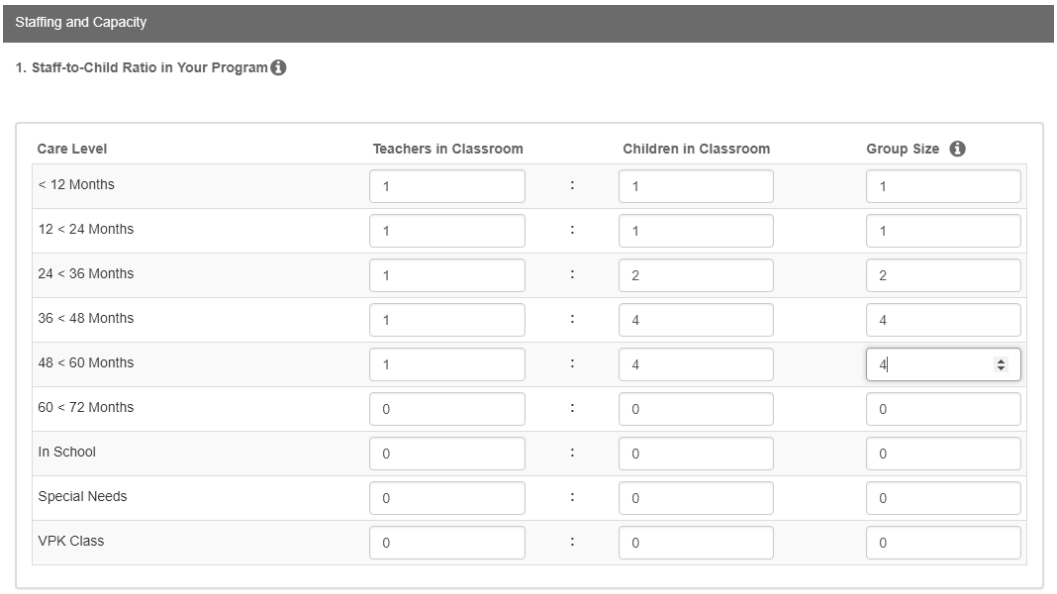
**The group size column should never exceed 12 for a large family child care home.

This example uses the maximum of 8 children from birth to 24 months of age.




## Example: Large Family Child Care Homes 2

This example uses the maximum of 12 children, with no more than 4 children under 24 months of age.



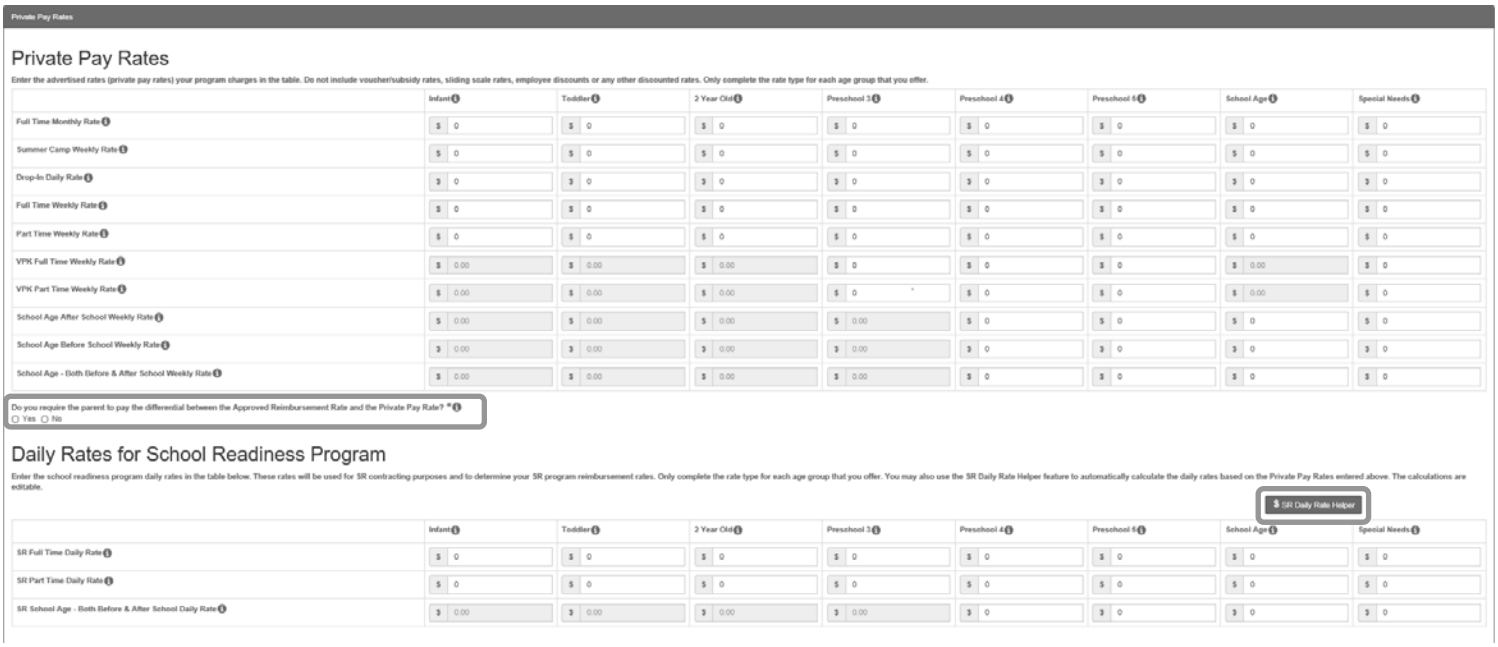

For more information on staff-to-child ratios and group sizes for family child care homes please visit the School Readiness Health and Safety Standards Handbook.

## Step 8 – Private Pay Rates

The Private Pay Rates tab collects information on the provider's private pay rate based on unit of care and care level. The Provider Portal user must enter in the private pay rates for each "Unit of Care" and "Care Level" offered by the provider. Shaded cells do not permit entry. If care is not provided for that Unit of Care and Care Level, no entry is needed.

Providers that indicate they want to complete a contract to participate in the school readiness program on the General tab will also have a section on the Private Pay Rates tab to enter the Daily Rates for the School Readiness Program. The Provider Portal user may edit the $0.00 amount for each "Unit of Care" and "Care Level" offered by the provider or click on the **SR Daily Rate Helper** button. The Helper button will automatically calculate the rates based on the Full Time Monthly Rates or Full Time Weekly Rates, and the Part Time Weekly Rates entered in the Private Pay Rates section. The rates are also editable after calculation. These rates will be utilized in the contracting process if the provider enters into a School Readiness contract with an early learning coalition.

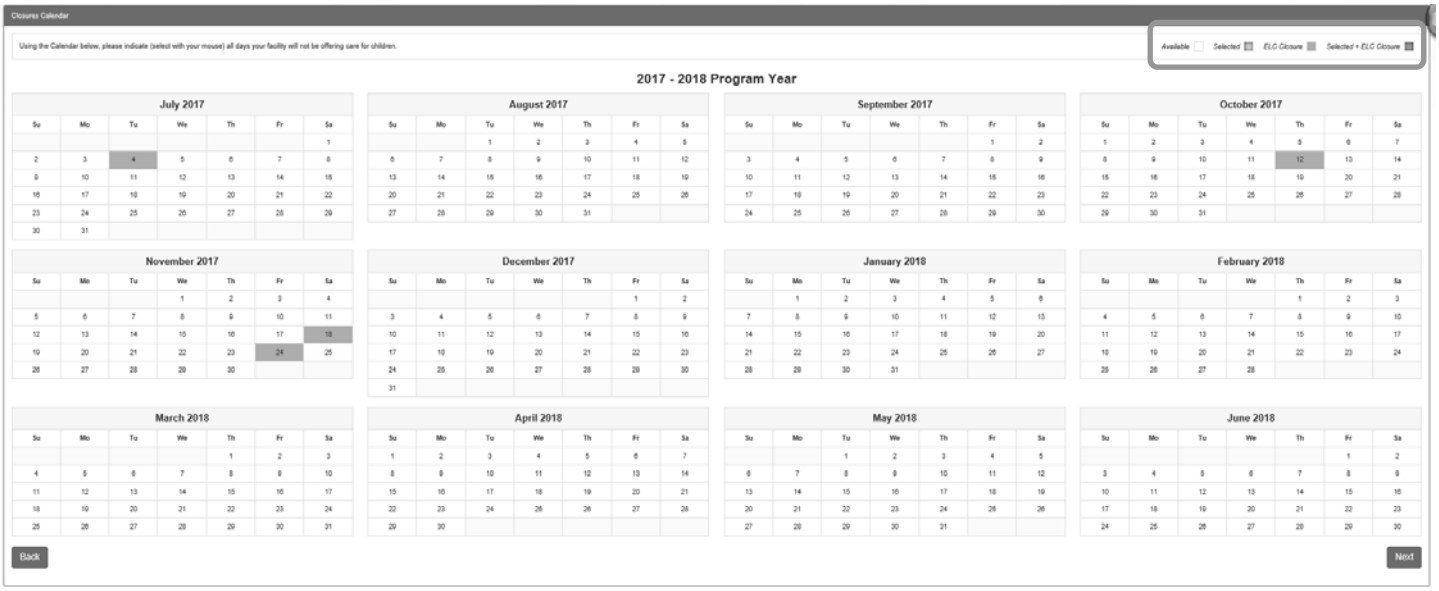
**NOTE:** With Release 3.5, School Readiness providers must now answer a question regarding the family's responsibility to pay the differential between the Approved Reimbursement Rate and the Private Pay Rate.



## Step 9 – Closures Calendar

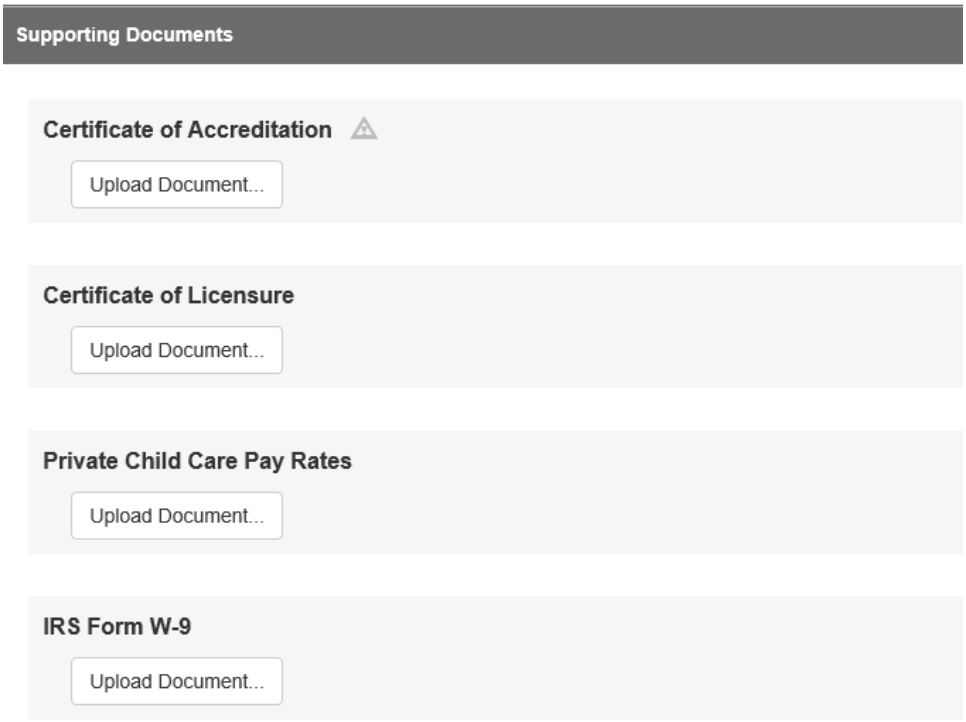
The Closures Calendar tab collects information on any days the provider will be closed. The Provider Portal user will select all closure days for the provider. Once selected, the date will change from white to blue. The local early learning coalition may define reimbursable holidays for the School Readiness program, which will be shaded gray. When a provider closure date and a coalition-defined reimbursable holiday are the same, the date will be shaded dark blue. A Provider Portal user does not need to include Saturdays and Sundays on the Closures Calendar if services are not provided on those days.

**NOTE:** Actual reimbursable holidays will be selected during the contracting process if the provider enters into a School Readiness contract with an early learning coalition.



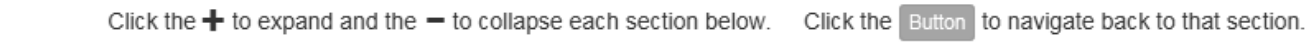
## Step 10 – Documents

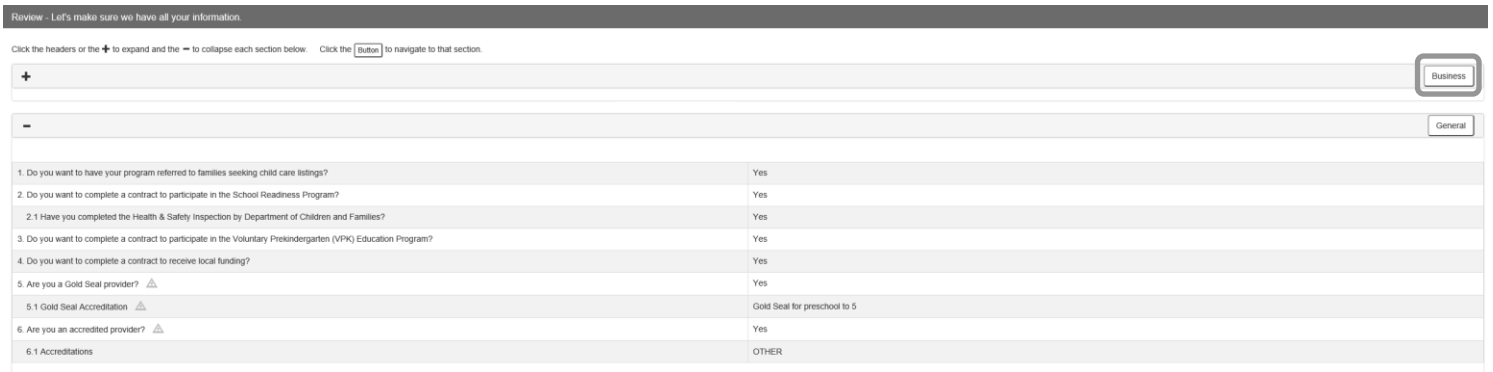
The Documents tab allows the Provider Portal user to upload documents for the local early learning coalition to review. Based on provider answers in the provider profile, the Documents tab will display types of documents that may be uploaded to support a contract to provide School Readiness or VPK services. Users may enter up to five documents for each document type. Documents uploaded in this tab will also populate in the Document Library and will be utilized during the contracting process.



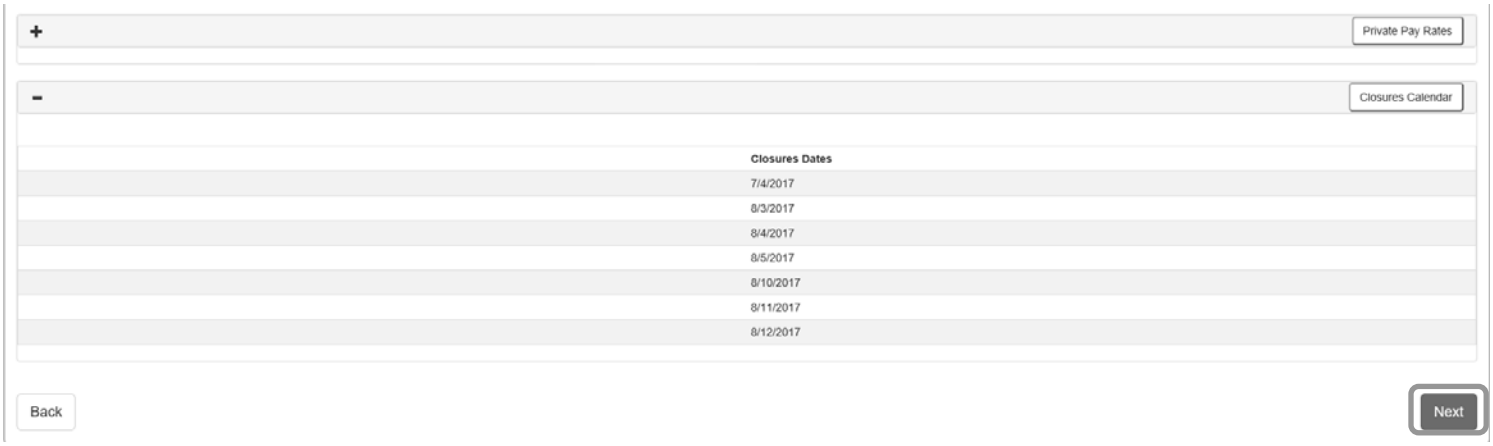
## Step 11 – Review

After reviewing the information for each section, the Provider Portal user must click the **Next** button to continue.



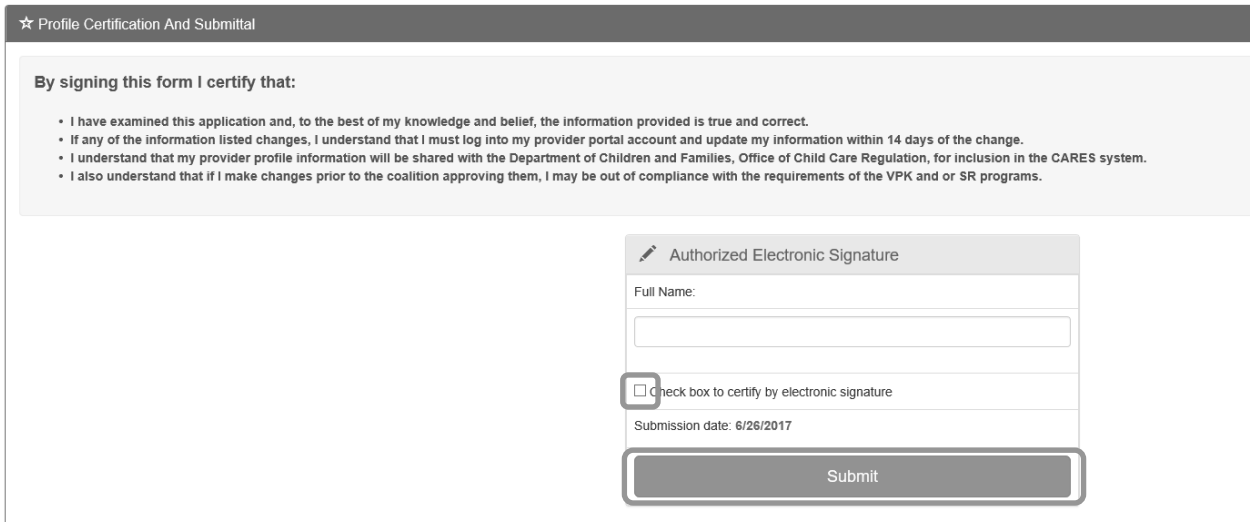




...

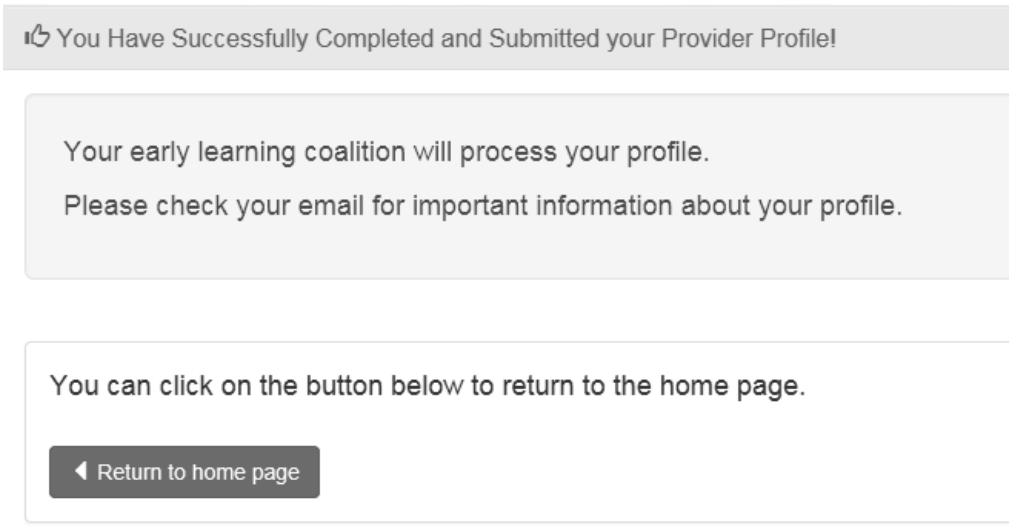


## Step 12 – Sign and Certify

To submit the Provider Profile, the Full Name must exactly match (and is case-sensitive) the name entered on the Manage Users page. The Provider Portal user must then check the "Check box to certify by electronic signature" check box and click the **Submit** button.




Once the Provider Portal user submits the Provider Profile, the following page will display:




The Provider Portal user should then find the email sent by **DONOTREPLY@oel.myflorida.com**.

Hello Jim Ledbetter,

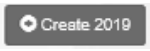
The provider profile you completed for Jim's House of Learning 2 was submitted successfully. You will receive an email that will notify you how to proceed after your provider profile is reviewed and processed by your local early learning coalition.

ELC of the Big Bend Region
(866) 973-9030
http://www.elcbigbend.org/

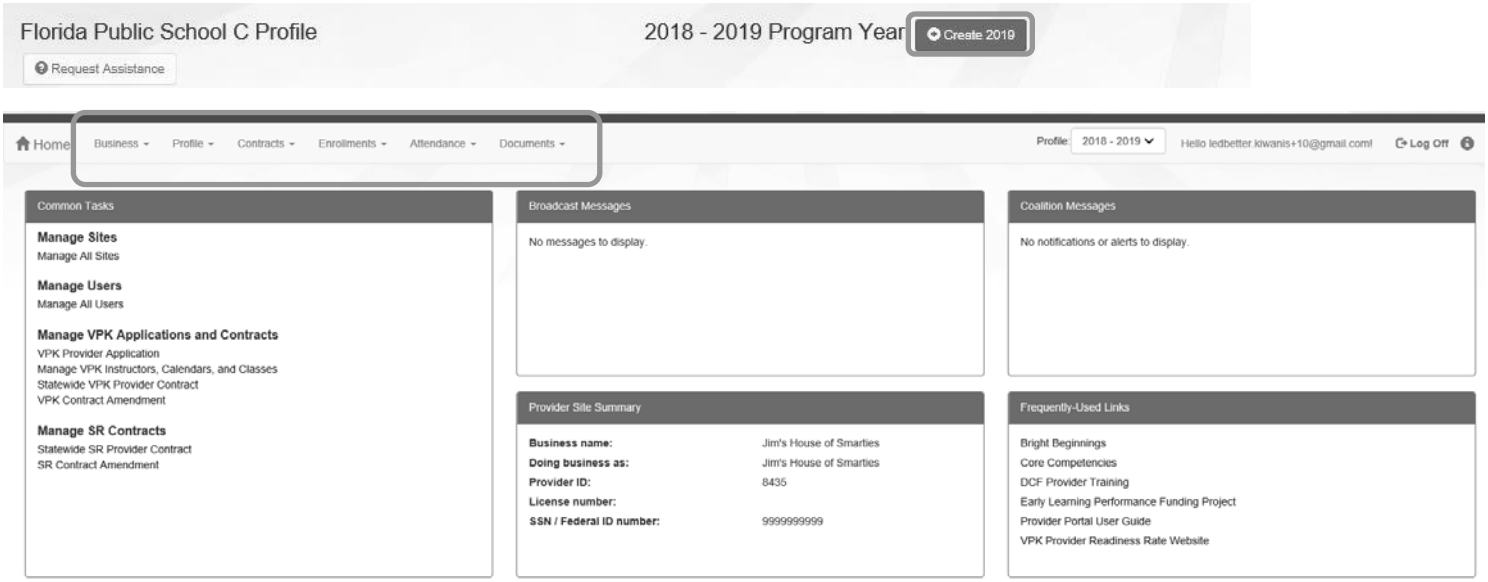
**Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have any questions, please contact your Early Learning Coalition at the number listed above.**

# Managing a Profile as a Provider Portal User

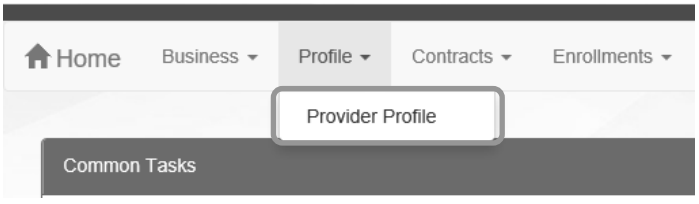
## Provider Dashboard

On January 1 of each program year, a button will appear next to the current program year that will allow the Provider Portal user to migrate all profile information from the current program year to the next program year (except Closures Calendar dates). To migrate profile information to the next program year, the Provider Portal user will click the 

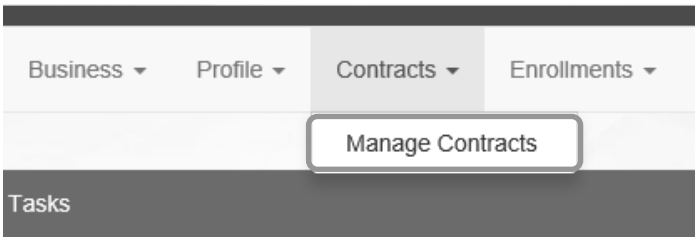
button. In this example, the provider is migrating profile information from the 2018 – 2019 program year to the 2019 – 2020 program year. All information from the 2018-2019 profile will migrate to the 2019-2020 profile, with the exception of the Closures Calendar. The provider can also skip a profile year and still be able to create a profile for the current year. For example, the provider had a 2017-2018 profile, but skipped the 2018-2019 profile. In order to create a 2019-2020 profile, the provider will go to the 2017-2018 profile, click the **Create 2018** button, then go to the 2018-2019 profile, and click the **Create 2019** button. The skipped profile 2018-2019 can remain Incomplete.



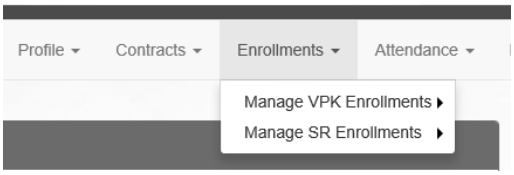

After a provider is active, a Provider Portal User can edit the Provider Profile, by clicking the Profile dropdown menu and then clicking the **Provider Profile** button.

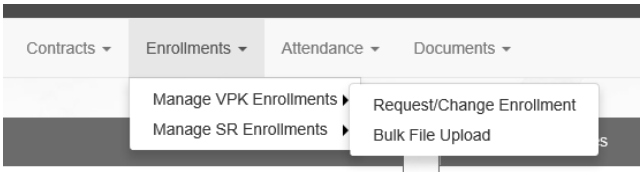


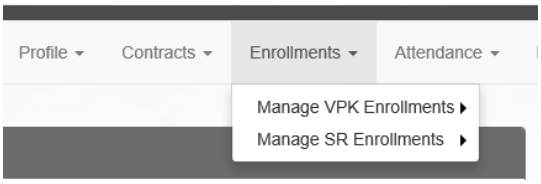

Provider Portal users can manage School Readiness and VPK contracts from the Provider Dashboard.

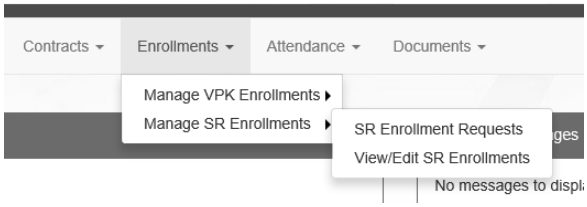


Provider Portal users can manage School Readiness and VPK enrollments from the Provider Dashboard.

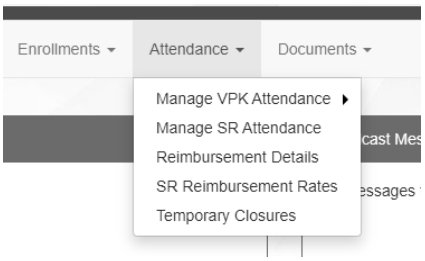


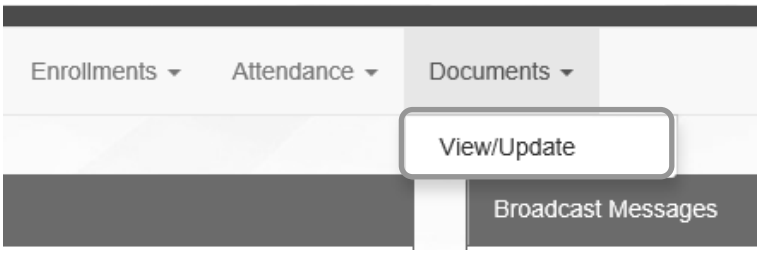




Provider Portal users can manage School Readiness and VPK attendance, as well as view reimbursement details for paid attendance rosters, SR Reimbursement Rates, and Temporary Closures, from the Provider Dashboard.

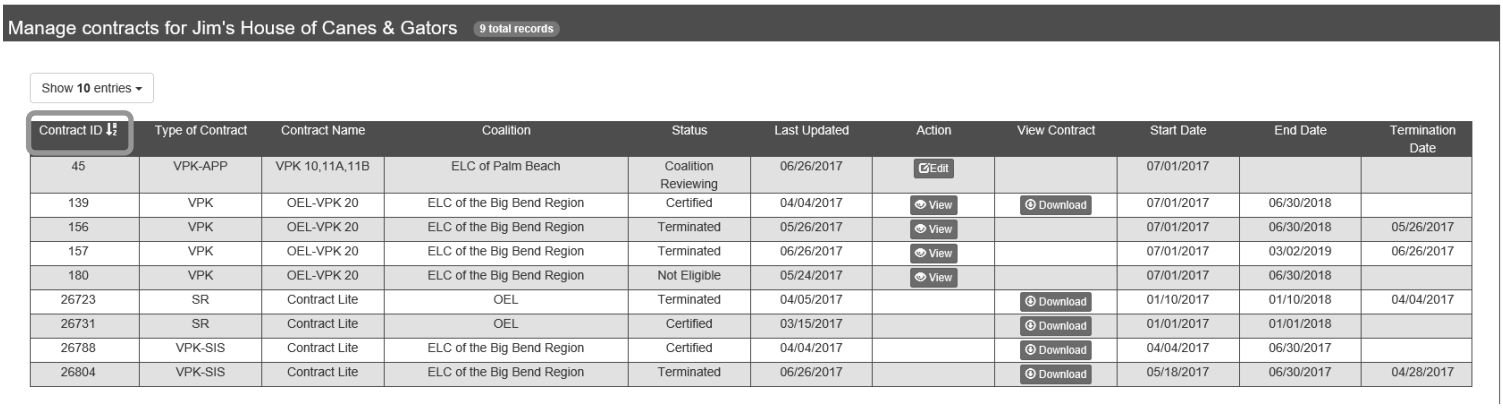



Provider Portal users can click the Documents dropdown menu to access the Document Library Management function and view and upload additional documents for coalition review.



## Managing Contracts

Provider Portal users can view contract statuses and edit/download contracts through the Manage Contracts function.

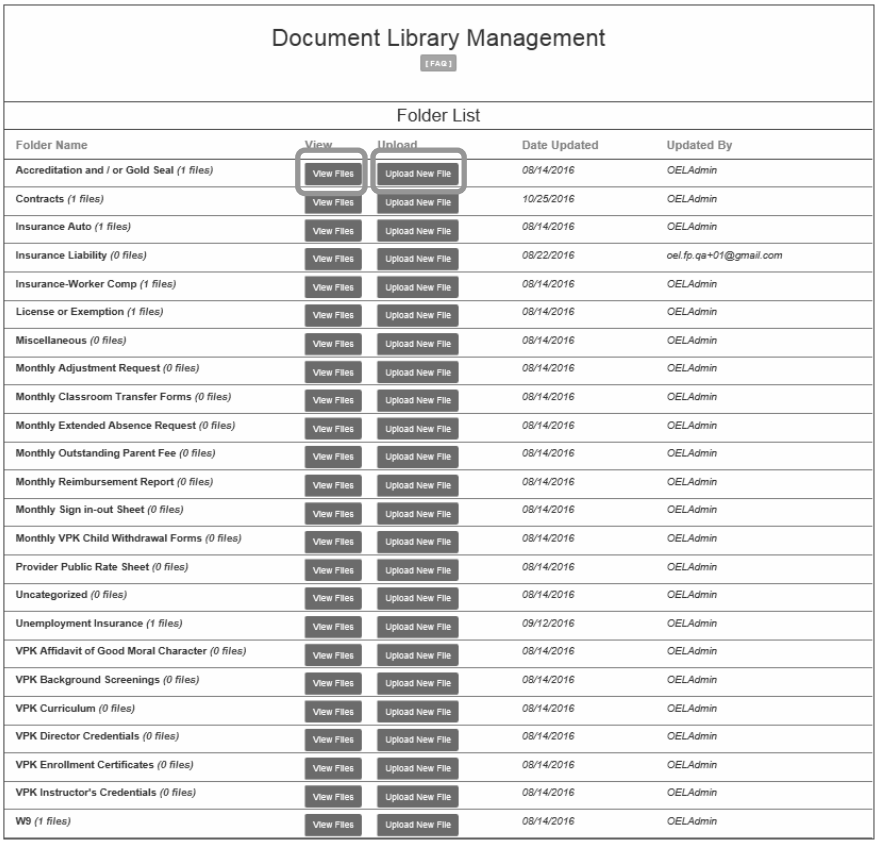


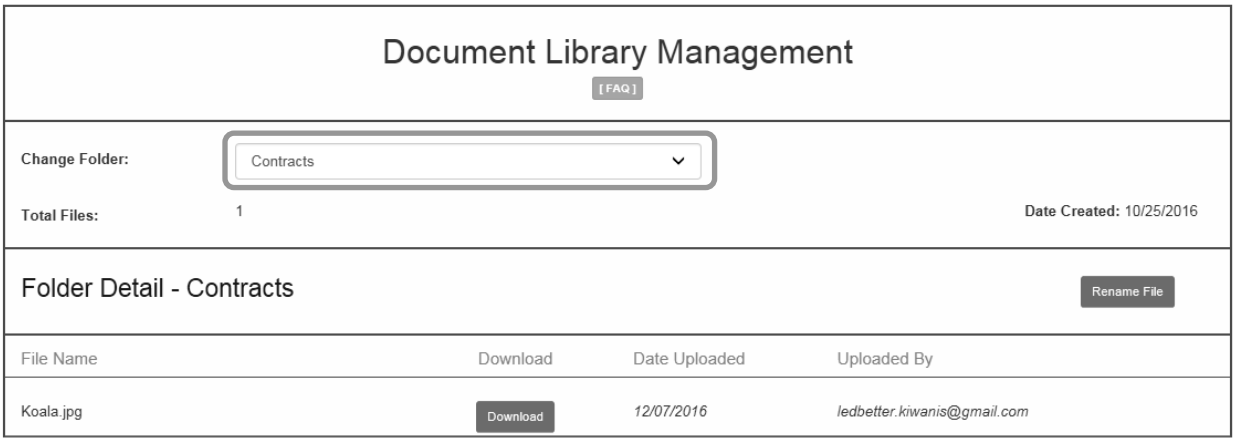
## Managing Documents

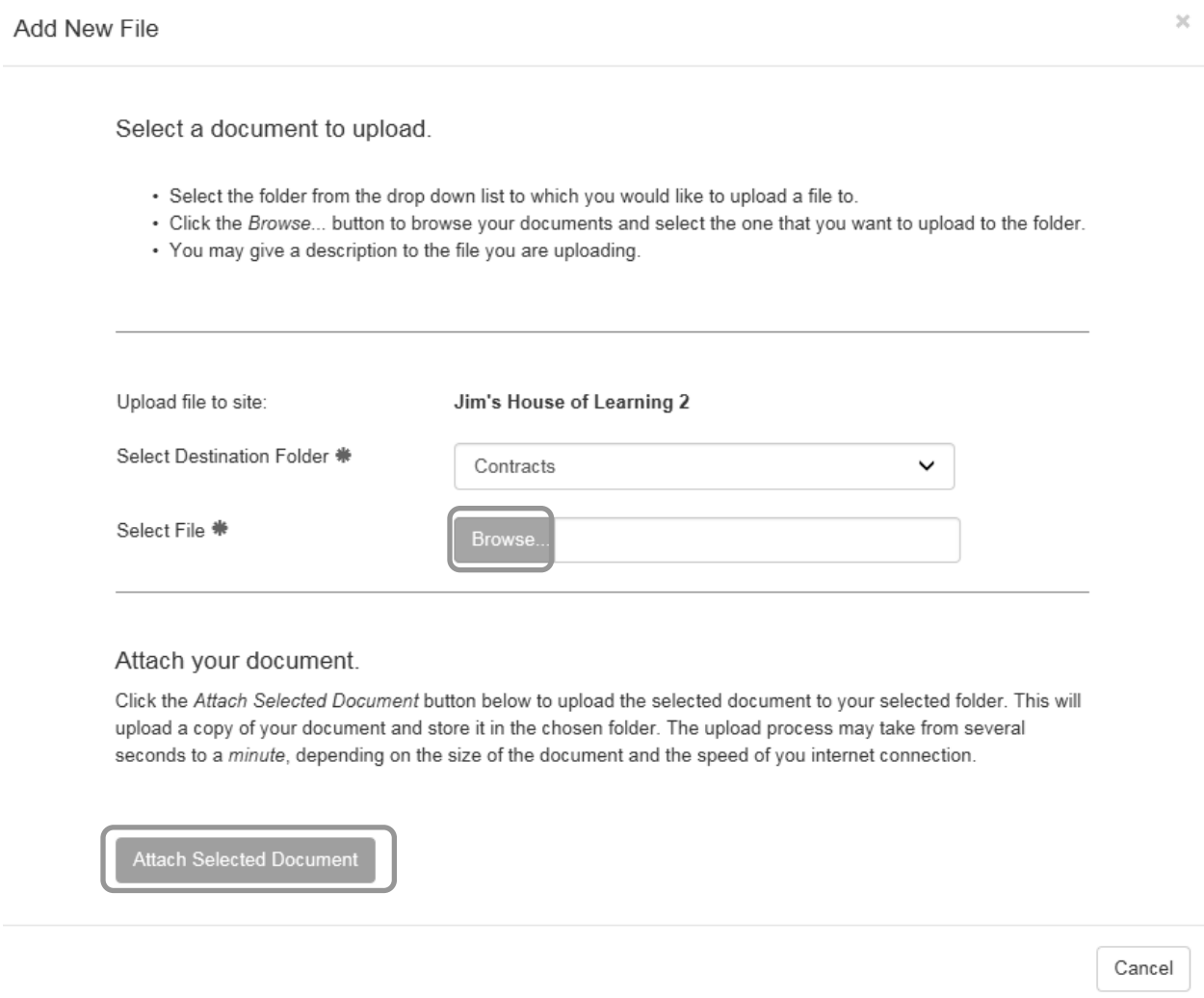
Documents can be added to the Document Library for coalition review. The folder list within the Document Library is standard for all providers, but coalitions have the ability to re-name or add new folders. Documents uploaded to the Documents tab of the provider profile will also populate in the Document Library; however, documents uploaded to the Document Library will not populate in the Documents tab of the provider profile.

## Viewing/Uploading Documents

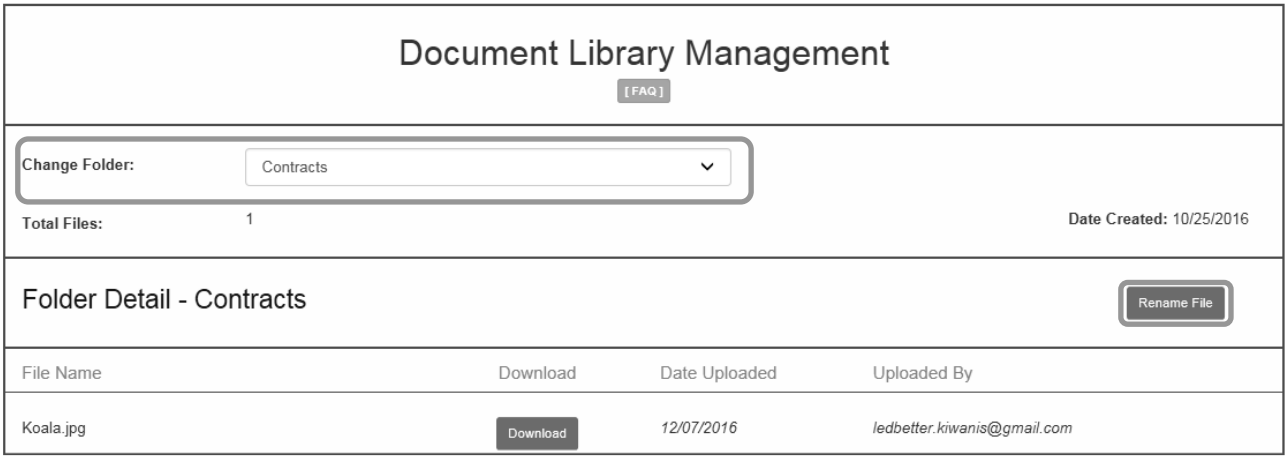
To view or upload documents in a folder, the provider portal user will click the **View Files** or **Upload New File** button, respectively.



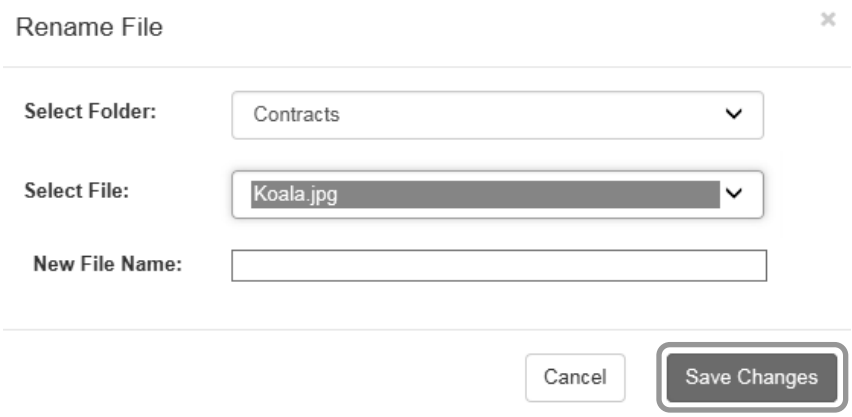




Add New File
Select a document to upload.
• Select the folder from the drop down list to which you would like to upload a file to.
• Click the Browse... button to browse your documents and select the one that you want to upload to the folder.
• You may give a description to the file you are uploading.
Upload file to site:
Jim's House of Learning 2
Select Destination Folder *
Contracts
Select File *
Browse...
Attach your document.
Click the Attach Selected Document button below to upload the selected document to your selected folder. This will upload a copy of your document and store it in the chosen folder. The upload process may take from several seconds to a minute, depending on the size of the document and the speed of you internet connection.
Attach Selected Document
Cancel

Provider Portal users can move within the Document Library by clicking the Change Folder dropdown menu. Files can also be renamed within each folder by clicking the **Rename File** button.

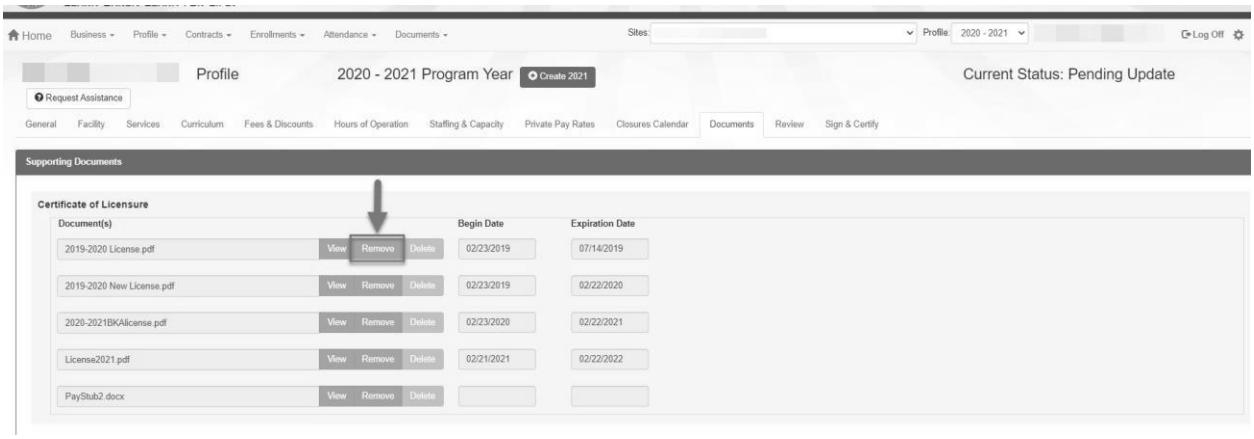



Enter the new file name in the New File Name field and click the **Save Changes** button to continue.




## Archiving Documents

Click the **Remove** button to remove a document from the profile documents screen and archive it in the appropriate Document Library Management folder.



A Frequently Asked Questions pop-up message is available for the Provider Portal user. Contact the local early learning coalition if additional help is needed.

## Frequently Asked Questions

**How do I create a new folder?**
A: Folders can only be created by your Coalition. In case you need to add files that cannot be assigned to one of the pre-defined folders please put them in the 'Miscellaneous' folder. Call your coalition for further information.

**How do I upload files to a folder?**
A: Click 'Upload New File' button which will open a dialog box that allows you to upload a file to a folder you select.

**If I misspelled a word when naming a file, how can I correct it?**
A: Files can be renamed from the 'Folder Details' screen. Click on the 'View Files' button to navigate to the 'Folder Details' screen, here you have to click on the 'Rename File' button that would open a dialog box that allows you to select the Folder and the files within it that you wish to rename.
**Note:** You can only change the name of an existing file and not its type or extension.

**What format does a document have to be in to be uploaded?**
A: Any of the following formats are permitted: .bmp, .tiff, .pdf, .jpg, .gif, .png, .doc, .docx, .txt

**Is there a size limit on the documents to be uploaded?**
A: A file's size cannot exceed 2MB.

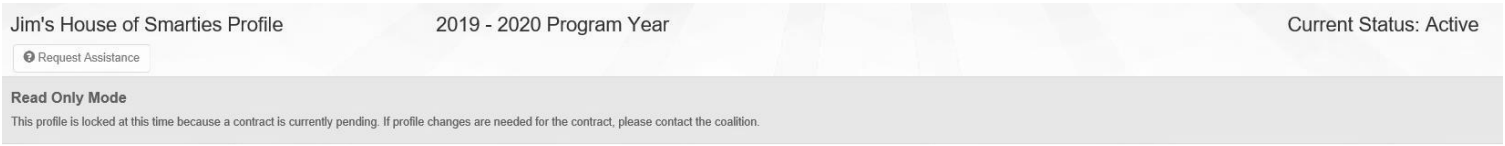
**Who can I contact for technical assistance?**
A: Please call your coalition office for any further assistance. coalition map

**How can I reduce the size of my document?**
A: To reduce the file size of a PDF, print the file using Adobe PDF as the printer, select the smallest file size option under the Default Settings menu and click OK on all open dialog boxes. The PDF is then converted to a smaller file. Upon completion, save the new file.

Close

# Provider Contracting

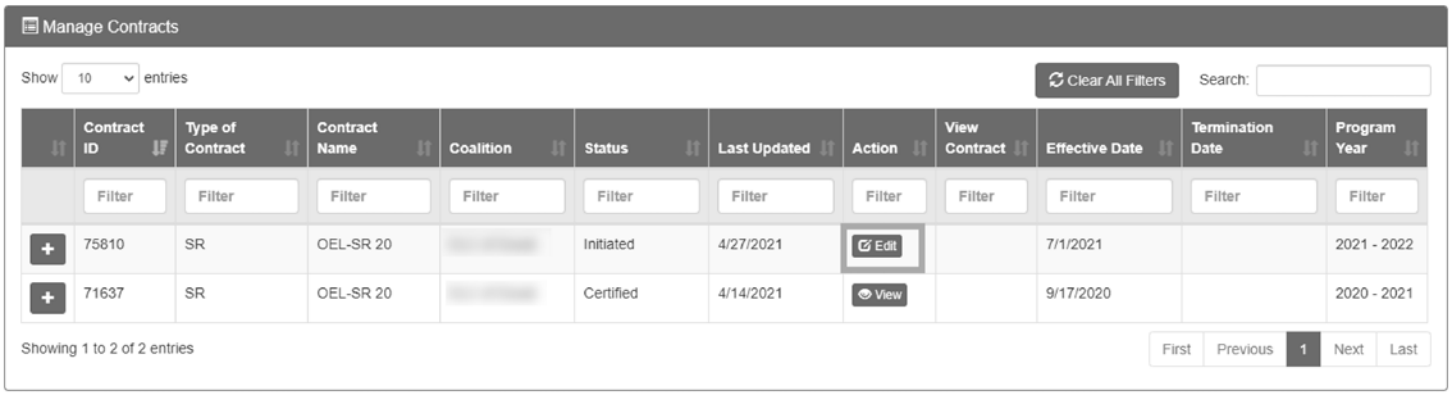
**NOTE:** Provider contracts are populated by information in the **Active** profile. As a result, the profile is read-only once the contract status is **Initiated**, **Incomplete**, or **Submitted**. If any changes need to be made to the **Active** profile after a contract is initiated or there is an error found in the profile once the contract is being edited (the contract status is **Incomplete**), contact your early learning coalition.




## SR Contract

After the coalition has initiated an SR contract, the user will navigate to **Contracts > Manage Contracts** from the Provider Dashboard.

The Manage Contracts page displays. Click the **Edit** button for the initiated OEL-SR 20.



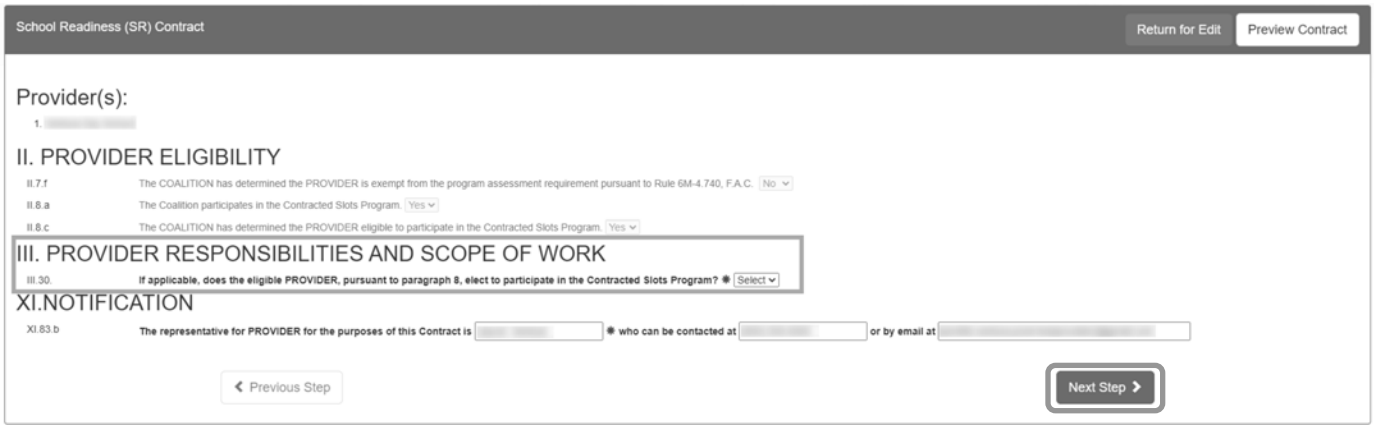
## Provider Eligibility and Notification

After clicking the **Edit** button, the following page displays. Review the options in the dropdown menus, update the provider representative information, if needed, and click **Next Step** to continue.

## Provider Responsibilities and Scope of Work

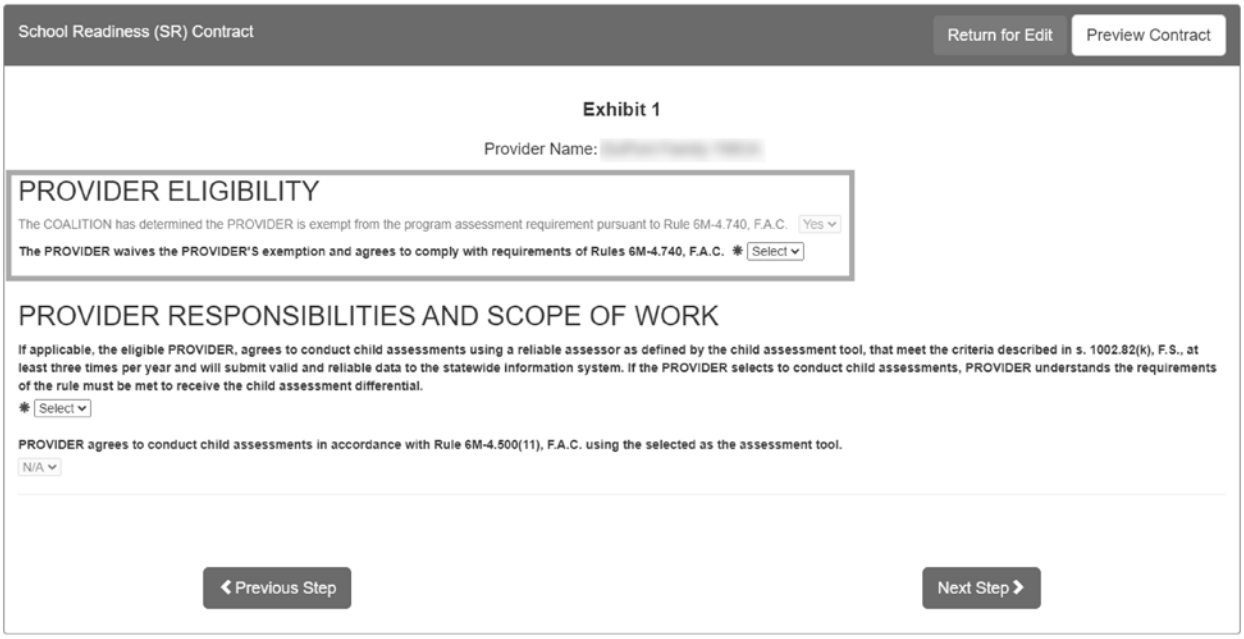
If the provider is eligible to participate in the contracted slots program, the provider must select if they want to participate in the program. If the contracted slots program is not applicable, the option to participate in the contracted slots program is not displayed.

If this question is displayed, make a selection, then click **Next Step** to continue.

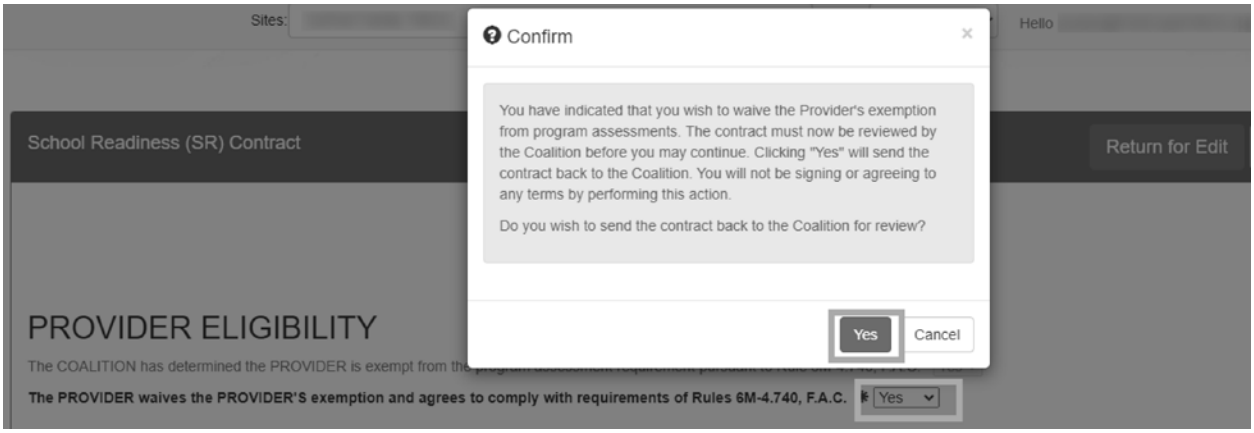


## Exhibit 1: Program Assessments

After clicking the **Next Step** button, the Exhibit 1 page displays. If the provider is exempt from program assessment requirements, the provider must select if they want to waive the exemption. If the provider is not exempt, the option to waive exemption is not displayed.

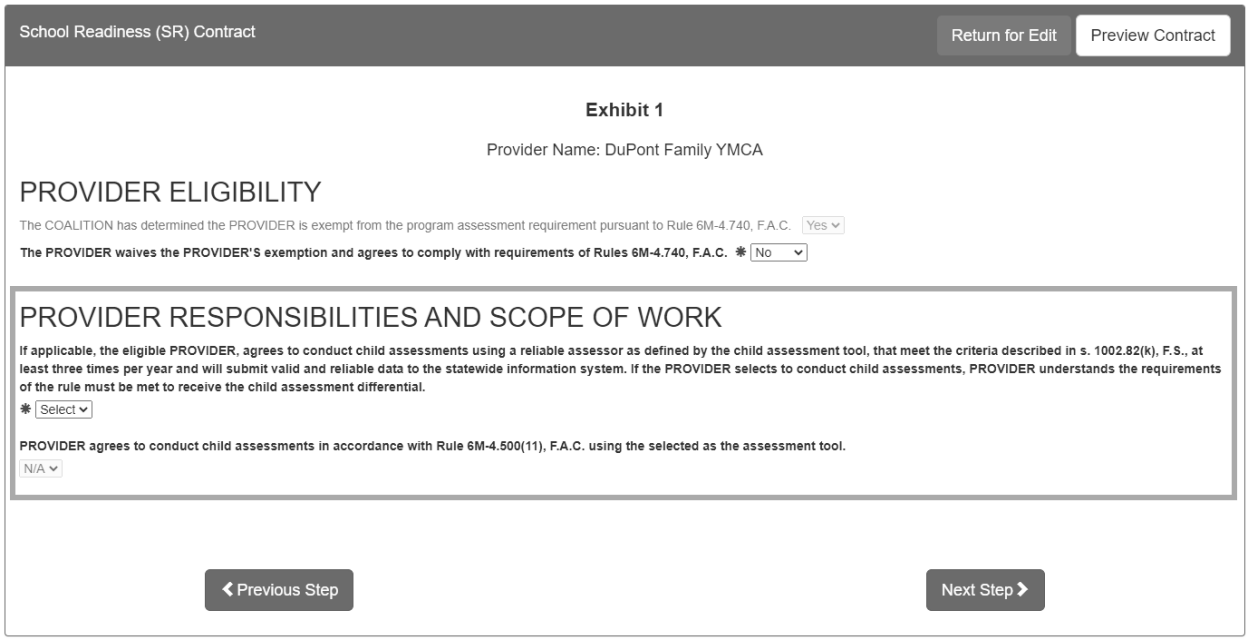



**NOTE**: If the provider is exempt from program assessments and selects "Yes" to waive the exemption, the contract will be sent back to the coalition for review.

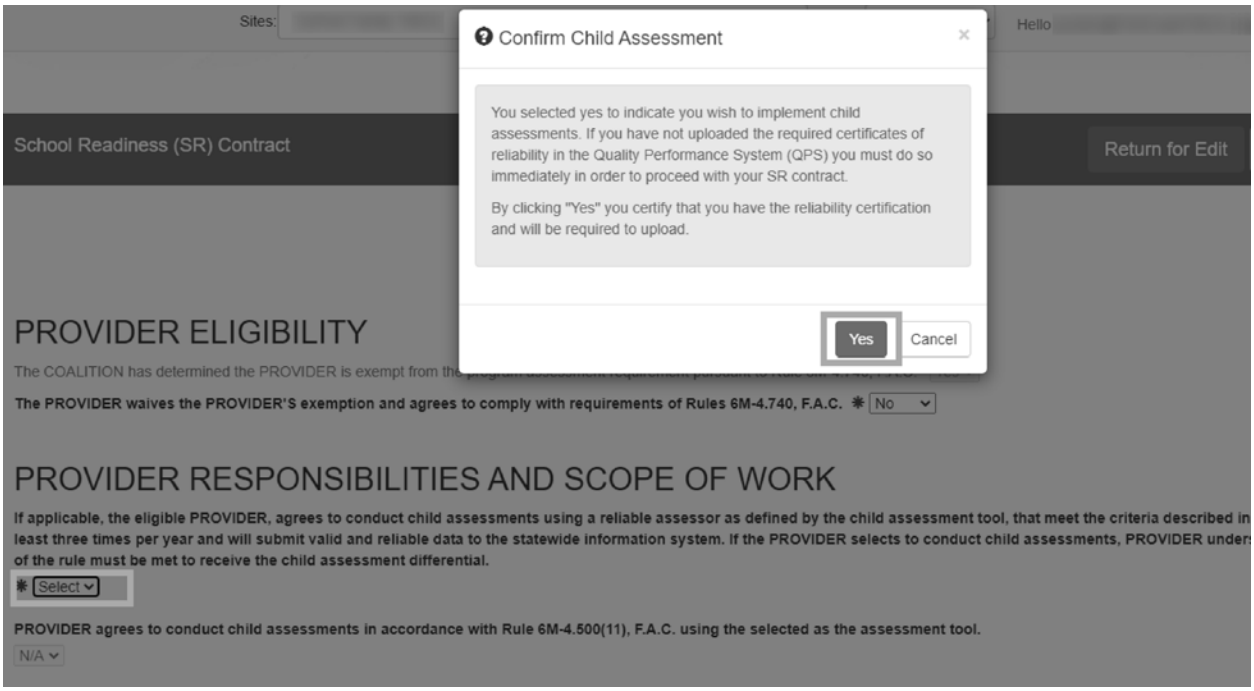


## Exhibit 1: Child Assessments

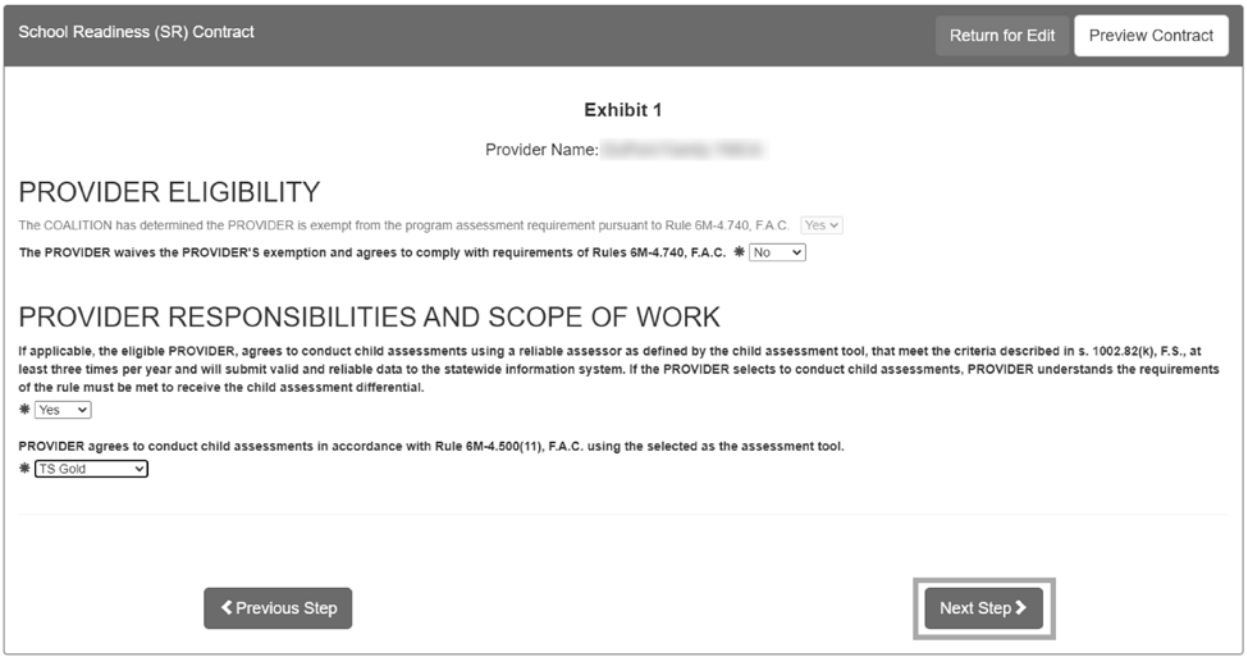
On the Exhibit 1 page, select if the provider elects to conduct child assessments.




If “Yes” is selected, a pop-up message appears for the provider to confirm that they have/will upload the reliability certification.

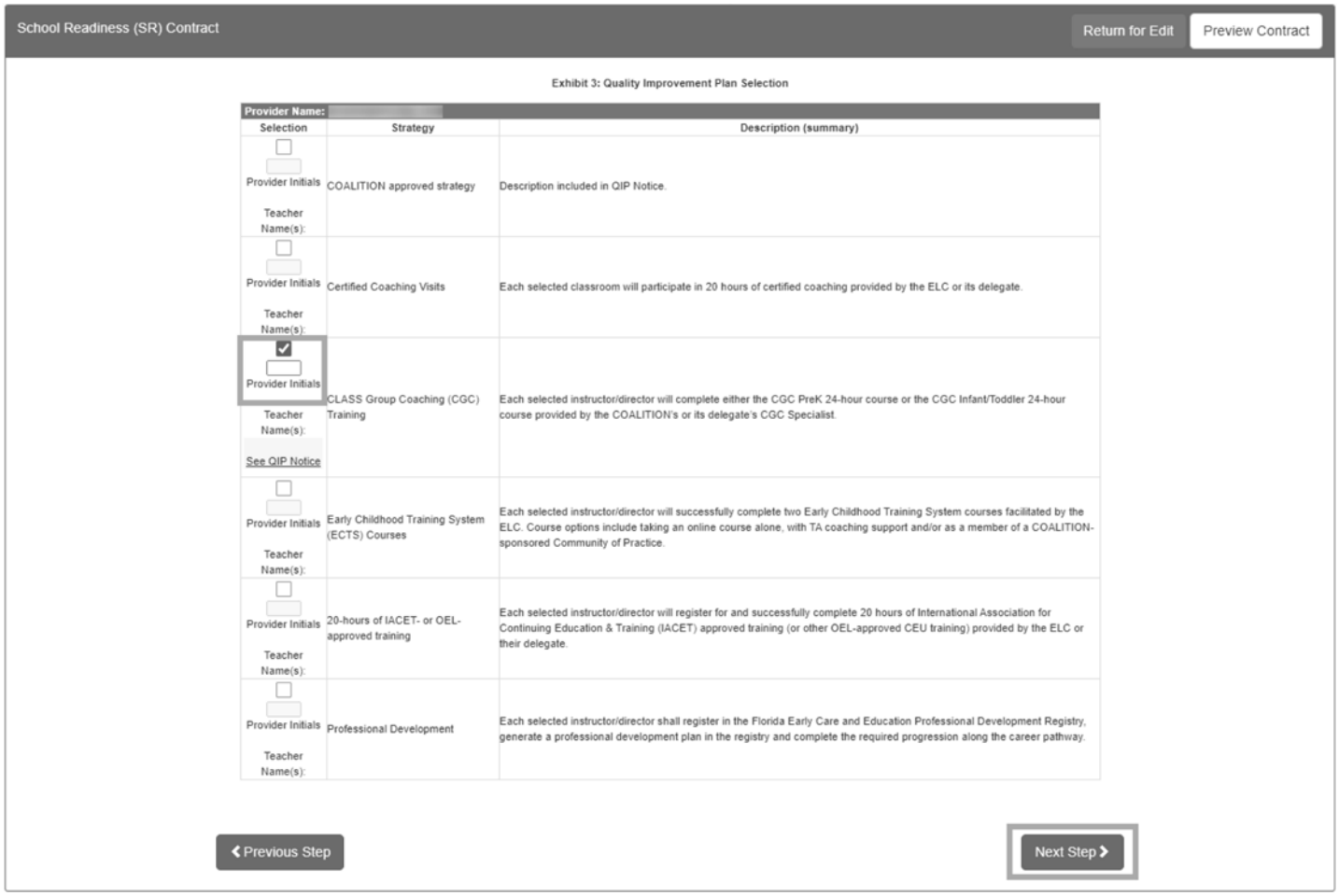


If the provider selects “Yes” to conduct child assessments, select a child assessment tool. Click **Next Step** to continue.



## Exhibit 3: Quality Improvement Plan Selection

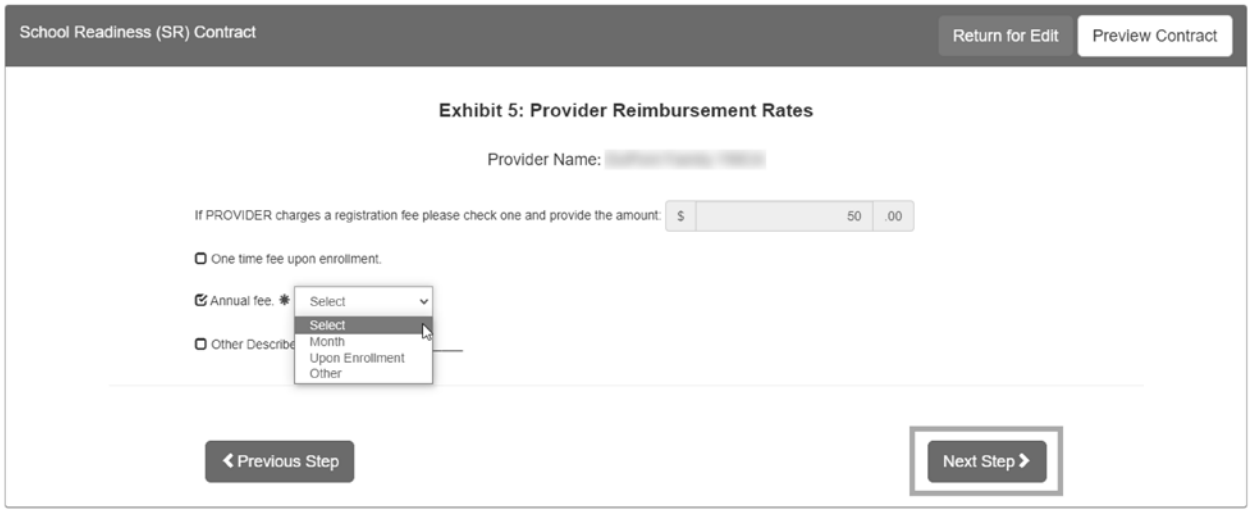
After clicking **Next Step**, the Exhibit 3 page only displays if the provider is required to participate in a quality improvement plan. Enter the user's initials in each box that has a check mark, then click **Next Step** to continue.



## Exhibit 5: Provider Reimbursement Rates

If the provider charges an annual registration fee (**Profile > Provider Profile > Fees & Discounts**), the following page displays. Select the annual fee details, then click **Next Step** to continue.

**NOTE**: If "Month" is selected, another dropdown field appears for the provider to select a month. If "Other" is selected, the provider must provide a description.

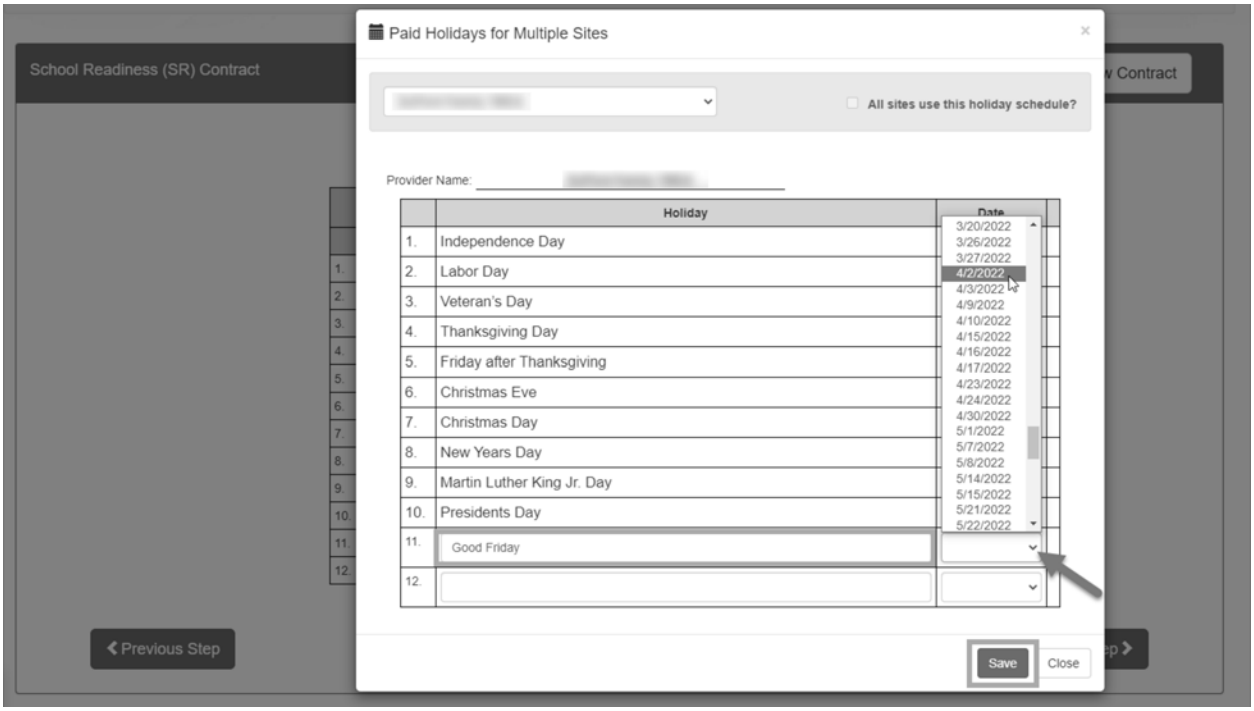



## Exhibit 6: Holiday Schedule

After clicking **Next Step**, the following displays. The dates are based on any coalition-defined holidays and the closure dates from the profile Closure Calendar.

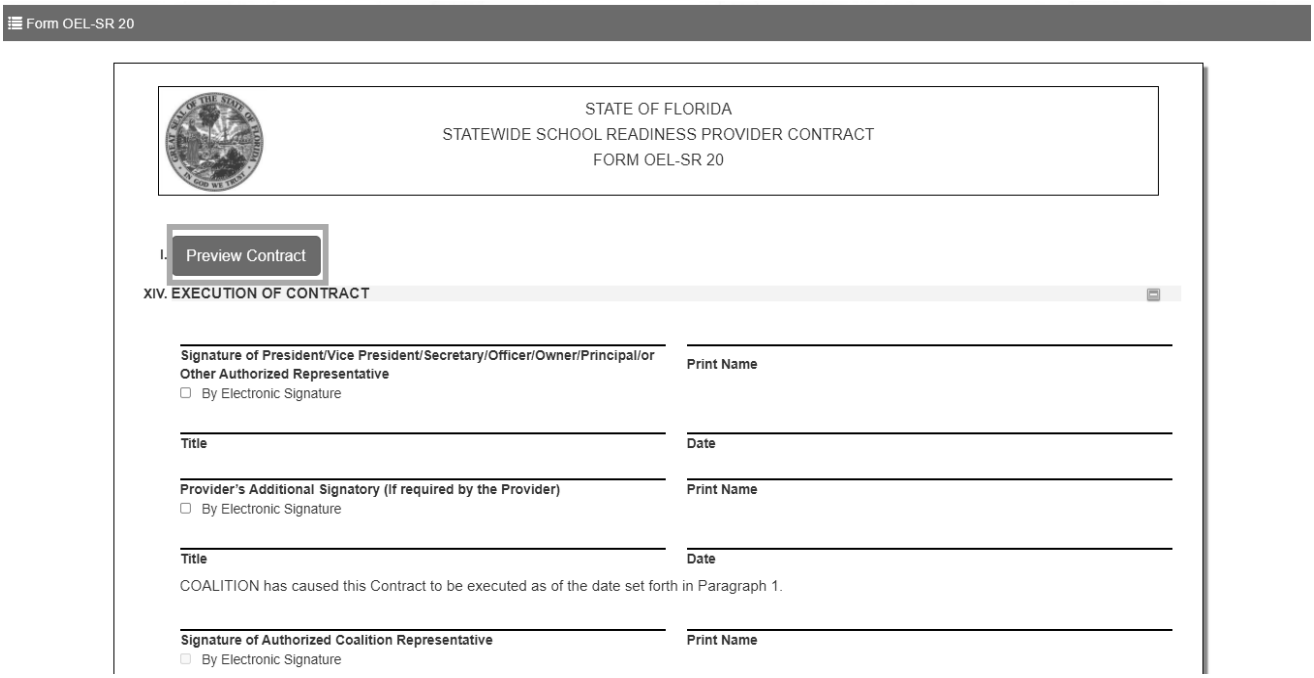
If fewer dates are listed than the coalition maximum total paid closure dates, additional provider holidays can be added to the holiday schedule exhibit if applicable. Click the **Edit** button on the holiday table.

After clicking the **Edit** button, a pop-up window appears with an editable holiday table. On a blank row, enter the holiday name, then select a date from the dropdown in the Date column. Duplicate dates cannot be used. When done editing, click **Save**. Then, click **Next Step** to continue**.**

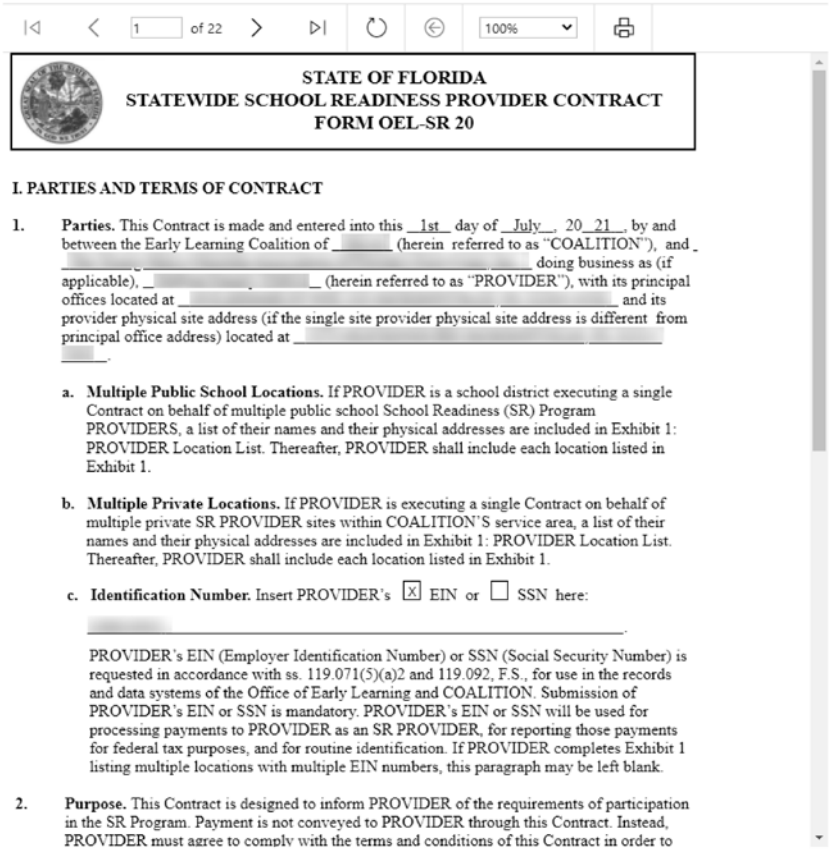



## Preview Contract

Prior to executing the contract, click **Preview Contract** to view the contract. This allows the user to view all the information input into the contract and exhibits from the profile. Information added by the coalition and provider should be reviewed as well.



After clicking the **Preview Contract** button, the following displays in a new browser tab.



STATE OF FLORIDA
STATEWIDE SCHOOL READINESS PROVIDER CONTRACT
FORM OEL-SR 20

I. PARTIES AND TERMS OF CONTRACT

1. **Parties.** This Contract is made and entered into this 1st day of July, 20 21, by and between the Early Learning Coalition of _____ (herein referred to as "COALITION"), and _____ doing business as (if applicable), _____ (herein referred to as "PROVIDER"), with its principal offices located at _____ and its provider physical site address (if the single site provider physical site address is different from principal office address) located at _____.

a. **Multiple Public School Locations.** If PROVIDER is a school district executing a single Contract on behalf of multiple public school School Readiness (SR) Program PROVIDERS, a list of their names and their physical addresses are included in Exhibit 1: PROVIDER Location List. Thereafter, PROVIDER shall include each location listed in Exhibit 1.

b. **Multiple Private Locations.** If PROVIDER is executing a single Contract on behalf of multiple private SR PROVIDER sites within COALITION'S service area, a list of their names and their physical addresses are included in Exhibit 1: PROVIDER Location List. Thereafter, PROVIDER shall include each location listed in Exhibit 1.

c. **Identification Number.** Insert PROVIDER's ☒ EIN or ☐ SSN here:

_____.

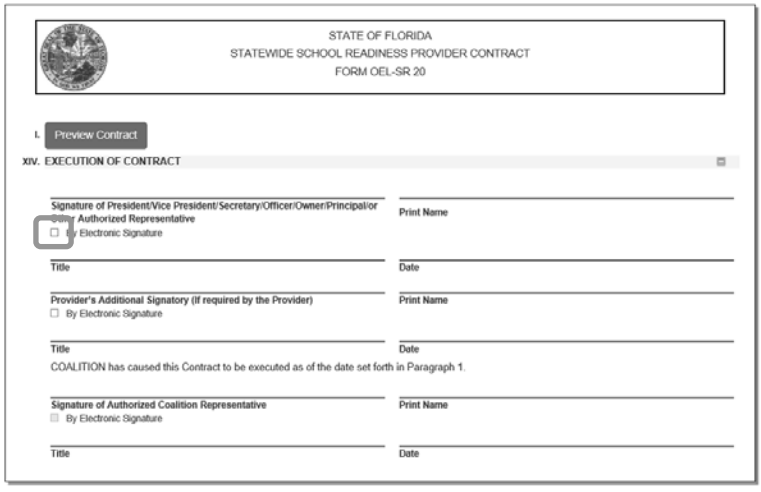
PROVIDER's EIN (Employer Identification Number) or SSN (Social Security Number) is requested in accordance with ss. 119.071(5)(a)2 and 119.092, F.S., for use in the records and data systems of the Office of Early Learning and COALITION. Submission of PROVIDER's EIN or SSN is mandatory. PROVIDER's EIN or SSN will be used for processing payments to PROVIDER as an SR PROVIDER, for reporting those payments for federal tax purposes, and for routine identification. If PROVIDER completes Exhibit 1 listing multiple locations with multiple EIN numbers, this paragraph may be left blank.

2. **Purpose.** This Contract is designed to inform PROVIDER of the requirements of participation in the SR Program. Payment is not conveyed to PROVIDER through this Contract. Instead, PROVIDER must agree to comply with the terms and conditions of this Contract in order to

## Contract Execution

To electronically sign the contract, check the **By Electronic Signature** checkbox.

**NOTE FOR PUBLIC SCHOOLS:** If a school board or school district needs to manually sign a contract, the contract can be downloaded as a .pdf and printed. An authorized representative should electronically sign and submit the contract.



STATE OF FLORIDA
STATEWIDE SCHOOL READINESS PROVIDER CONTRACT
FORM OEL-SR 20

I. Preview Contract

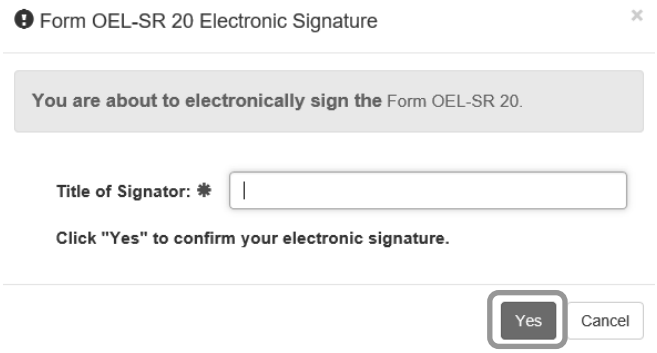
XIV. EXECUTION OF CONTRACT

Signature of President/Vice President/Secretary/Officer/Owner/Principal/or Other Authorized Representative
☐ By Electronic Signature
Print Name
Title
Date
Provider's Additional Signatory (If required by the Provider)
☐ By Electronic Signature
Print Name
Title
Date
COALITION has caused this Contract to be executed as of the date set forth in Paragraph 1.
Signature of Authorized Coalition Representative
☐ By Electronic Signature
Print Name
Title
Date

Previous Step
Next Step

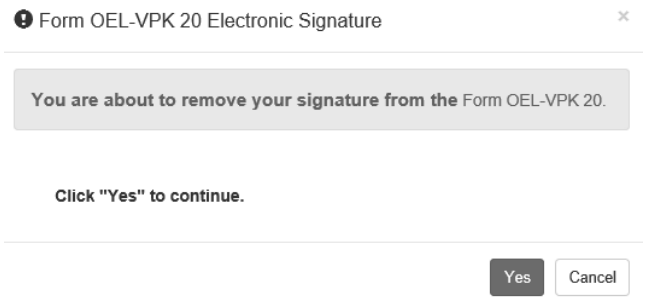
After clicking the checkbox, the following message displays. Enter the **Title of Signator**, then click **Yes**.

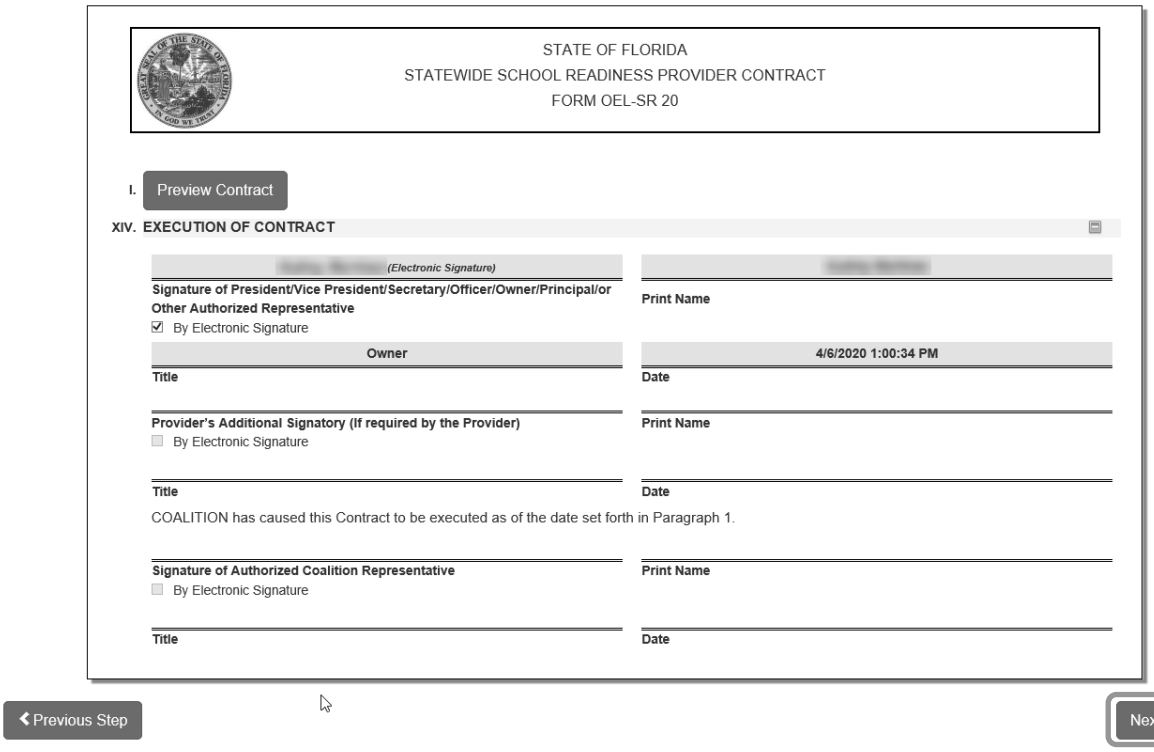
**NOTE:** The **Title of Signator** is not the provider's name, but the business title, e.g. Owner, Director, Principal.




After clicking the **Yes** button, the electronic signature of the signatory, printed name, title, and the date/time will populate, highlighted in yellow. Click **Next Step** to continue.

**NOTE:** The electronic signature and printed name of the user is based on the user who is logged on to the portal. Please ensure that the proper user is logged on to electronically sign the contract. If the incorrect name is used for the electronic signature, the checkbox can be un-checked.




STATE OF FLORIDA
STATEWIDE SCHOOL READINESS PROVIDER CONTRACT
FORM OEL-SR 20

I. Preview Contract

XIV. EXECUTION OF CONTRACT

[redacted] (Electronic Signature)

Signature of President/Vice President/Secretary/Officer/Owner/Principal/or Other Authorized Representative

By Electronic Signature

[redacted]

Print Name

Owner

Title

4/6/2020 1:00:34 PM

Date

Provider's Additional Signatory (If required by the Provider)

By Electronic Signature

Print Name

Title

Date

COALITION has caused this Contract to be executed as of the date set forth in Paragraph 1.

Signature of Authorized Coalition Representative

By Electronic Signature

Print Name

Title

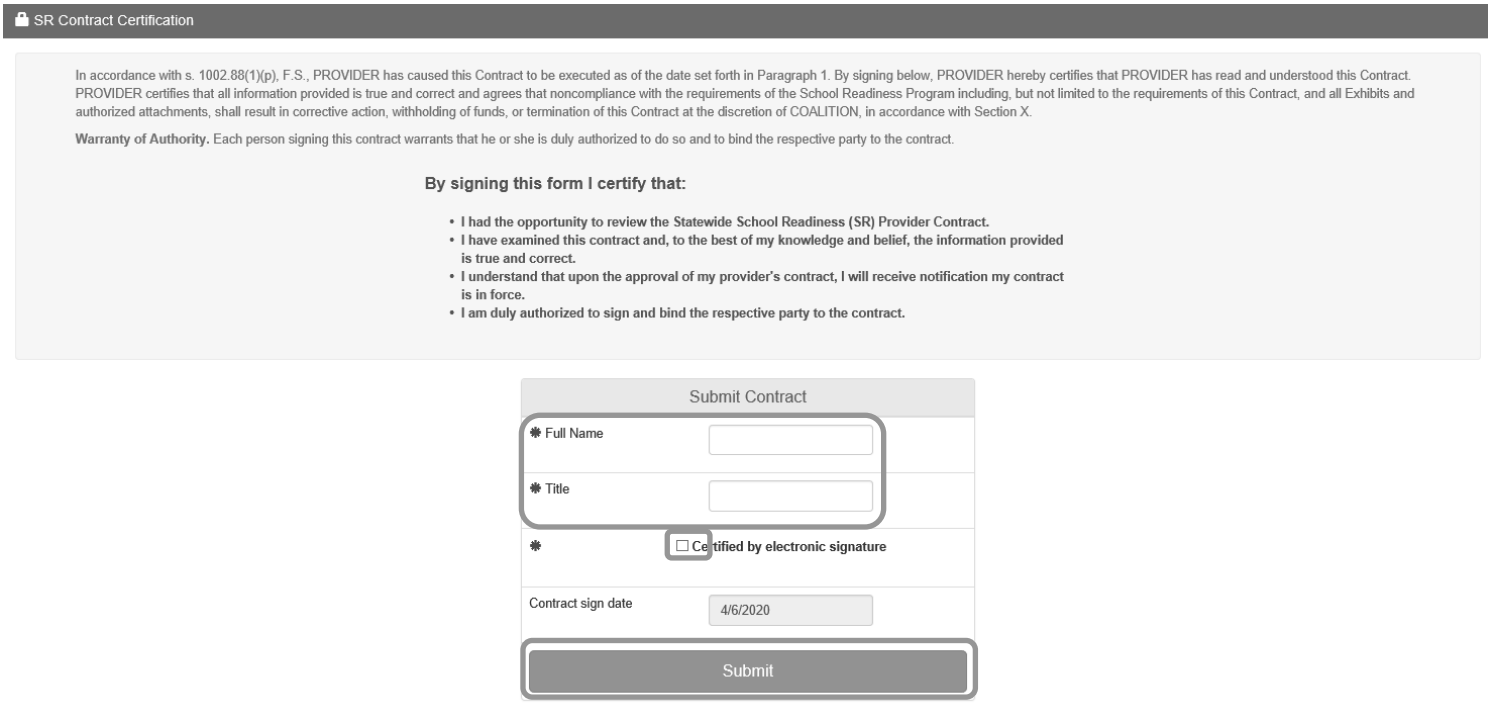
Date

Previous Step

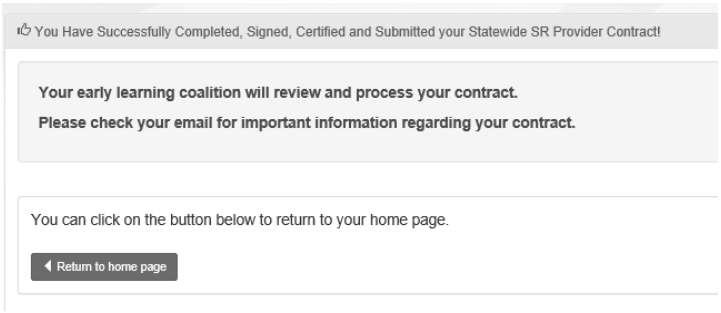
Next Step

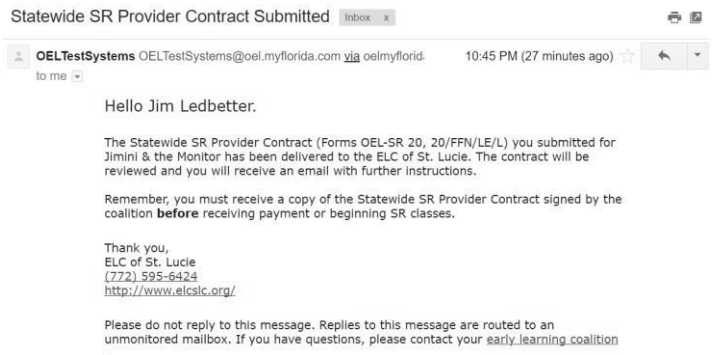
## Contract Certification

After clicking the **Next Step** button, the following page displays. Enter the full name of the user who is logged on, title, and click the **Certified by electronic signature** checkbox. Click **Submit**.

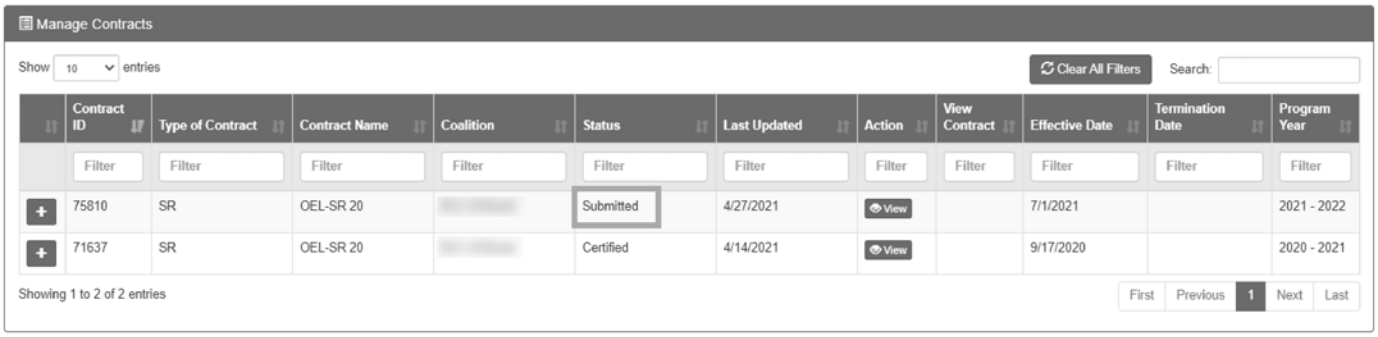



After clicking the **Submit** button, the following message will display and an email will be sent by **DONOTREPLY@OEL.myflorida.com**.



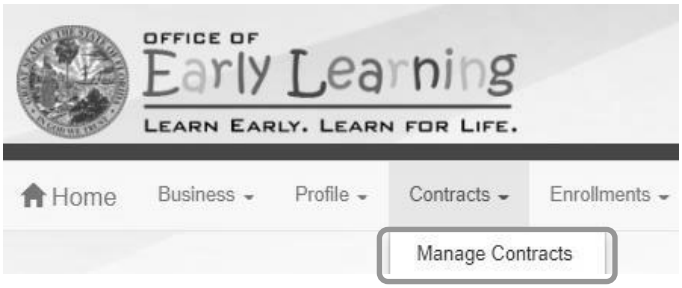



Navigate to the provider manage contracts page (**Contracts > Manage Contracts**). The SR contract will have a status of **Submitted** for the coalition to review.

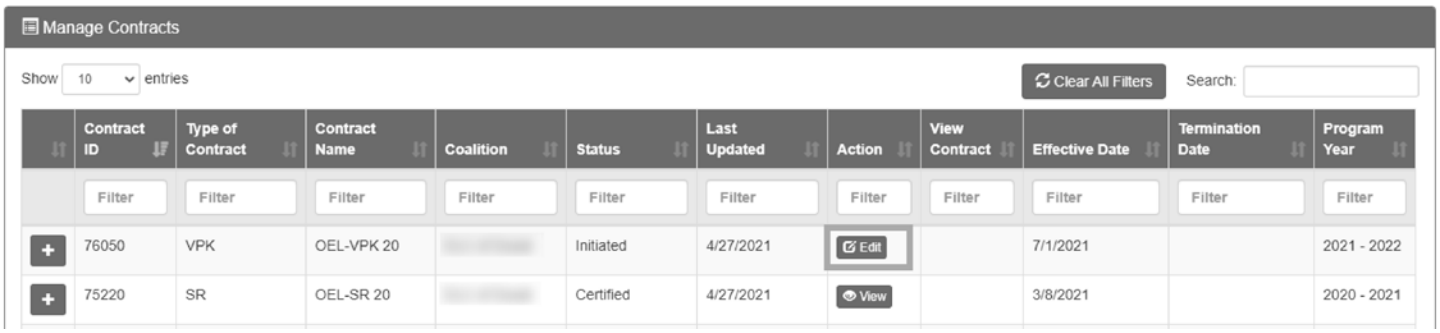


## VPK Contract

After the coalition has initiated a VPK contract, the user will navigate to **Contracts > Manage Contracts** from the Provider Dashboard.



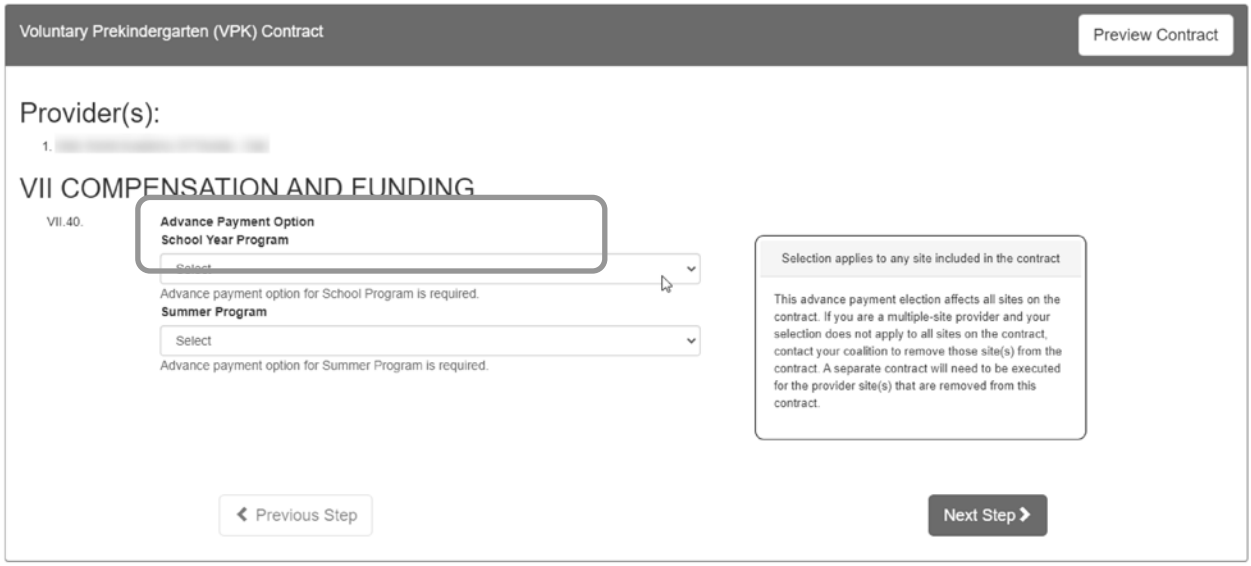

The manage contract page displays. Click the **Edit** button for the initiated OEL-VPK 20.

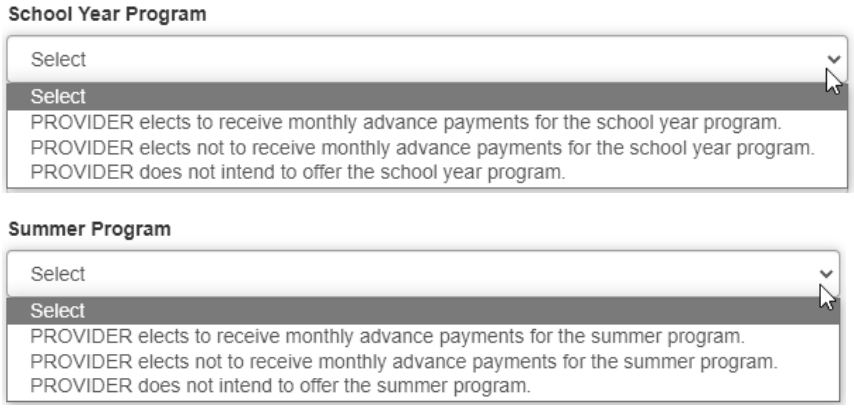


## Compensation and Funding: Advance Pay Options

After clicking the **Edit** button, the following page displays. When the user's pointer hovers over the dropdown fields, a tool tip informs the user that the advance payment selections will apply to all sites on the contract.

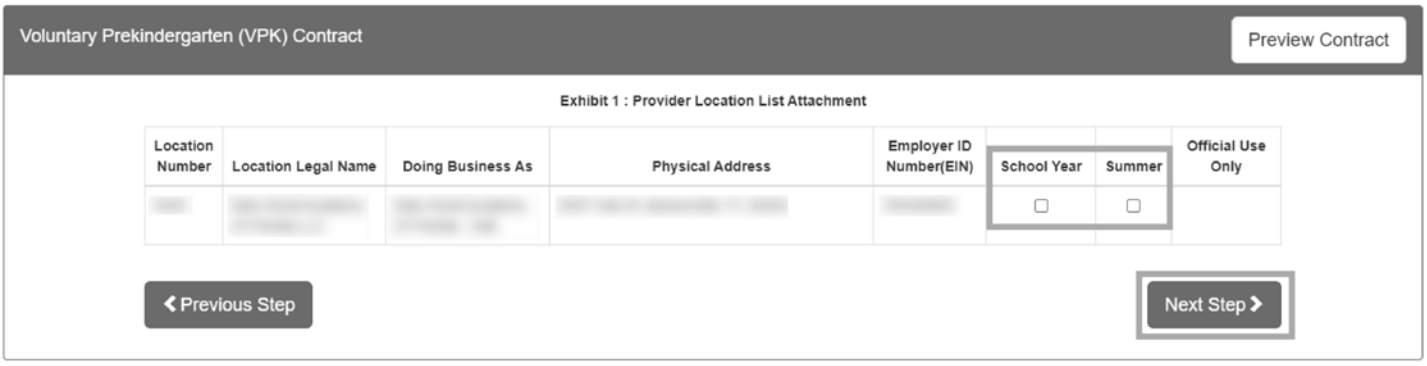
Select an Advance Payment Option for the school year and summer programs. Click **Next Step** to continue.



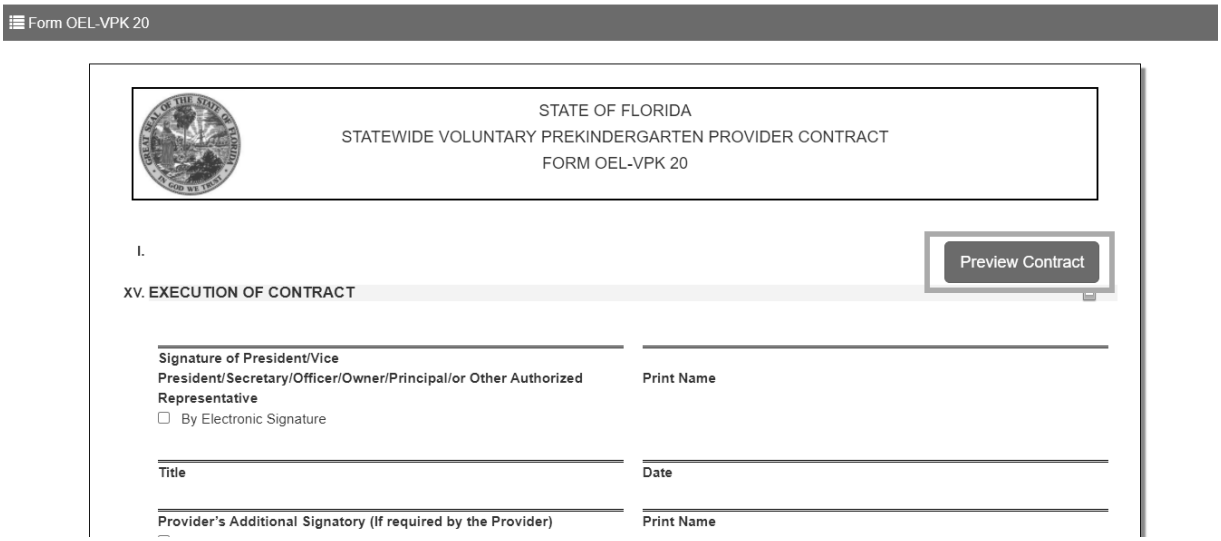
## Exhibit 1: Provider Location List Attachment

After clicking the **Next Step** button, the following displays. Select the School Year and/or Summer checkbox if the session is offered. Click **Next Step** to continue.

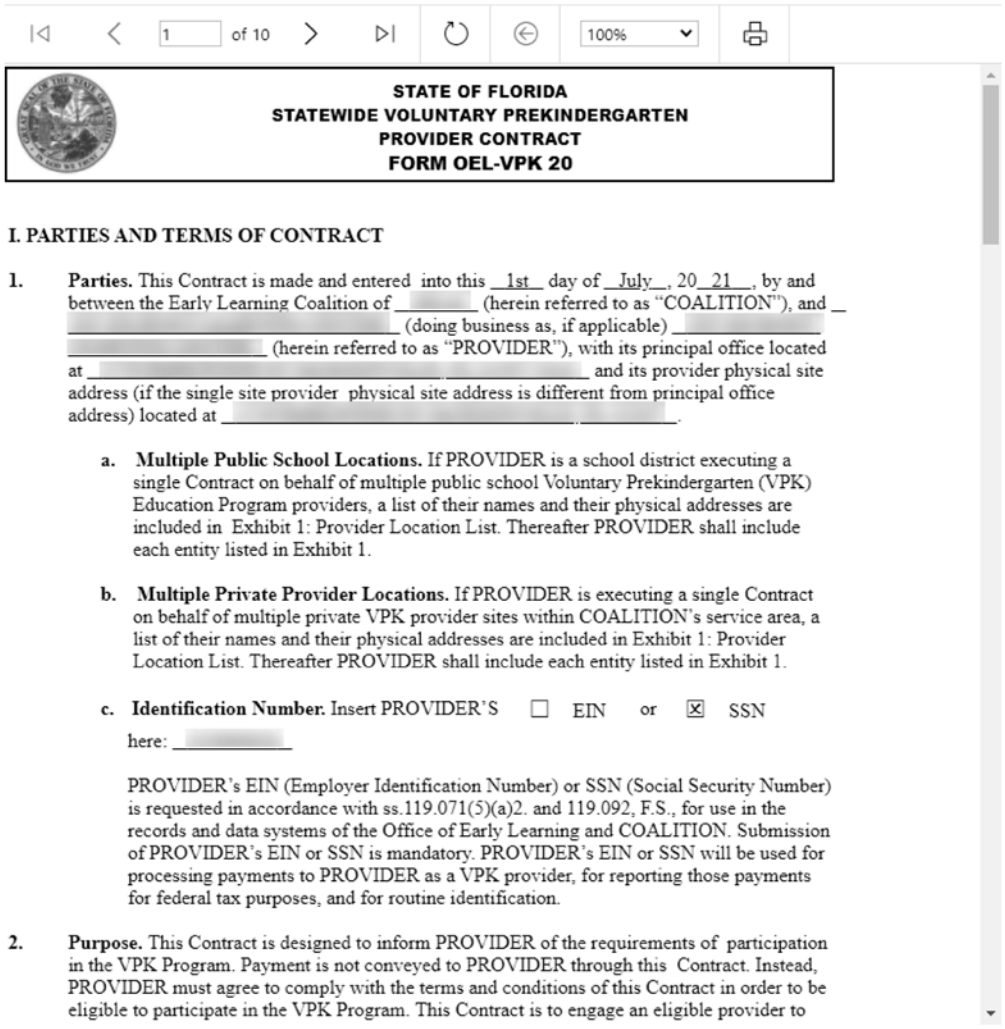



## Preview Contract

Prior to executing the contract, click **Preview Contract** to view the contract. This allows the user to view all the information input into the contract and exhibits from the profile. Information added by the coalition and provider should be reviewed as well.



After clicking the **Preview Contract** button, the following displays in a new browser tab.



1 of 10 100%

**STATE OF FLORIDA**
**STATEWIDE VOLUNTARY PREKINDERGARTEN**
**PROVIDER CONTRACT**
**FORM OEL-VPK 20**

**I. PARTIES AND TERMS OF CONTRACT**

1. **Parties.** This Contract is made and entered into this 1st day of July, 20 21, by and between the Early Learning Coalition of _____ (herein referred to as "COALITION"), and _____ (doing business as, if applicable) _____ (herein referred to as "PROVIDER"), with its principal office located at _____ and its provider physical site address (if the single site provider physical site address is different from principal office address) located at _____.

   a. **Multiple Public School Locations.** If PROVIDER is a school district executing a single Contract on behalf of multiple public school Voluntary Prekindergarten (VPK) Education Program providers, a list of their names and their physical addresses are included in Exhibit 1: Provider Location List. Thereafter PROVIDER shall include each entity listed in Exhibit 1.

   b. **Multiple Private Provider Locations.** If PROVIDER is executing a single Contract on behalf of multiple private VPK provider sites within COALITION's service area, a list of their names and their physical addresses are included in Exhibit 1: Provider Location List. Thereafter PROVIDER shall include each entity listed in Exhibit 1.

   c. **Identification Number.** Insert PROVIDER'S ☐ EIN or ☒ SSN here: _____

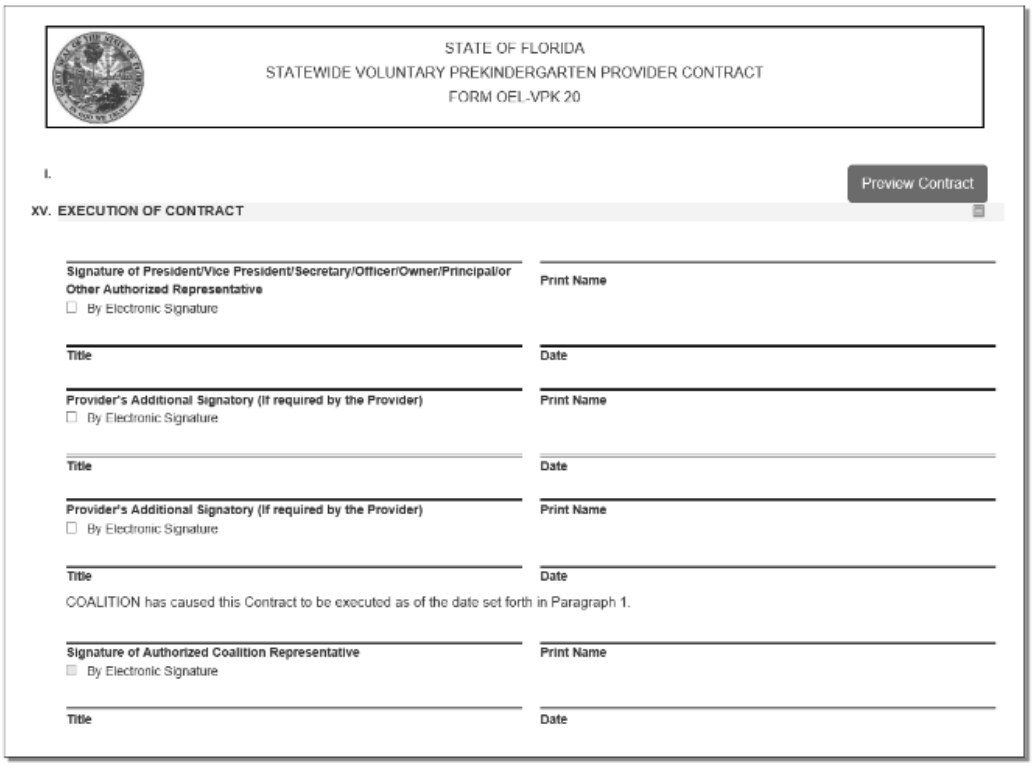
   PROVIDER's EIN (Employer Identification Number) or SSN (Social Security Number) is requested in accordance with ss.119.071(5)(a)2. and 119.092, F.S., for use in the records and data systems of the Office of Early Learning and COALITION. Submission of PROVIDER's EIN or SSN is mandatory. PROVIDER's EIN or SSN will be used for processing payments to PROVIDER as a VPK provider, for reporting those payments for federal tax purposes, and for routine identification.

2. **Purpose.** This Contract is designed to inform PROVIDER of the requirements of participation in the VPK Program. Payment is not conveyed to PROVIDER through this Contract. Instead, PROVIDER must agree to comply with the terms and conditions of this Contract in order to be eligible to participate in the VPK Program. This Contract is to engage an eligible provider to

## Contract Execution

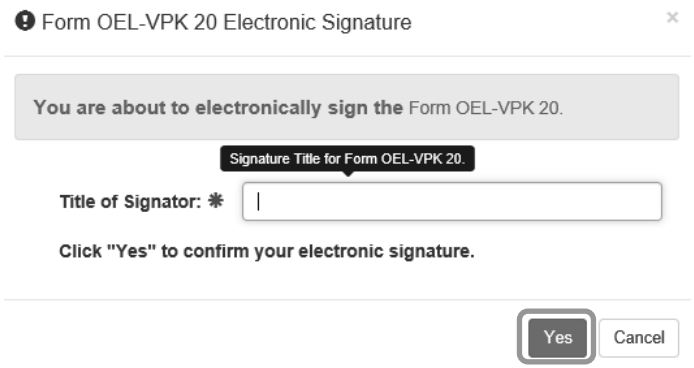
To electronically sign the contract, click the **By Electronic Signature** checkbox.

**NOTE FOR PUBLIC SCHOOLS:** If a school board or school district needs to manually sign a contract, it can be downloaded as a .pdf and printed.



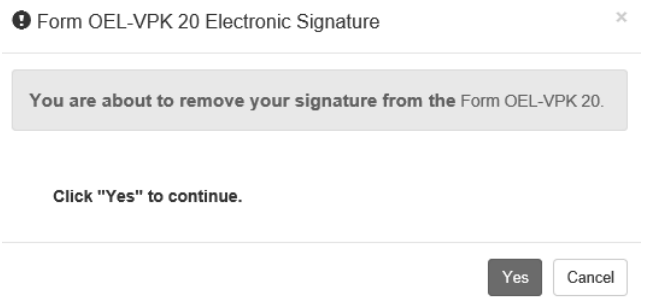

After clicking the checkbox, the following message displays. Enter the **Title of Signator**, then click **Yes**.

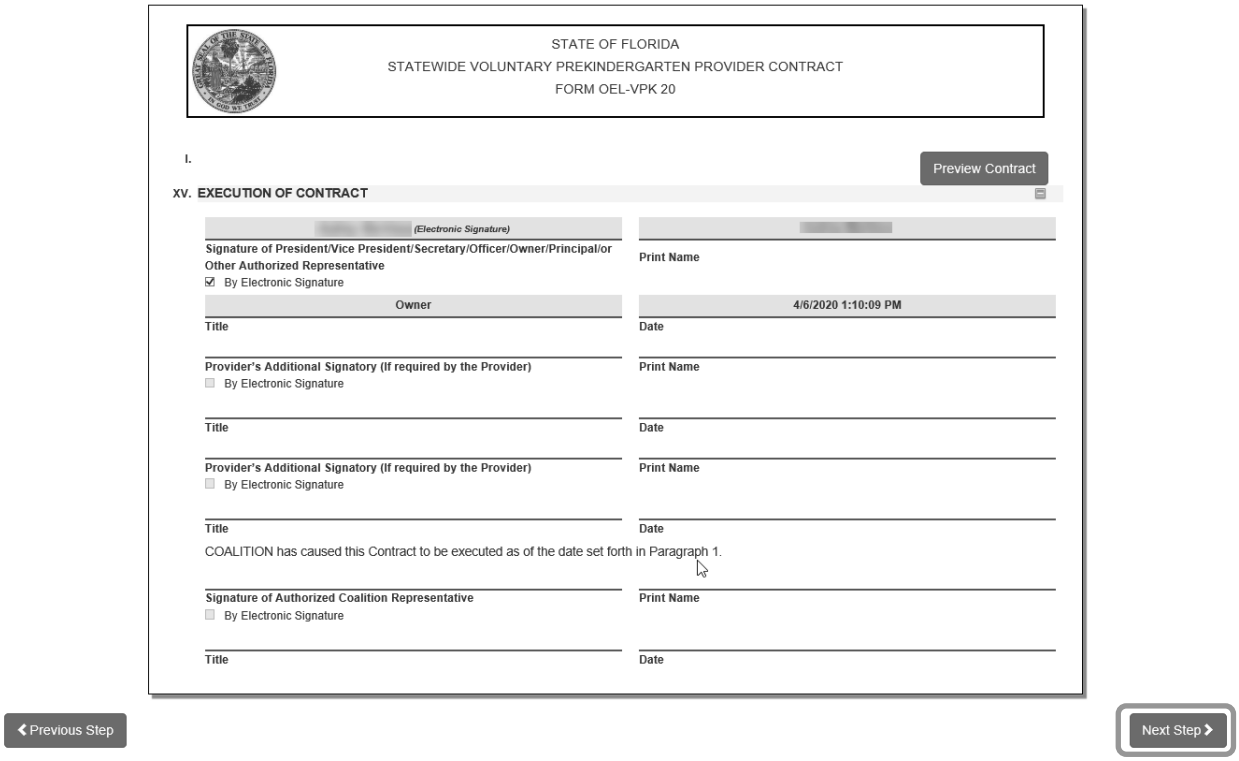
**NOTE:** The **Title of Signator** is not the provider's name, but the business title, e.g. Owner, Director, Principal.



After clicking the **Yes** button, the electronic signature of the signatory, printed name, title, and the date/time will populate, highlighted in yellow. Click **Next Step** to continue.

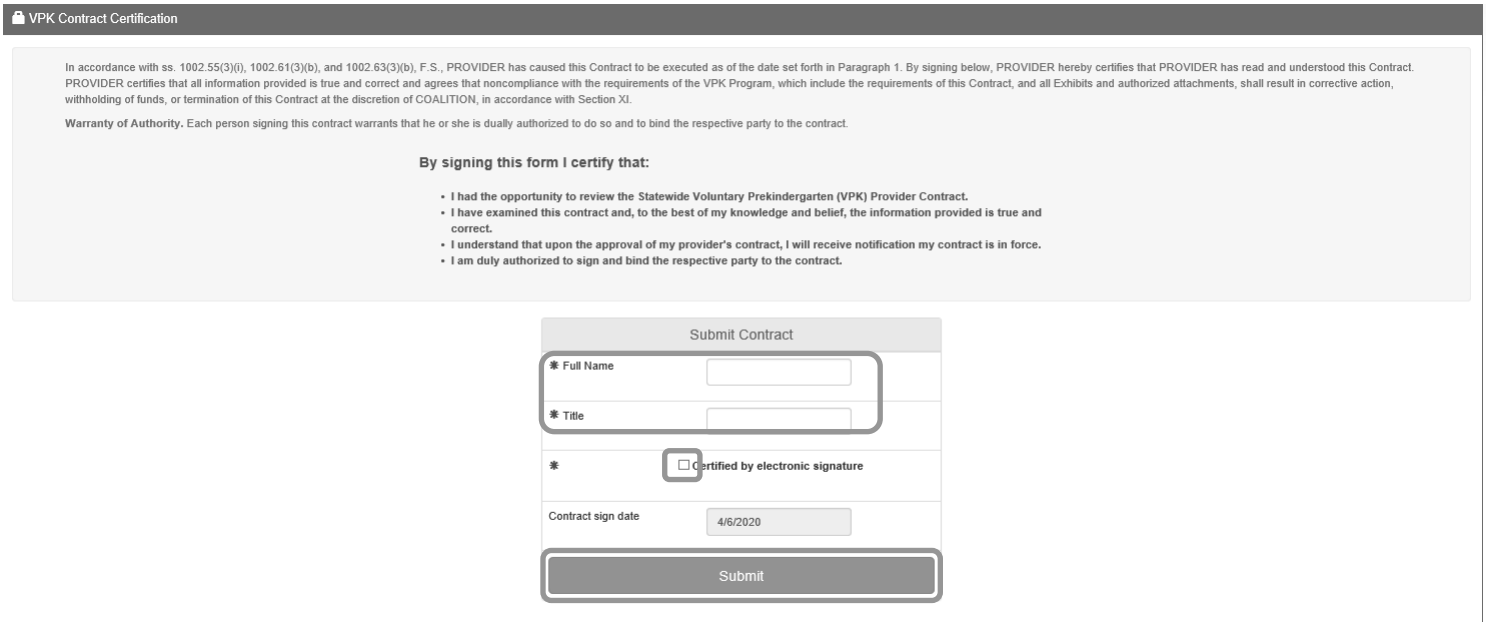
**NOTE:** The electronic signature and printed name of the user is based on the user who is logged on to the portal. Please ensure that the proper user is logged on to electronically sign the contract. If the incorrect name is used for the electronic signature, the checkbox can be un-checked.



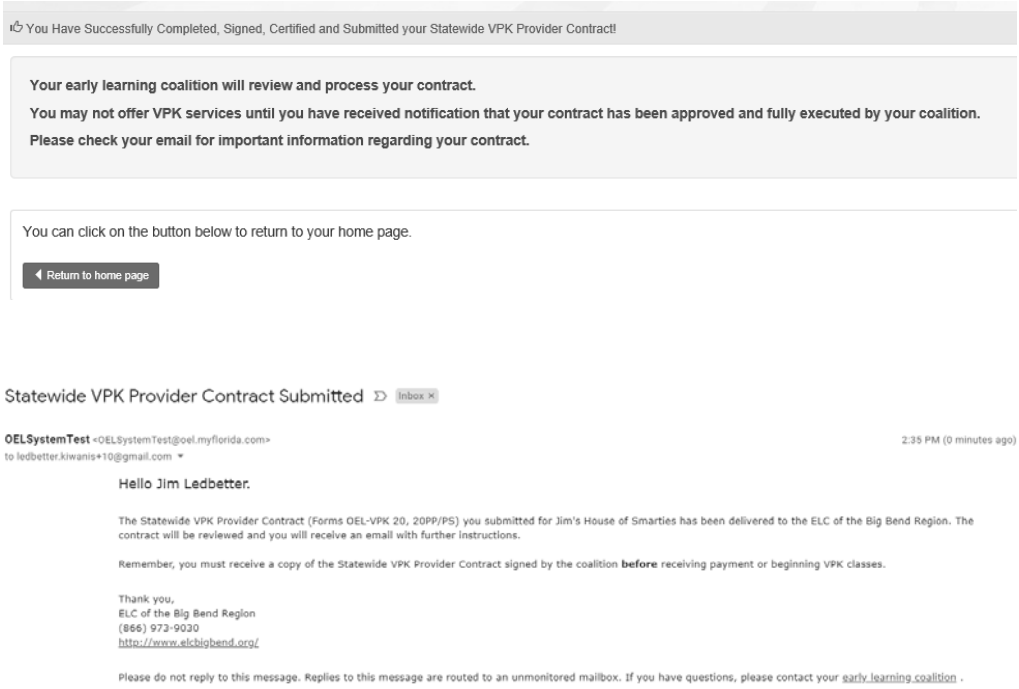



## Contract Certification

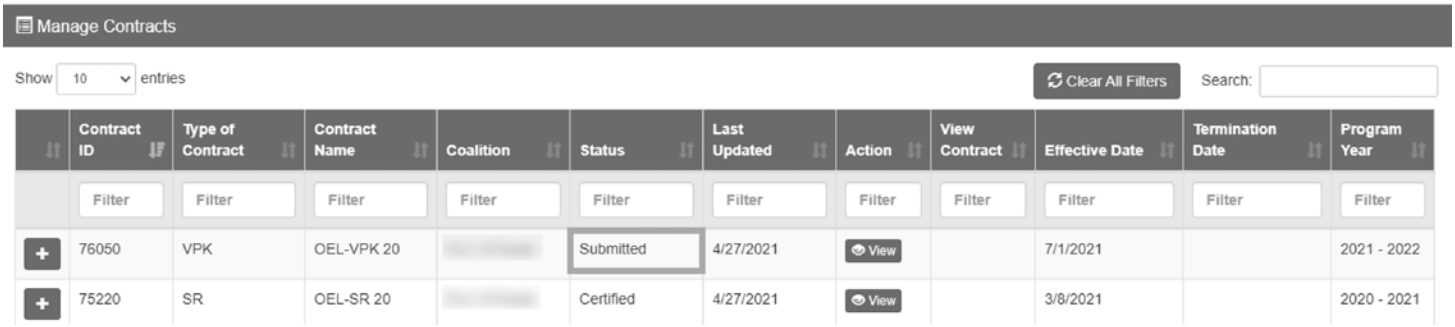
After clicking the **Next Step** button, the following will display. Enter the full name of the user who is logged on, title, and click the **Certified by electronic signature** checkbox. Click **Submit**.




After clicking the **Submit** button, the following message will display and an email will be sent by **DONOTREPLY@OEL.myflorida.com**.



Navigate to the provider manage contracts page (**Contracts > Manage Contracts**). The SR contract will have a status of **Submitted** for the coalition to review.

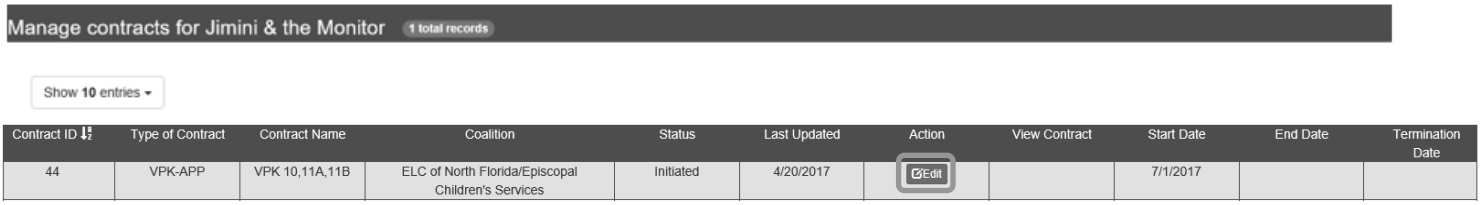


## VPK-APP

The VPK-APP replaces forms OEL-VPK 10 (Provider Application), OEL-VPK 11A (Class Registration – Instructors), and OEL-VPK 11B (Class Registration – Calendars). The tabs must be done in order of appearance (Attendance Policy, then VPK Director, etc.); the answers in one tab populate information in the next tab.

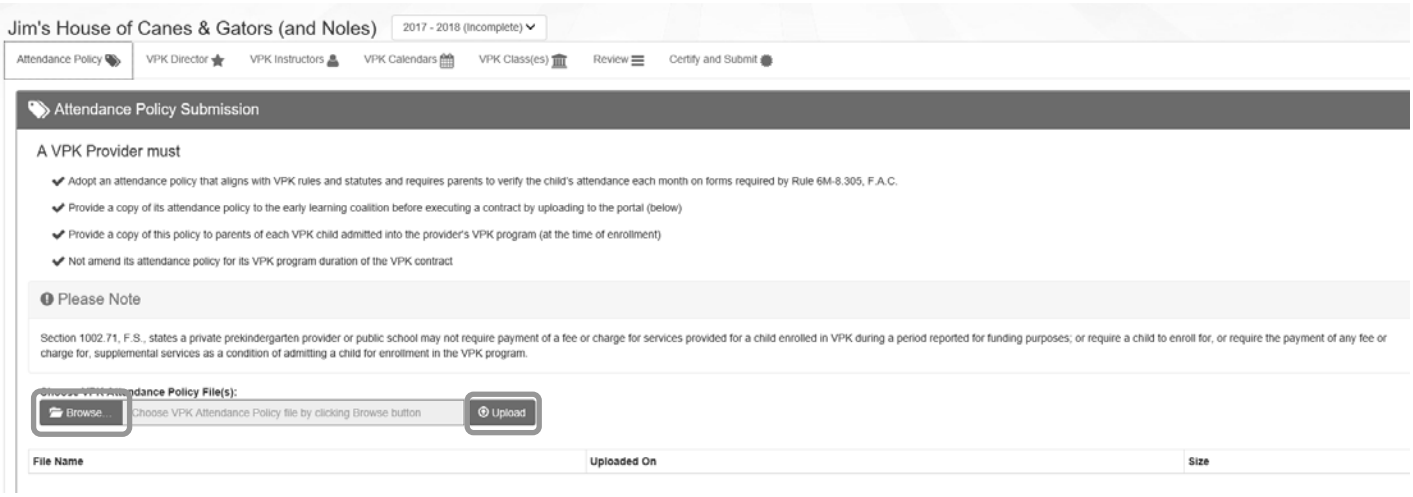
After the coalition has initiated the provider application, the Provider Portal user will click **Manage Contracts** from the Provider Dashboard.

The following will display. Click the **Edit** button to review the contract.



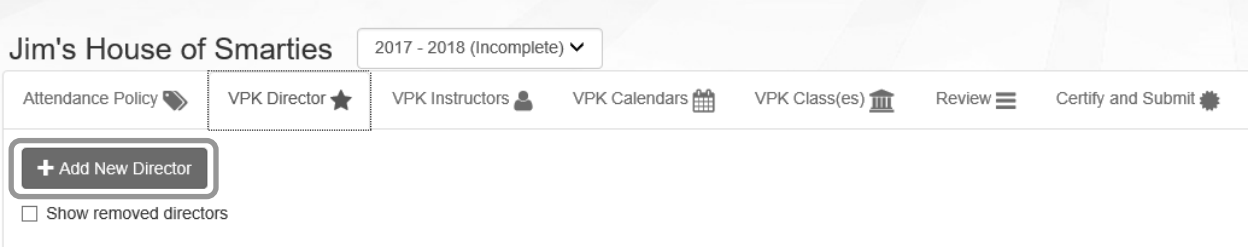

## Step 1 – Attendance Policy

The Attendance Policy tab allows the Provider Portal user to upload the provider Attendance Policy. The document that is to be distributed to parents must be uploaded by clicking the **Browse** button, finding the document in the electronic files and clicking the **Upload** button.

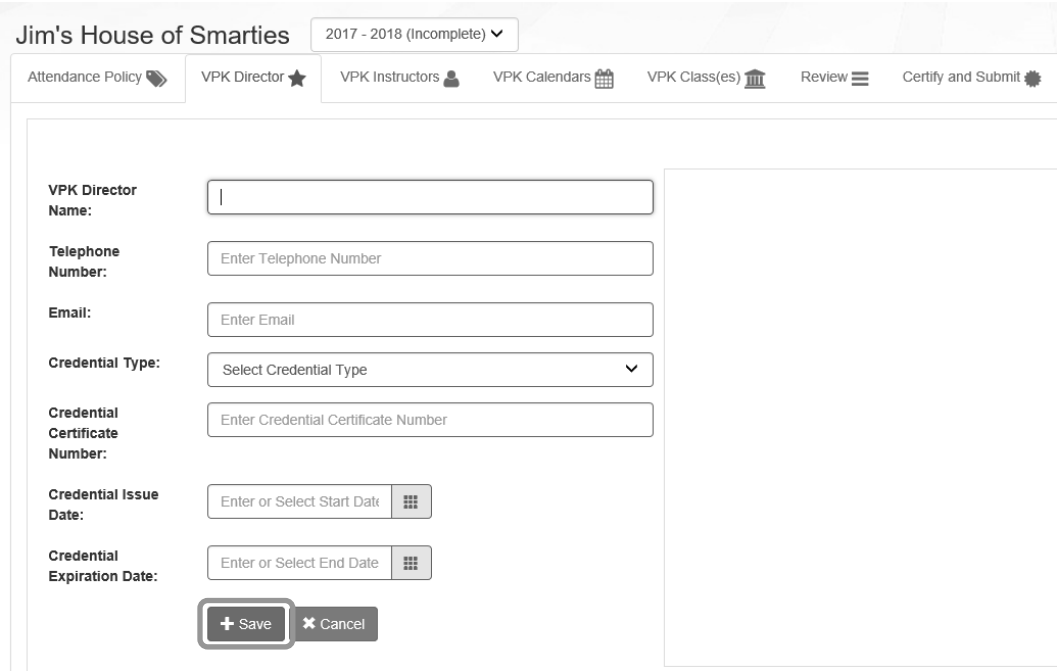


## Step 2 – VPK Director

The VPK Director tab allows the Provider Portal user to add information and upload documents for the primary VPK Director that will be listed on the OEL-VPK 10. Click the **Add New Director** button to begin.

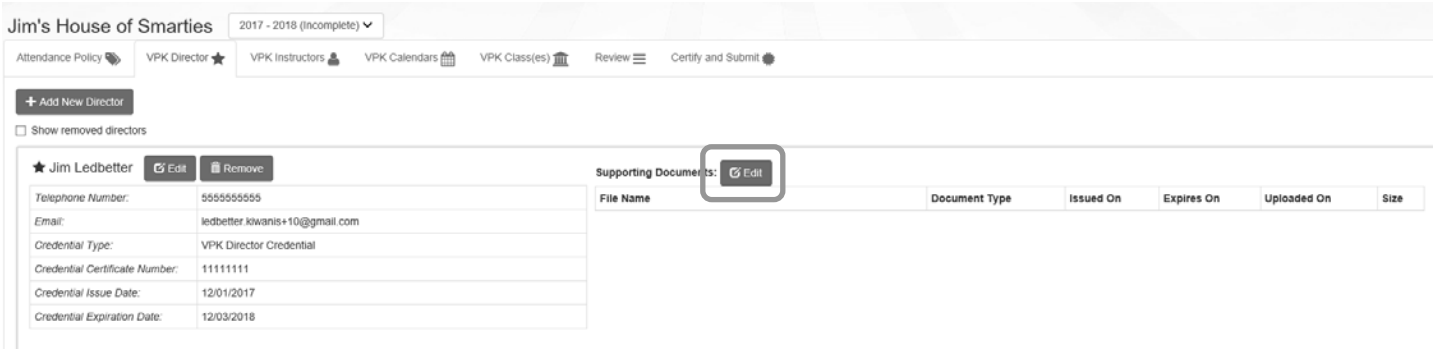



Click the **Save** button after all information is entered for the director.

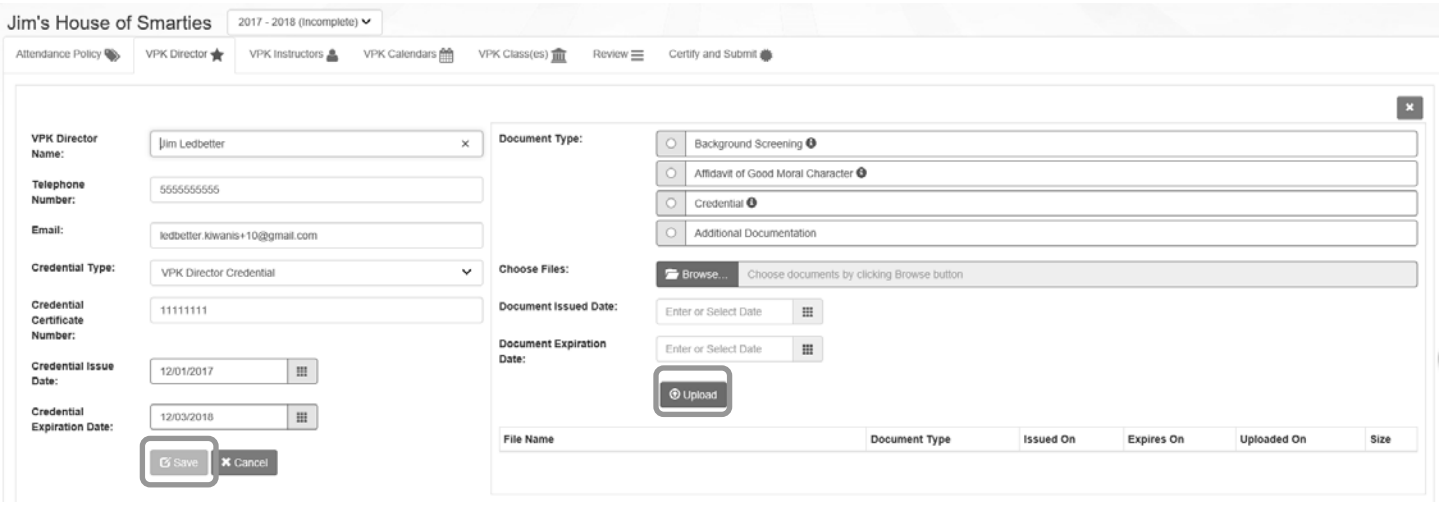



**NOTE:** The Credential Type, Credential Certificate Number, Credential Issue Date, and Credential Expiration Date will not appear for public schools.

Once the VPK Director is added, the supporting documents may be added by clicking **Edit**.

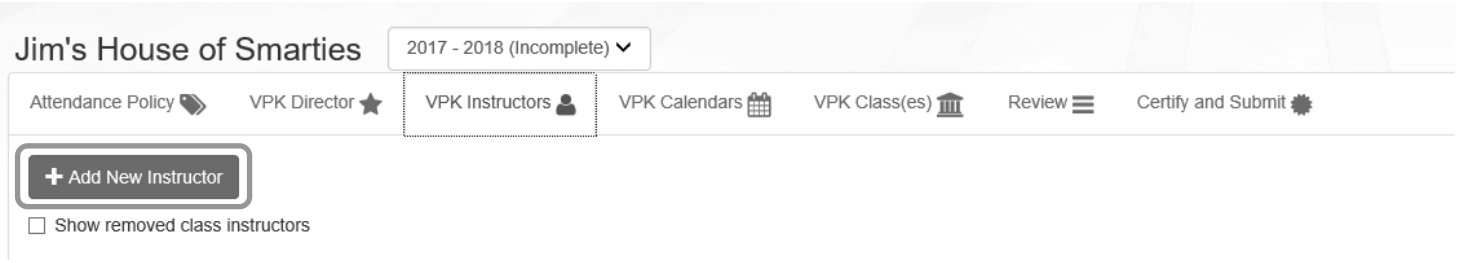


The Provider Portal user will select the document type, browse to select a file, enter the document issue or expiration date (if applicable), and click **Upload**. Then, click **Save**. At least one document should be uploaded.

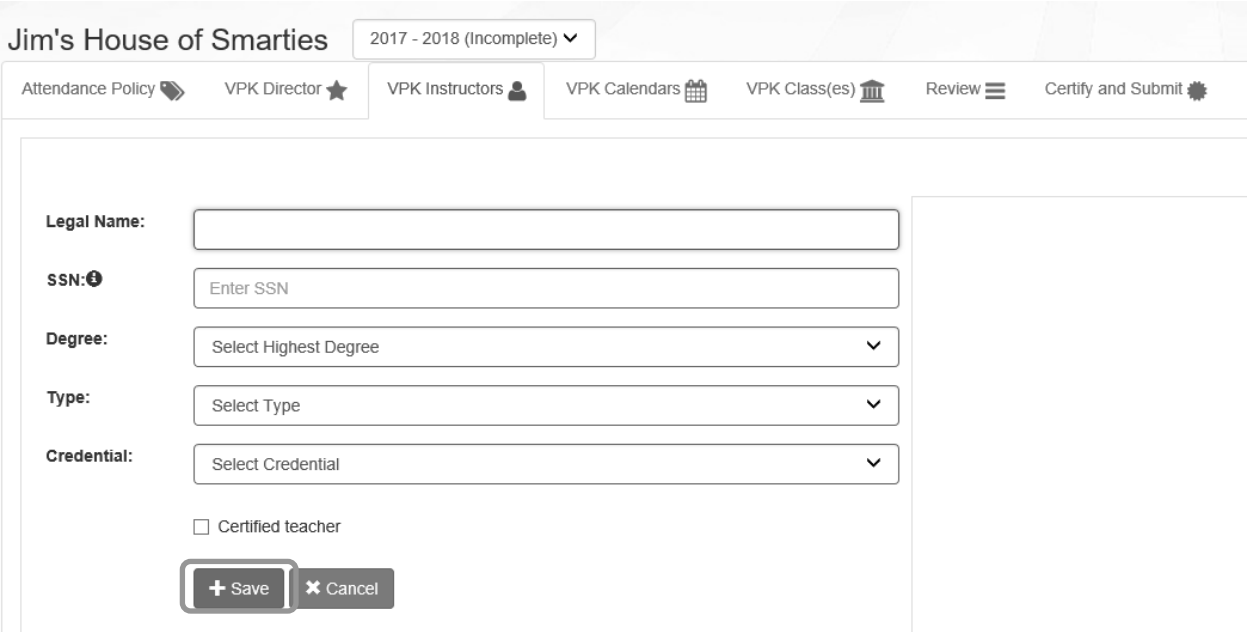



## Step 3 – VPK Instructors

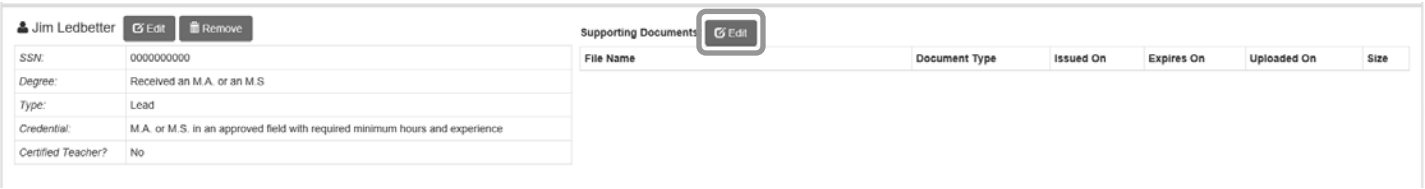
The VPK Instructors tab allows the Provider Portal user to add information and upload documents for each instructor. Click the **Add New Instructor** button to begin.



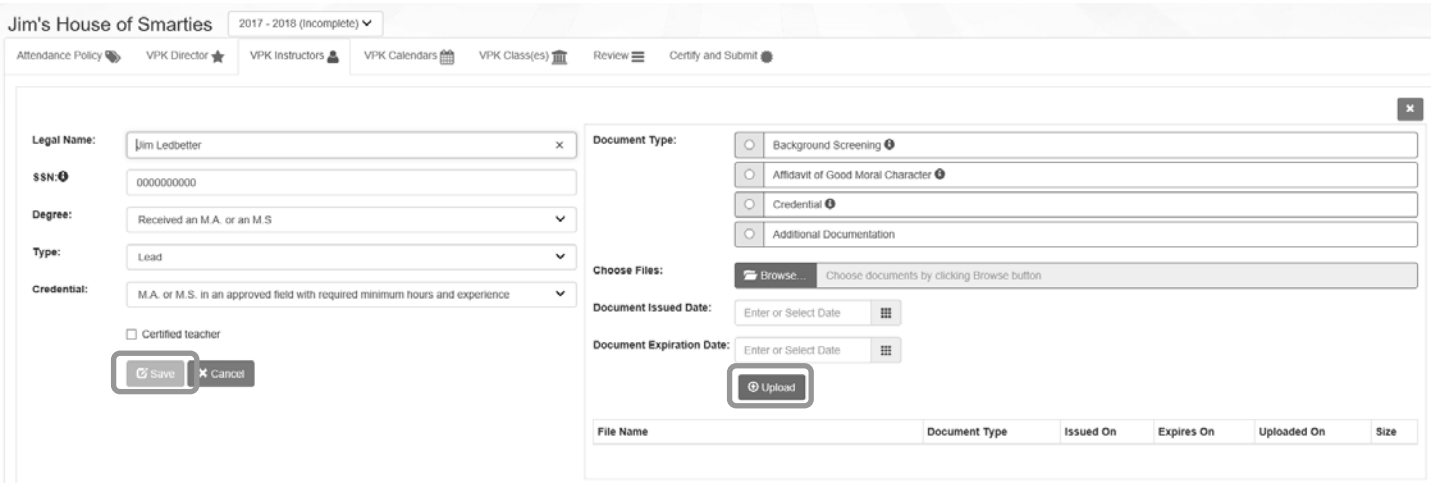

Click the **Save** button after all information is entered for each instructor.



Once the VPK Instructor is added, the supporting documents may be added by clicking **Edit**.



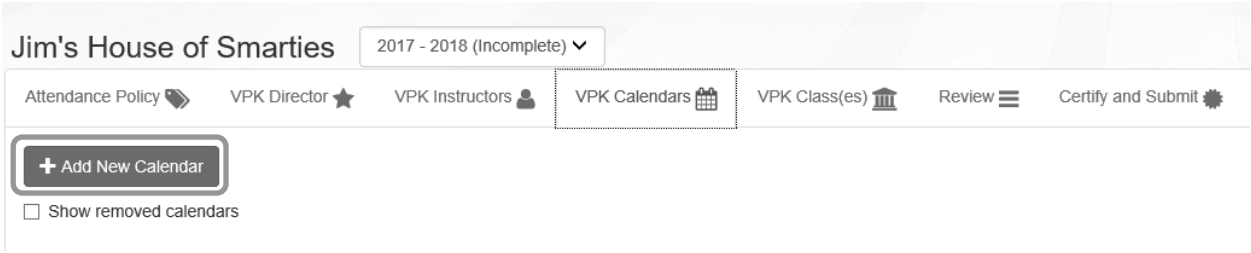

The Provider Portal user will select the document type, browse to select a file, enter the document issue or expiration date (if applicable), and click **Upload**. Then, click **Save**. At least one document should be uploaded.




**NOTE:** If a VPK Instructor achieves new certifications and moves from a sub to an aide, create a new record for that Instructor. If the Instructor Type is only changed from sub to aide, the maximum class size will not increase to 20 in a class that already has a Lead Instructor.

## Step 4 – VPK Calendars

The VPK Calendars tab allows the Provider Portal user to provide information regarding each unique class calendar which will be offered at the VPK site. If classes are offered at identical times on identical dates, they utilize the same class calendar (e.g., all classes are scheduled from 8:00am to 11:00am, Monday through Friday, starting on January 11). If classes are not offered at identical times on identical dates, they utilize unique class calendars which must be created separately. Click the **Add New Calendar** button to begin.

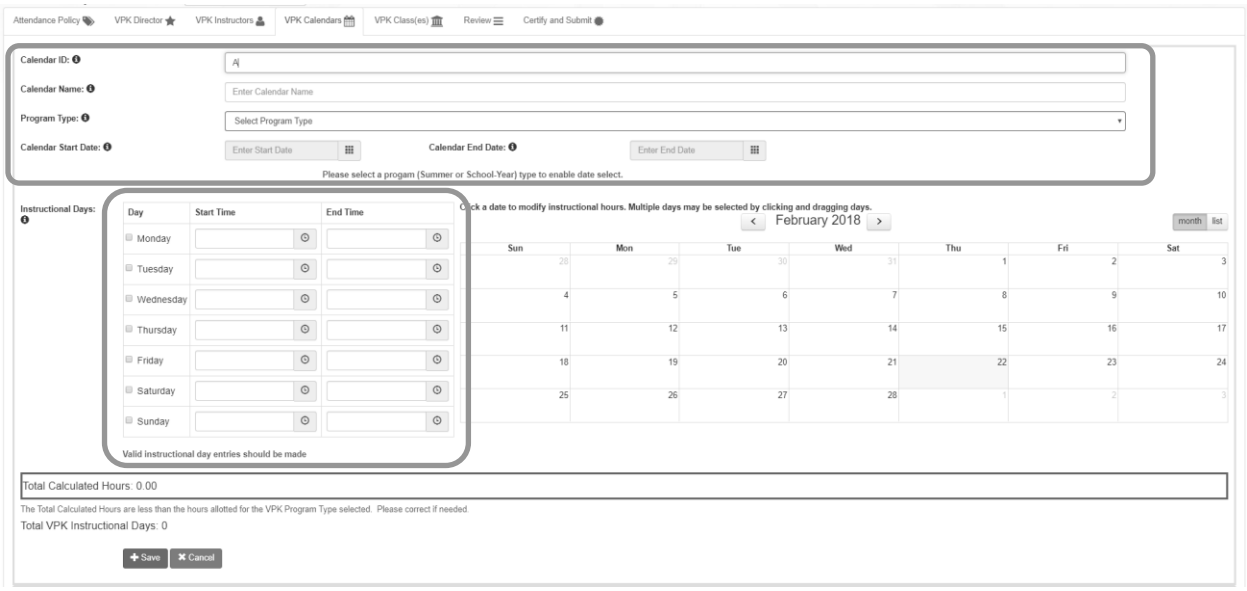



The Calendar ID will automatically populate with a letter beginning with A. Each additional calendar will receive a sequential Calendar ID.

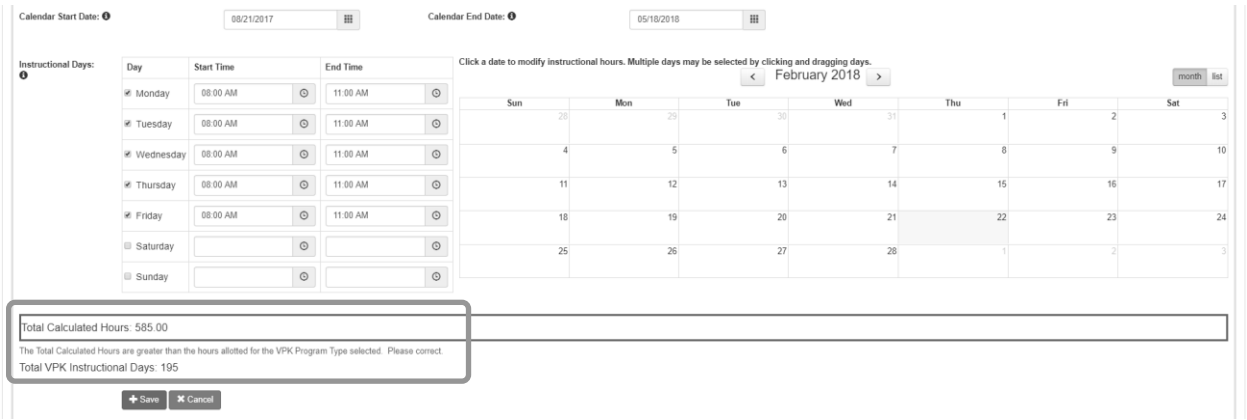
The Calendar Name is an optional field. It may be used for a short nickname such as “Fall AM.”

The program type selection of School-Year (540 hours) or Summer (300 hours) is required. The program selected will determine the valid calendar date range. The Calendar Start Date and Calendar End Date must be within the valid calendar date range. The Calendar Start Date and Calendar End Dates should reflect the first day VPK instruction will be delivered and the final day VPK instruction will be delivered.

Next, the instructional days, start time and end time must be added by checking the box by the days of the week that VPK instruction will be delivered and entering the times of VPK instruction for the days of the week that VPK instruction will be delivered.

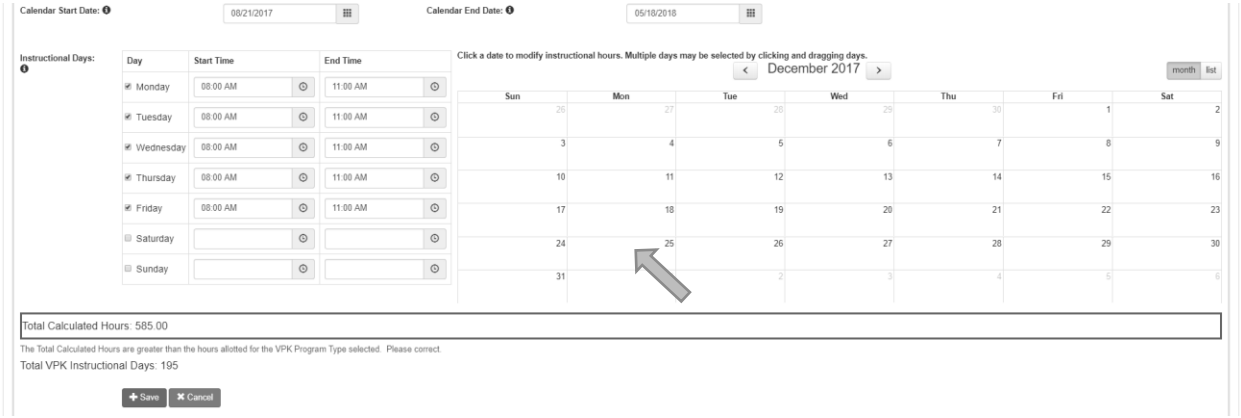



After the instructional days, start time and end time are added, the Total Calculated Hours and Total VPK Instructional Days sections will populate.

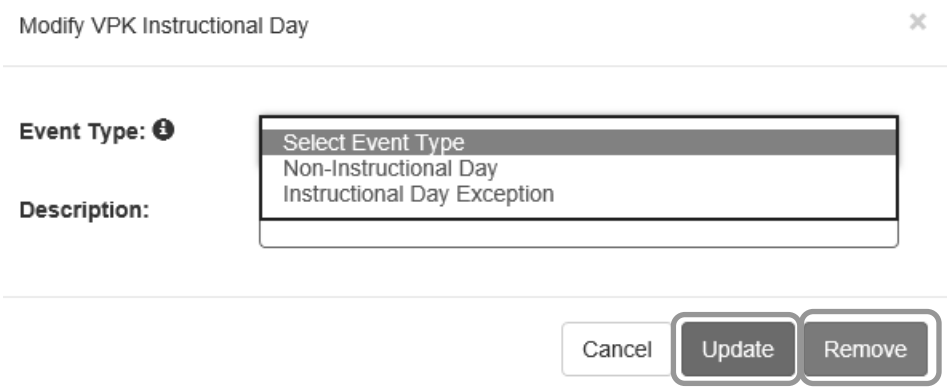



Providers are to use the calendar to note any non-instructional days on which VPK instruction will not be delivered (such as vacations or holidays) and exceptions to normal instructional days that occur during the defined calendar start and end date. Entering Non-Instructional Days and Instructional Day Exceptions can increase or decrease the Total Calculated Hours.

For example, if the Total Calculated Hours exceed 300 hours for the summer program type or 540 hours for the school-year program type (as shown in the example above), the user may remove a day (or more) by labeling it a Non-Instructional Day. Each Non-Instructional Day entered will deduct the hours assigned to that day, thereby decreasing the Total Calculated Hours. Instructional Day Exceptions can be used to change the hours assigned to that day (to increase or decrease the hours). For example, if the calendar is a few hours short, an instructional day's hours may be extended to increase the Total Calculated Hours. To add a Non-Instructional Day or an Instructional Day Exception to the calendar, click on that date on the calendar. Multiple days can be selected by clicking and dragging across multiple days on the calendar.

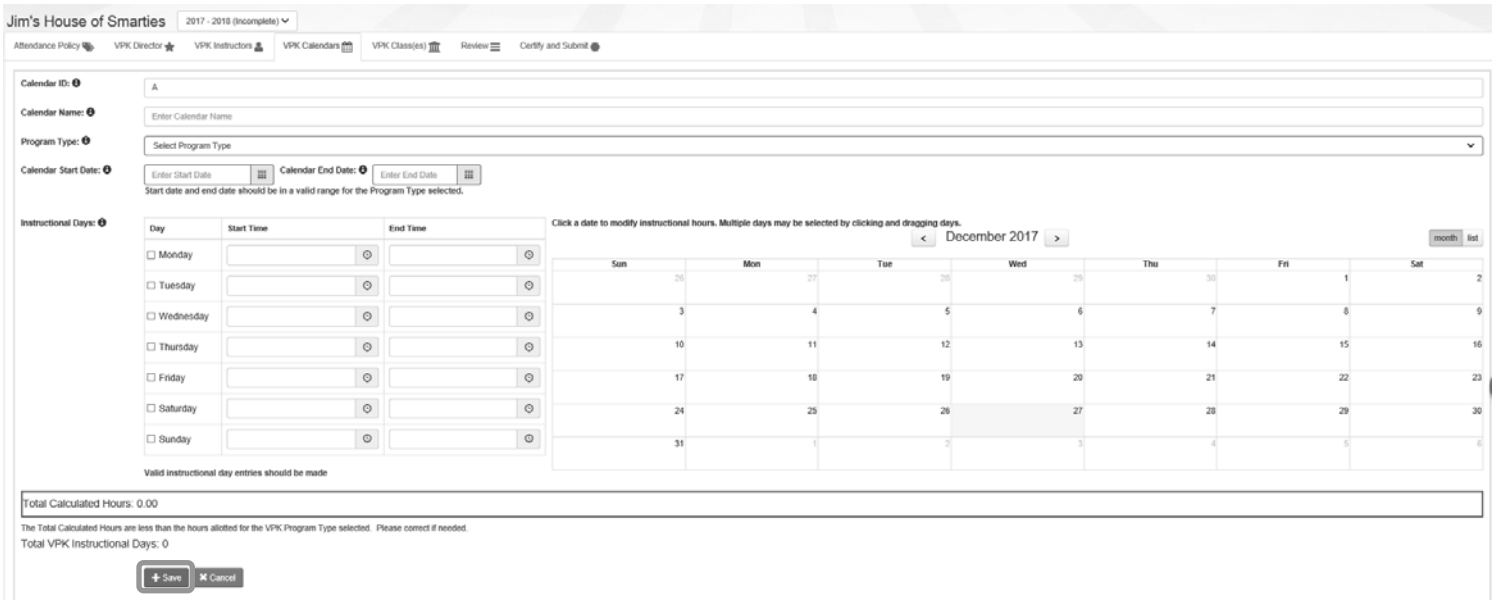



After clicking on a date, a pop-up message will appear. The Provider Portal user must select the Event Type and enter a short description. When an Instructional Day Exception is selected, the user must also enter the time range for the day.




Click the **Update** button to save changes. Click the **Remove** button to remove an existing Non-Instructional Day or Instructional Day Exception created on the calendar.

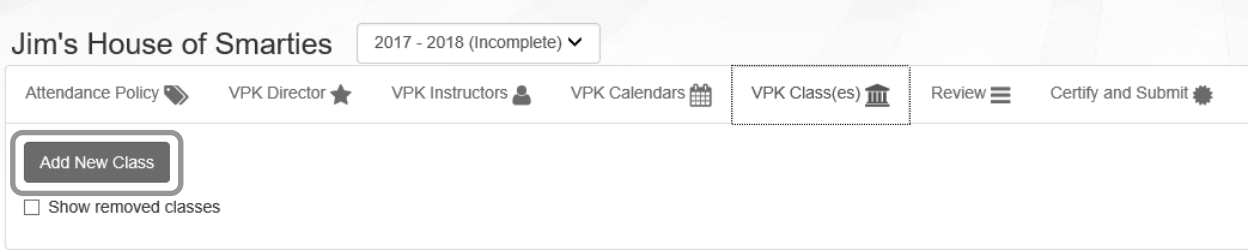
When the Total Calculated Hours match the hours for the VPK program type, the user will click the **Save** button.




**NOTE**: The hours must equal, or be fewer than, 300 hours for the summer program type or 540 hours for the school-year program type for the calendar to save.

## Step 5 – VPK Class(es)

The VPK Class(es) tab allows the Provider Portal user to build VPK classes and assign instructor(s) to them. Click the **Add New Class** button to begin.



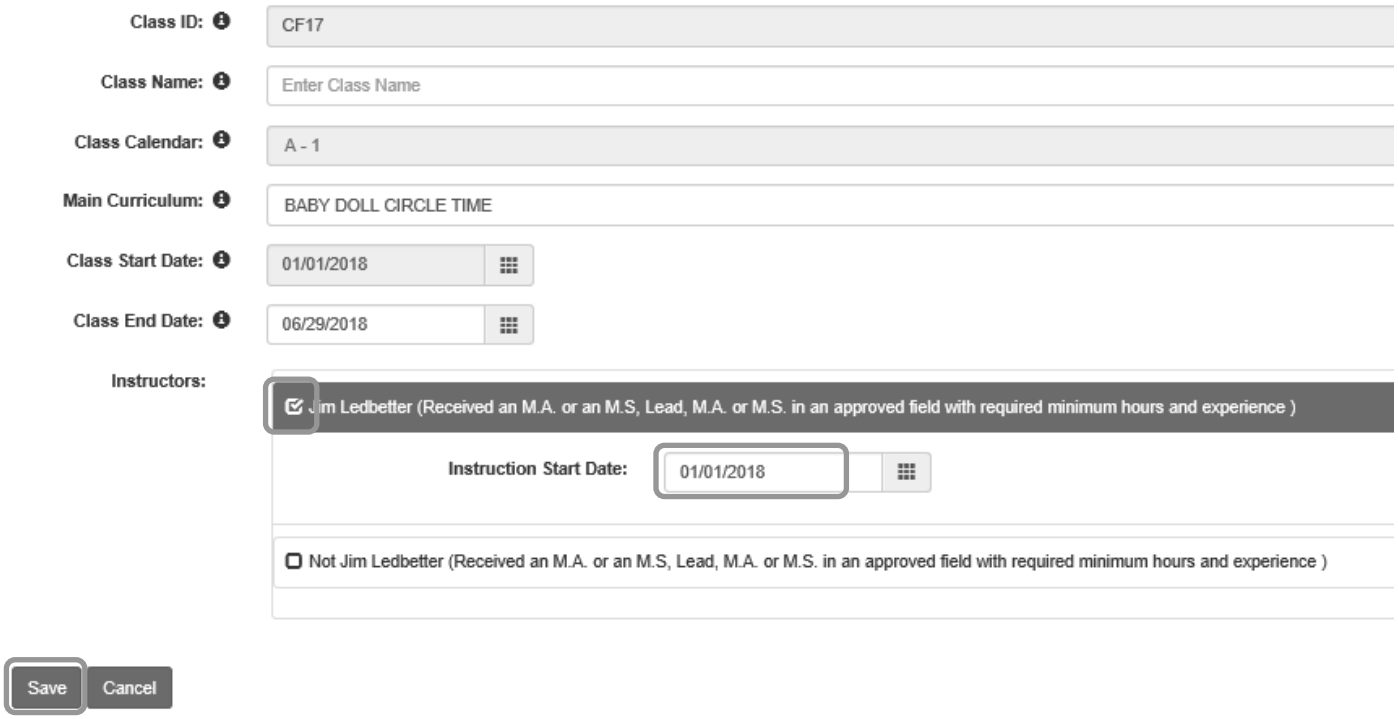

The Class ID will automatically populate after the Class Calendar is selected. The Class ID is created using a sequential letter beginning with A. In the second space, either an "F" for school-year (fall) or "S" for summer will appear. The F and S is derived from the calendar's program type. The last two digits represent the last two numbers of the program year. Each additional class will receive a sequential Class ID.

The Class Name is an optional field. It may be used for a short nickname such as "Blue Room."

The Main Curriculum drop down is populated with selections made from the provider's profile.

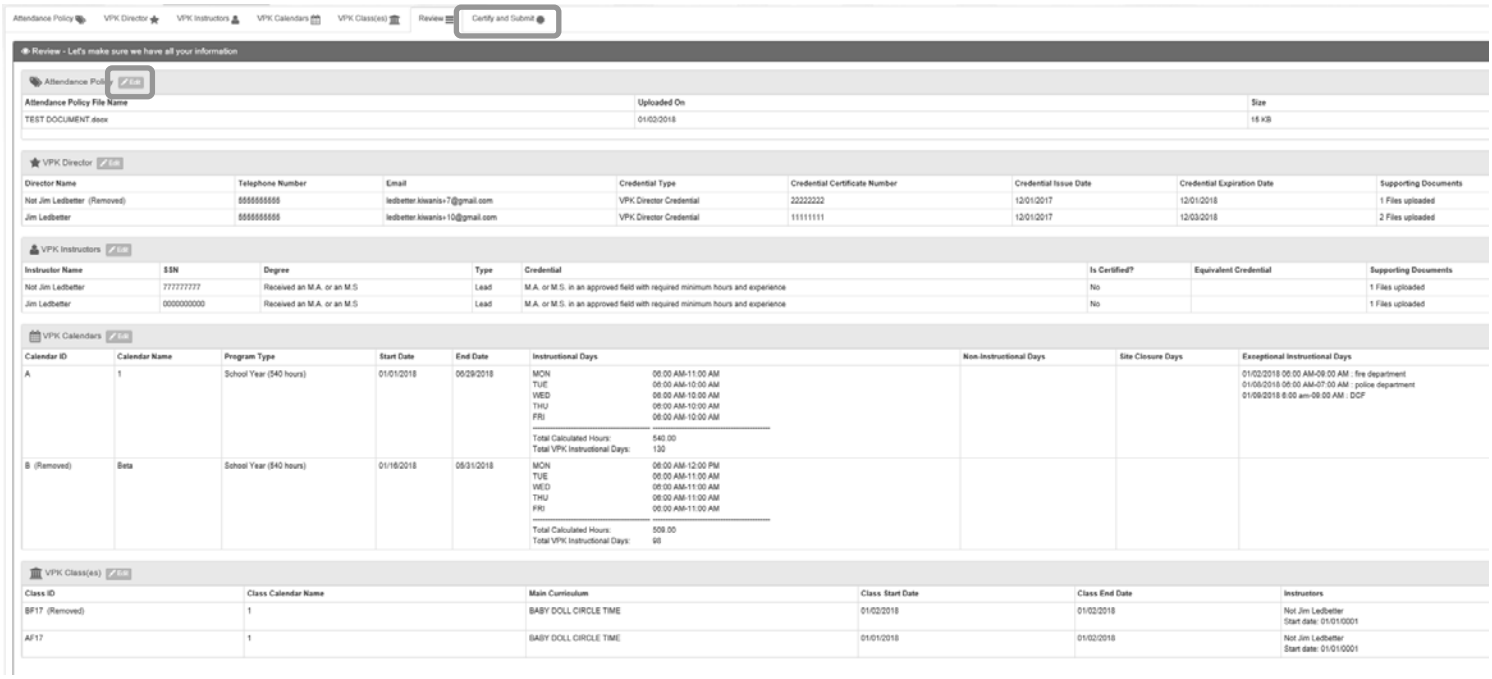
The Class Start Date and Class End Date are populated with the Calendar Start Date and End Date.

The Instructors are populated with individuals from the VPK Instructors tab. Check the checkbox in front of the instructor to add them to the class, then enter the Instruction Start Date. If the class has not started, the Instruction Start Date defaults to the Class Start Date. For each class, one Lead Instructor must be selected. Click the **Save** button after all information is entered for each class.



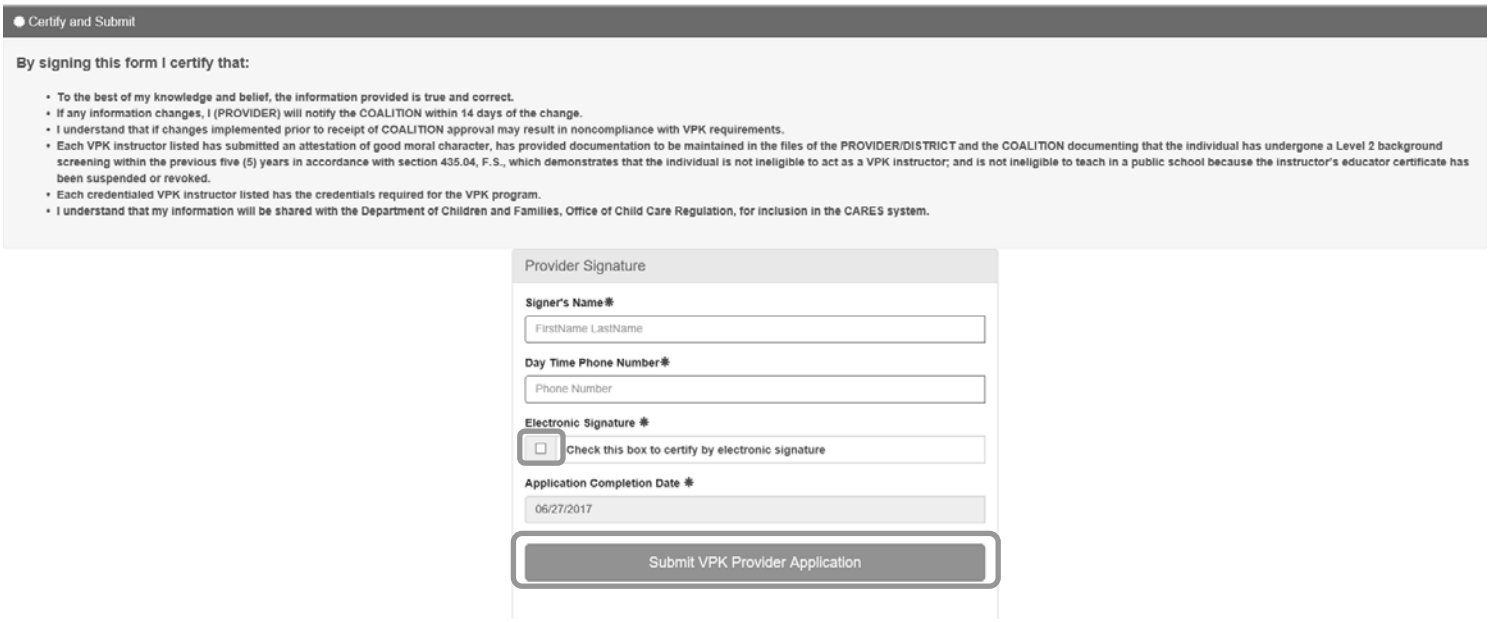
## Step 6 – Review

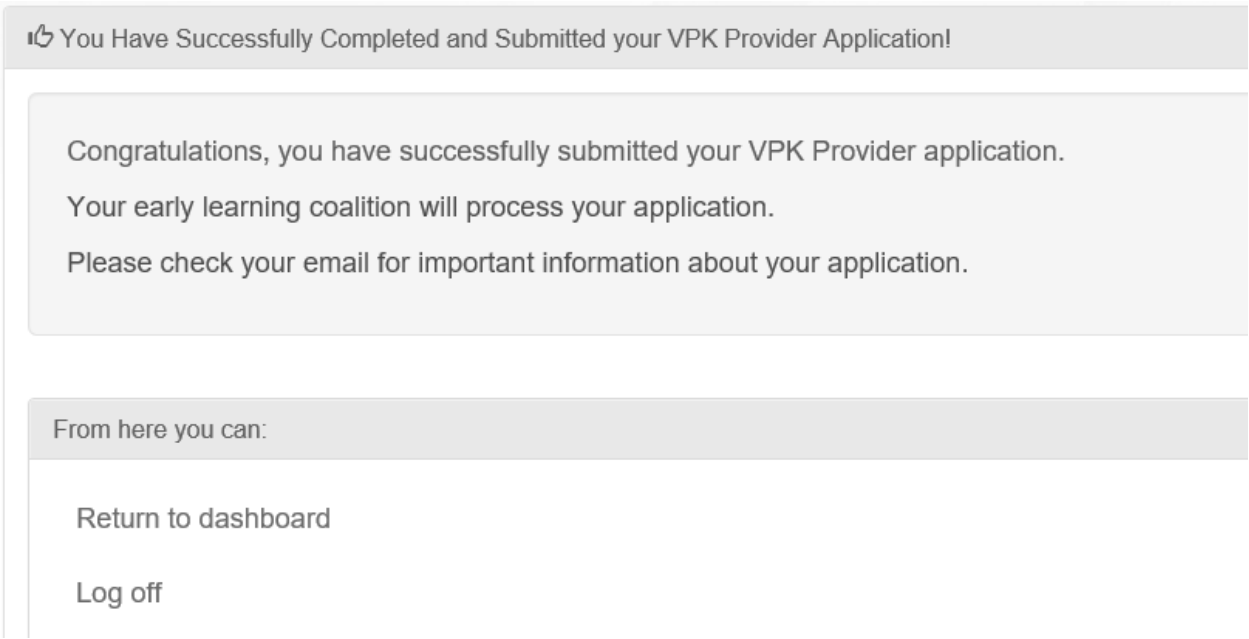
During the review process, the Provider Portal user can click the **Edit** button to make any changes to a section. After reviewing the information for each section, the user must click the **Certify and Submit** tab button to continue.



## Step 7 – Certify and Submit

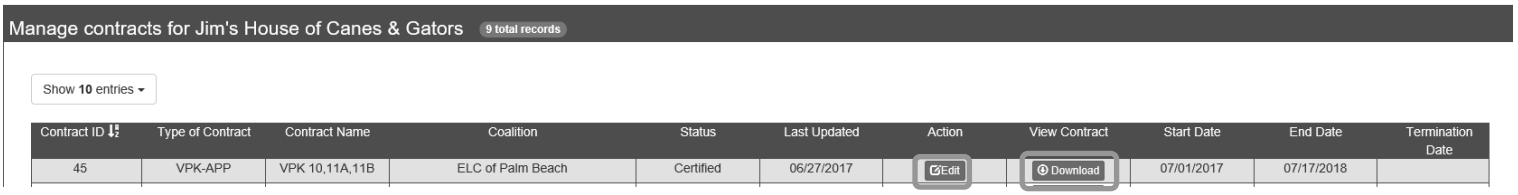
To submit the VPK-APP, the Signer's Name must exactly match the name entered in the Provider Profile, the Provider Portal user must fill in the phone number, check the "Check box to certify by electronic signature" check box and click the **Submit VPK Provider Application** button.



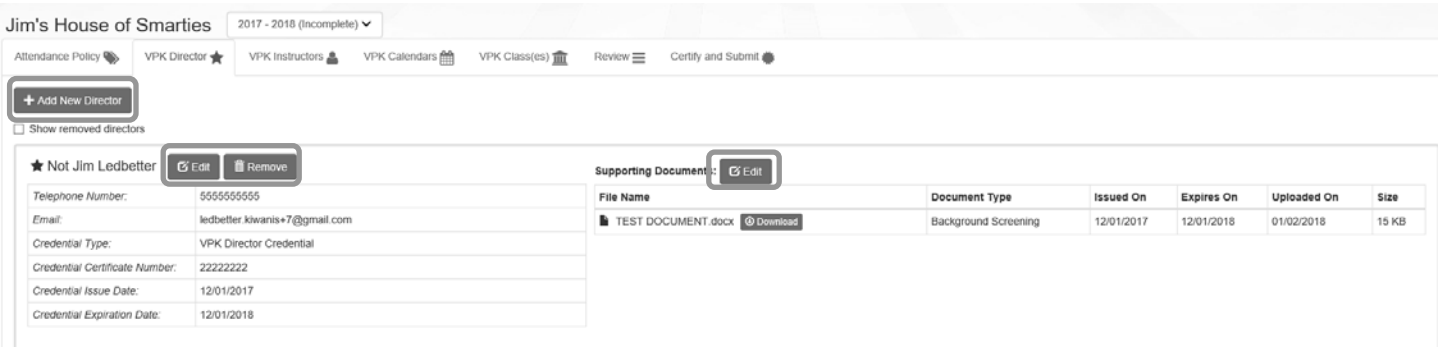
## Updating a VPK-APP

A Provider Portal user can edit a VPK-APP by clicking the **Edit** button on their Manage Contracts page. Clicking the **Download** button will export the information in the VPK-APP to a .pdf document.

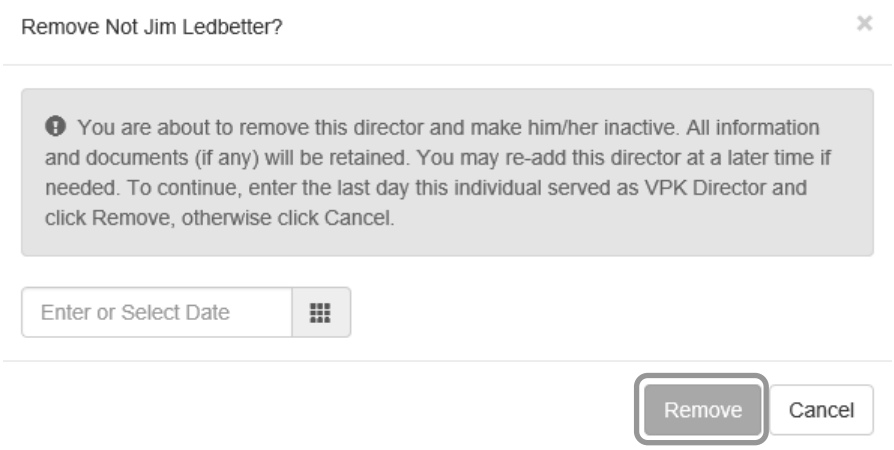



## VPK Director

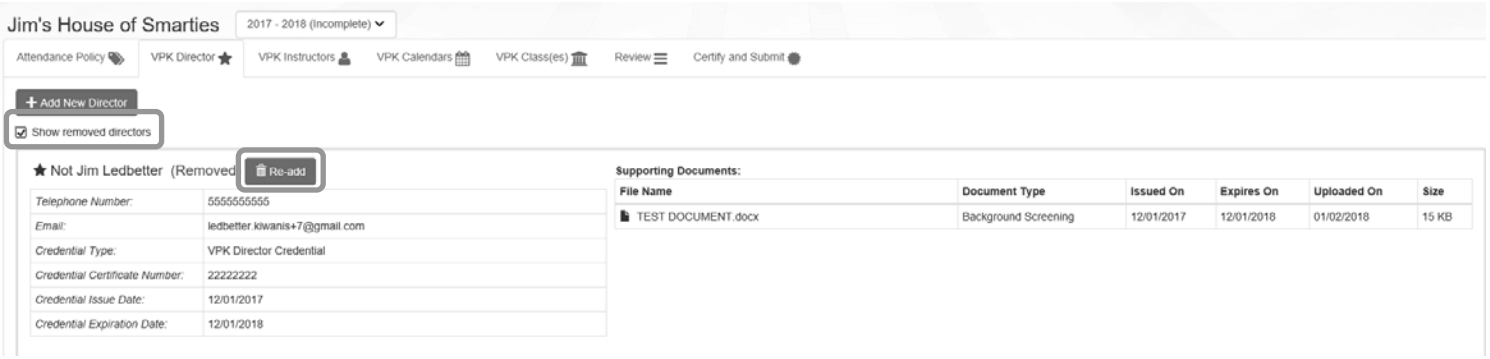
To edit the current director's information in the VPK Director tab, click the **Edit** button. To remove a director, click the **Remove** button. To add a new director, click the **Add New Director** button. To edit the current supporting document, or add a new document, click the **Edit** button.




When the **Remove** button is clicked, the following message will display.

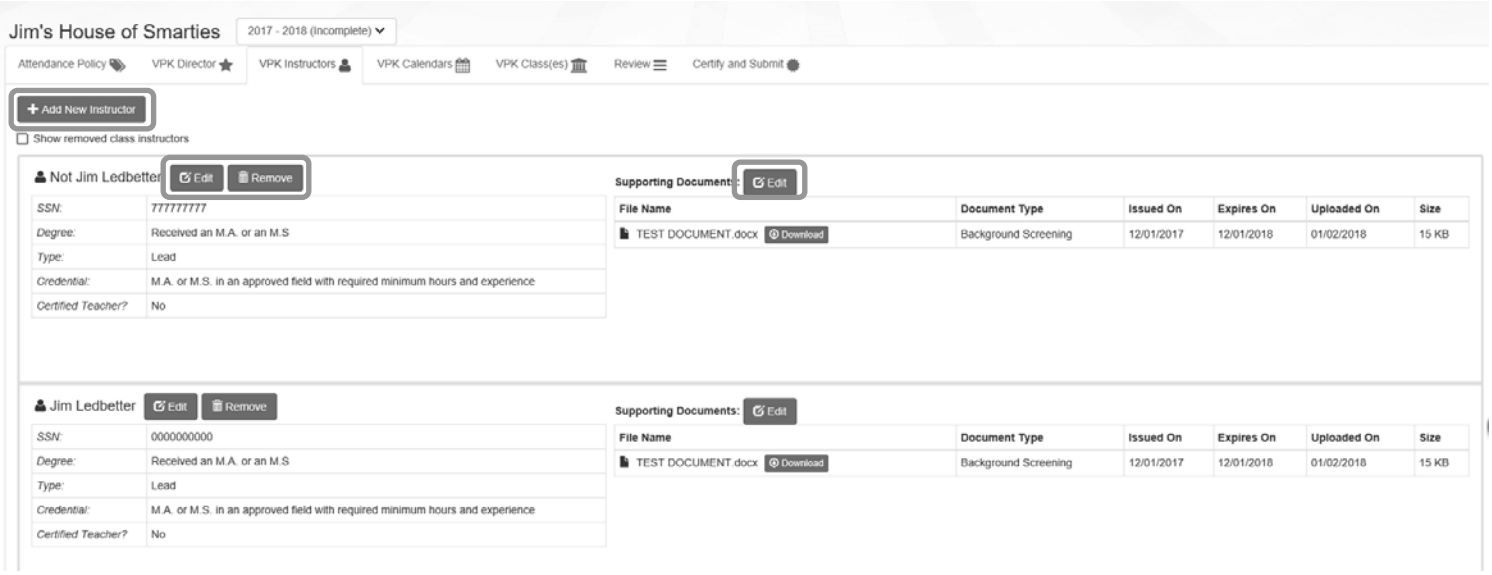



Once the director's last day is entered and the **Remove** button is clicked, the director will no longer appear on the VPK Director screen, unless the **Show removed directors** checkbox is checked. The director can be re-added by clicking the **Re-add** button.

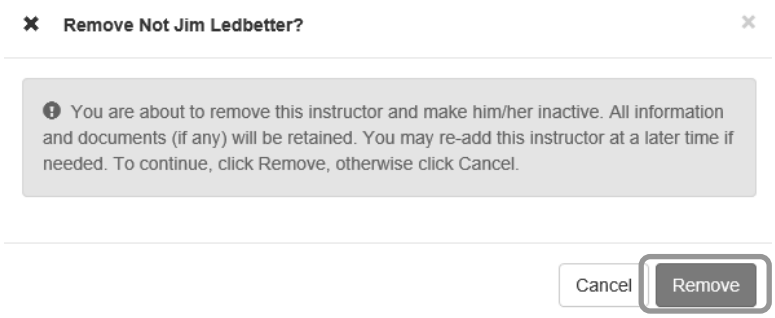



## VPK Instructors

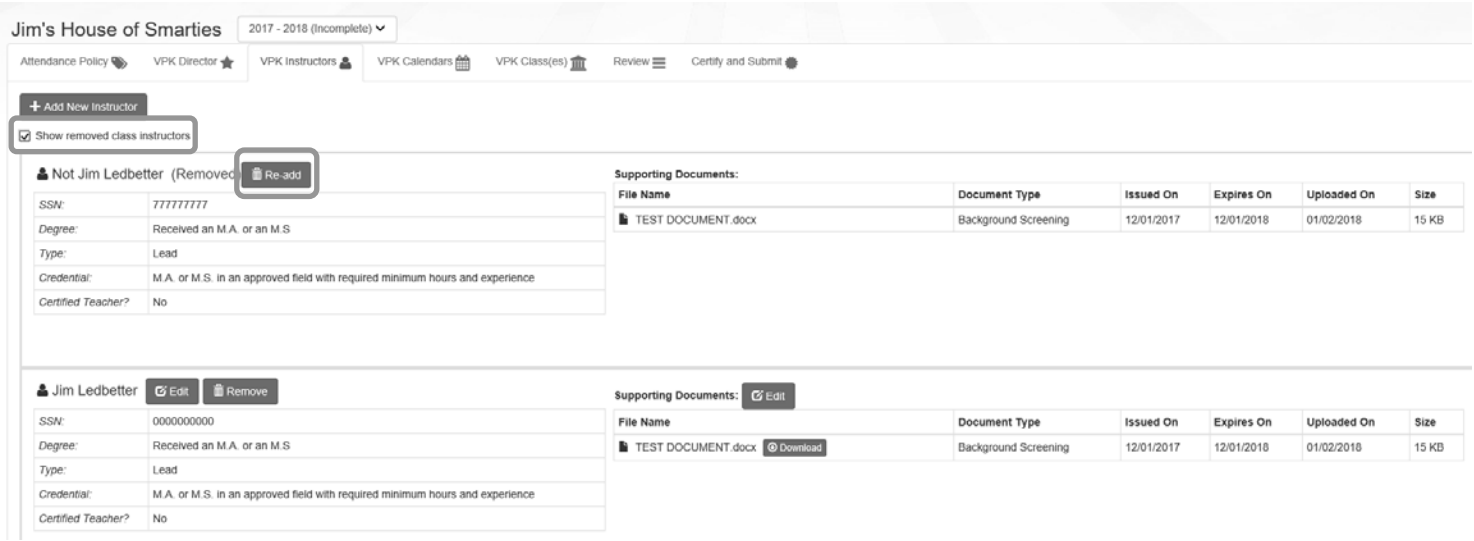
To edit the current instructors' information in the VPK Instructors tab, click the **Edit** button. To add a new instructor, click the **Add New Instructor** button. To remove an instructor, click the **Remove** button. To edit the current supporting document(s), or add a new document, click the **Edit** button.



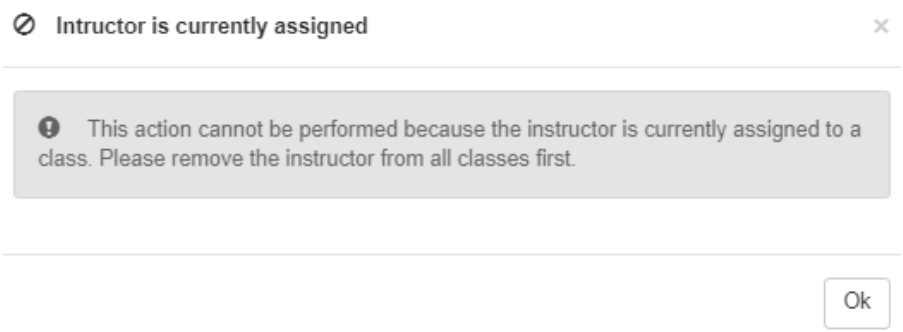

If the instructor has not been assigned to a class, when the **Remove** button is clicked, the following message will display.



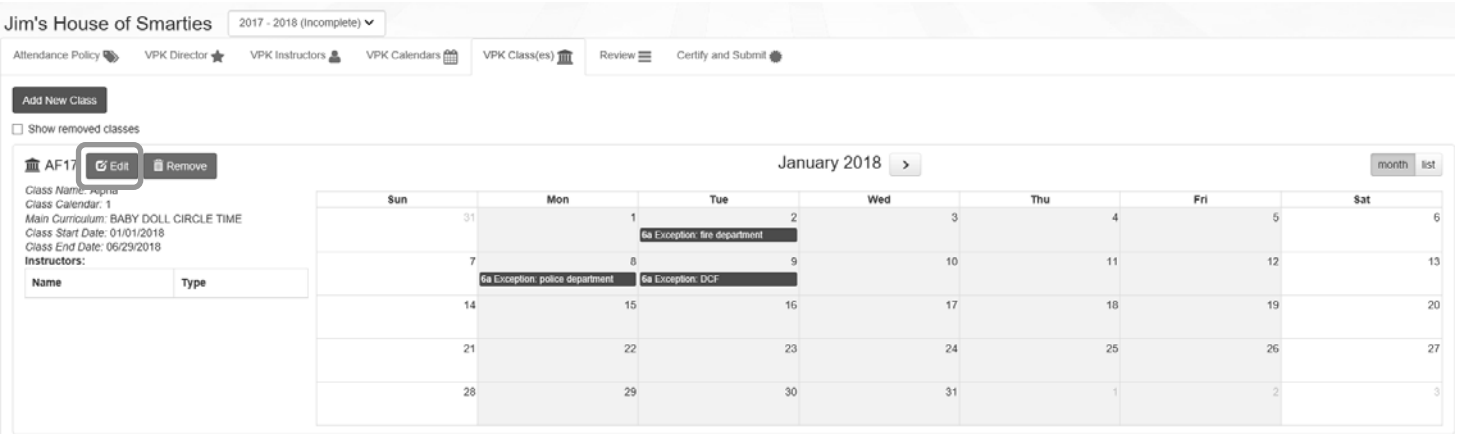
Once the **Remove** button is clicked, the instructor will no longer appear on the VPK Instructors screen, unless the **Show removed class instructors** checkbox is checked. The instructor can be re-added by clicking the **Re-add** button.



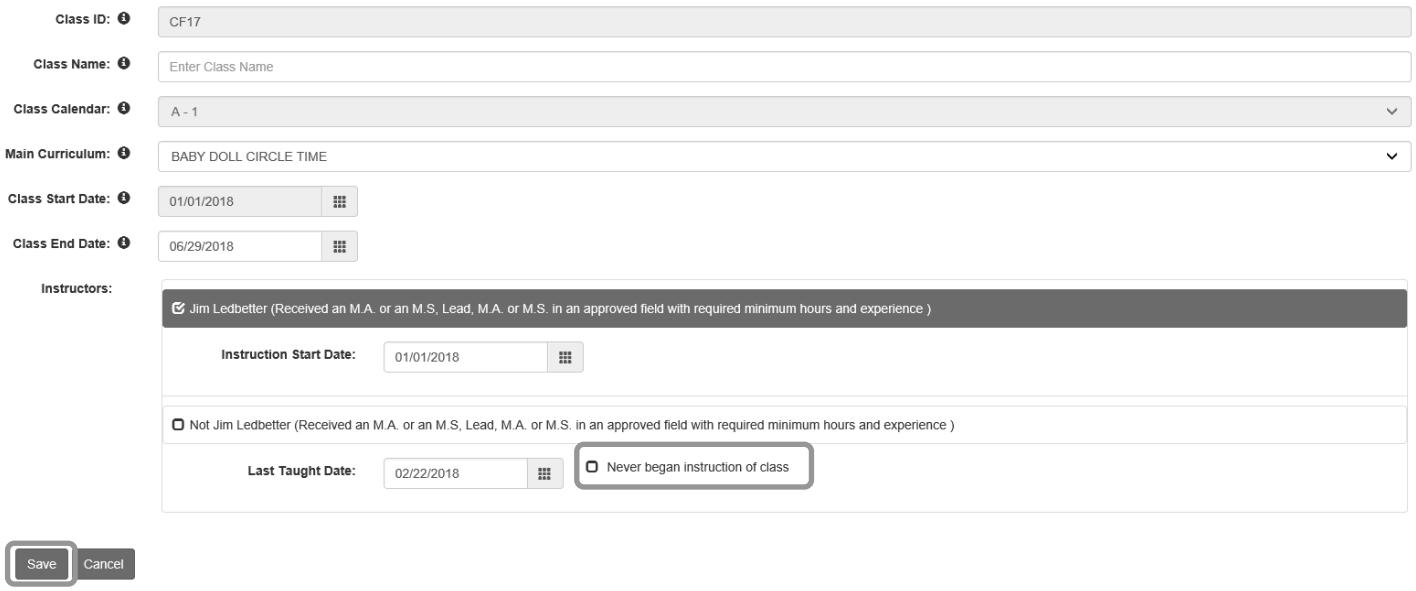

If the instructor has been assigned to a class, when the **Remove** button is clicked, the following message will display.



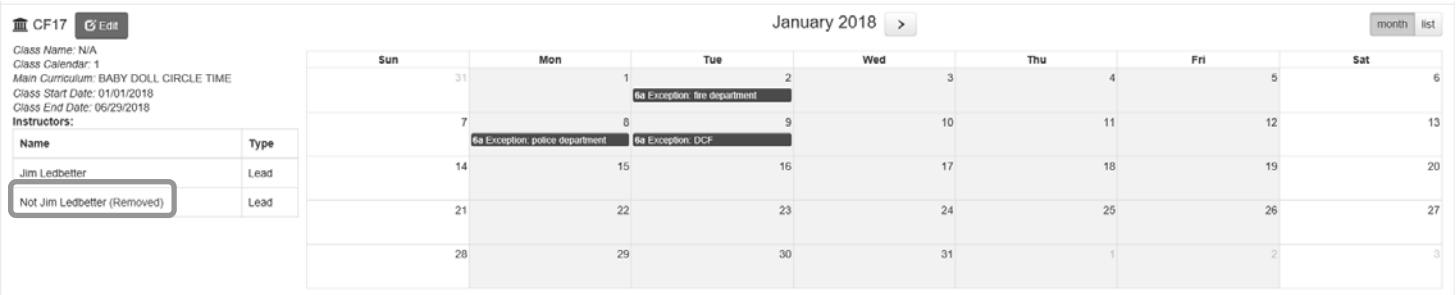

To remove an instructor from a class, go to the VPK Class(es) section and click the **Edit** button for the class.



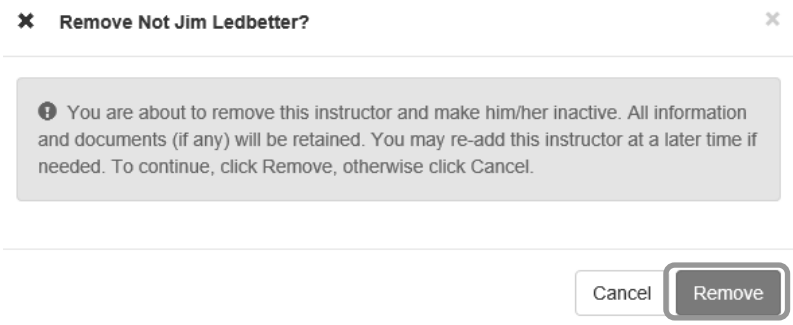
In the Instructors area, uncheck the instructor's name. Once un-checked, enter the Last Taught Date, or click the **Never began instruction of class** checkbox if the class has not started. Click **Save.**



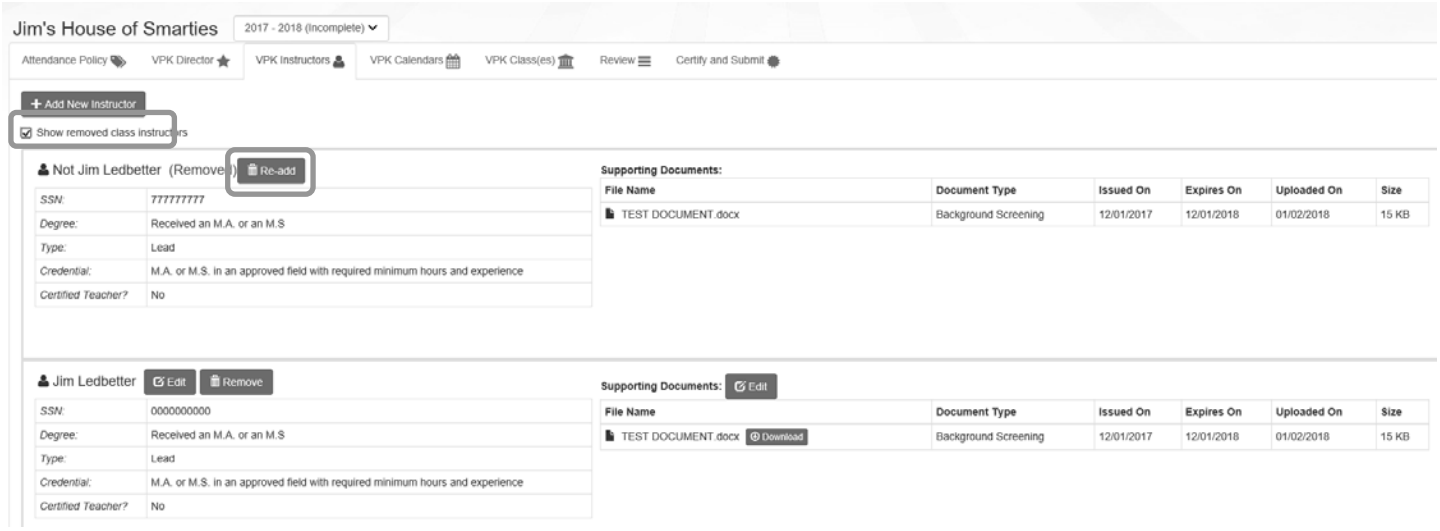

The VPK Classes tab will now show that the instructor is removed from the class.




Now that the instructor is no longer assigned to any class, the Provider Portal user may go to the VPK Instructors tab to remove the instructor by clicking **Remove**. The following message will display:



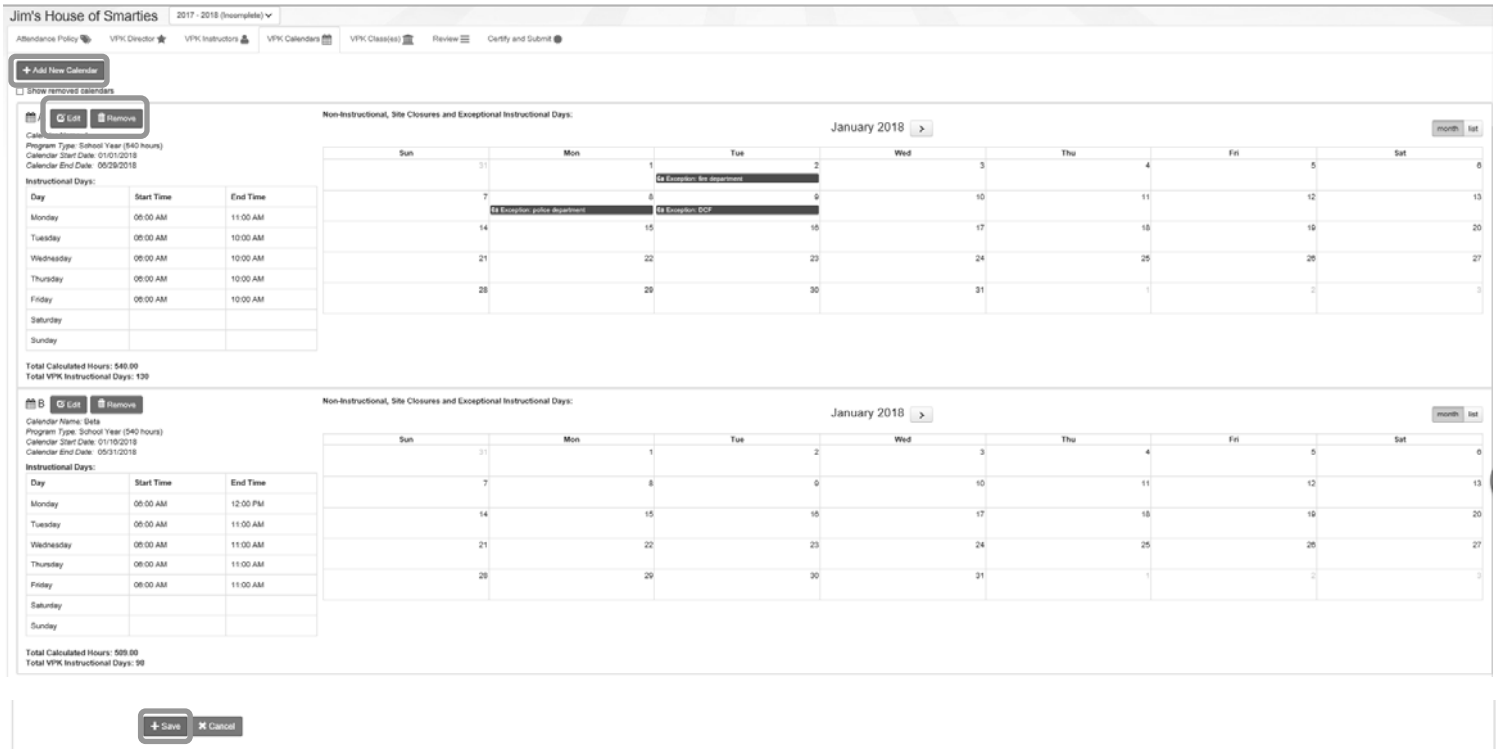
Once the **Remove** button is clicked, the instructor will no longer appear on the VPK Instructors screen, unless the **Show removed class instructors** checkbox is checked. The instructor can be re-added by clicking the **Re-add** button.



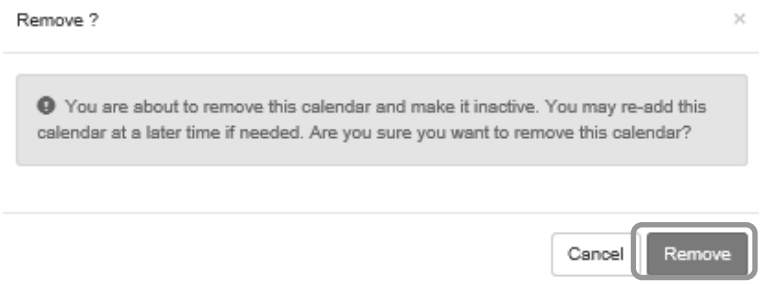

The Review tab is also updated with the Instructor removal information.

## VPK Calendars

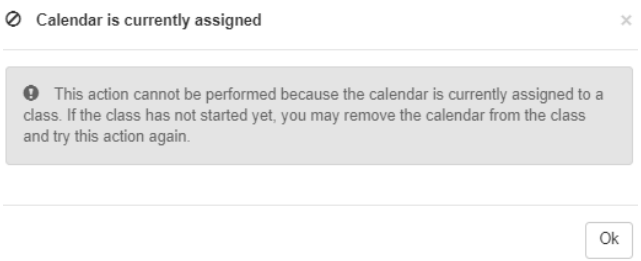
To edit the current calendar in the VPK Calendars tab, click the **Edit** button, make any necessary edits, and click the **Save** button. To remove a calendar, click the **Remove** button. To add a new calendar, click the **Add New Calendar** button.



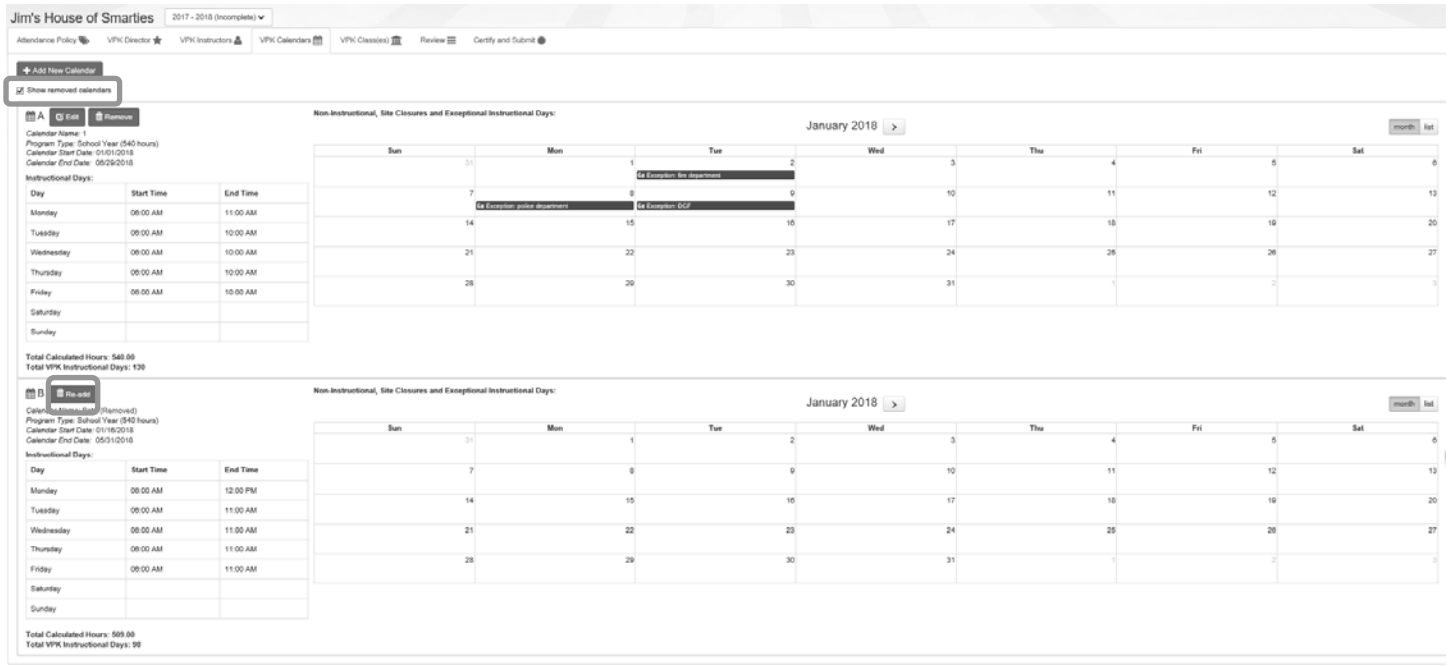

If there are no classes assigned to a calendar, when the **Remove** button is clicked, the following message will display.




If there are classes assigned to a calendar, the following message will display:

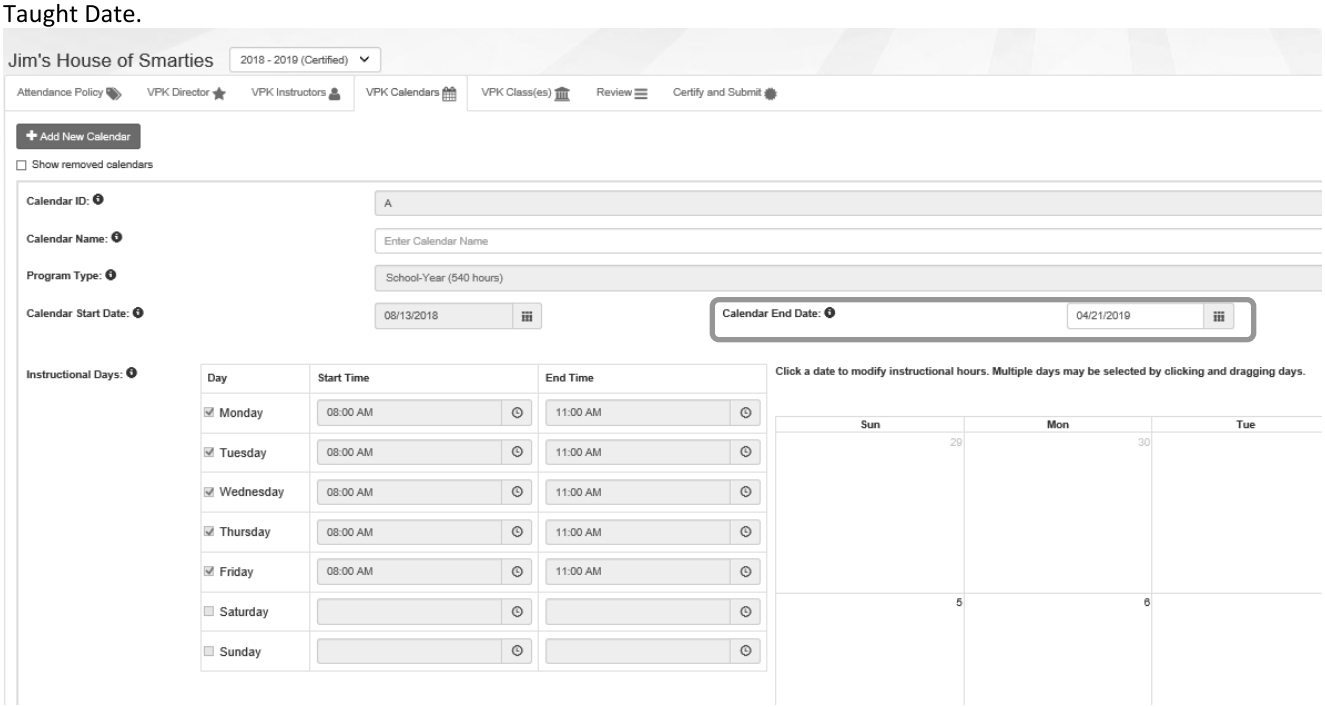


Once a calendar is removed, the calendar will no longer appear on the VPK Calendars screen, unless the **Show removed calendars** checkbox is checked. The calendar can be re-added by clicking the **Re-add** button.

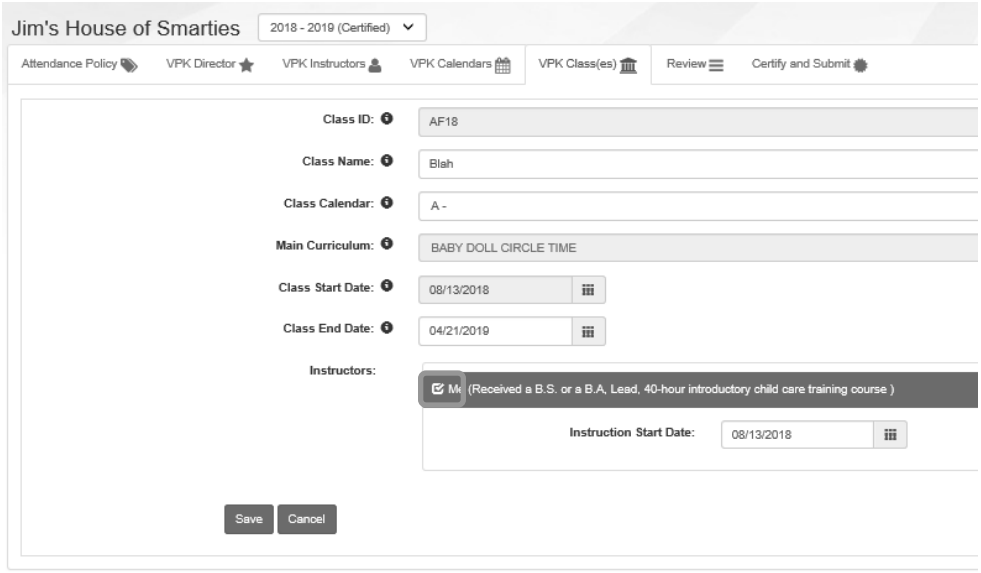


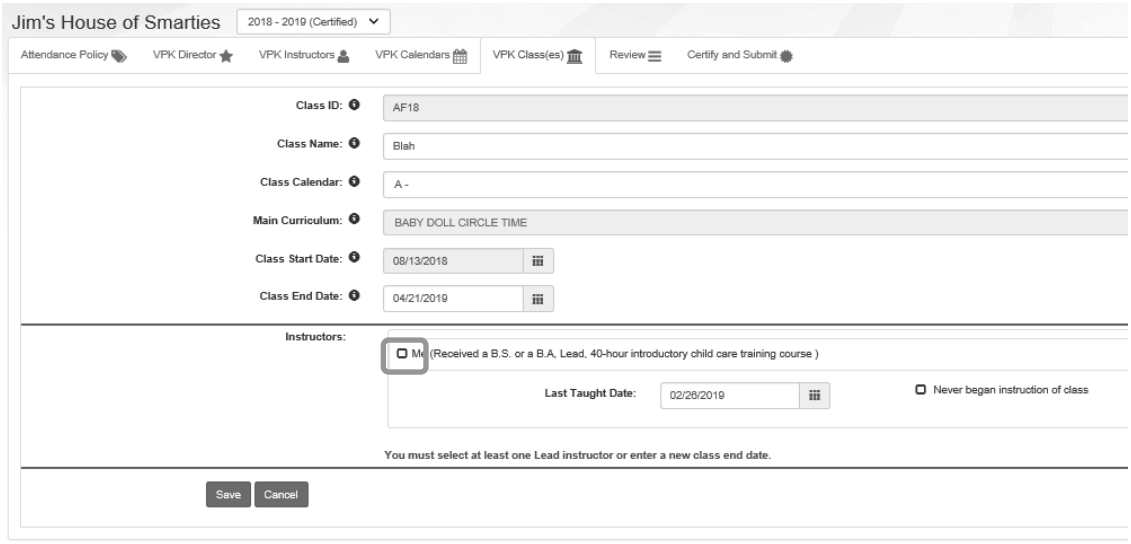

**NOTE:** Calendar End Dates and Class End Dates are editable.

The Calendar End Date can be changed to reflect changes in Non-Instructional Days or holidays that are added after the calendar begins. Changing the Calendar End Date will update the Class End Date and the Instructor Last Taught Date.

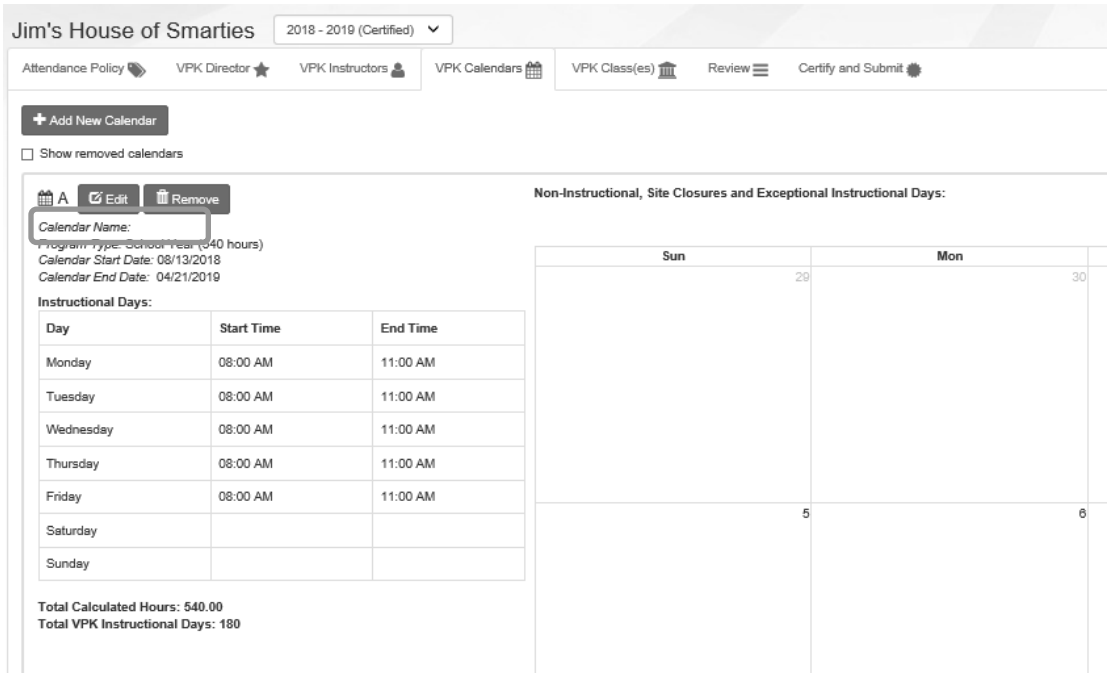


After the calendar is changed, if the provider needs to change the Instruction Start Date of an instructor, the provider will un-check and re-check the checkbox for each instructor and edit the date.



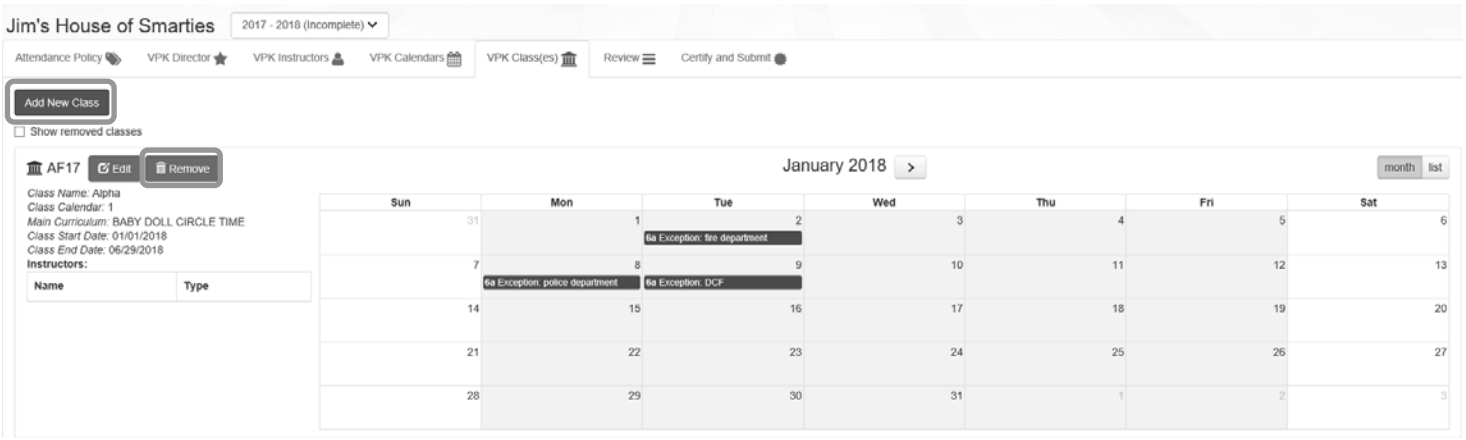



The Calendar Name can be added if the provider did not add a Calendar Name when the calendar was created.

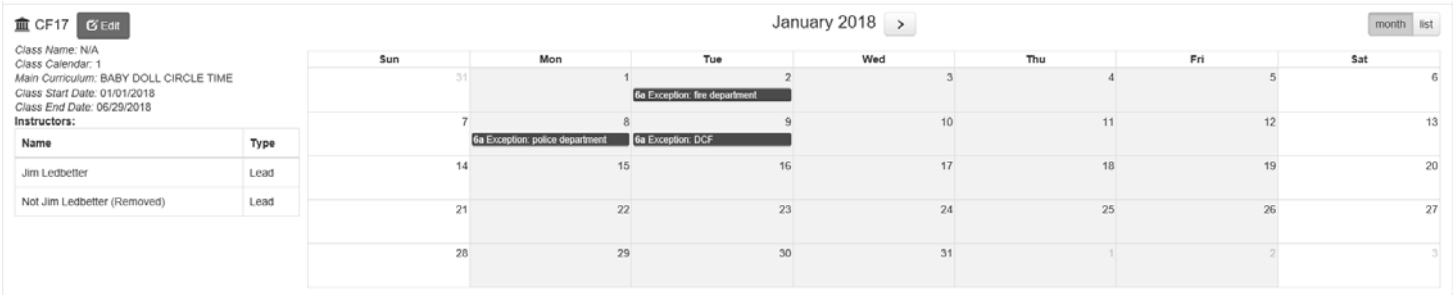


## VPK Class(es)

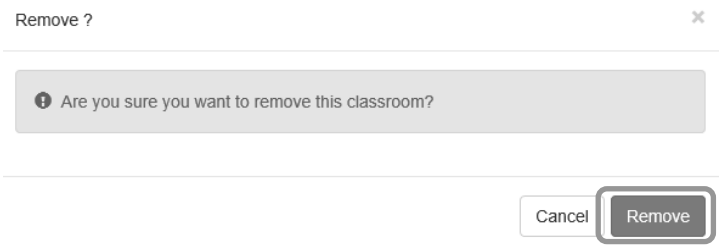
To edit the current class information in the VPK Class(es) tab, click the **Edit** button. To add a new class, click the **Add New Class** button. To remove a class, click the **Remove** button. After all edits have been made for each class, click the **Save** button.



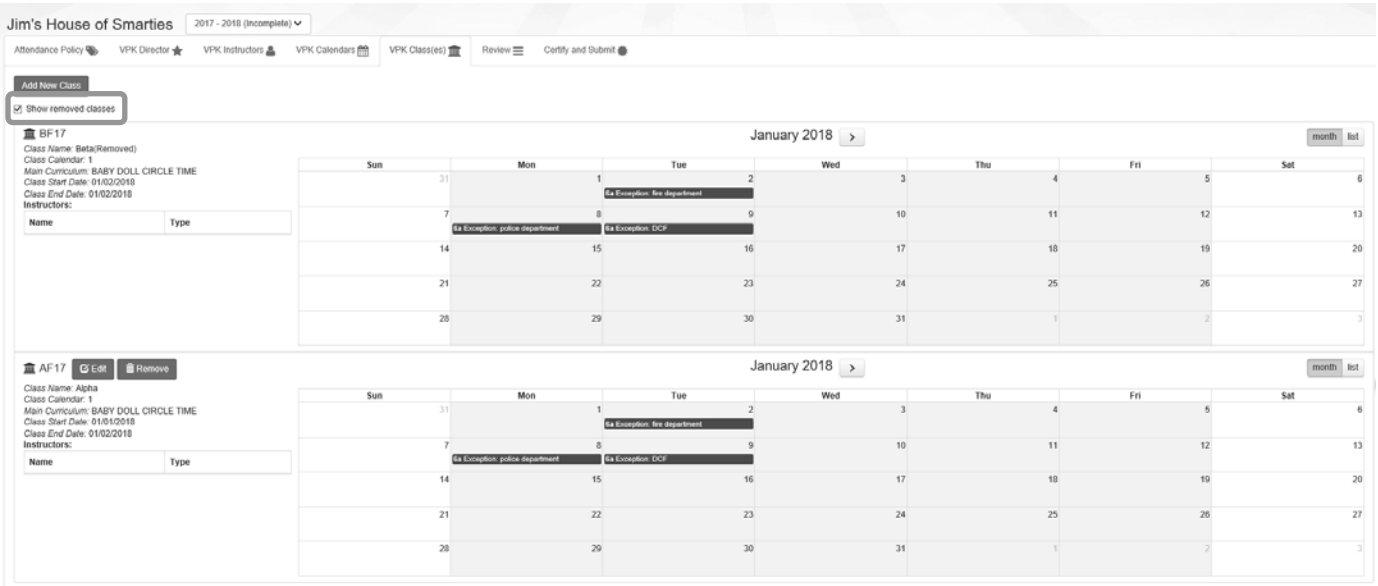
Classes that have started may not be removed. Limited editing is available.



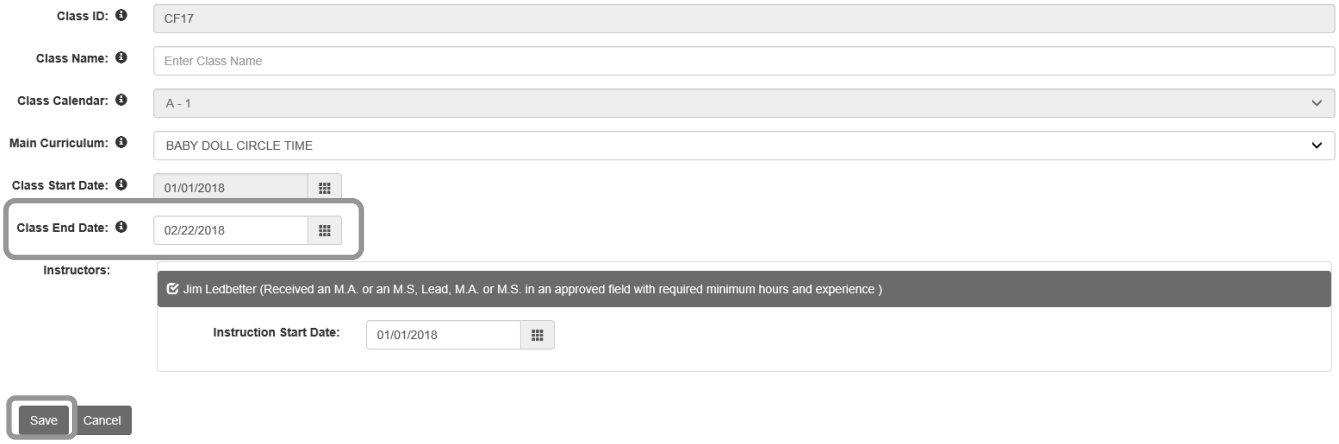
If the class has not started, when the **Remove** button is clicked, the following message will display:




Once the **Remove** button is clicked, the class will no longer appear on the VPK Class(es) screen, unless the **Show removed classes** checkbox is checked.



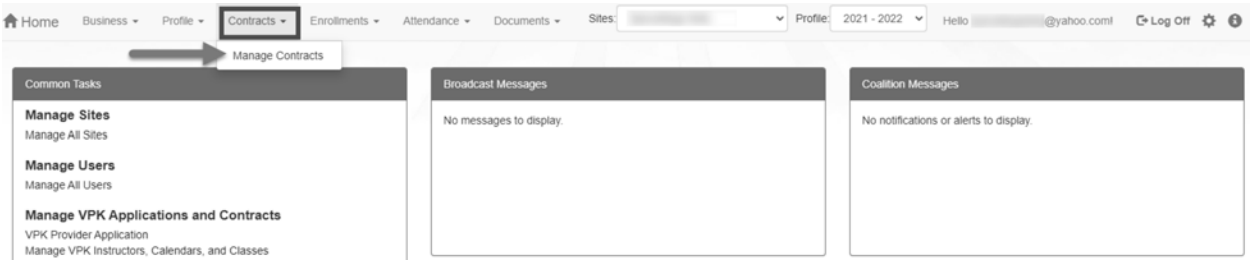
To end the class, click the **Edit** button and the change the Class End Date to reflect the last day that VPK instruction was provided. The Instructor Last Taught Date will be updated to the Class End Date after clicking the **Save** button.



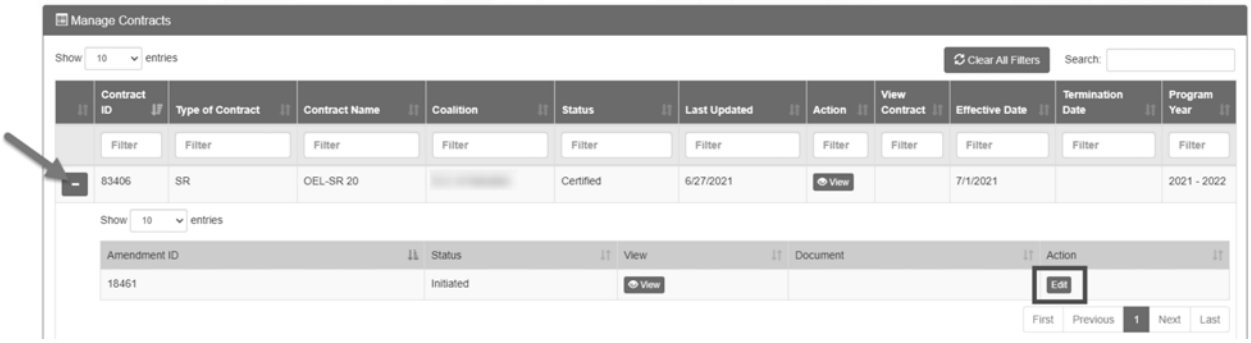

The Review tab will now reflect the updated class information.

# Editing an SR Contract Amendment

Navigate to **Contracts > Manage Contracts**.

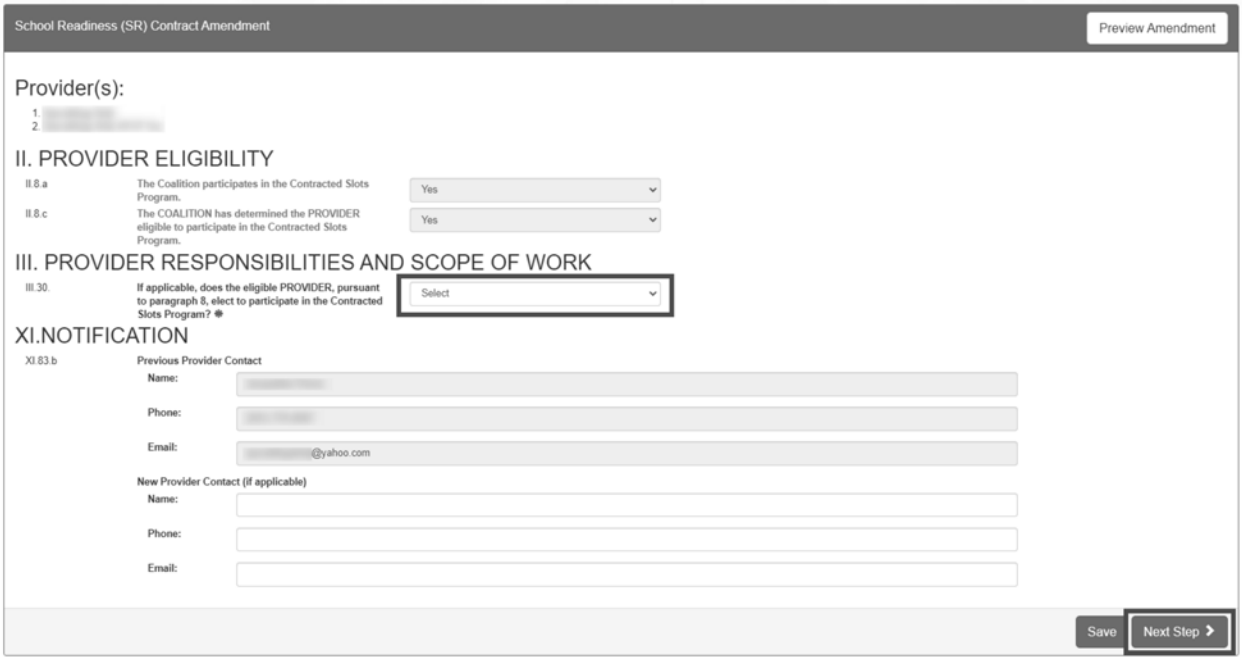



The Manage Contracts page for the provider site displays. Click the plus "+" sign to the left of the OEL-SR 20 contract to expand the amendment section. The amendment is in **Initiated** status. Click the **Edit** button.




**NOTE:** The amendment status changes from **Initiated** to **Incomplete** while the amendment is being edited.

Review the Provider Eligibility and Notification sections. If applicable, the Provider Responsibilities and Scope of Work contracted slots question displays. Select a response if applicable. Enter any changes to the provider contact information, if applicable, then click **Next Step**.

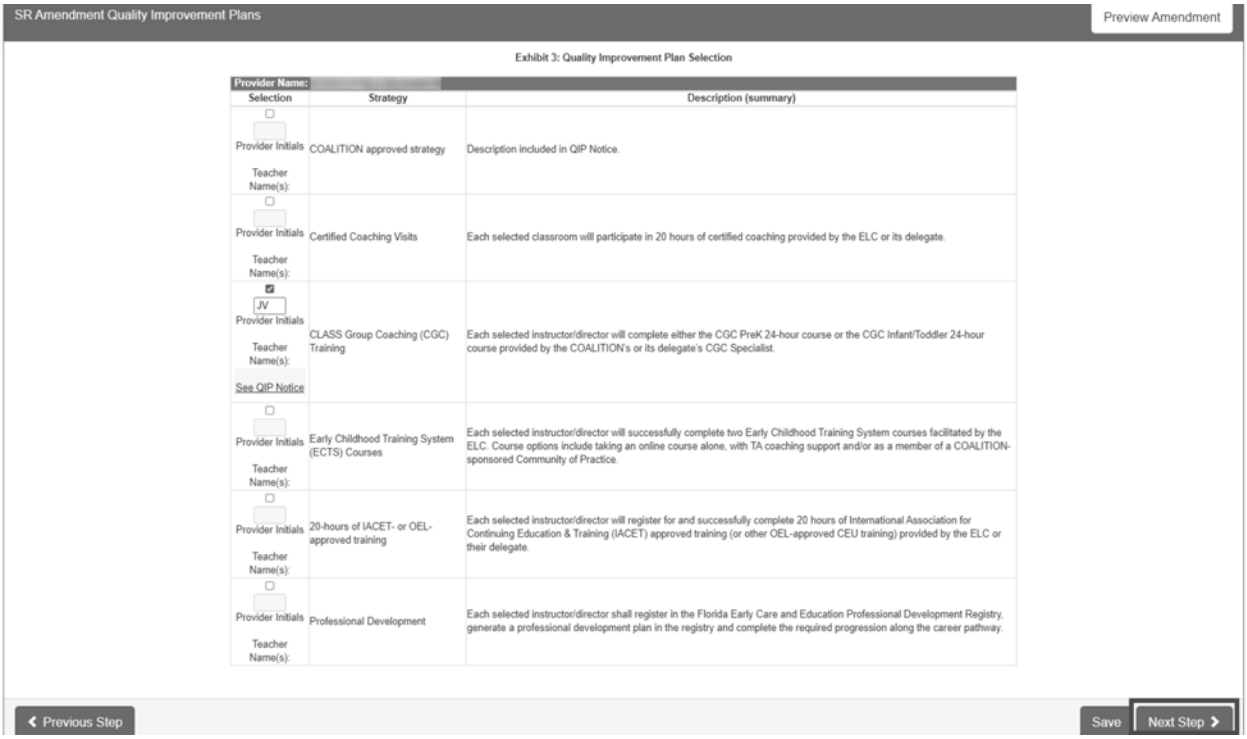


Below is an example of an amendment for a multiple-site provider where a new site is being added to the contract. The page displays the both provider currently on the contract and the new site being added to the contract.

Original provider

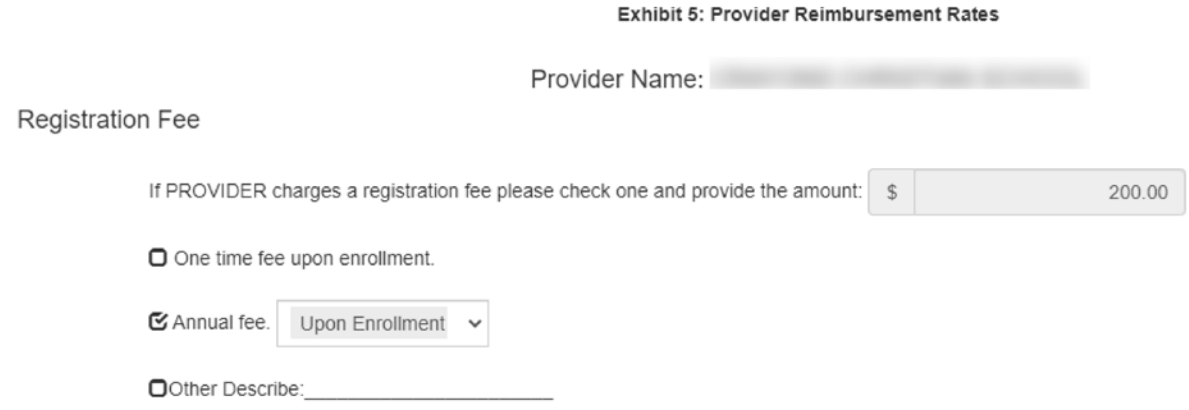
- If a change is needed to the provider's selection to conduct child assessments *(ONLY during the appropriate child assessment period*) or the child assessment tool needs to be changed, make the new selections and enter the reason for modification. Click **Next Step** to continue.
- If a new provider is being ADDED to the contract – Select if the provider conducts child assessments. If yes, select the assessment tool. Click **Next Step** to continue.

The Exhibit 3: Quality Improvement Plan (QIP) Selection page displays if the coalition selected a new QIP strategy. If Exhibit 3 displays, initial the selected strategy. Then, click **Next Step**.



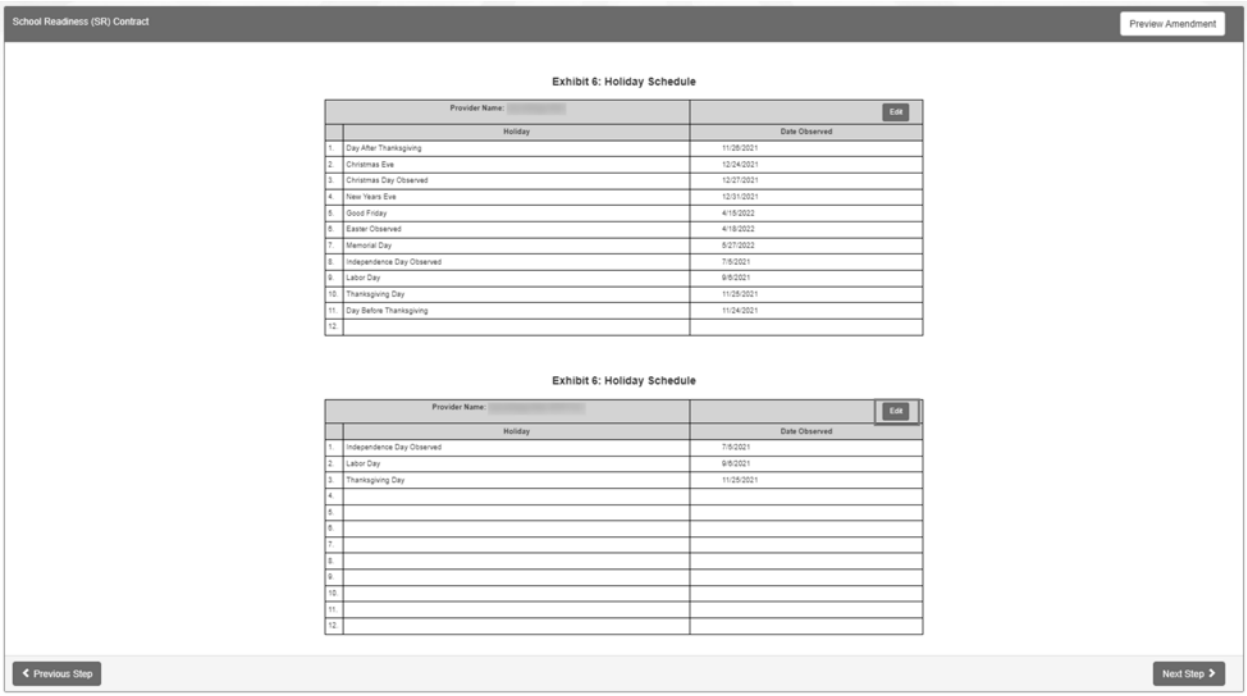

The Exhibit 5 page for registration fee displays if the provider charges an annual registration fee. If a change is needed to the annual fee collection frequency, make a new selection (Month, Upon Enrollment, or Other).

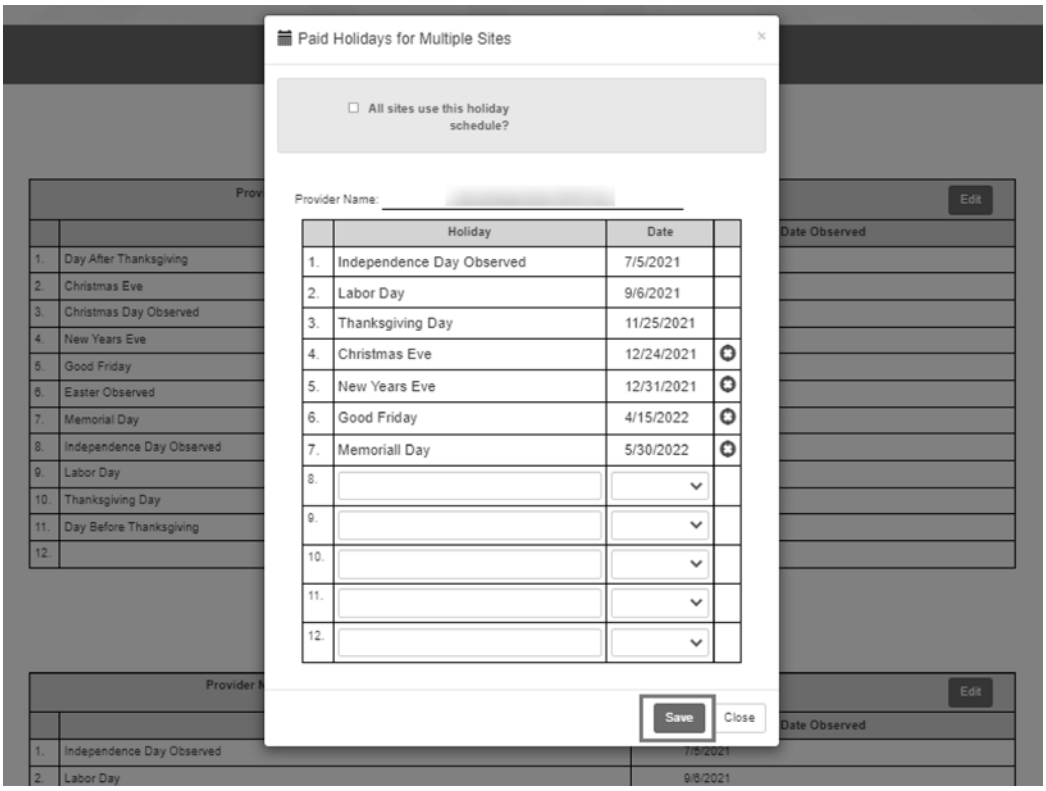
If a new provider site is being added to the contract and they charge an annual registration fee, an annual collection frequency is required (Month, Upon Enrollment, or Other). Click **Next Step** to continue.



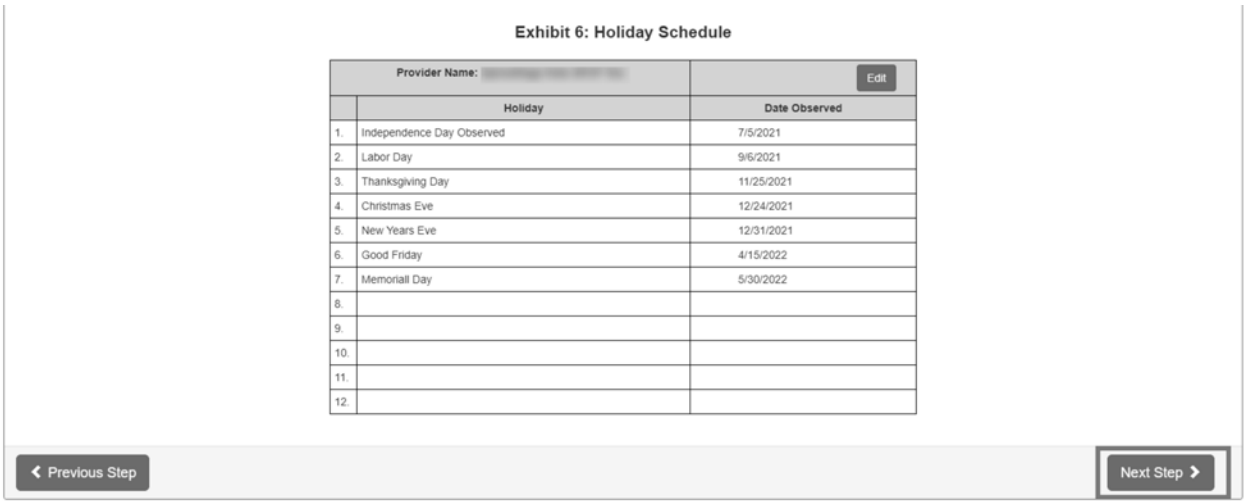
The Exhibit 6: Holiday Schedule page displays. Click the **Edit** button to add or remove holidays, if applicable.

**NOTE:** Coalition paid holidays cannot be edited by the provider.

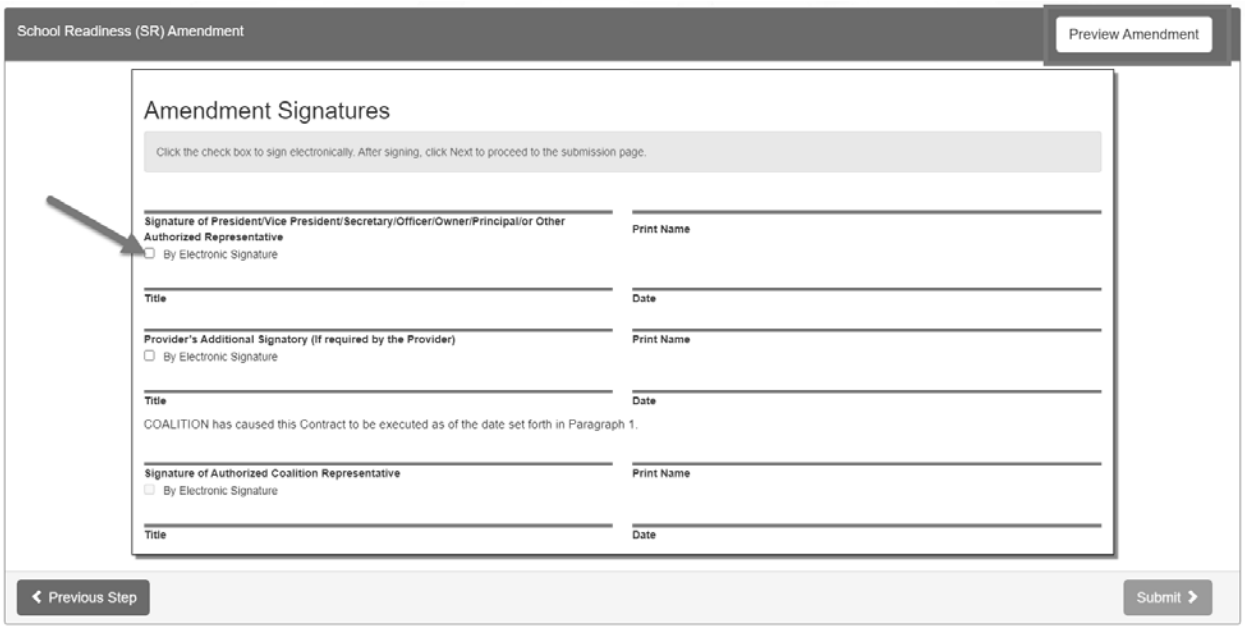


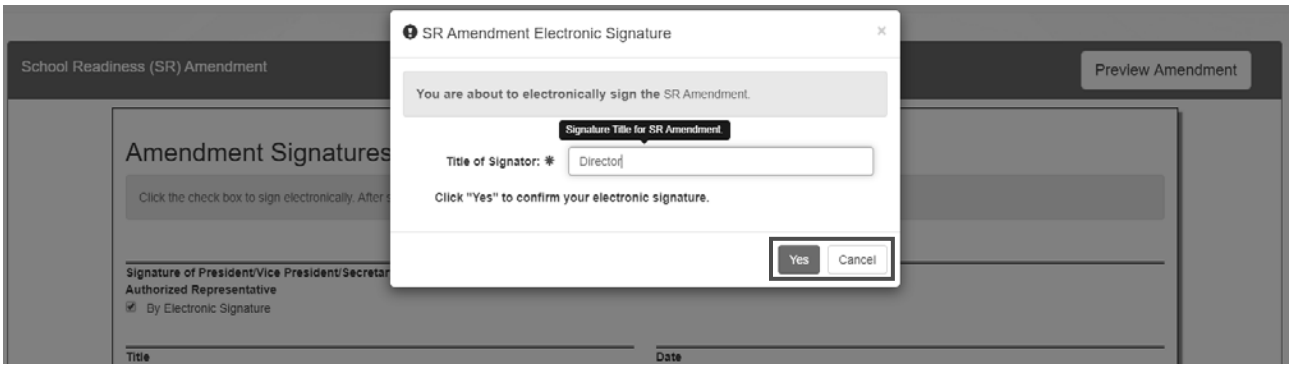
To save your changes, click **Save** in the edit window, then click **Close** to close the window. Click **Next Step** to proceed.




On the Amendment Signatures page, click the **Preview** button to review the OEL-SR 20A form to verify changes before signing and submitting the amendment. Click the "By Electronic Signature" box to electronically sign the amendment

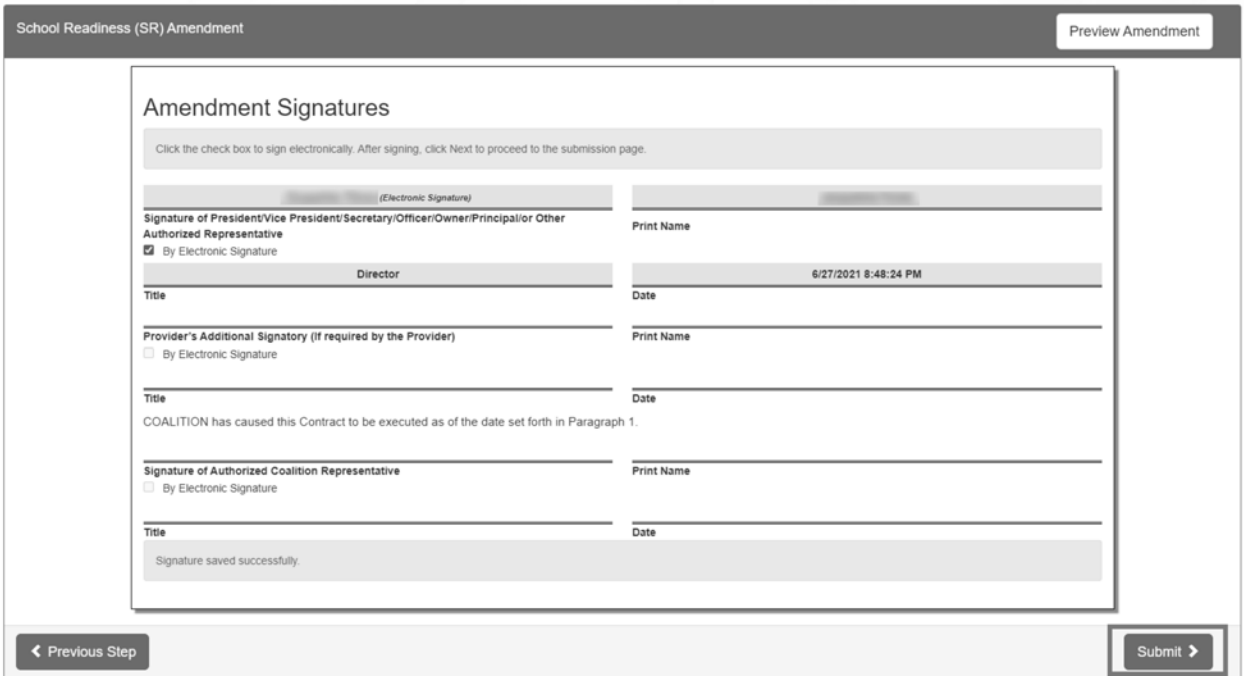


Enter the Title of Signator (NOT the Signator's name), then click **Yes** to proceed with electronically signing the amendment. Click **Cancel** to close the window without signing.

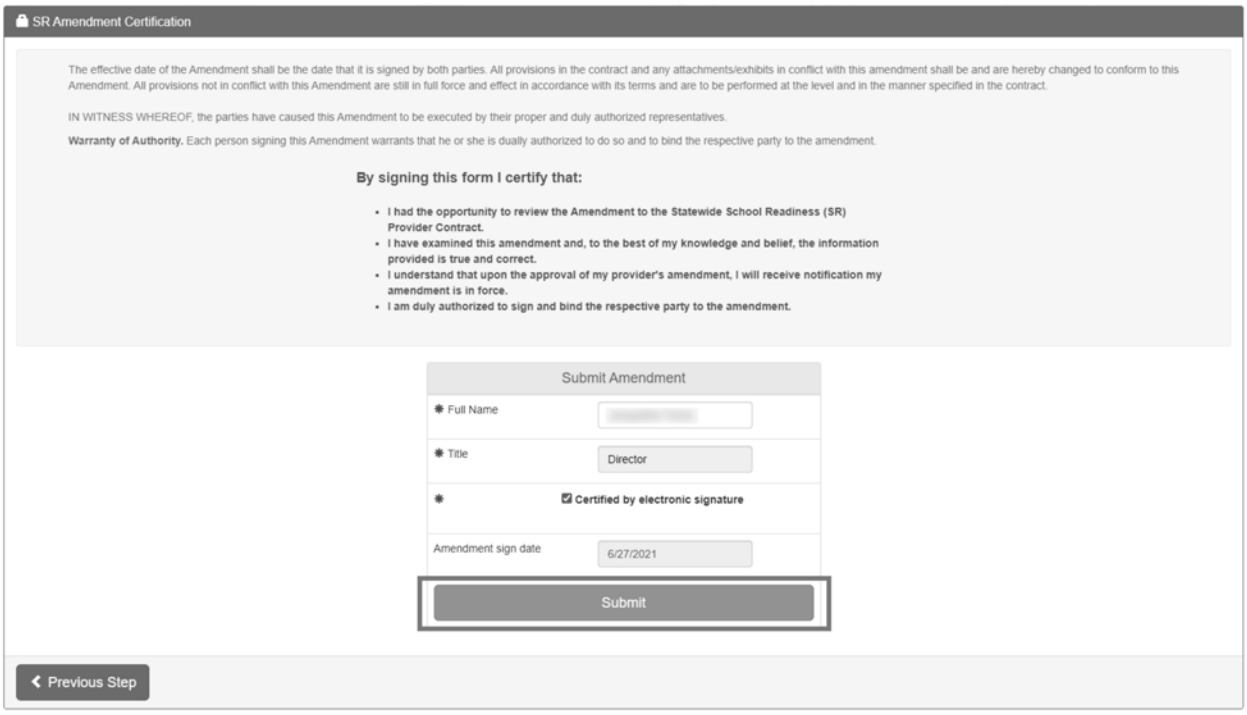



NOTE: To add an additional signature, click Cancel and have the other Signator log in with their username to sign the amendment before submitting. To remove the provider's signature before submitting the amendment, deselect the "By Electronic Signature" box and click **Yes** in the confirmation pop-up window.

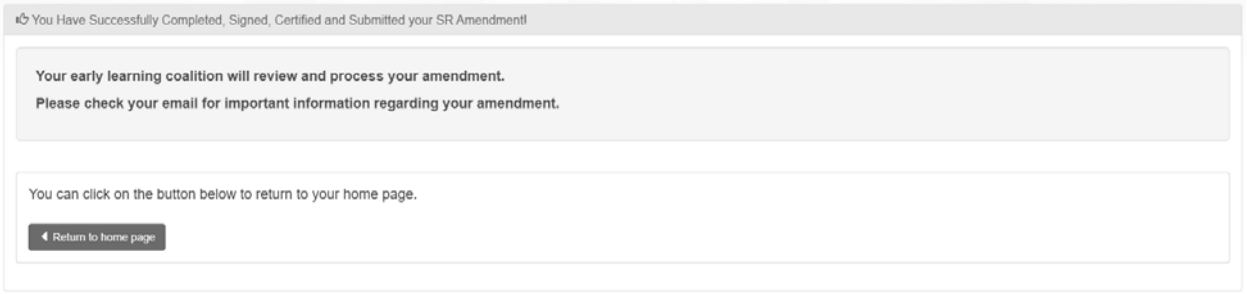
When **Yes** is clicked in the pop-up window, the signator's signature, printed name, title and the date are populated and saved. Click **Submit** to proceed.



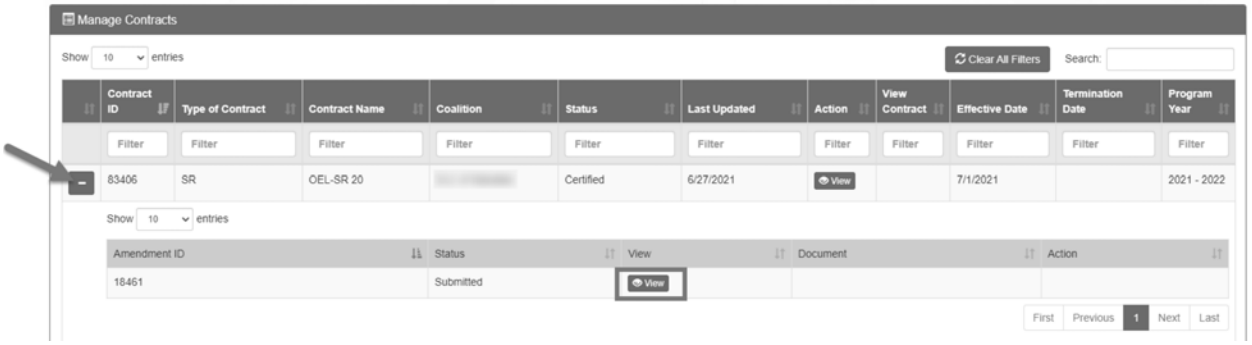
On the SR Amendment Certification page, enter Full Name and Title, then click the “Certified by electronic signature box.” Click **Submit** to submit the amendment to the coalition.




A message that you have successfully completed, signed, certified, and submitted your SR amendment displays.

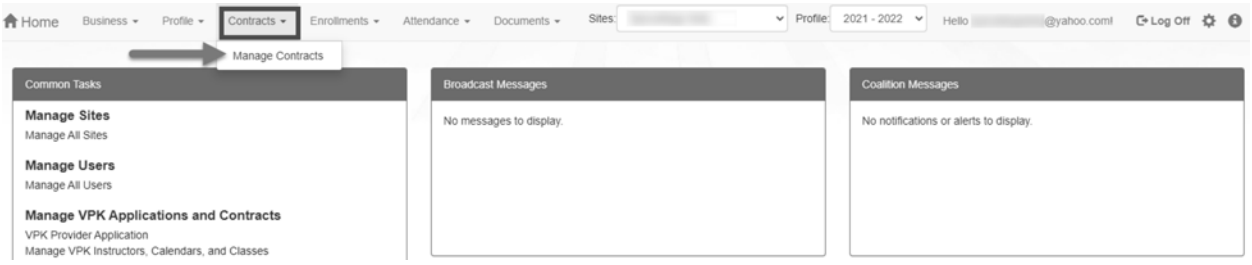



Navigate to **Contracts > Manage Contracts** to view the submitted amendment. Click the plus “+” sign to the left of the OEL-SR 20 contract to expand the amendment section. The amendment is in **Submitted** status. Click the **View** button to preview the amendment in a new browser tab.



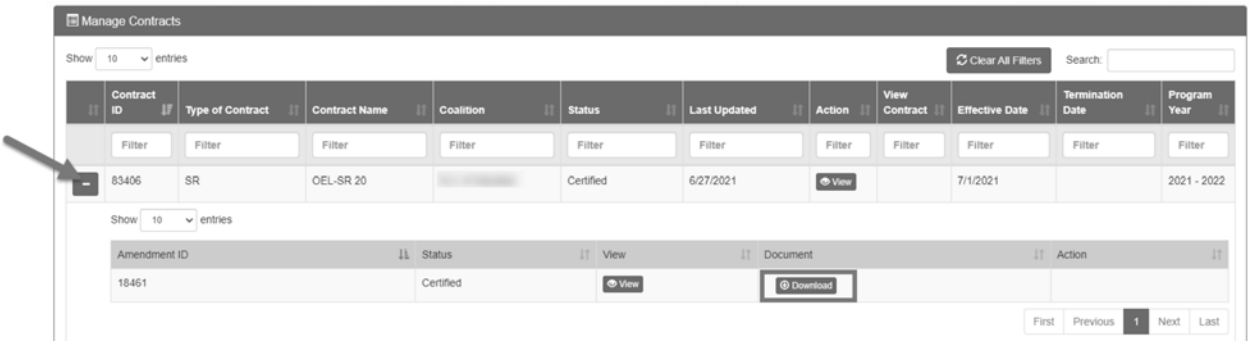
## Viewing a Certified SR Contract Amendment

After the coalition certifies the SR amendment, navigate to **Contracts > Manage Contracts**.



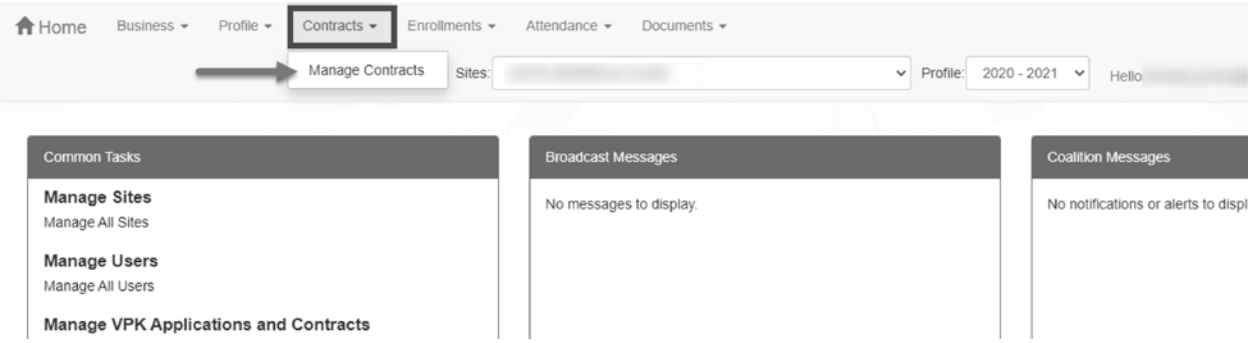

The Manage Contracts page displays. Click the plus "+" sign to the left of the OEL-SR 20 contract to expand the amendment section. The amendment is in **Certified** status.

To download a PDF of the certified OEL-SR 20A and any associated exhibits, click the **Download** button.

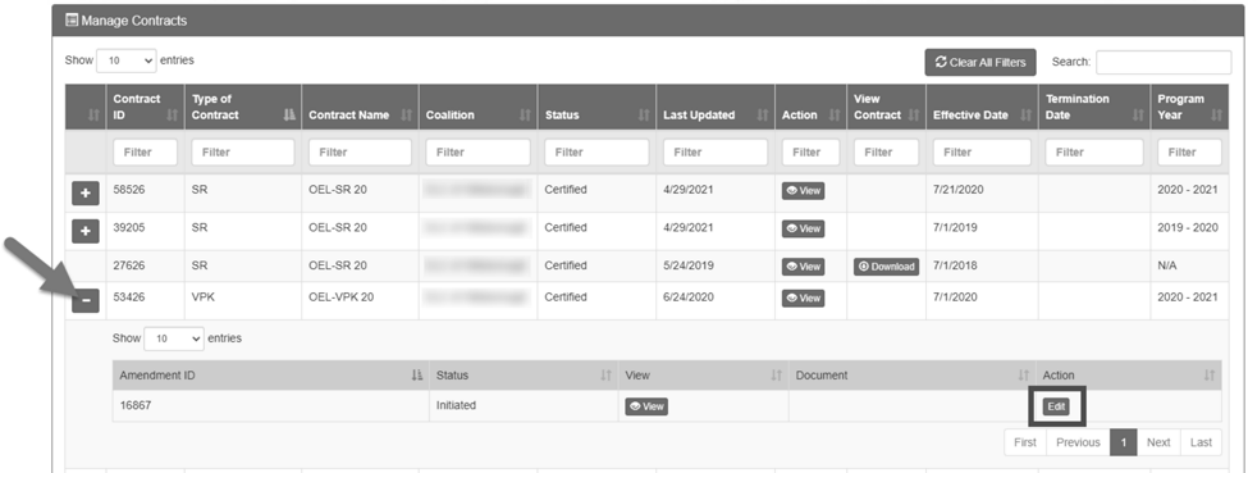


# Editing a VPK Contract Amendment

Navigate to **Contracts > Manage Contracts**.

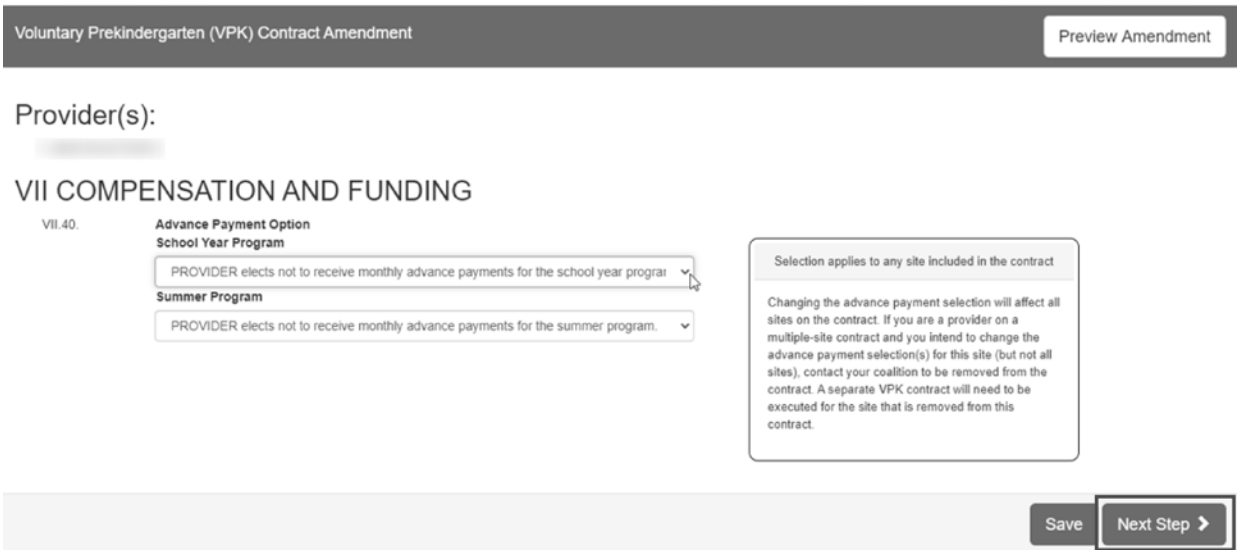



The Manage Contracts page displays. Click the plus "+" sign to the left of the OEL-VPK 20 contract to be amended to expand the amendment section. The amendment is in **Initiated** status. Click the **Edit** button.



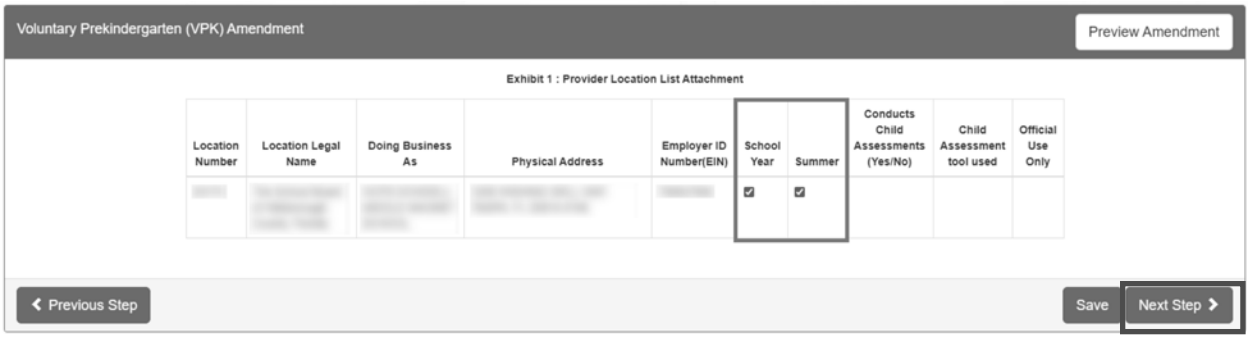

**NOTE:** The amendment status changes from **Initiated** to **Incomplete** while the amendment is being edited.

The Compensation and Funding page displays. The advance payment selections default to the selections on the VPK contract or latest amendment. If a change is needed, select the new advance payment option for the school year and/or summer programs. Click **Next Step** to continue.

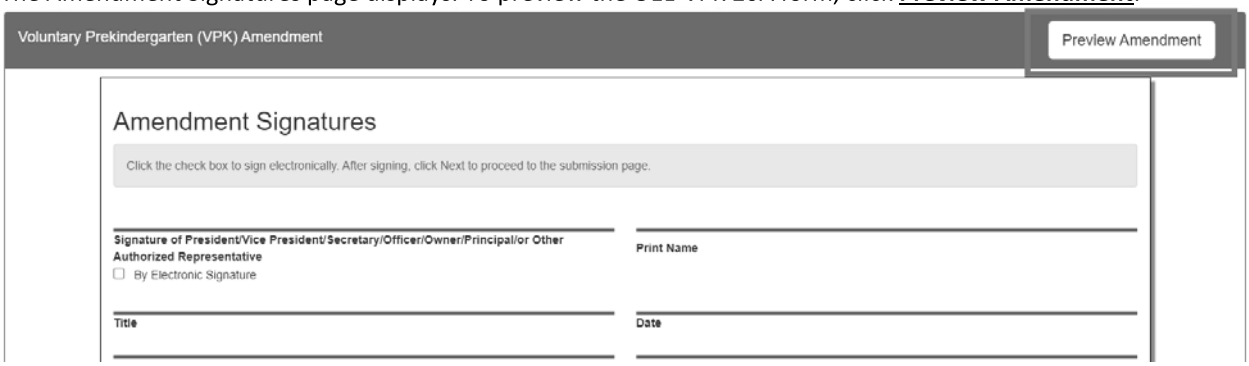



**NOTE:** For VPK contracts with multiple sites, changing the advance payment selection will affect all sites on the contract. If you are a provider on a multiple-site contract and you intend to change the advance payment selection(s) for specific sites, but not all, contact your coalition to remove those sites from the contract. A separate VPK contract will need to be executed for the provider sites that are removed from the contract.

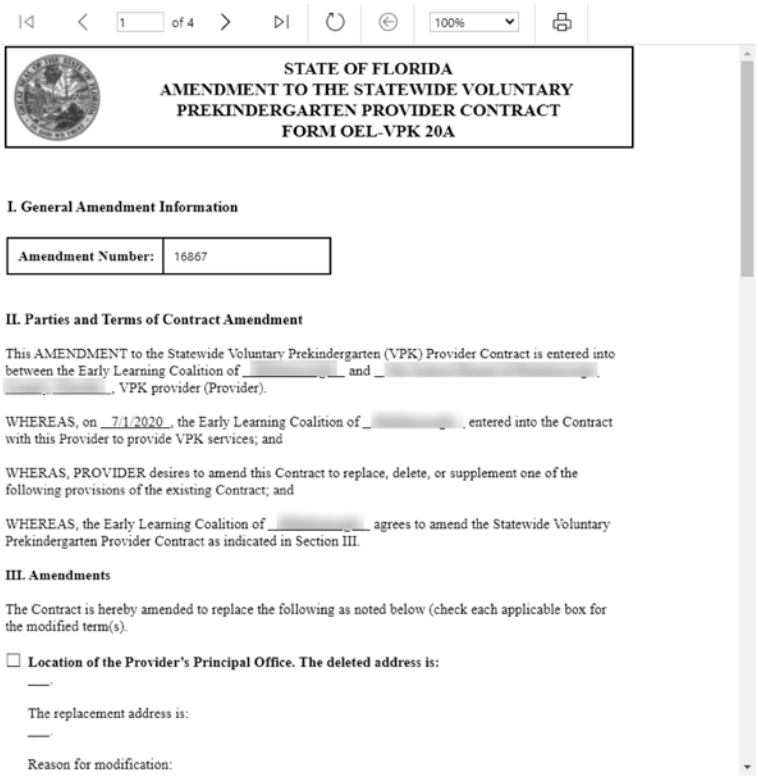
If one or more provider is being added to the contract, the Exhibit 1: Provider Location List Attachment displays. Select the box for school year and/or summer if the provider will offer the session, then click **Next Step**.



The Amendment Signatures page displays. To preview the OEL-VPK 20A form, click **Preview Amendment**.




The OEL-VPK 20A loads in a new browser tab.



**STATE OF FLORIDA**
**AMENDMENT TO THE STATEWIDE VOLUNTARY PREKINDERGARTEN PROVIDER CONTRACT**
**FORM OEL-VPK 20A**

**I. General Amendment Information**

| **Amendment Number:** | 16867 |
|---|---|

**II. Parties and Terms of Contract Amendment**

This AMENDMENT to the Statewide Voluntary Prekindergarten (VPK) Provider Contract is entered into between the Early Learning Coalition of _____ and _____, _____, VPK provider (Provider).

WHEREAS, on 7/1/2020, the Early Learning Coalition of _____, entered into the Contract with this Provider to provide VPK services; and

WHERAS, PROVIDER desires to amend this Contract to replace, delete, or supplement one of the following provisions of the existing Contract; and

WHEREAS, the Early Learning Coalition of _____ agrees to amend the Statewide Voluntary Prekindergarten Provider Contract as indicated in Section III.

**III. Amendments**

The Contract is hereby amended to replace the following as noted below (check each applicable box for the modified term(s).

☐ **Location of the Provider's Principal Office. The deleted address is:**

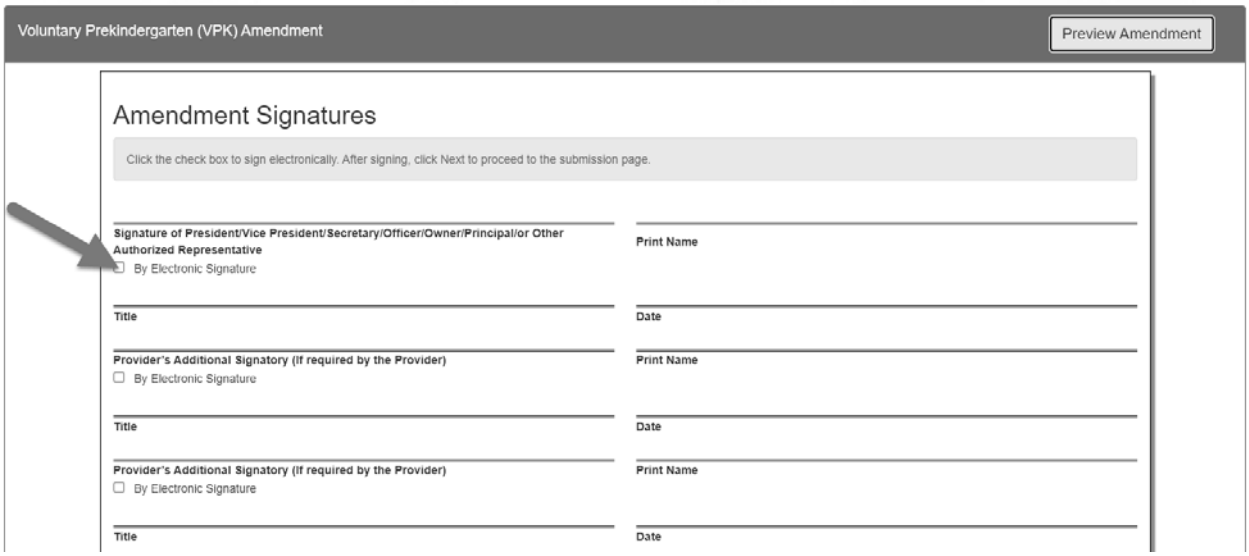
—.

The replacement address is:

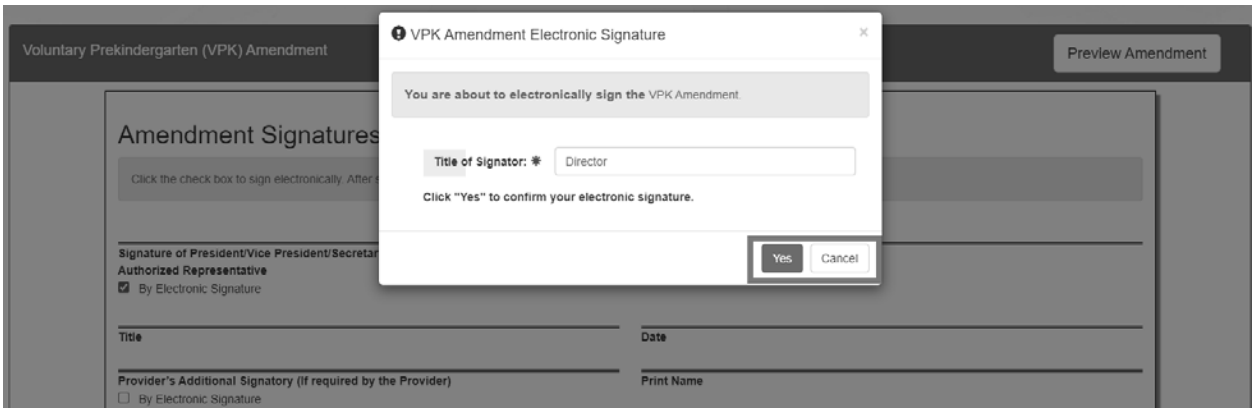
—.

Reason for modification:

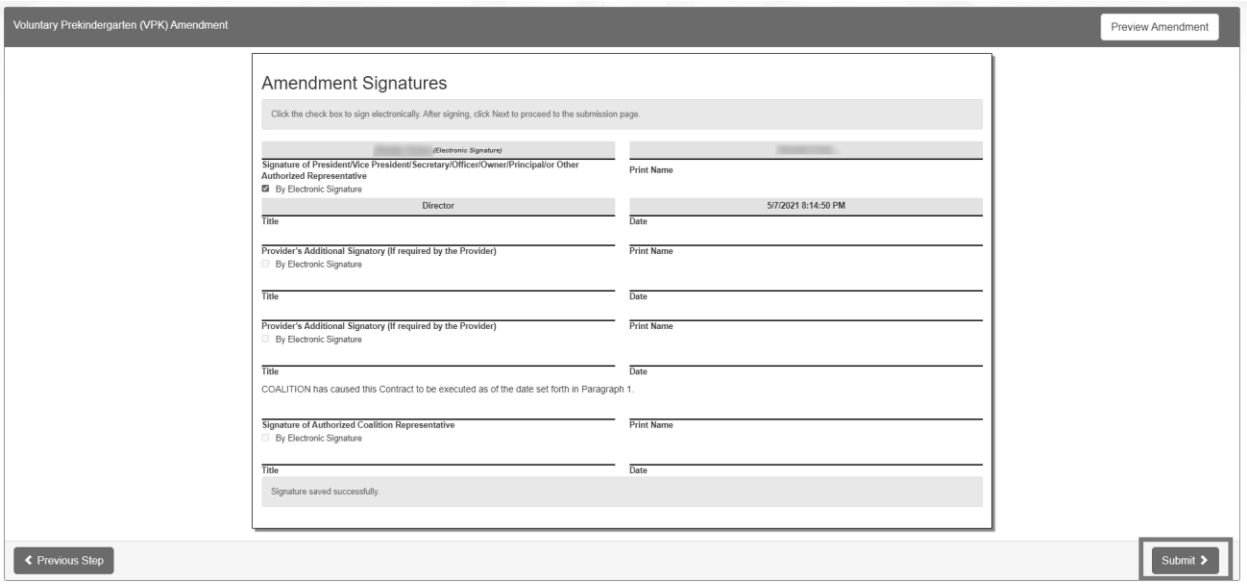
To sign the amendment electronically, on the Amendment Signatures page, click the box for the provider authorized representative.




When the electronic signature box is checked, a pop-up window displays. Enter the Signator's title (not the name), then click **Yes** to proceed with electronically signing the amendment, or click **Cancel** to close the window without signing.



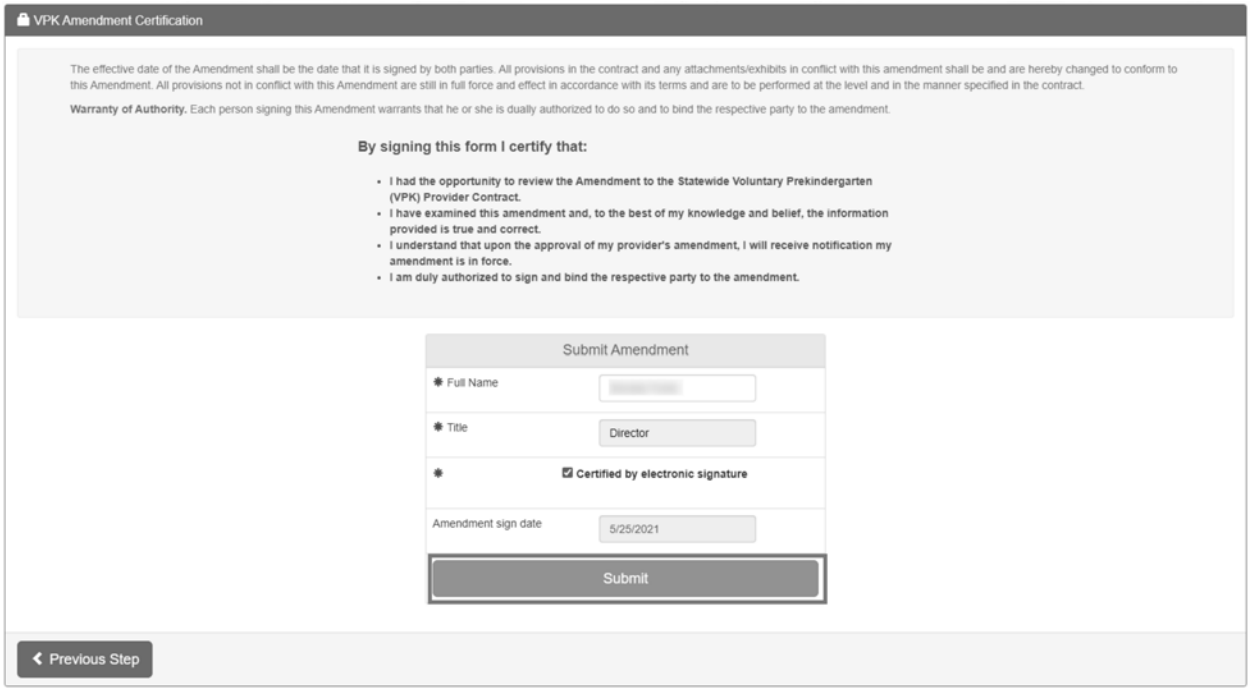
When **Yes** is clicked, the signator's signature, printed name, title and the date/time are populated and saved. Click **Submit**.



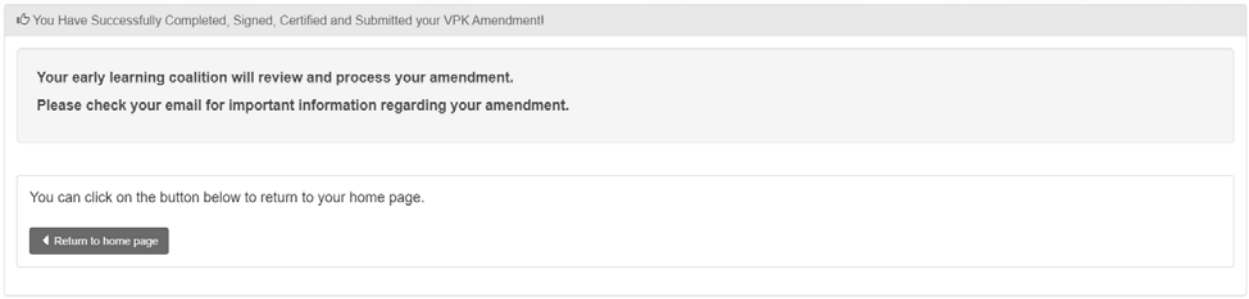

To remove the provider's signature before submitting the amendment, unselect the By Electronic Signature box and click **Yes** in the confirmation pop-up window.

**NOTE:** To add an additional signature, have the other Signator log in to sign the amendment before submitting.

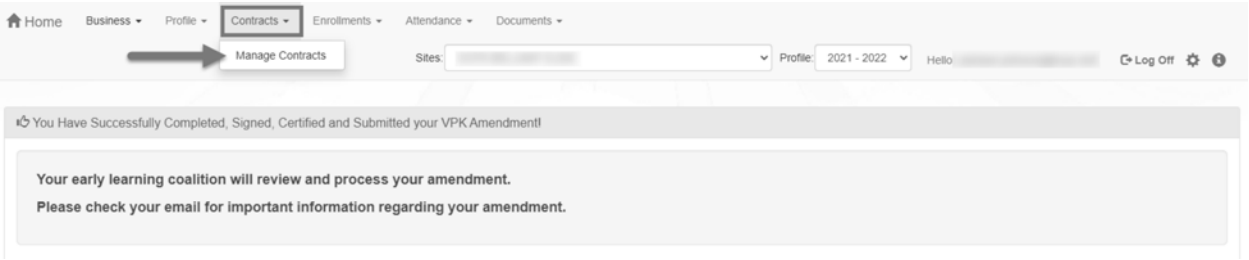
When the **Submit** button is clicked on the signatures page, the VPK Amendment Certification page displays. Enter Full Name and Title, and click the "Certified by electronic signature box." Click **Submit**.



The successfully completed, signed, certified, and submitted message appears.

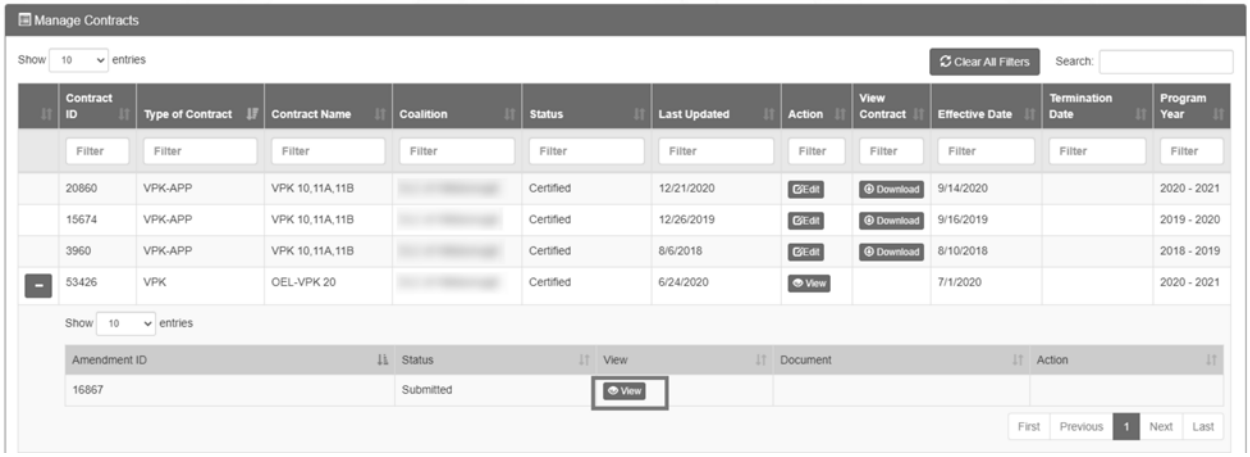



Navigate to **Contracts > Manage Contracts**.




The Manage Contracts page displays. Click the plus "+" sign to the left of the VPK contract that is being amended to expand the amendment section. The amendment is in **Submitted** status.

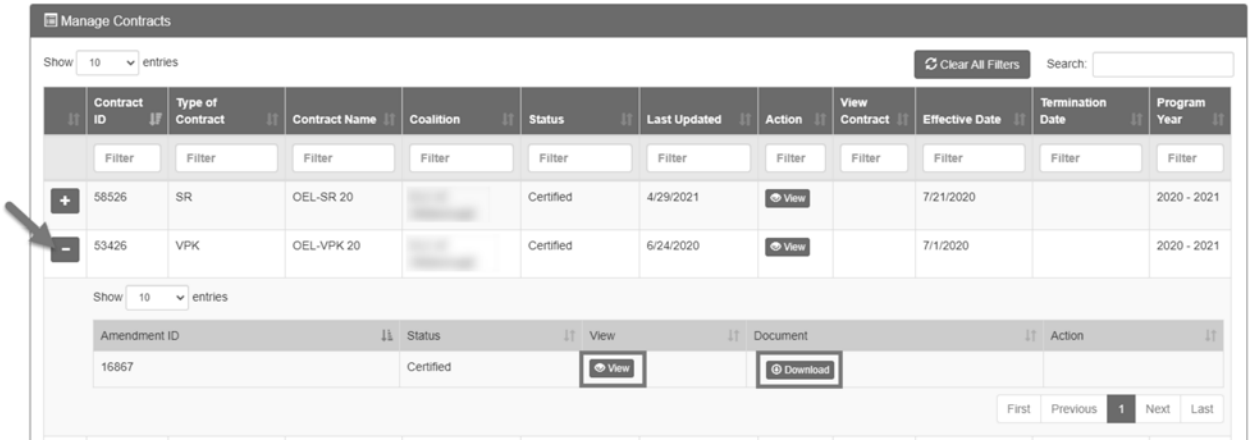
To preview the submitted OEL-VPK 20A form and any associated exhibits, click the **View** button.



## Viewing a Certified VPK Contract Amendment

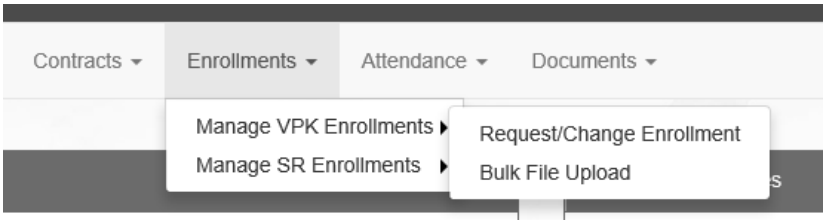
Navigate to **Contracts > Manage Contracts**. The Manage Contracts page displays. Click the plus “+” sign to the left of the VPK contract to expand the amendment section. The amendment is in **Certified** status.

To preview the certified OEL-VPK 20A form and any associated exhibits, click the **View** button, or click the **Download** button to download the amendment as a PDF.



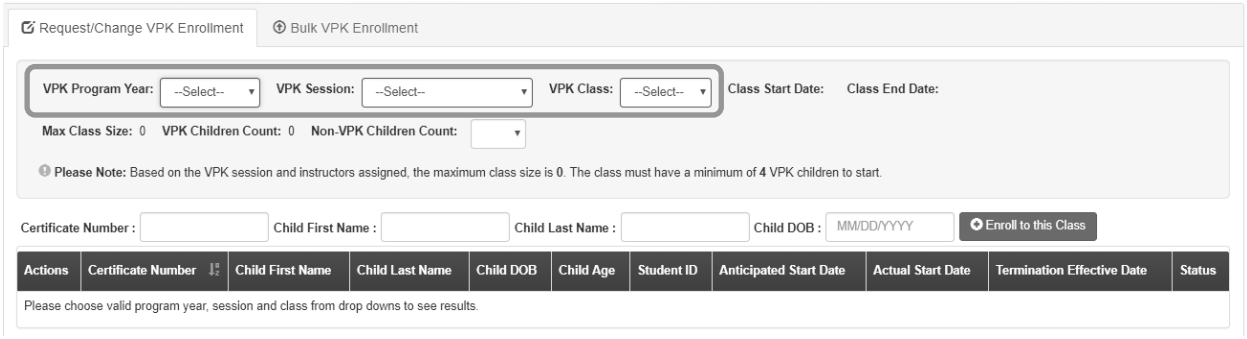
# Enrollments - VPK

VPK Providers may manage VPK enrollment online by going to **Enrollments > Manage VPK Enrollments**. Two options are available: Request/Change Enrollment and Bulk File Upload.



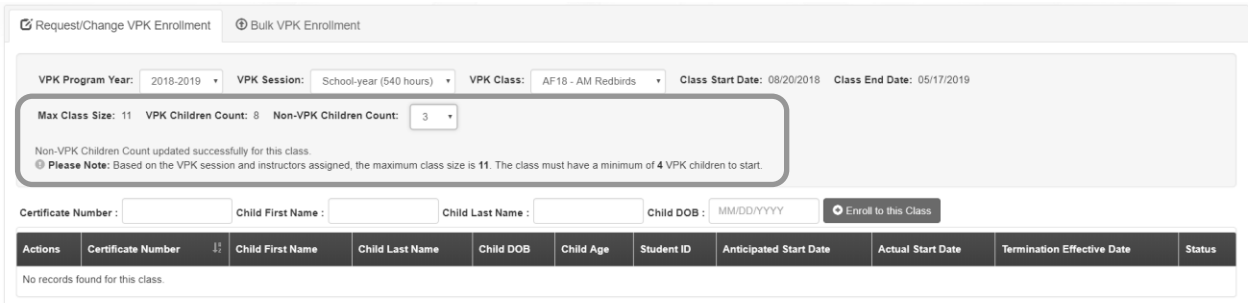

## Request/Change Enrollment

This feature allows VPK Providers to request or change enrollment for children in verified classes submitted through the VPK Provider Application. To begin, select the VPK Program Year, VPK Session, and VPK Class.

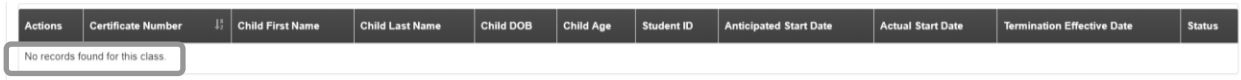



With the VPK Program Year, VPK Session, and VPK Class selected, the class start date and end date appear as well as the max class size. This information is directly tied to the VPK Provider Application. For example, if there is one lead instructor for the school-year session submitted and verified on the VPK Provider Application, the max class size will be 11; if there are two instructors for the school-year session submitted and verified on the VPK Provider Application, the max class size will be 20.

Next, the VPK children count and Non-VPK children count are displayed. These two counts (summed together) cannot exceed the max class size. The Non-VPK children count is used to anonymously indicate private pay children participating in the VPK class. The Non-VPK children count defaults to zero. When the Non-VPK children count is used, the number of VPK children permitted in the class is reduced to maintain the max class size limit.



The class roster records are also displayed. If there are no children enrolled in the class, a "No records found for this class" message displays.

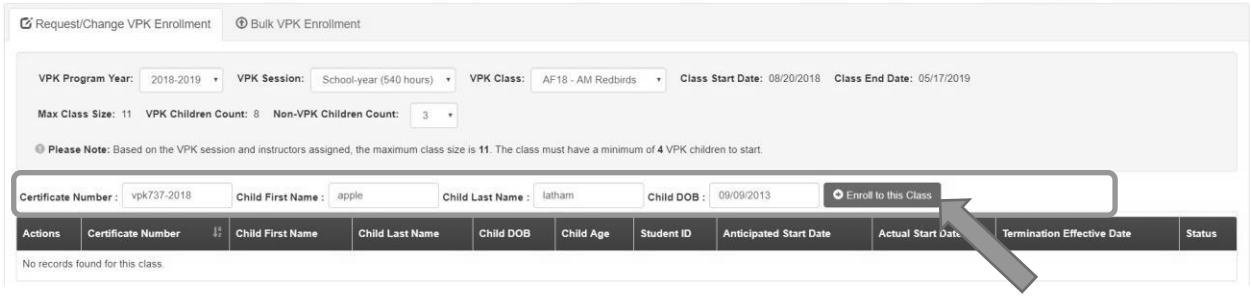



If there are/were children enrolled in the class, the records are listed with the current enrollment status (Enrolled, Enrolled-Change Requested, or Enrollment Ended (Terminated)).

## Enrolling a VPK Child

Using the child's approved Certificate of Eligibility (COE) provided by the family, enter the Certificate Number, Child First Name, Child Last Name, and Child DOB. Then, click **Enroll to this Class**.

**NOTE:** The fields are not case sensitive; however, the certificate number must be entered exactly as it appears on the COE (i.e. VPK####-YYYY).



STATE OF FLORIDA
VOLUNTARY PREKINDERGARTEN (VPK) EDUCATION PROGRAM

## Child Certificate of Eligibility

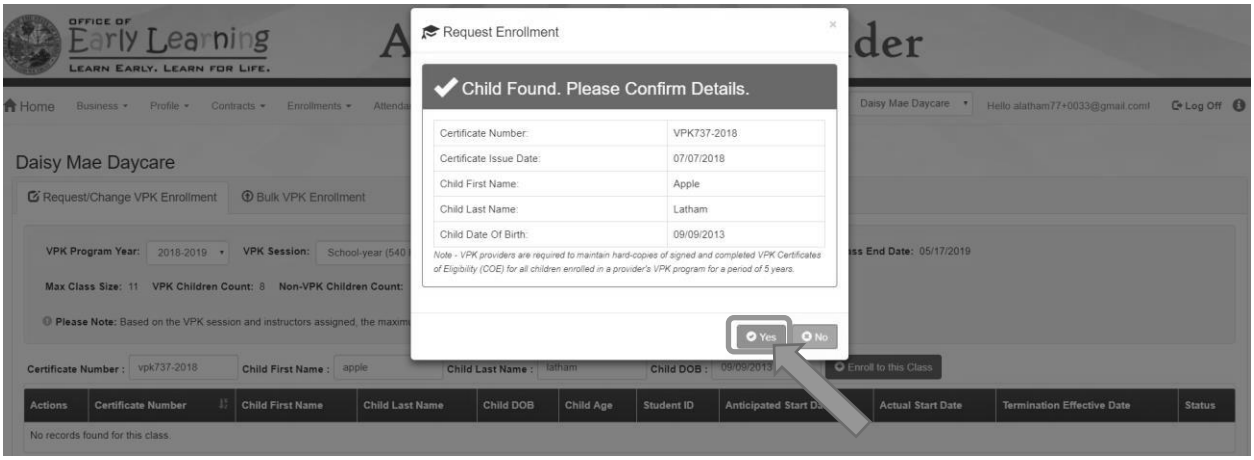
**I. CHILD CERTIFICATE OF ELIGIBILITY** *(Issued by Early Learning Coalition, through the Family Portal)*

| 1. VPK program year | 2. Certificate number | 3. Certificate issue date | 4. Parent email address |
|---|---|---|---|
| 2018-2019 | VPK737-2018 | 7/7/2018 | |
| **5. Parent name** | | **6. Primary contact number** | **7. Secondary contact number** |
| | | | |
| **8. Child's full name** | | **9. Child's date of birth** | **10. County** |
| Apple Latham | | 09/09/2013 | Clay |

The system verifies that the information entered matches a child with an approved COE for the VPK program year selected and that the child is not already enrolled (or in a non-eligible status for enrollment).

**NOTE:** The county on the COE does not have to match the provider's county because the child has been deemed eligible to participate in the VPK program. The enrollment process automatically updates the child's county for service to the provider's county so the corresponding early learning coalition may manage the child's enrollment with the provider.

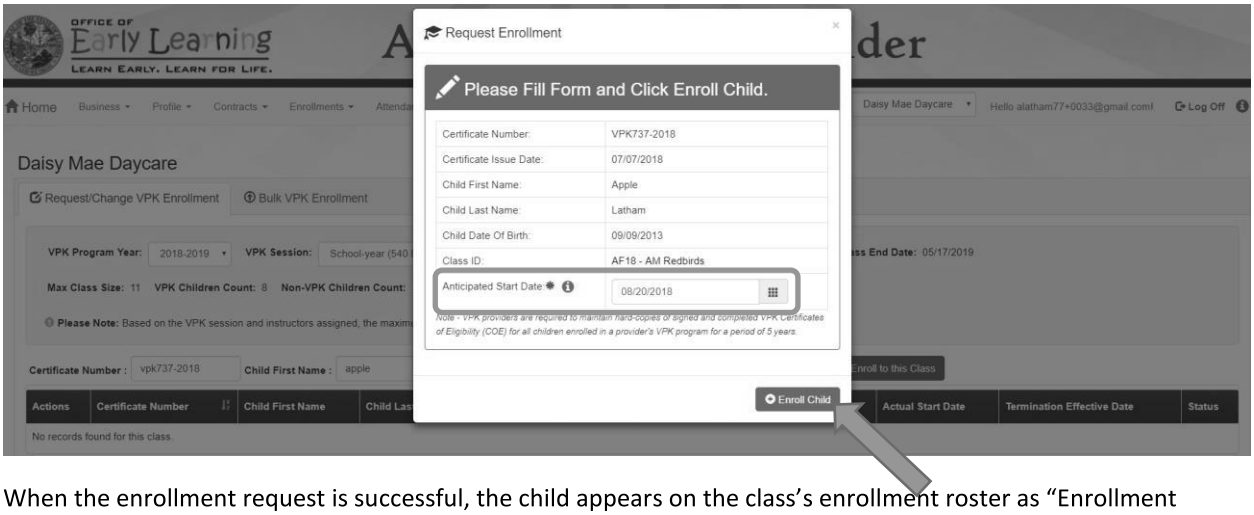
When a matching child is found and validations checks are successful, a confirmation message appears. To continue, click **Yes**.



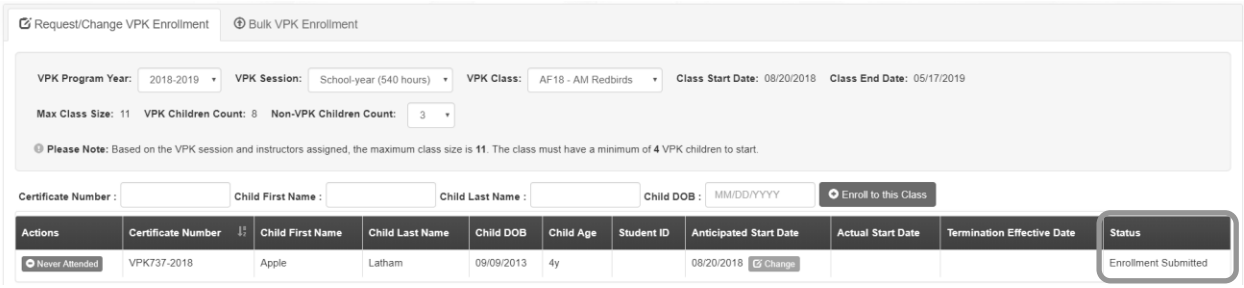

Next, the system asks for the Anticipated Start Date. This is the date the child will begin attending class. Typically, this is the class start date unless the child is starting after the class begins.

**NOTE:** An anticipated start date cannot be before the class start date or after the class end date. And, an anticipated start date cannot be before the child's COE issue date (as displayed on the child's COE and listed in the enrollment window).

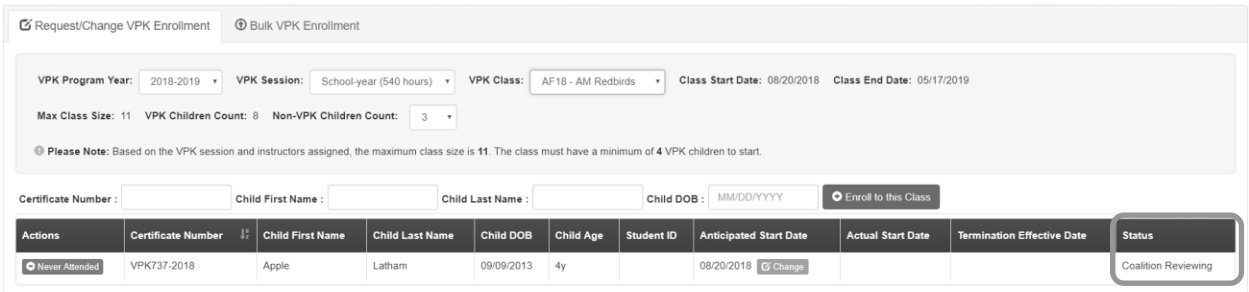
The system validates each enrollment request to make sure the max class size is not exceeded (based on the number of instructors assigned, the VPK session type, and current class enrollment count). To continue, click **Enroll Child**.




When the enrollment request is successful, the child appears on the class's enrollment roster as "Enrollment Submitted" and the coalition receives the enrollment request for review/approval/rejection. In addition, the family receives a notification that their child's enrollment is in progress.

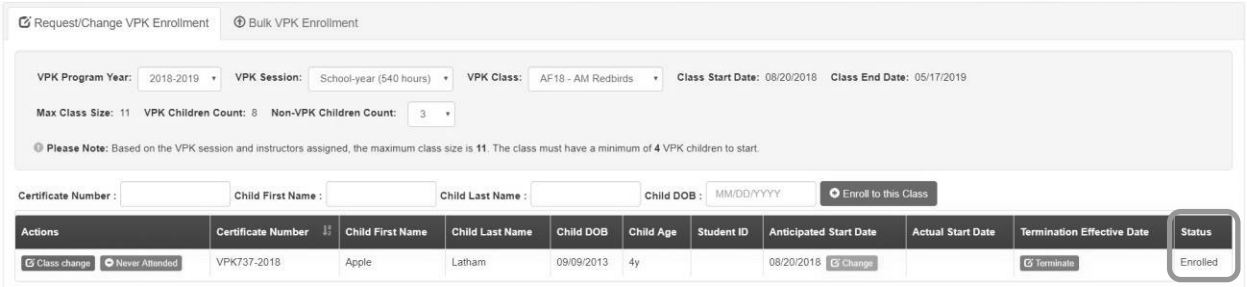



While the enrollment request is being processed by the coalition, the status is updated on the enrollment roster. For example, the coalition has changed the status to Coalition Reviewing.




If the coalition rejects or cancels the enrollment request, the child will no longer appear on the class roster. The VPK Director and family will receive an email notification. The family is instructed to download their child's COE from the Family Portal and re-start the enrollment process.

When the enrollment process is approved by the coalition, the child's status is Enrolled.

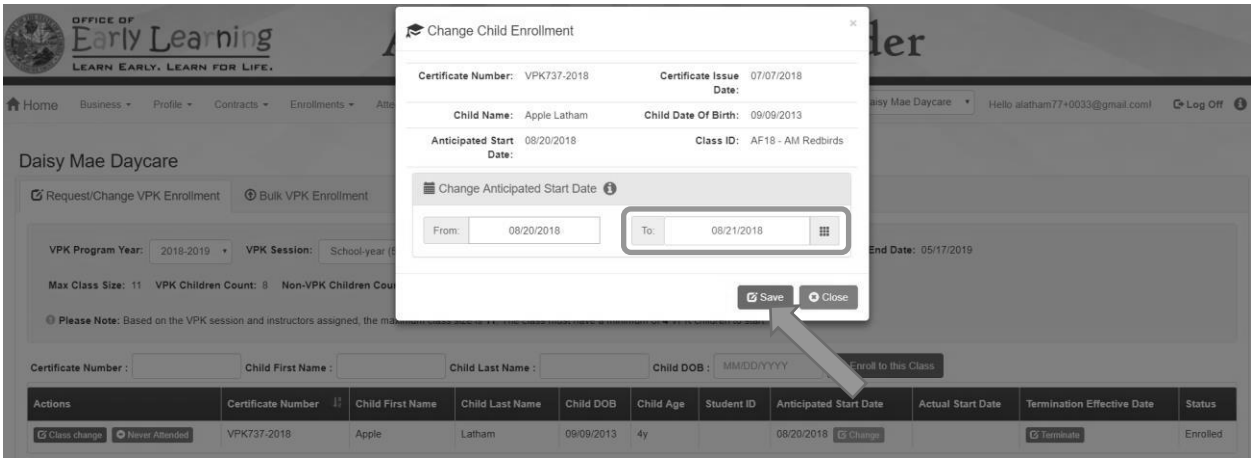



## Managing VPK Enrollment

The class roster has several features for managing enrollment. Providers may change the anticipated start date, request to move the child to another class, remove the child entirely from the roster because they never attended, or request a termination of services.

### *Change Anticipated Start Date*

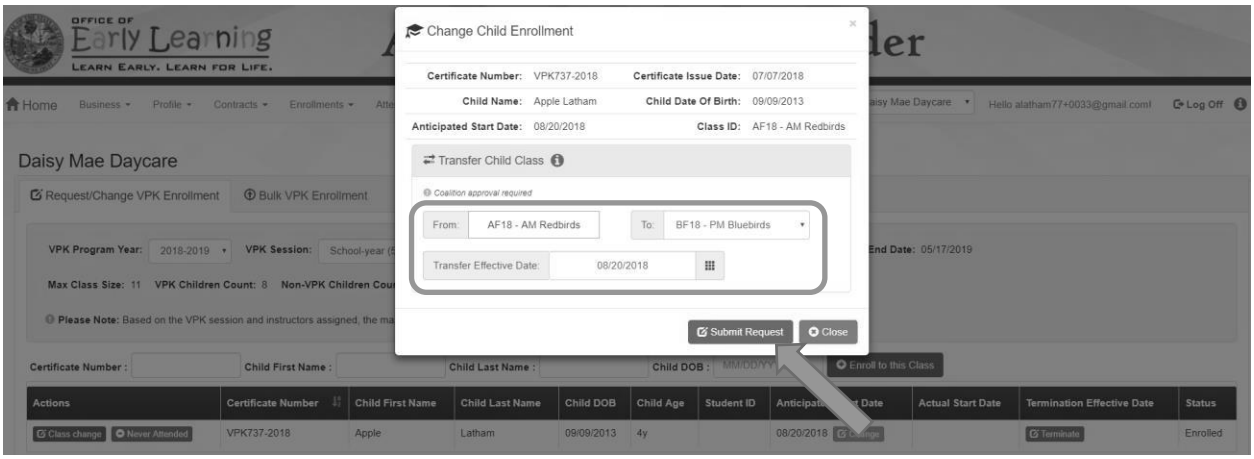
To change the child's anticipated state date, click **Change** within the Anticipated State Date column. A window displays. The current start date populates in the *From* field; enter the new start date in the *To* field. This feature does not require coalition approval. Click **Save** to commit the new date or click **Close** to abandon the date change and close the window. This feature is available until the actual start date is recorded through the attendance process. When the actual start date is populated in the column, the **Change** button is no longer available.



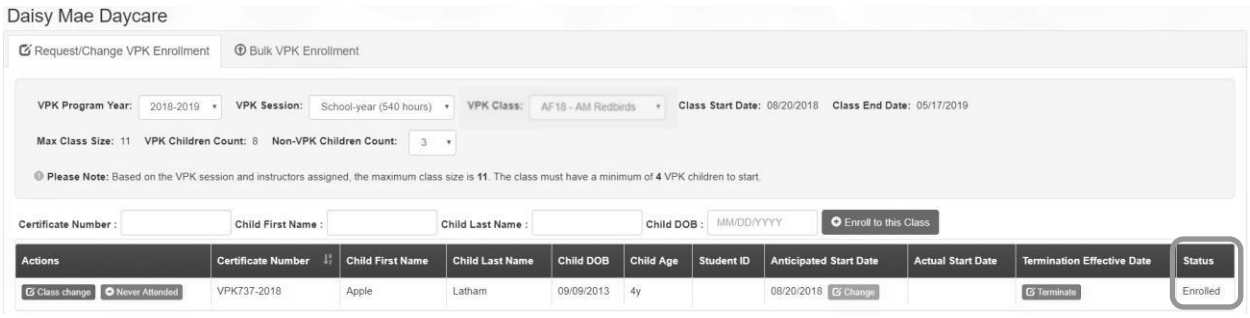

### *Class Change*

Once the child's status is *Enrolled*, a class change may be requested. To change the child's class, click **Class Change** within the Actions column. A window displays. The current class populates in the *From* field; select the new class in the *To* field and enter the Transfer Effective Date. The Transfer Effective Date should be the first day the child will attend the new class. This feature requires coalition approval. Click **Submit Request** to send the request to the coalition or click **Close** to abandon the class change and close the window.

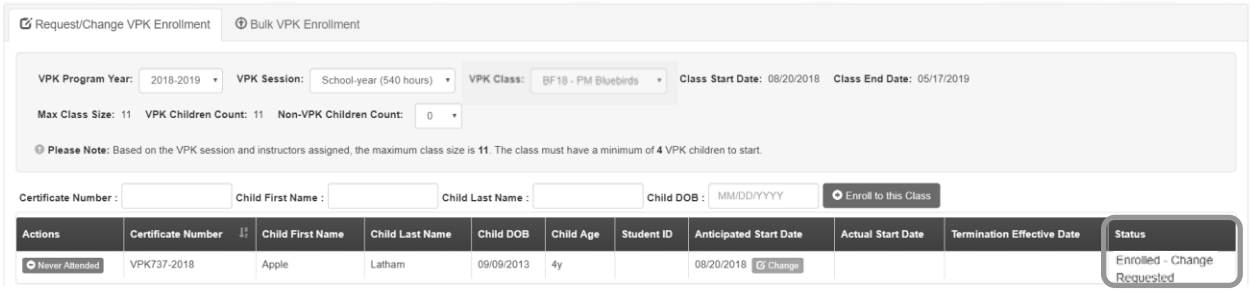
**NOTE:** Once a class change request is submitted to the coalition, a subsequent class change request for the same child is not allowed until the initial class change request is processed by the coalition.



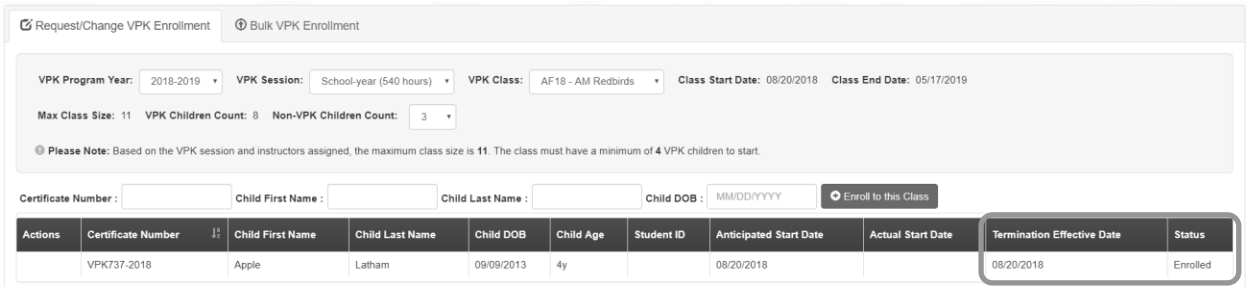

Now that the class transfer request is submitted, the child appears on the roster for both classes. In the *From* class, the child's status is Enrolled.



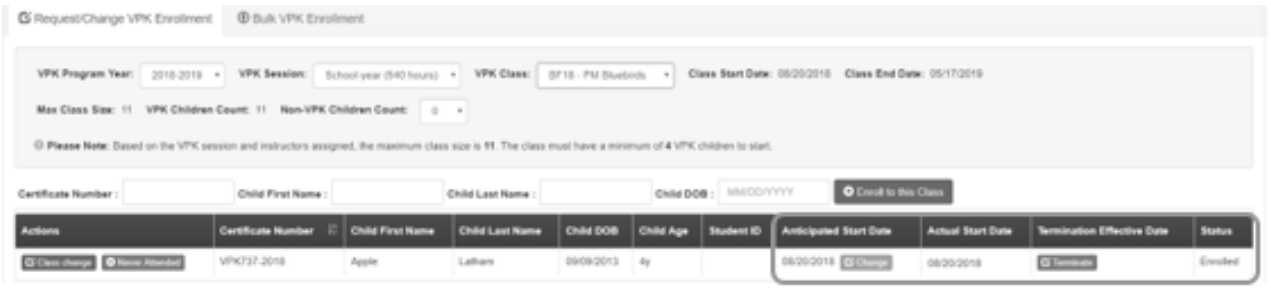

In the *To* class, the child's status is Enrolled - Change Requested.




When approved, the *From* class has a termination effective date (same as the transfer effective date). If the termination effective date has not passed, the status is Enrolled. When the termination effective date occurs, the status will be Enrollment Ended. No further actions can be taken on this enrollment.



When approved, the *To* class is Enrolled with an anticipated start date and actual start date (same as the transfer effective date).



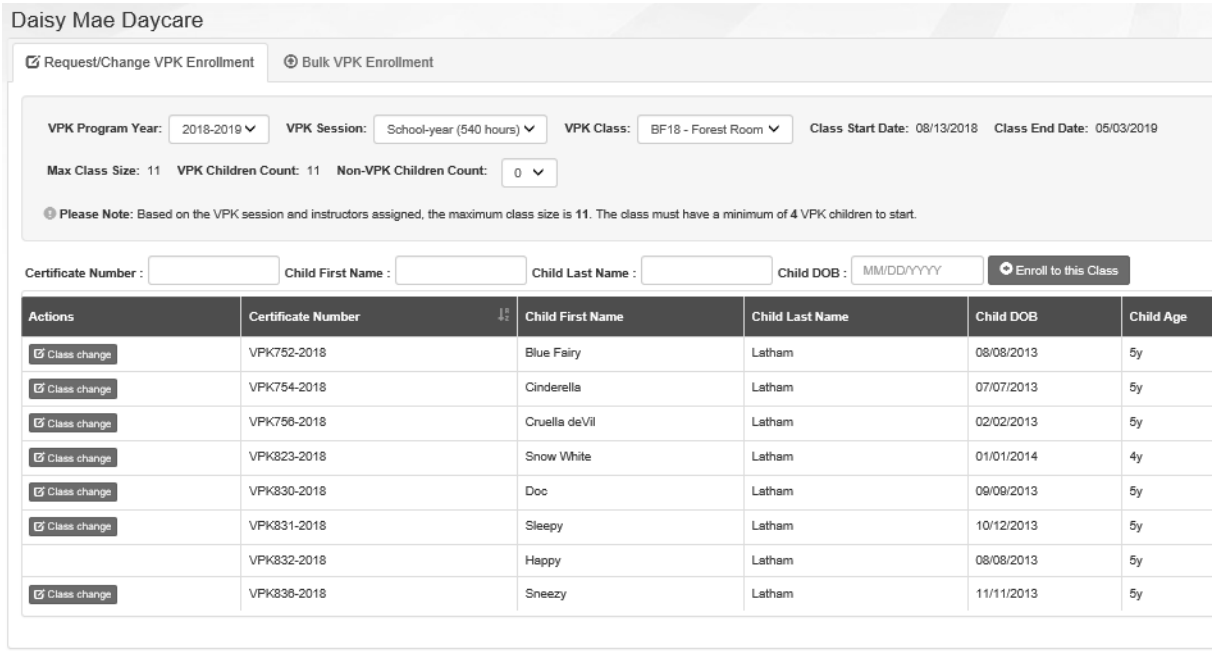

**NOTE:** A class transfer request cannot be submitted for a child if the transfer effective date overlaps an existing enrollment period for that child. If the transfer effective date is BEFORE the termination effective date of the last enrollment, an error message appears, “The class transfer effective date overlaps an existing enrollment period for this child."

When rejected, the request no longer appears in the *To* class. The child remains enrolled in the *From* class.

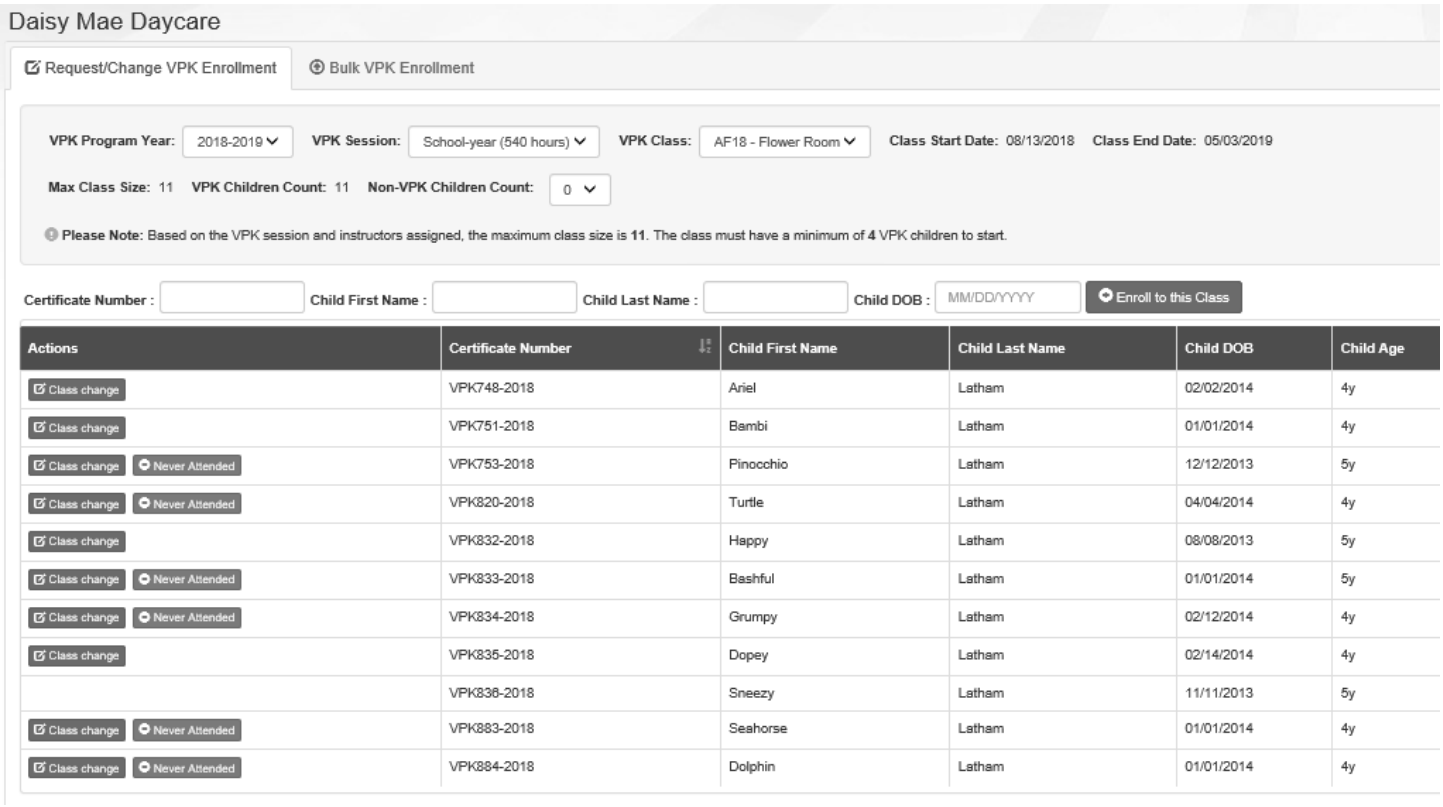
### *Class Change to a Full Class*

If a provider wants to move a child from class BF18 to class AF18, but class AF18 is full, the class change can still be done.

Class BF18 is not full.

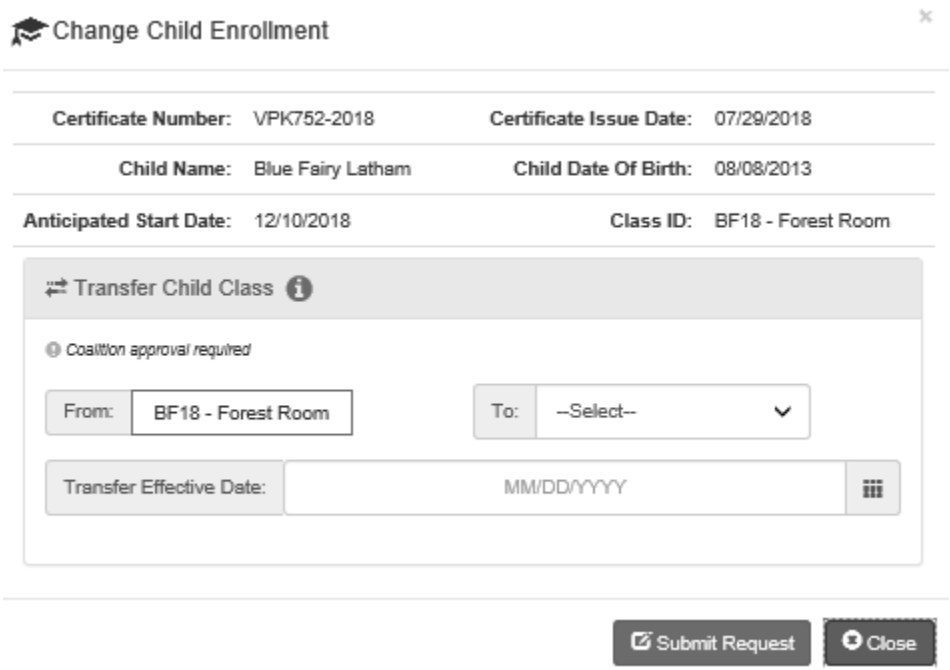


Class AF18 is full.

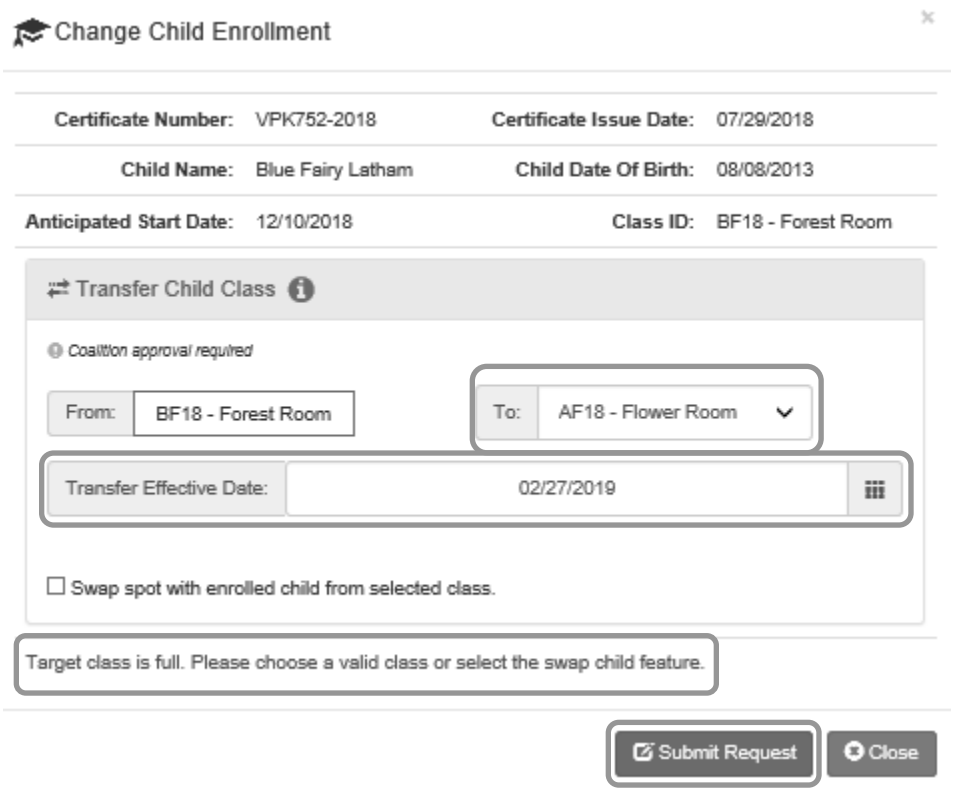



| Actions | Certificate Number | Child First Name | Child Last Name | Child DOB | Child Age |
|---|---|---|---|---|---|
| Class change | VPK748-2018 | Ariel | Latham | 02/02/2014 | 4y |
| Class change | VPK751-2018 | Bambi | Latham | 01/01/2014 | 4y |
| Class change Never Attended | VPK753-2018 | Pinocchio | Latham | 12/12/2013 | 5y |
| Class change Never Attended | VPK820-2018 | Turtle | Latham | 04/04/2014 | 4y |
| Class change | VPK832-2018 | Happy | Latham | 08/08/2013 | 5y |
| Class change Never Attended | VPK833-2018 | Bashful | Latham | 01/01/2014 | 5y |
| Class change Never Attended | VPK834-2018 | Grumpy | Latham | 02/12/2014 | 4y |
| Class change | VPK835-2018 | Dopey | Latham | 02/14/2014 | 4y |
| | VPK836-2018 | Sneezy | Latham | 11/11/2013 | 5y |
| Class change Never Attended | VPK883-2018 | Seahorse | Latham | 01/01/2014 | 4y |
| Class change Never Attended | VPK884-2018 | Dolphin | Latham | 01/01/2014 | 4y |

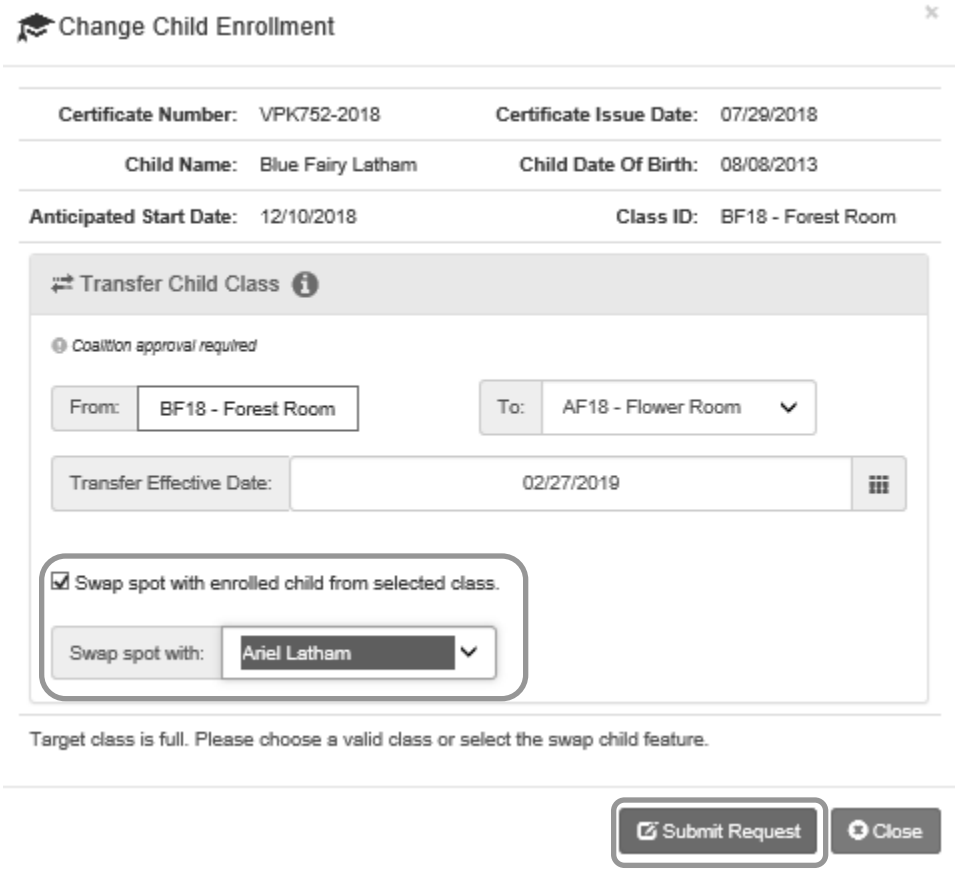
The provider wants to move Blue Fairy Latham to AF18 from BF18.



The provider selects AF18 in the *To* field and enters the Transfer Effective Date. Once the **Submit Request** button is clicked, the provider receives a red message.



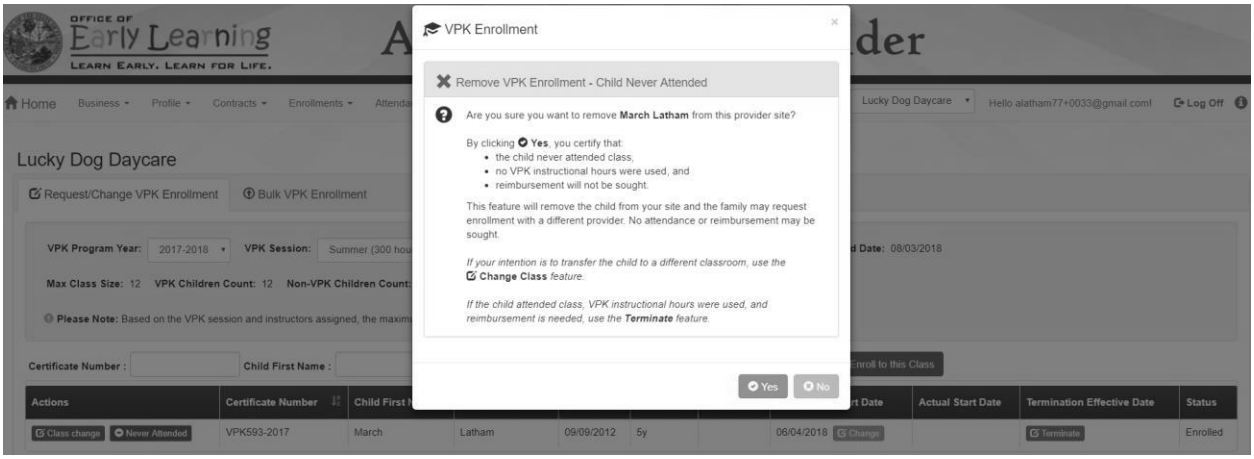
Now, the provider can either select a class that is not full, or select a child to swap with in the full class. Click the **Submit Request** button to complete the class change.



*Never Attended*

To remove a child from a class completely because they never attended, click **Never Attended** within the Actions column. A window displays. This feature does not require coalition approval. Click **Yes** to remove the child or click **No** to abandon the removal and close the window. Removing an enrollment changes the record's status to *Enrollment Cancelled* and the enrollment process starts over for the family. The provider's VPK Director will receive an email notification to inform them the enrollment is removed; no attendance or reimbursement may be sought. The child's record is no longer listed on the class enrollment roster or attendance roster in the Provider Portal. The family will receive an email notification to inform them the enrollment for their child was cancelled; instructions are provided to log into the Family Portal to download the child's COE and select another VPK provider.

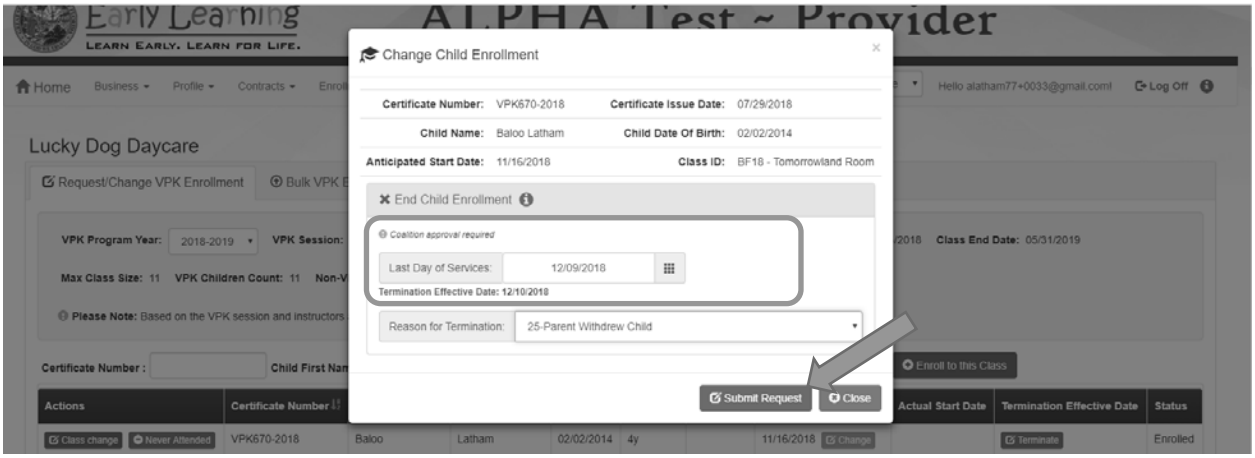
This feature is available until the actual start date is recorded through the attendance process. When the actual start date is populated in the column, the **Never Attended** button is no longer available.




**NOTE:** Be very careful with the **Never Attended** feature. If the intention is to transfer the child to a different classroom, use the **Class Change** feature. If the child attended class, VPK instructional hours were used, and reimbursement is needed, use the **Terminate** feature.

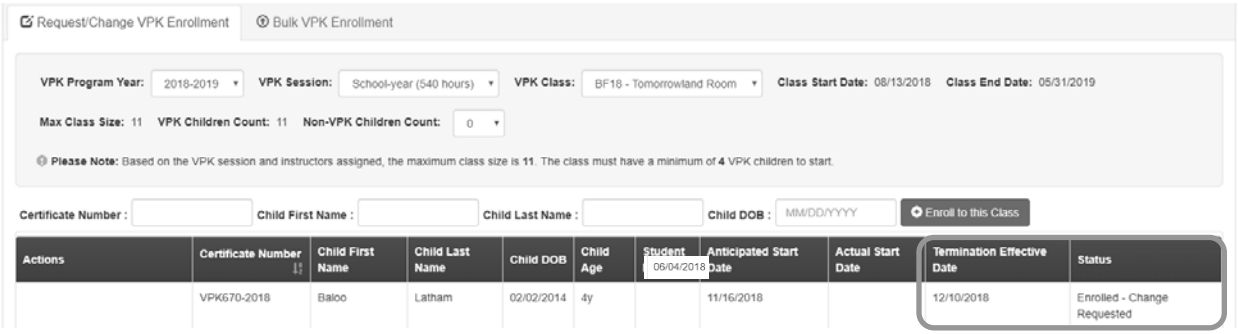
*Terminate*

To terminate a child's enrollment, click **Terminate** within the Termination Effective Date column. A window displays. Enter the last day that services will be/were rendered and select the reason for termination. The Termination Effective Date is displayed below the Last Day of Services as one day after the last day of services. Therefore, the Termination Effective Date is the first day the child is NOT attending class. This feature requires coalition approval. Click **Submit Request** to send the request to the coalition or click **Close** to abandon the termination request and close the window.

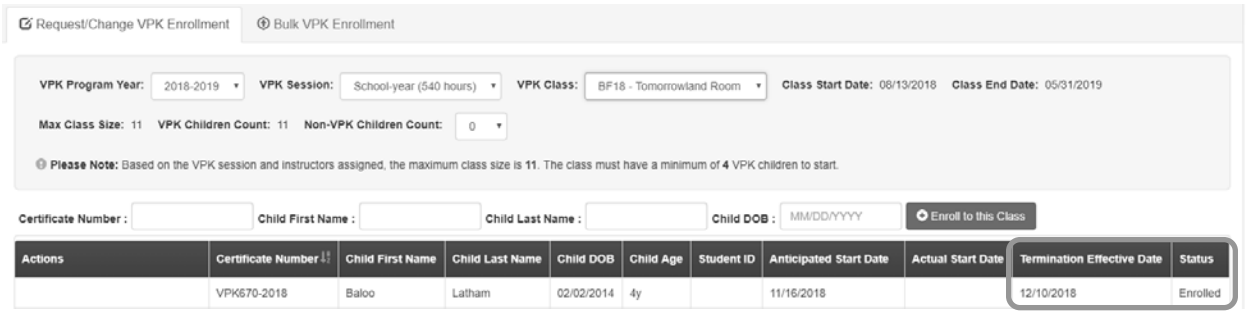



**NOTE:** A child's enrollment cannot be terminated before the class start date. If the provider enters a date in the Last Day of Services that is BEFORE the class start date, an error message appears, "Termination effective date cannot be prior to the class start date. If the child never attended, click the **Never Attended** button to cancel the enrollment." Either enter a termination date that is after the class start date (and on or after the COE issue date), or click **Close** to abandon the termination request and close the window.

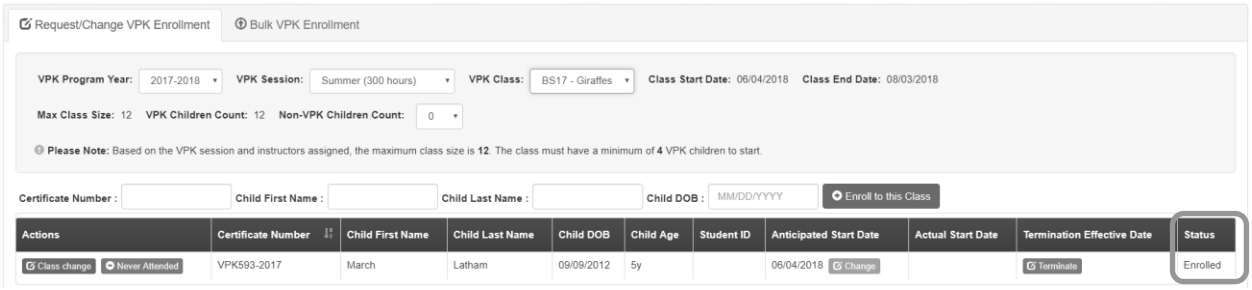
When the termination request is submitted, the child appears on the class's enrollment roster as "Enrolled - Change Requested." The coalition will receive the termination request for review/approval/rejection.




When the termination request is approved and the termination effective date has not passed, the status is Enrolled. When the termination effective date occurs, the status will be Enrollment Ended. No further actions can be taken on this enrollment.

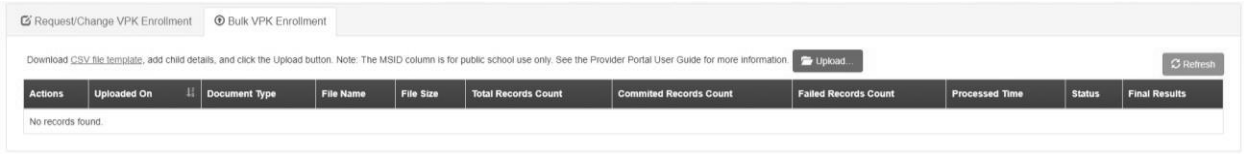



When rejected, the child remains enrolled in the class.

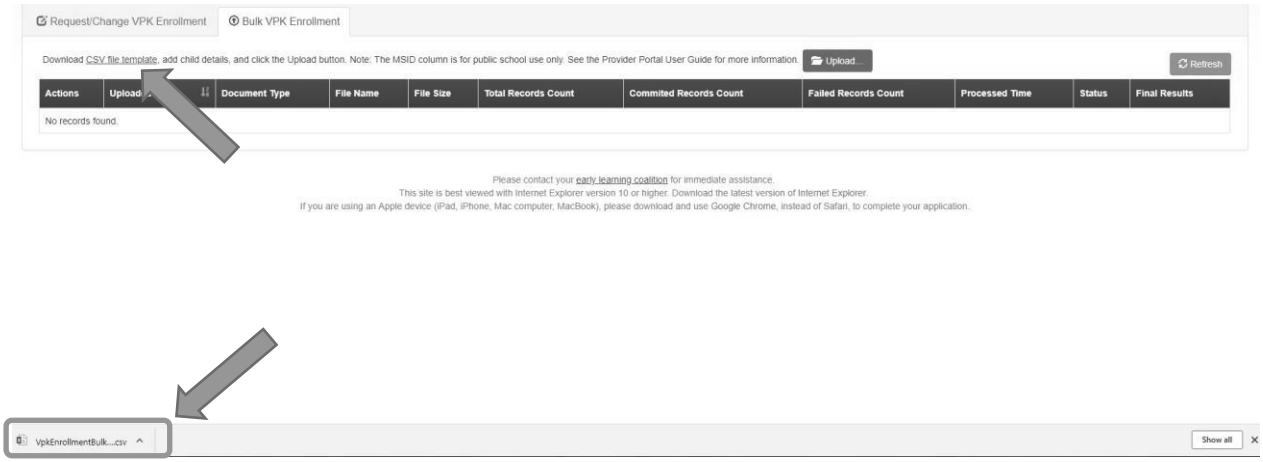



## VPK Bulk Enrollment Process

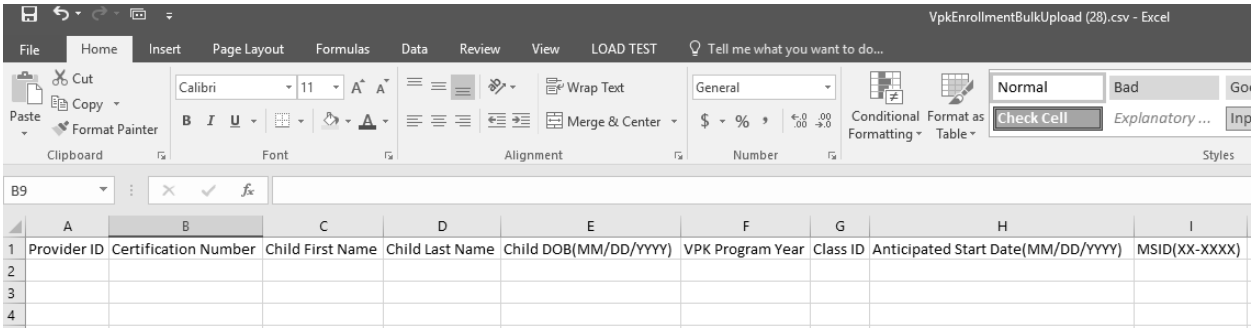
In addition to the enrollment method described in "Enrolling a VPK Child," providers may submit enrollment requests to the coalition via a file process. To begin, click the **Bulk VPK Enrollment** tab. The bulk file processing page displays.



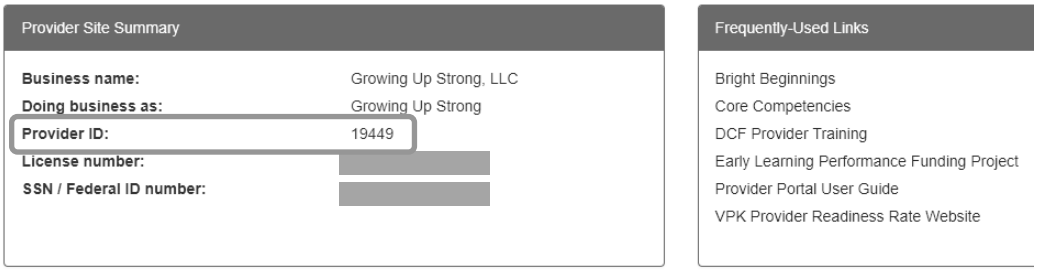

Next, click on the link to download the **CSV file template**. The file may appear at the bottom of the computer screen depending on the user's browser.



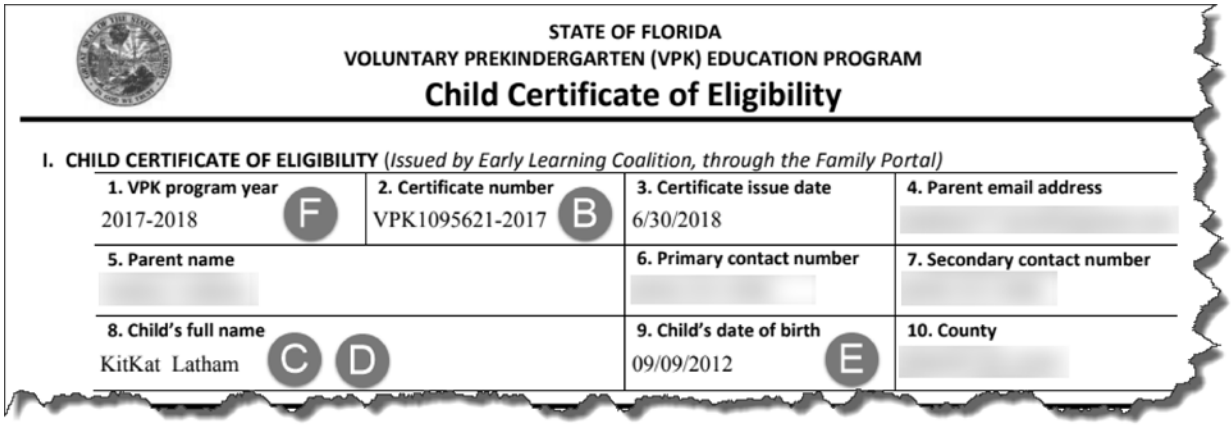

Open the file and expand the columns. Each column is explained below.




A. **Provider ID** = this is the provider ID for the site displayed on the Provider Portal home page/dashboard.




B. **Certification Number** = this is the child's certificate number listed on their COE. The field is not case sensitive, however, the certificate number must be entered exactly as it appears on the COE (i.e. VPK####-YYYY).




C. **Child First Name** = this is the child's first name listed on their COE. The field is not case sensitive.

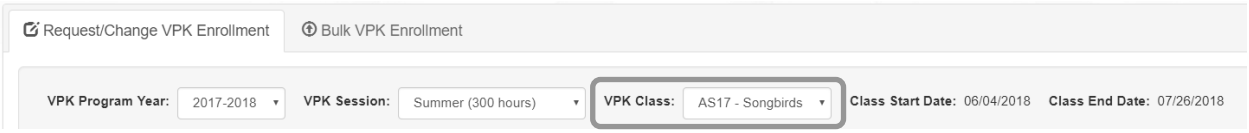
D. **Child Last Name** = this is the child's last name listed on their COE. Do not include a suffix (if any). The field is not case sensitive.

E. **Child DOB (MM/DD/YYYY)** = this is the child's date of birth listed on their COE. The field will accept M/D/YYYY as well.

F. **VPK Program Year** = this is the child's approved VPK program year listed on their COE. The field is looking for the first 4-digit year only. For example, if the VPK program year is 2017-2018, the entry would be

2017. Generally, the 4-digit VPK program year matches the year included at the end of the child's COE number.

G. **Class ID** = this is the desired class's 4-digit ID. The class ID must be entered as the 4-digit assigned ID. Do not include the class name (if any). Looking at the example below, the entry would be "AS17" not "Songbirds" or "AS17-Songbirds."

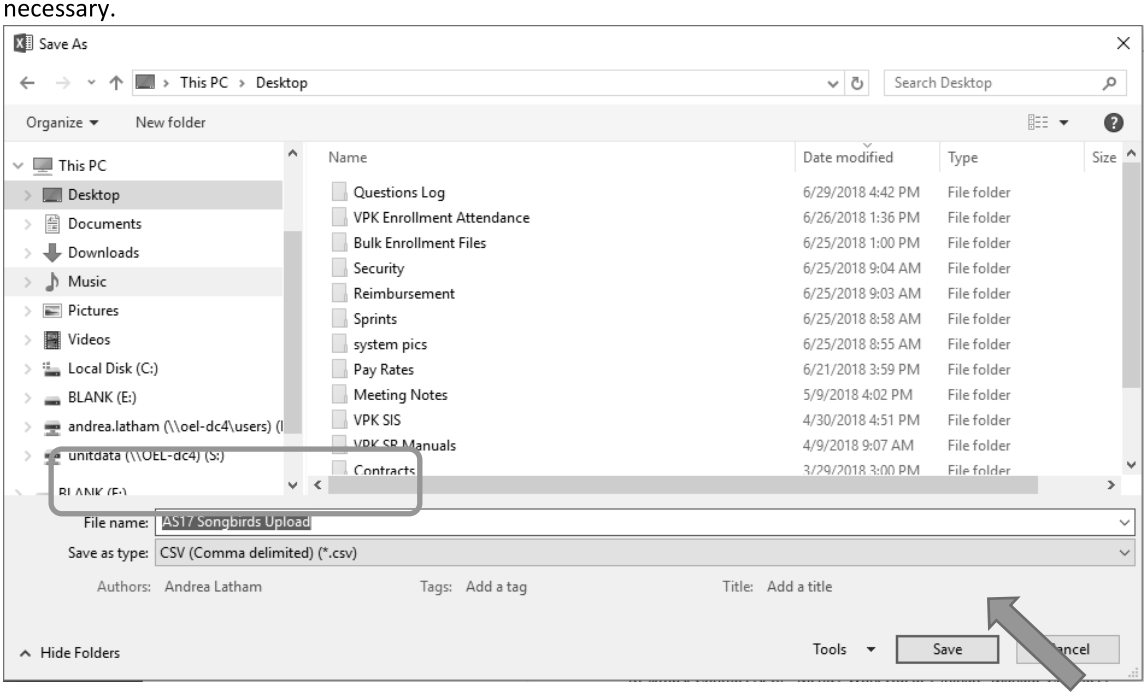



H. **Anticipated Start Date (MM/DD/YYYY)** = this is the date the child will begin attending class. Typically, this is the class start date unless the child is starting after the class begins.
**NOTE:** An anticipated start date cannot be before the class start date or after the class end date. And, an anticipated start date cannot be before the child's COE issue date. The field will accept M/D/YYYY as well.

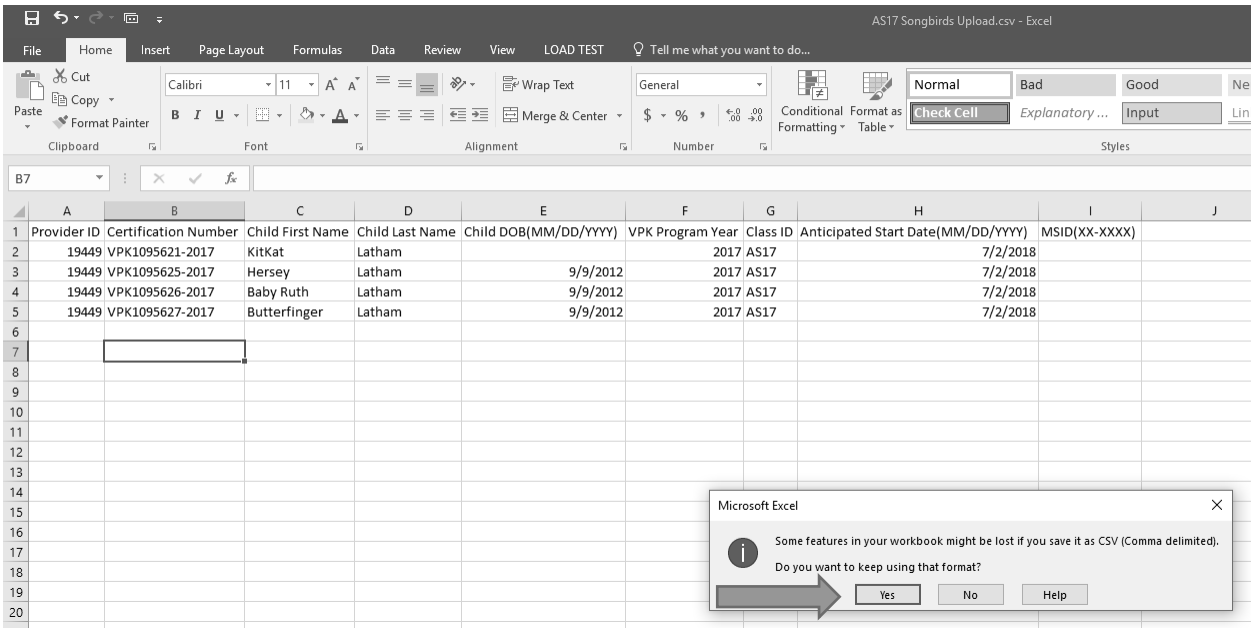
I. **MSID (XX-XXXX)** = this field is for public schools only. Public schools may enter their Master School Identification (MSID) number in a 6-digit format, where the first 2 digits are the district number followed by a hyphen and 4-digit school number. The MSID number can be used in lieu of the Provider ID in column A. Both IDs are accepted.

When the file is complete, name it and save it as a CSV file type.

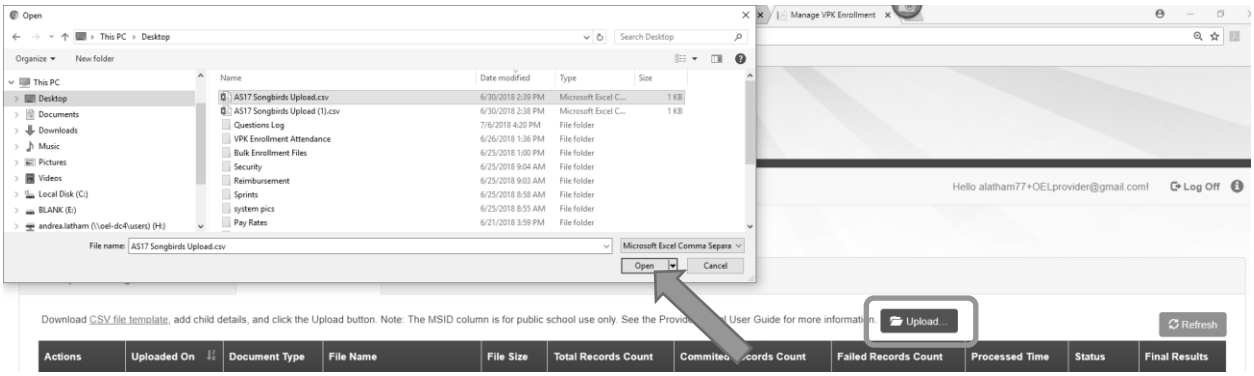
**NOTE:** It may be helpful to include the provider name and class in the file name if troubleshooting is ever necessary.



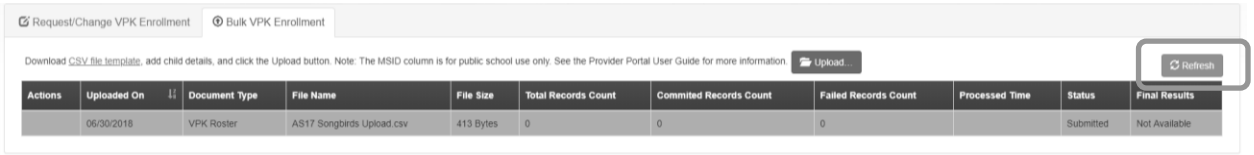
When changing the file format to CSV, Excel often displays a message to ask if you want to keep using that format. If this message appears, click **Yes**.



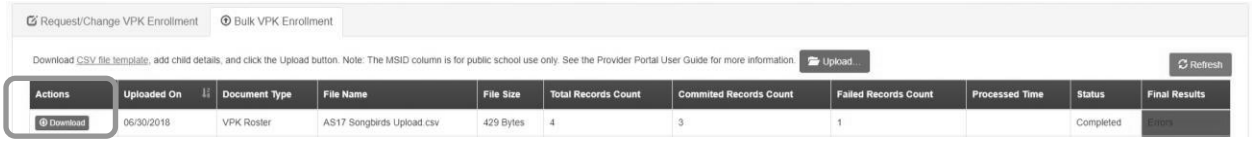

Click the **Upload** button. A window displays. Select your file and click **Open**.



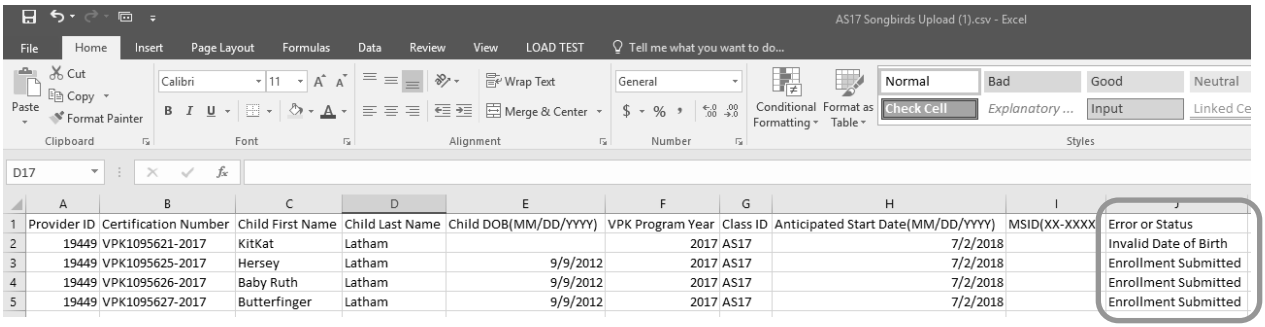

The file upload will begin. The file details will populate on a row and turn green. Click the **Refresh** button to populate the results.




The file details will be updated. The file size, total records count, committed records count, failed records count, processed time, status, and final results are updated. The file results are also returned and can be downloaded by clicking on the **Download** button.

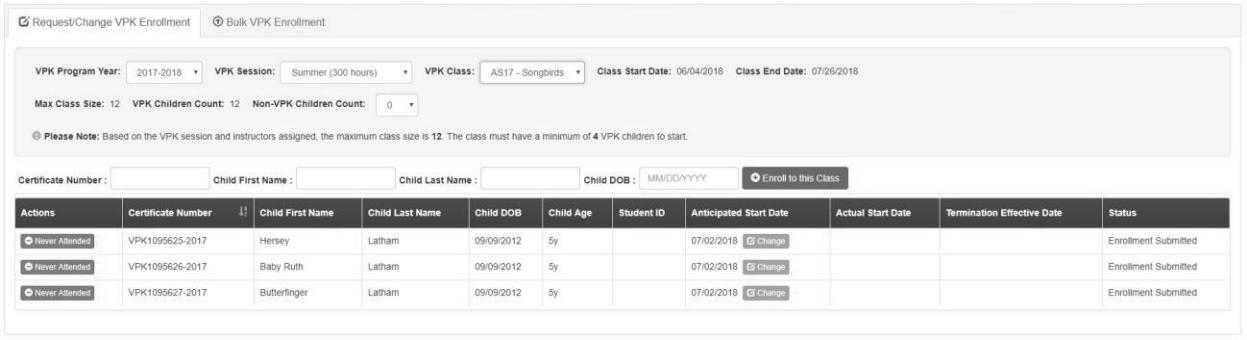


In this example, there is one failed record and three committed records. The file download will include the error message and status for each record submitted. The three committed records are now “Enrollment Submitted” and the failed record was not included because of an invalid date of birth. The same validations that occur with a manual child enrollment occur with the bulk enrollment file process.

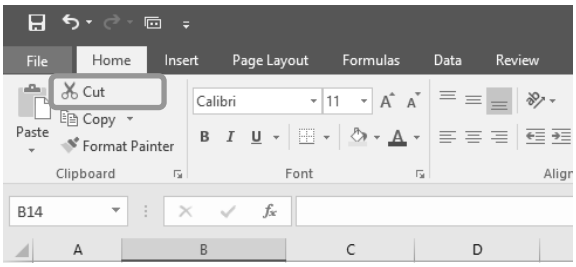


| | A | B | C | D | E | F | G | H | I | J |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Provider ID | Certification Number | Child First Name | Child Last Name | Child DOB(MM/DD/YYYY) | VPK Program Year | Class ID | Anticipated Start Date(MM/DD/YYYY) | MSID(XX-XXXX | Error or Status |
| 2 | 19449 | VPK1095621-2017 | KitKat | Latham | | 2017 | AS17 | 7/2/2018 | | Invalid Date of Birth |
| 3 | 19449 | VPK1095625-2017 | Hersey | Latham | 9/9/2012 | 2017 | AS17 | 7/2/2018 | | Enrollment Submitted |
| 4 | 19449 | VPK1095626-2017 | Baby Ruth | Latham | 9/9/2012 | 2017 | AS17 | 7/2/2018 | | Enrollment Submitted |
| 5 | 19449 | VPK1095627-2017 | Butterfinger | Latham | 9/9/2012 | 2017 | AS17 | 7/2/2018 | | Enrollment Submitted |

The three committed records are displayed on the class’s enrollment roster as “Enrollment Submitted" and the coalition receives the enrollment requests for review/approval/rejection. In addition, the family receives a notification that their child’s enrollment is in progress. The same processes that occur with a manual child enrollment occur with the bulk enrollment file process.

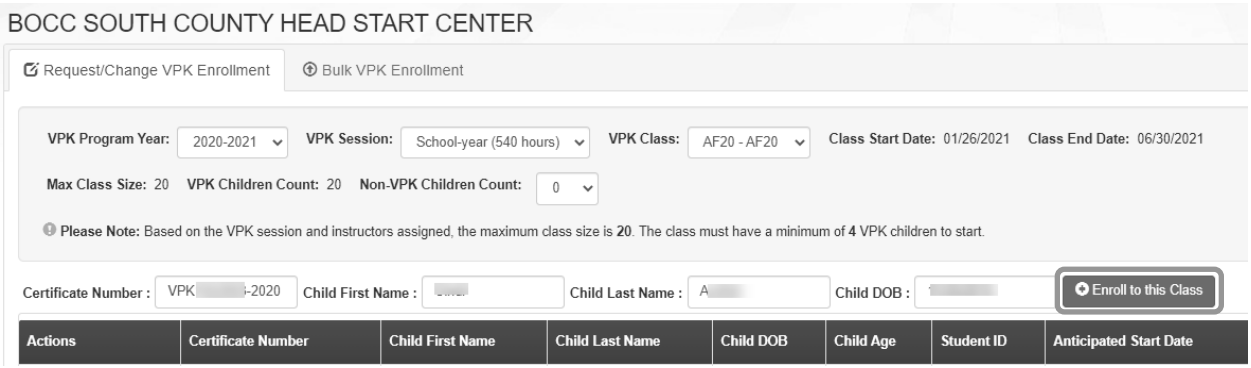


**NOTE:** When correcting records and re-uploading the file, be sure to remove the “Error or Status” column as it is not accepted for the upload. Also, it is best to NOT include records that have already been submitted successfully as they will now error as having been processed. When removing successful records and the Error or Status column, it is best to highlight the row/column and use the cut/delete option instead of just deleting the information. Excel often retains formats even if the cells are now empty.

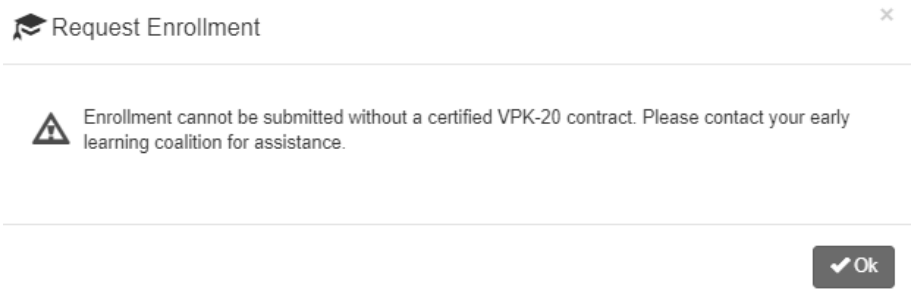


## VPK-20 Contract Verification

A provider must have a Certified VPK-20 contract on the Anticipated Start Date before an enrollment can be added. In the below example, the VPK application information is entered by the provider, and the **+ Enroll to this Class** button is clicked.




In this example, the provider does not have a Certified VPK-20 contract, so an error message displays, alerting the provider that the enrollment cannot be submitted.



# Enrollments - SR

## Pending Family Acceptance Status

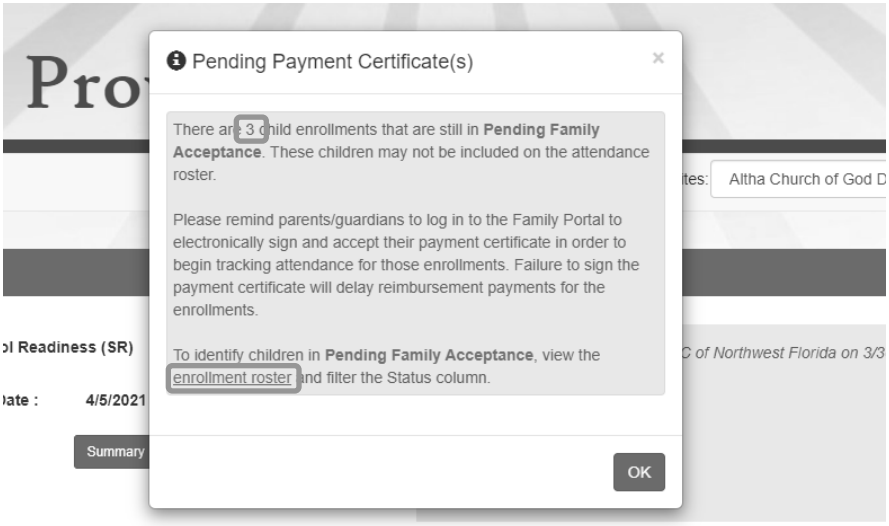
When a new School Readiness enrollment is created for an eligible child, families must accept the terms and conditions, establish their consent for developmental screening and/or child assessment, and sign the payment certificate. Families receive an email notification from OEL every five days until these steps are completed and the enrollment status changes from **Pending Family Acceptance** to **Enrolled**.

New enrollments in **Pending Family Acceptance** will not be visible on provider attendance rosters and will only appear once the family signs the payment certificate; however, there are exceptions.

- New enrollments for at-risk children (BG1) or at-risk children in relative care (BG3R) billing groups in **Pending Family Acceptance** will populate on attendance rosters
- Existing enrollments in **Pending Family Acceptance** that have already been submitted for attendance in previous months will continue to populate on attendance rosters

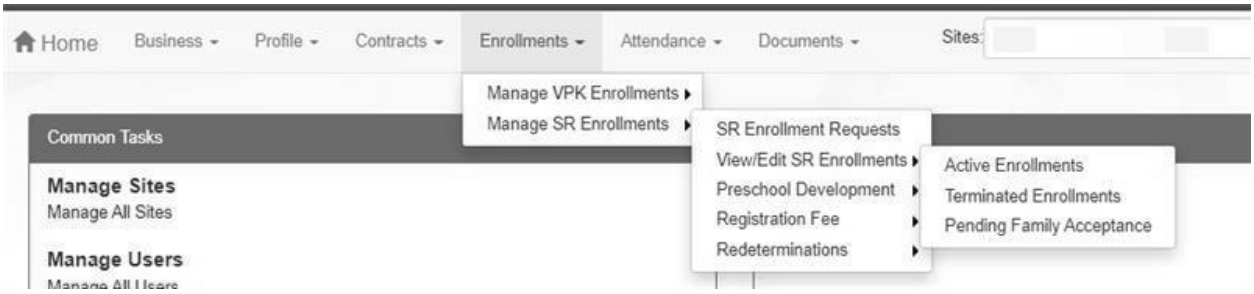
Providers will be able to process attendance and be paid for these enrollments, but not until the payment certificate is signed by the family.

If a provider has new enrollments in **Pending Family Acceptance**, when the provider accesses SR attendance, a pop-up window will display with a count of those new enrollments and a link to the Manage SR Enrollment queue.



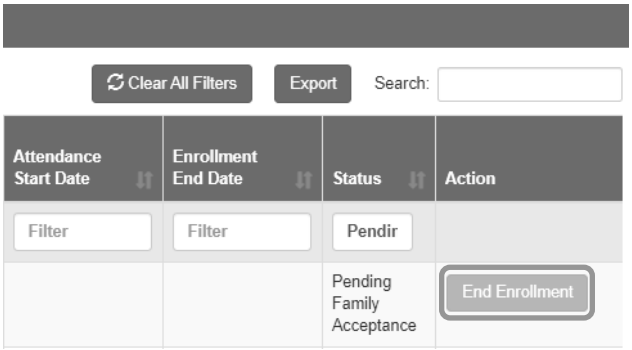
## Viewing Enrollments in Pending Family Acceptance

To view enrollments in **Pending Family Acceptance**, navigate to **Enrollments > Manage SR Enrollments > View/Edit SR Enrollments > Pending Family Acceptance.**

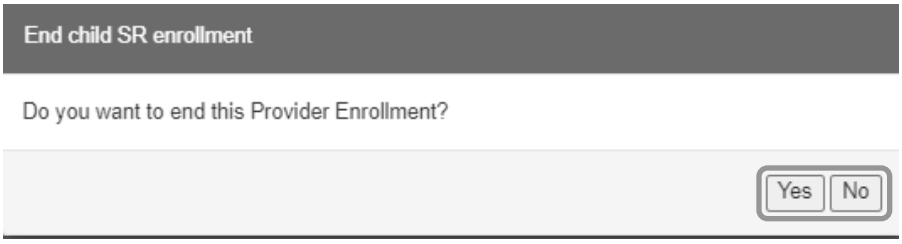



## Ending Enrollments in Pending Family Acceptance

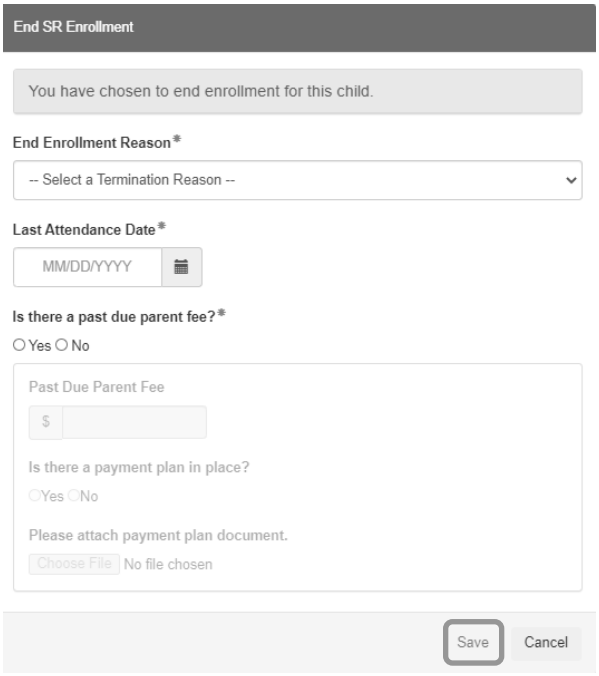
Providers can end enrollments in **Pending Family Acceptance**. Navigate to **Enrollments > Manage SR Enrollments > View/Edit SR Enrollments > Pending Family Acceptance**. Find the enrollment, then click the **End Enrollment** button.



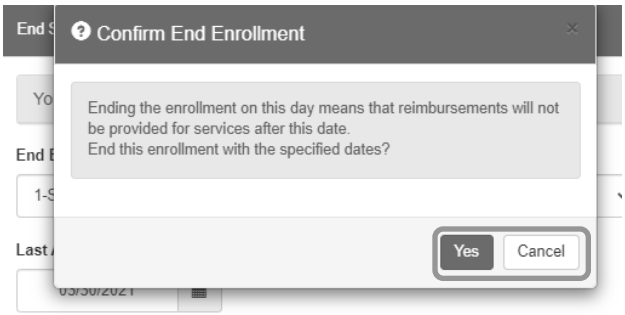

A confirmation pop-up window displays. Click **Yes** to continue or **No** to stop the End Enrollment process.



After clicking the **Yes** button, the following pop-up window displays. Complete the required information and click **Save**.




After clicking **Save**, a confirmation pop-up window displays. Click **Yes** to end the enrollment or **Cancel** to cancel the End Enrollment process.

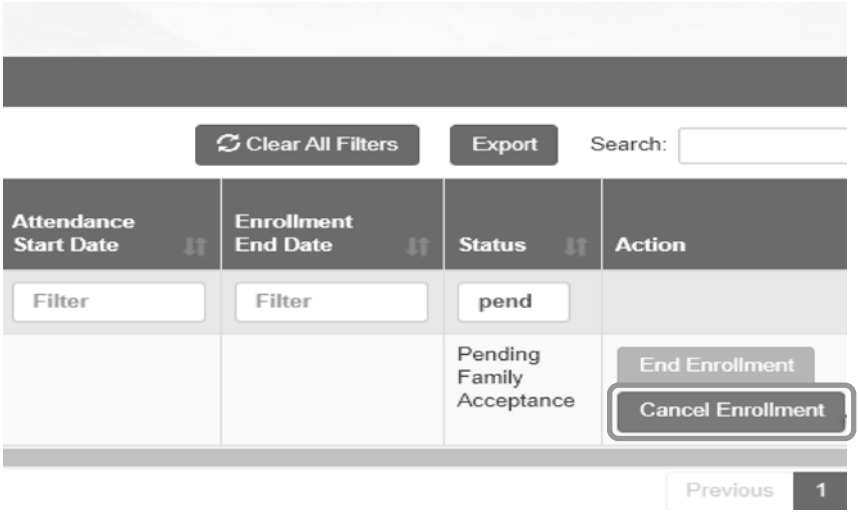



After clicking the **Yes** button, a pop-up window displays a message that the enrollment is ended. Click **Ok** to continue.

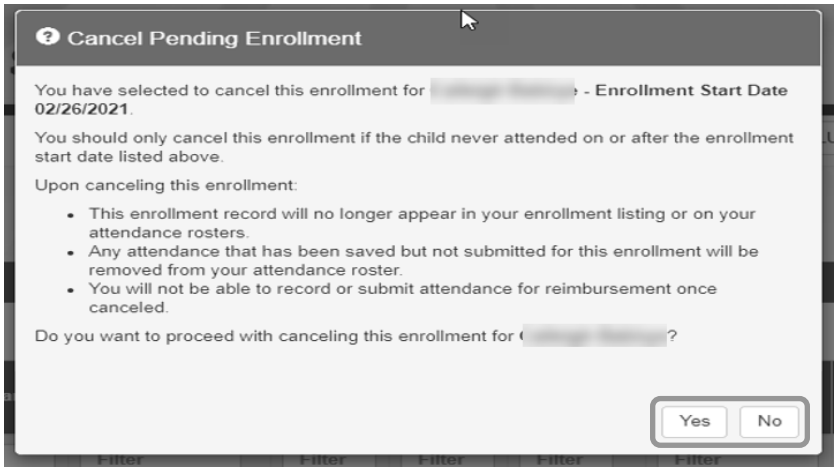
## Cancelling Enrollments in Pending Family Acceptance

Providers can cancel enrollments in **Pending Family Acceptance**, but only if the enrollment is not for an at-risk child (BG1) or at-risk child in relative care (BG3R) and attendance has not been submitted for the enrollment.

Navigate to **Enrollments > Manage SR Enrollments > View/Edit SR Enrollments > Pending Family Acceptance**. Find the enrollment, then click the **Cancel Enrollment** button.




A confirmation pop-up window displays. Click **Yes** to cancel the enrollment and remove it from the SR Enrollment queue. Click **No** to stop the Cancel Enrollment process.

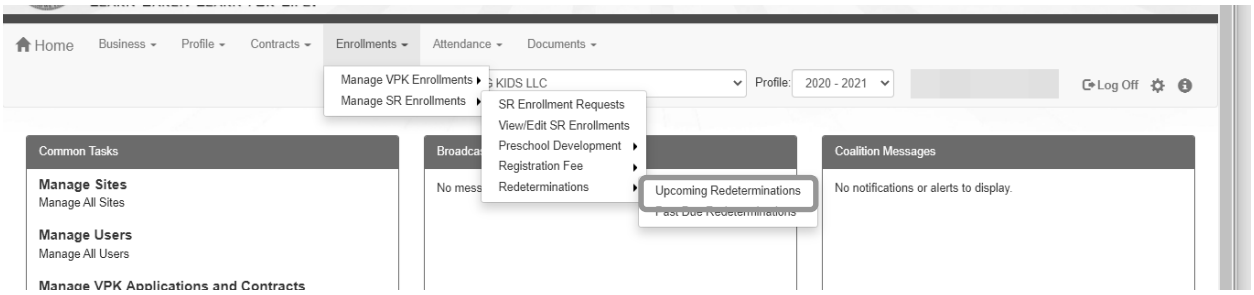


## SR Eligibility Redeterminations

The SR Eligibility Redetermination menu allows providers to view enrollments with “upcoming” or “past due” redeterminations. These queues are for informational purposes only and aid providers in knowing when an enrolled child is reaching the end of their School Readiness eligibility.

### Upcoming Eligibility Redeterminations

To see the enrollments with upcoming eligibility redeterminations, navigate to **Enrollments > Manage SR Enrollments > Redeterminations > Upcoming Redeterminations**.

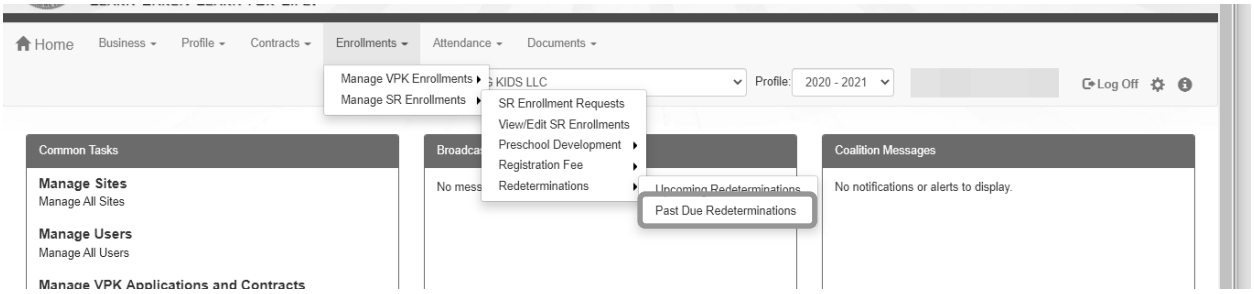



Redetermination records will only appear in the Provider Portal Upcoming Redetermination queue when:

- Child eligibility status is Eligible
- Child enrollment status is Enrolled or Pending Family Acceptance
- The redetermination is within 45 days from the due date

### Past Due Eligibility Redeterminations

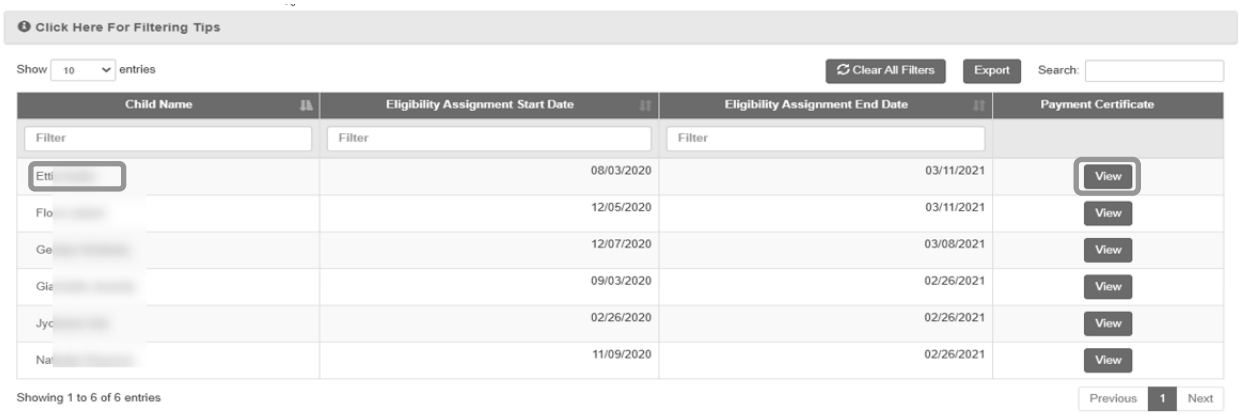
To see the enrollments with past due eligibility redeterminations, navigate to **Enrollments > Manage SR Enrollments > Redeterminations > Past Due Redeterminations**.




Redetermination records will only appear in the Provider Portal Past Due Redetermination queue when:

- Child eligibility status is Eligible
- Child enrollment status is Enrolled or Pending Family Acceptance
- The redetermination is at least one day past the redetermination due date

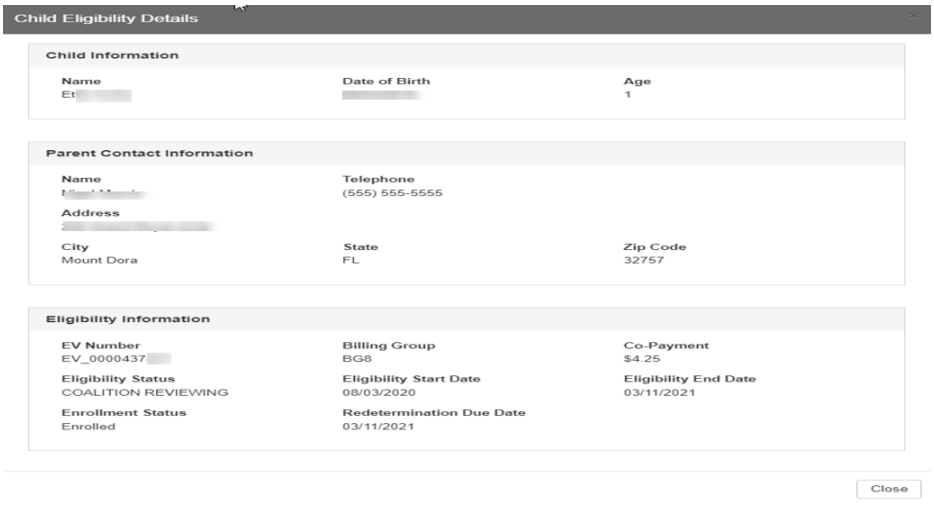
After clicking the **Upcoming Redeterminations** or **Past Due Redeterminations** link, the following appears.




Click the link for a child name in the Child Name column, and a pop-up message displays child eligibility and enrollment details for the child.

Click **View** in the Payment Certificate column, and a pop-up message displays the payment certificate for the enrollment. If the payment certificate does not exist, the **View** button will not be active, but hovering over the button displays a message: "The payment certificate is not viewable until signed by the parent."

**NOTE:** If the ELC changes the Household Eligibility Status from **Redetermination** to **Active** or **Inactive,** the child's eligibility will be removed from Redetermination status and the record(s) will be removed from the Provider Portal Redetermination queues.

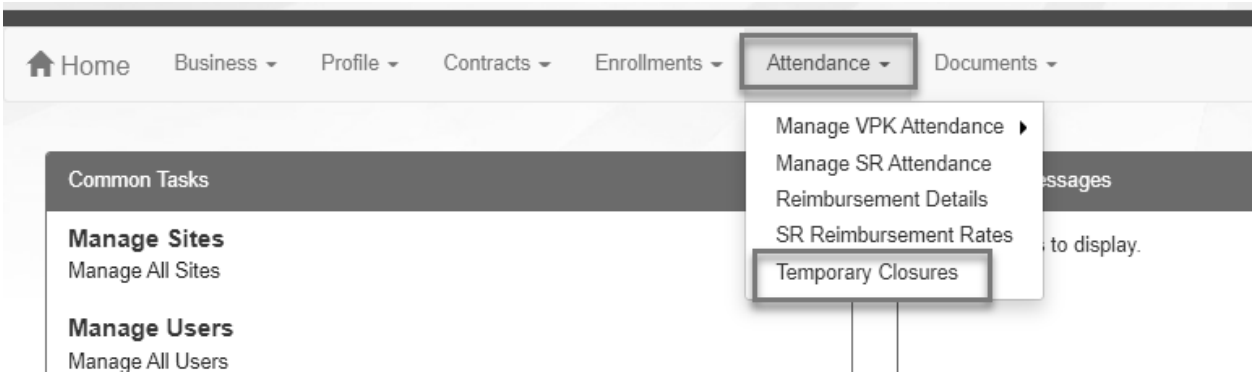


# Temporary Closures

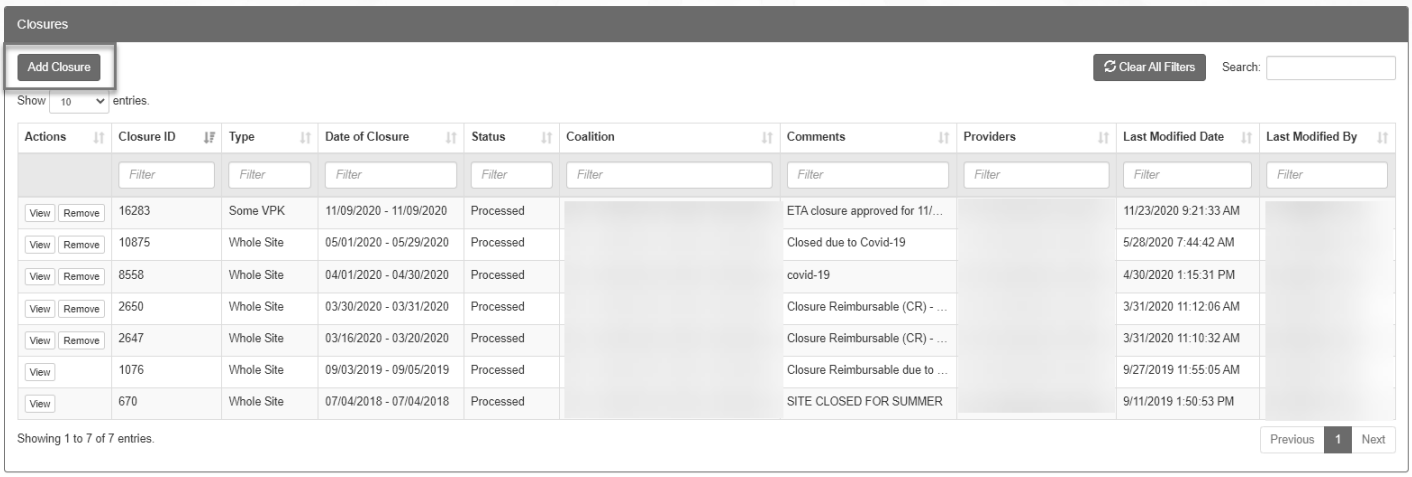
Temporary closures must be created when the whole site or program or specific classroom is temporarily closed due to emergency circumstances. Provider and Coalition users can initiate temporary closures.

**NOTE:** Temporary closures must be created BEFORE attendance is submitted for the month in which the closure occurs.

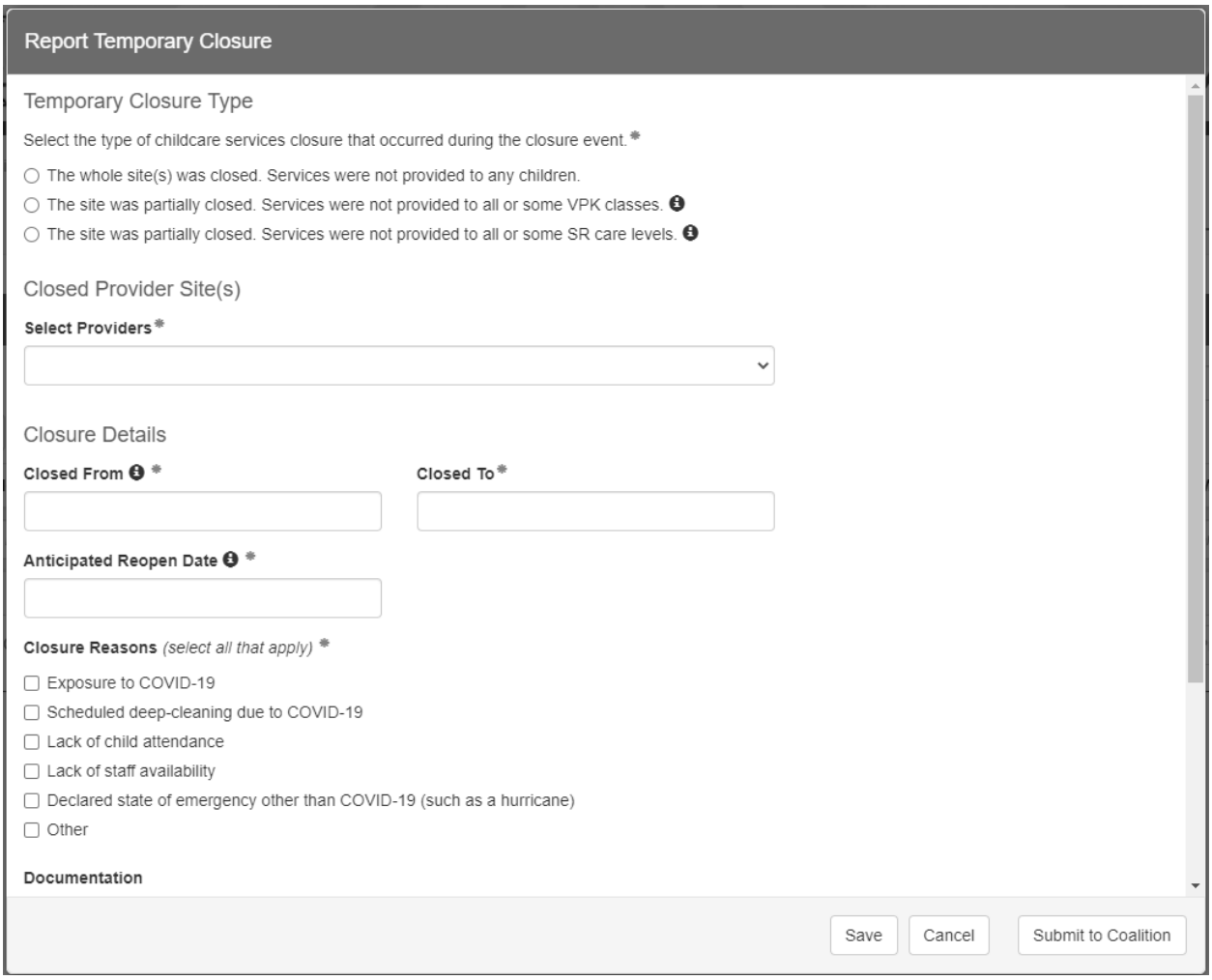
To add a closure, navigate to **Attendance > Temporary Closures**.




Click the **Add Closure** button.



The Report Temporary Closure pop-up window opens.

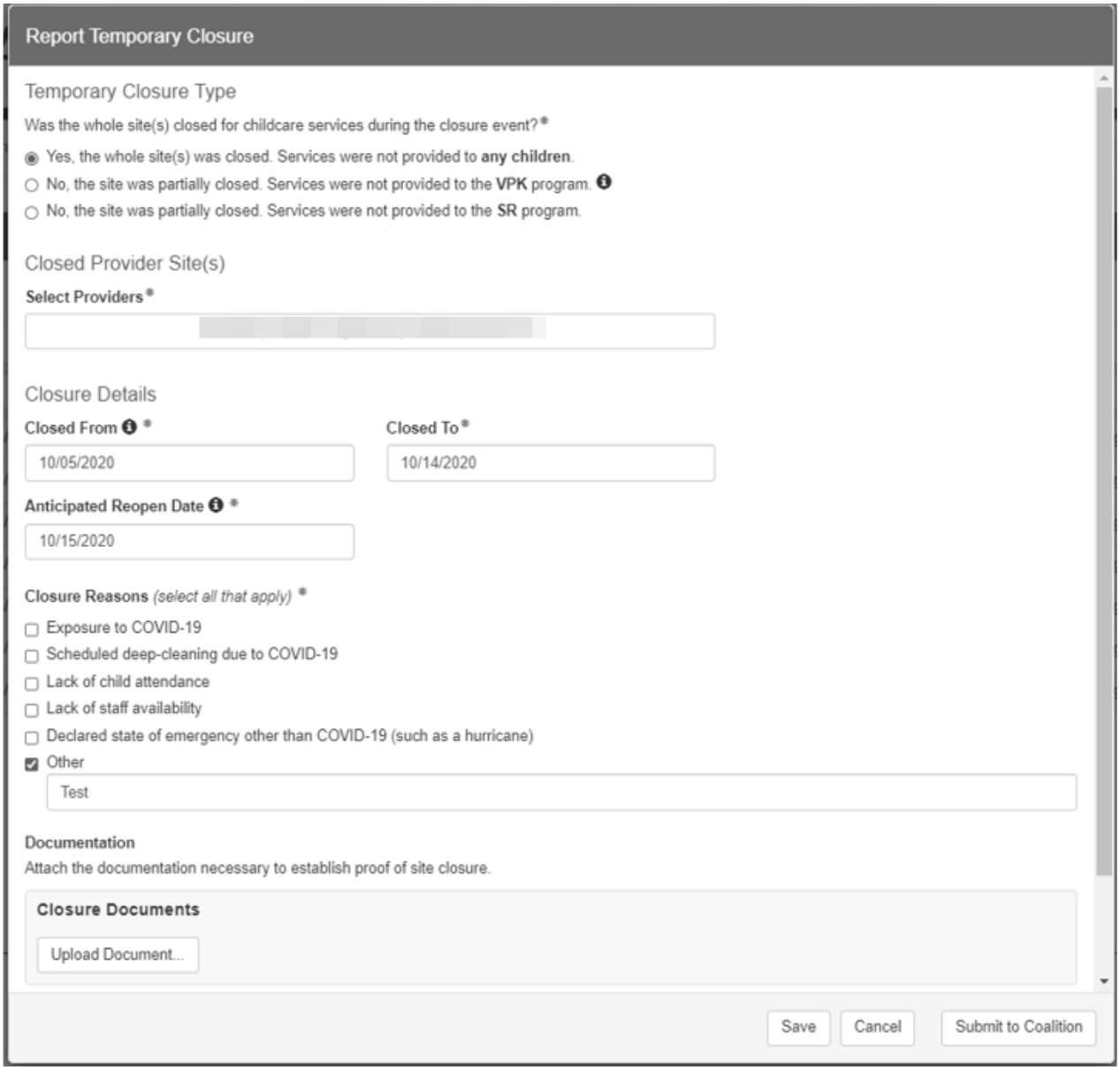



## Creating a Temporary Closure for a Whole Site Closure

Complete the form. Hover over the information icons for additional information.

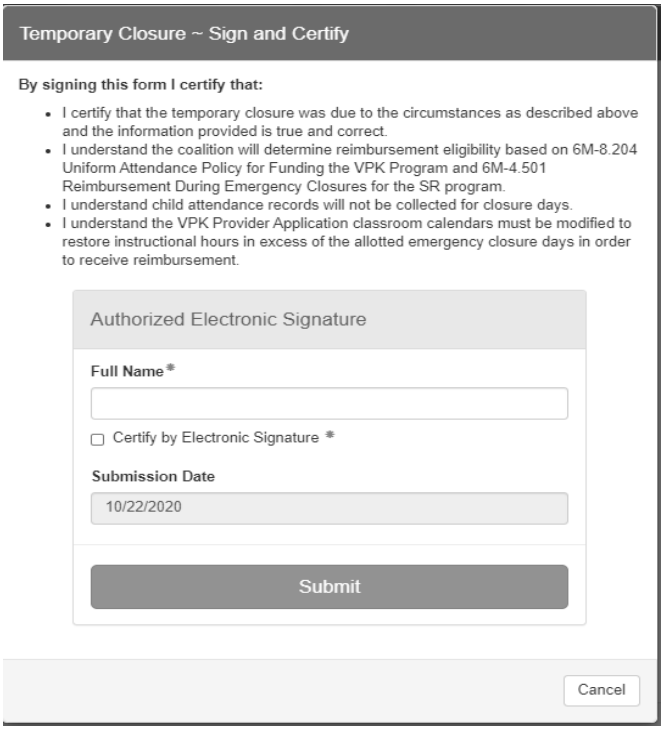
- **Temporary Closure Type**
  - When an entire site is temporarily closed due to emergency circumstances, where all programs and children are impacted, select "The whole site was closed. Services were not provided to any children."
  - When only the VPK program or only some VPK classes were closed, select "The site was partially closed. Services were not provided to all or some VPK classes."
  - When only the SR program or only some SR classes were closed, select "The site was partially closed. Services were not provided to all or some SR care levels."
- **Closed Provider Site(s)** – Select the site(s) that were temporarily closed due to emergency circumstances. Each site that the user has access to is listed. Only providers with VPK or SR enrollments display in the dropdown list. **NOTE**: If providers were closed for different dates, they should be unchecked and have separate closure events created.

- **Closure Details** – Enter the closure date range. The “Closed From” date is the first day of the closure and the “Closed To” date is the last day of the closure. A single day closure would have the same “Closed From” and “Closed To” date. No services are available on dates included in the closure date range. The “Anticipated Reopen Date” is the date the provider expects to reopen. **NOTE**: The closure date range is limited to a single month. If the closure crosses into the next month, an additional closure is needed to cover that time period.
- **Closure Reasons** – Select the applicable reason(s) for closure. If ‘Other’ is selected as the closure reason, then a comment is required.
- **Documentation** – Click the **Upload Document** button to upload necessary documents (optional).
- **Comments** – Enter comments related to the closure. If no comments are entered when the form is saved or submitted, the system will enter “Closure added by provider user” in the comments.



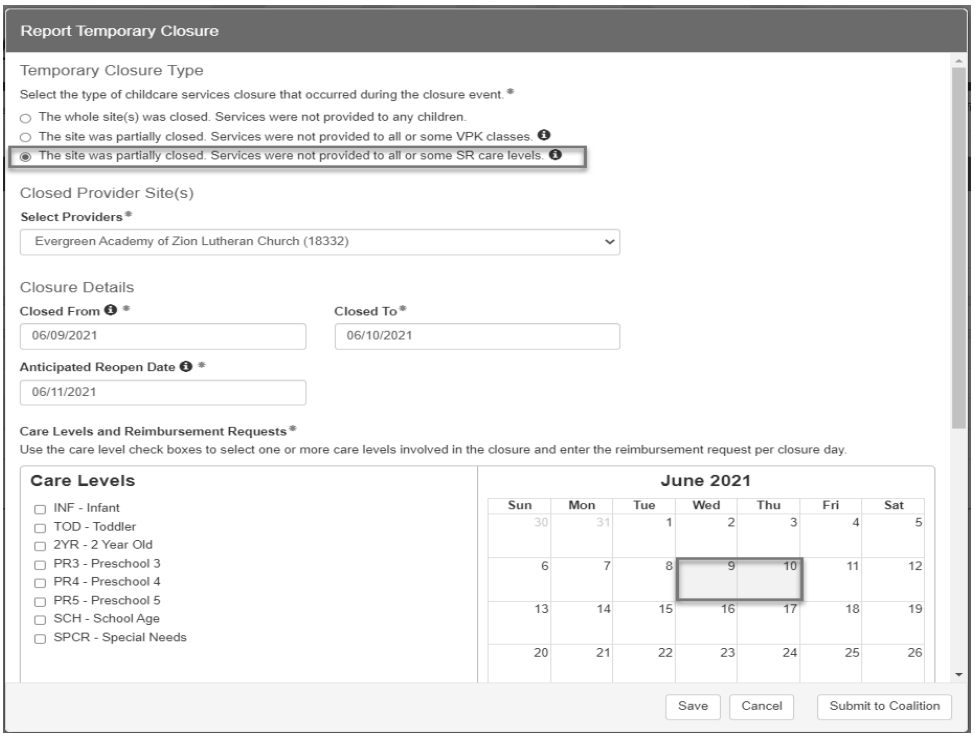
Clicking the **Save** button on the Report Temporary Closure form saves the record in "Incomplete" status. Incomplete closure forms can be seen by the coalition for assistance. To edit a temporary closure record, click the **Edit** button on the incomplete record.

Edit the closure details and click **Submit to Coalition**. After clicking the **Submit to Coalition** button, the Sign and Certify message appears. Complete the authorized electronic signature fields, then click **Submit**.




The temporary closure is submitted to the coalition. The record appears in the Submitted closures queue in "Submitted" status.

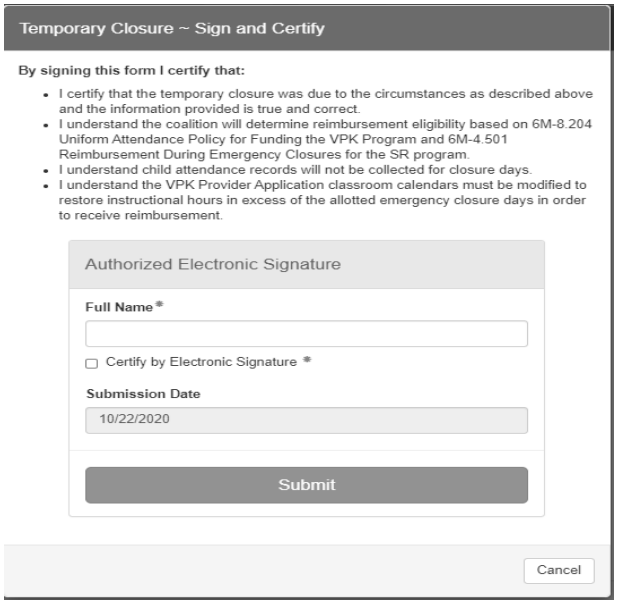
## Creating a Temporary Closure for all or some SR Care Levels.



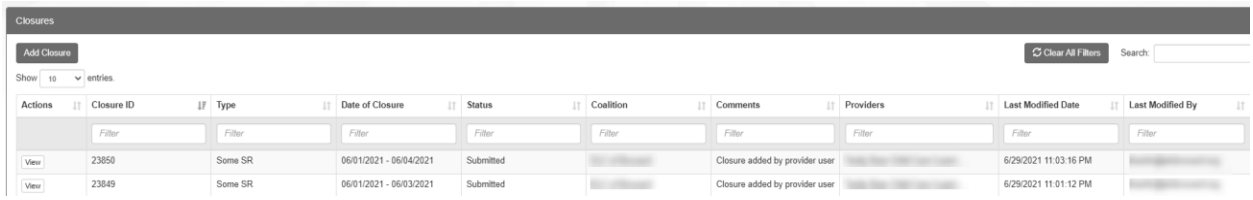

Complete the form. Hover over the information icons ⓘ for additional information.

- **Temporary Closure Type** – When services were not provided to all or some SR Care Levels, select 'The site was partially closed. Services were not provided to all or some SR Care Levels.'
- **Closed Provider Site(s)** – Select the site(s) that were completely, temporarily closed due to emergency circumstances. Each site that the user has access to is listed. Only providers with a certified contract display in the dropdown list. **NOTE**: If providers were closed for different dates, they should be unchecked and have separate closure events created.
- **Closure Details** – Enter the closure date range. The "Closed From" date is the first day of the closure and the "Closed To" date is the last day of the closure. A single day closure would have the same "Closed From" and "Closed To" date. No services are available on dates included in the closure date range. The "Anticipated Reopen Date" is the date the provider expects to reopen. **NOTE**: The closure date range is limited to a single month. If the closure crosses into the next month, additional closure is needed to cover that time period.
- **Care Levels and Reimbursement Requests** – Select the care level(s) impacted by the closure. Check the checkbox for the care levels to include it in the closure. **NOTE:** The days default to 'CR'.

- Clicking on CR changes the value to CN and vice versa.
- **Closure Reasons** – Select the applicable reason(s) for closure. If 'Other' is selected as the closure reason, then a comment is required.
- **Documentation** – Click the **Upload Document** button to upload necessary documents (optional).
- **Comments** – Enter comments related to the closure.
- Clicking the **Submit** button submits the closure to the coalition. The record appears in the Closures grid with "Submitted" status. It is available in Coalition's 'Submitted' queue.
  **NOTE: Save** button saves the record in 'Incomplete' status.
- Complete the authorized electronic signature fields, then check the Certify by Electronic signature box, then click the **Submit** button.



- Clicking the **Submit** button submits the closure to the coalition. The record appears in the grid with "Submitted" status. It is available in Coalition's 'Submitted' queue.



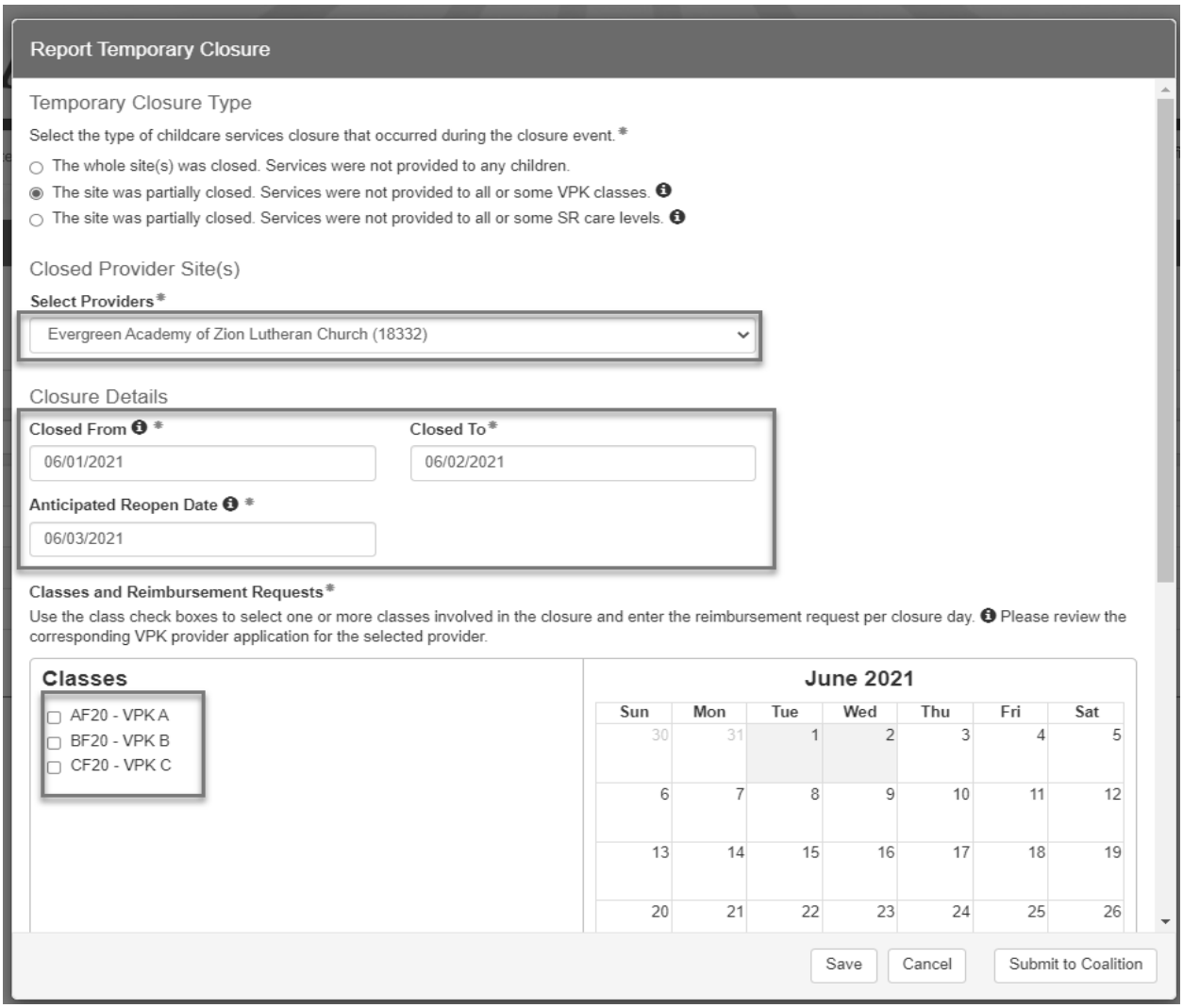

Once the submitted record is processed by the coalition, the record changes to **Processed** status.

**NOTE:**

1. When the status of the record is submitted, there is only a **View** button. The provider cannot edit or delete a temporary closure record that is in **Submitted** or **Coalition Reviewing** status.
2. **Incomplete** and **Processed** records can be deleted.
3. If a coalition adds more providers to the closure that the provider user does not have access to, there will not be a **Remove** button.

4. Individual students, not affected by a temporary closure, may be edited in SR attendance. For example, a 2 Year Old class has 6 children showing a CR for the temporary closure, but 3 of them were present on the CR days. The provider can change the CR days to an X to mark the 3 children present.

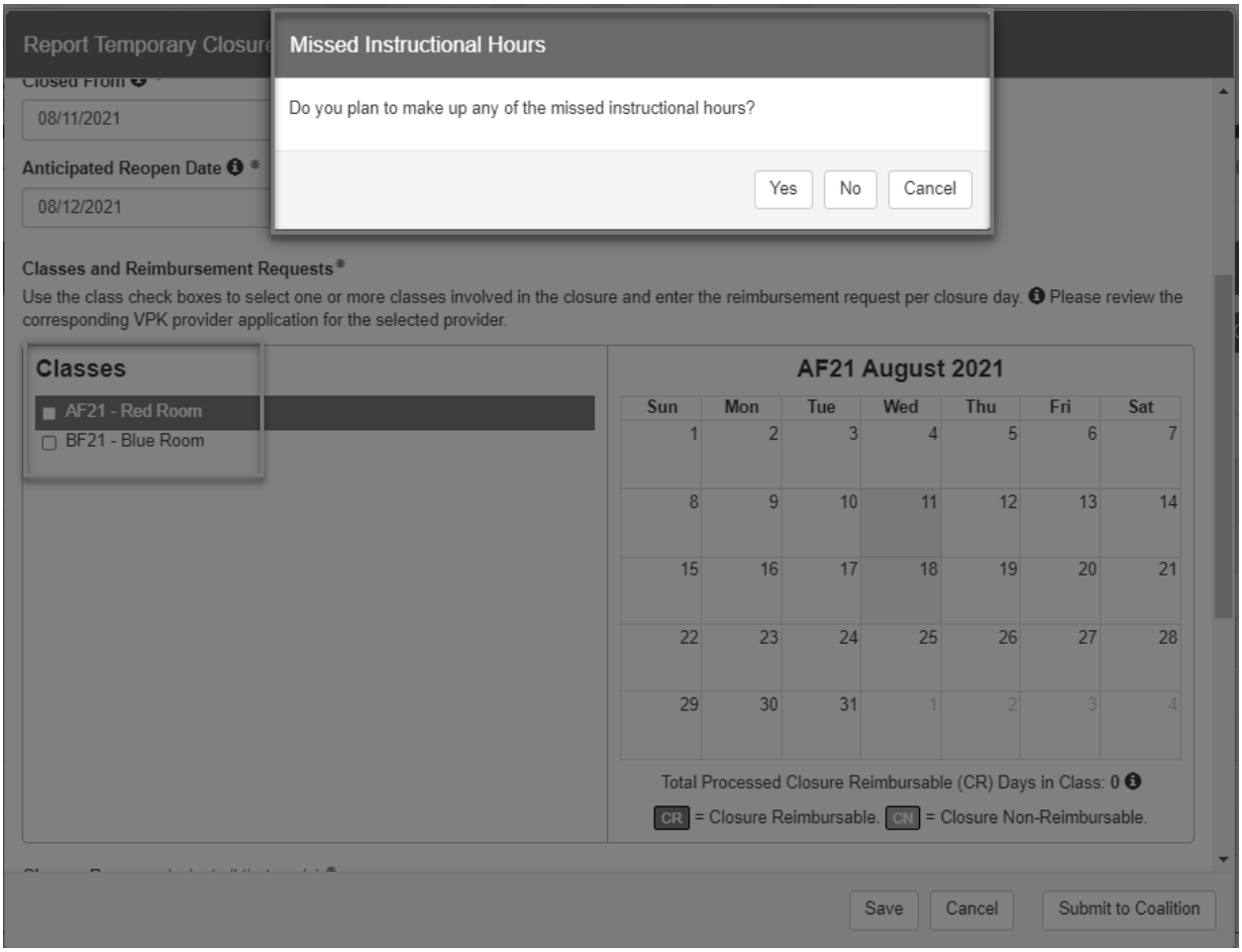
## Creating a Temporary Closure for all or some VPK Classes.



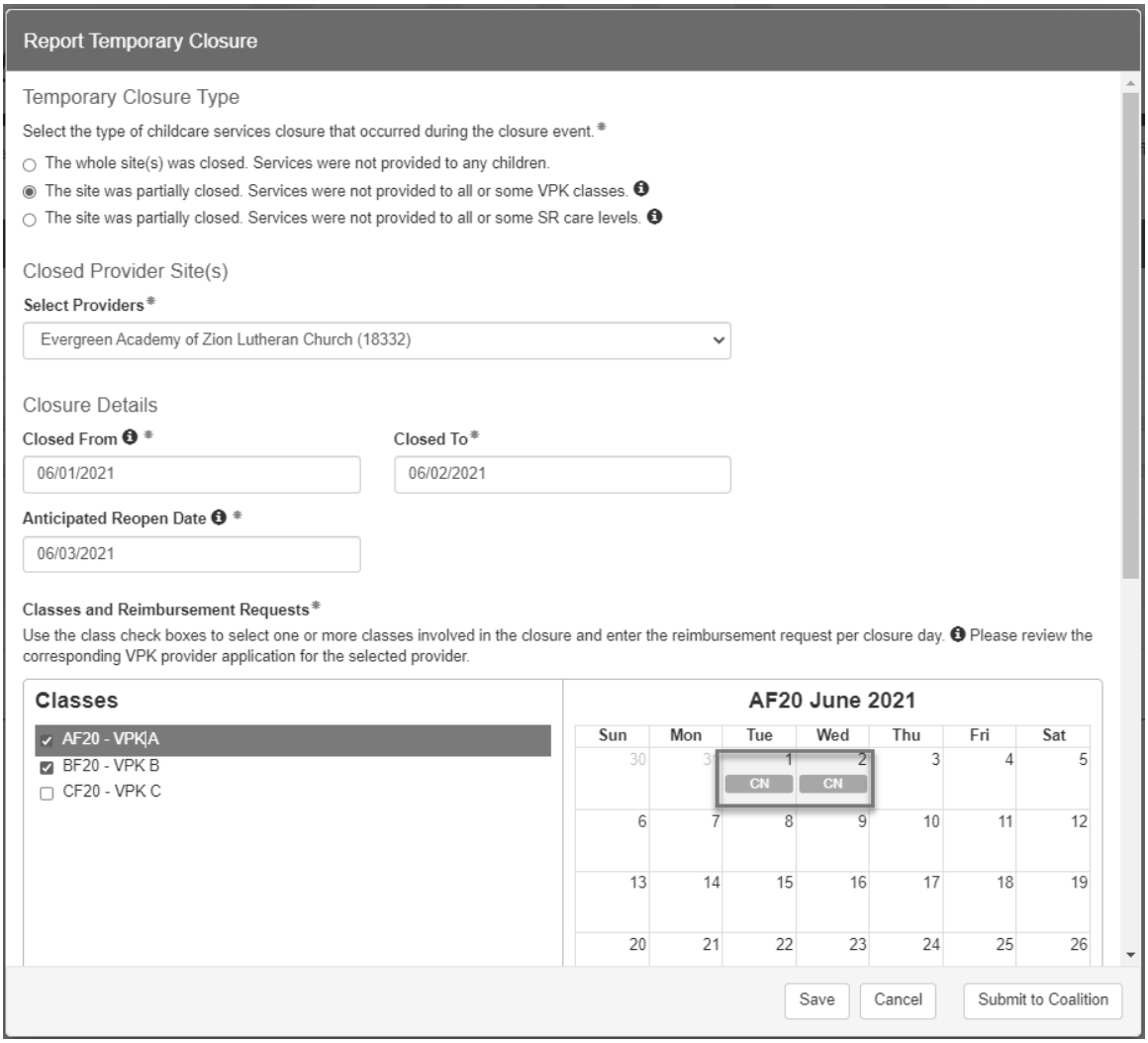

Complete the form. Hover over the information icons for additional information.

- **Temporary Closure Type** – When services were not provided to all or some VPK classes, select "The site was partially closed. Services were not provided to all or some VPK Classes."
- **Closed Provider Site(s)** – Select the site where some or all VPK classes were temporarily closed due to emergency circumstances. Each site that the user has access to is listed. Only providers with enrollments display in the dropdown list.
- **Closure Details** – Enter the closure date range. The "Closed From" date is the first day of the closure and the "Closed To" date is the last day of the closure. A single day closure would have the same "Closed From" and "Closed To" date. No services are available on dates included in the closure date range. The "Anticipated Reopen Date" is the date the provider expects to reopen. **NOTE**: The closure date range is limited to a single month. If the closure crosses into the next month, an additional closure is needed to cover that time period.

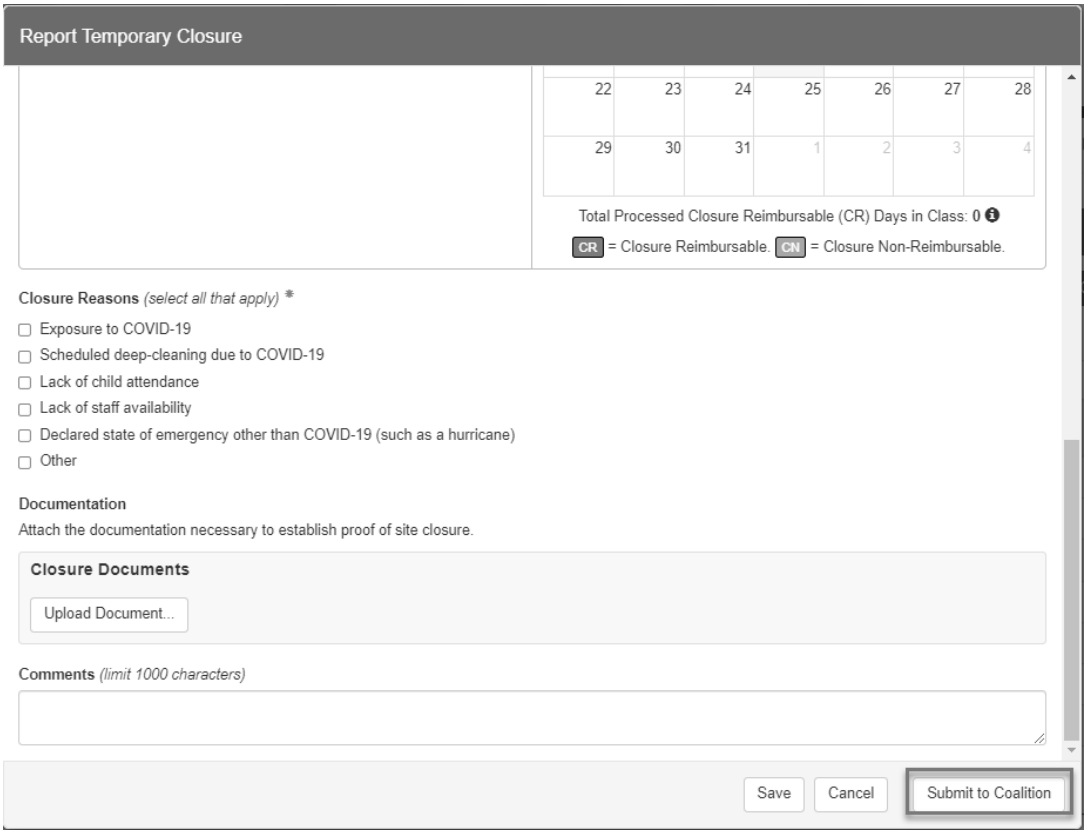
- **Classes and Reimbursement Requests** – Select the class(es) impacted by the closure using the checkbox.
    - The Missed Instructional Hours pop-up window opens.
        - Selecting 'Yes', marks the day as 'Closure Non-Reimbursable' (CN) in the calendar.
        - Selecting 'No', marks the days as 'Closure Reimbursable' (CR) in the calendar.



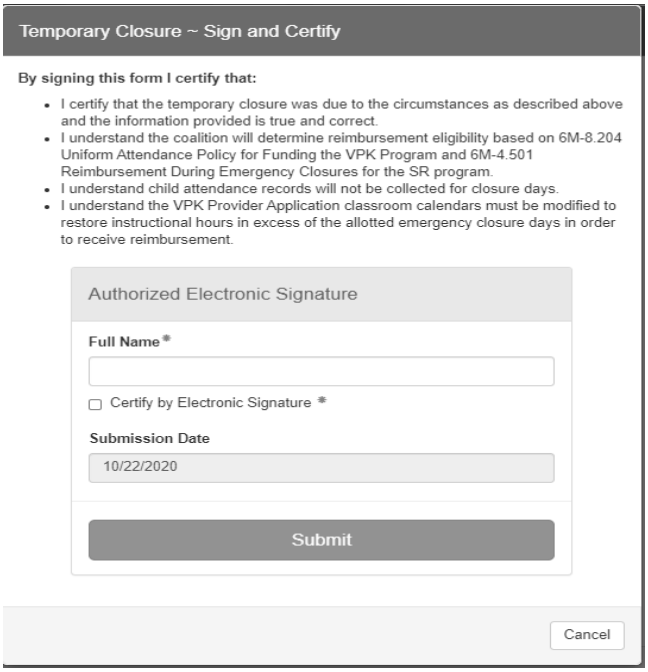
- The days populate as CN – Closure Non-Reimbursable or as CR – Closure Reimbursable.
- Clicking on CN changes the value to CR and vice versa.




- **Closure Reasons** – Select the applicable reason(s) for closure. If "Other" is selected as the closure reason, then a comment is required.
- **Documentation** – Click the **Upload Document** button to upload necessary documents (optional).
- **Comments** – Enter comments related to the closure. If no comments are entered when the form is saved or submitted, the system will enter "Closure added by provider user" in the comments.
- After clicking the **Submit to Coalition** button, the **Sign and Certify** message appears.
- **NOTE:** Clicking the **Save** button saves the record in "Incomplete" status. The coalition can view incomplete forms.




- Complete the authorized electronic signature information, then click the **Submit** button.




- Clicking the **Submit** button submits the closure to the coalition. The record appears in the grid with "Submitted" status. It is available in Coalition's 'Submitted' queue.

## VPK Non-Reimbursable Temporary Closures

After the coalition approves a temporary closure that has non-reimbursable (CN) days, VPK providers must take additional steps to complete the process. When the temporary closure with non-reimbursable days is set to "Processed":

1. The provider's VPK provider application (VPK-APP) is changed to "Incomplete" status.
2. If the class(es) associated with the non-reimbursable closure shares a calendar with another class, the system separates the calendar so that each class that shared the calendar will have its own calendar. In other words, the original class calendar is cloned as many times as needed and each cloned calendar is assigned to a class so that all classes involved in the closure have its own calendar. (One of the classes will keep the original calendar.)
   - A new cloned calendar's name consists of the word "Revised:" followed by the original calendar's name and the associated class's name in parenthesis.
   - If the original calendar does not have a name, the cloned calendar's name will only consist of "Revised:" and the associated class's name in parenthesis.

   Example:

   **Original Calendar**:

   **Cloned Calendar** assigned to class AF21:

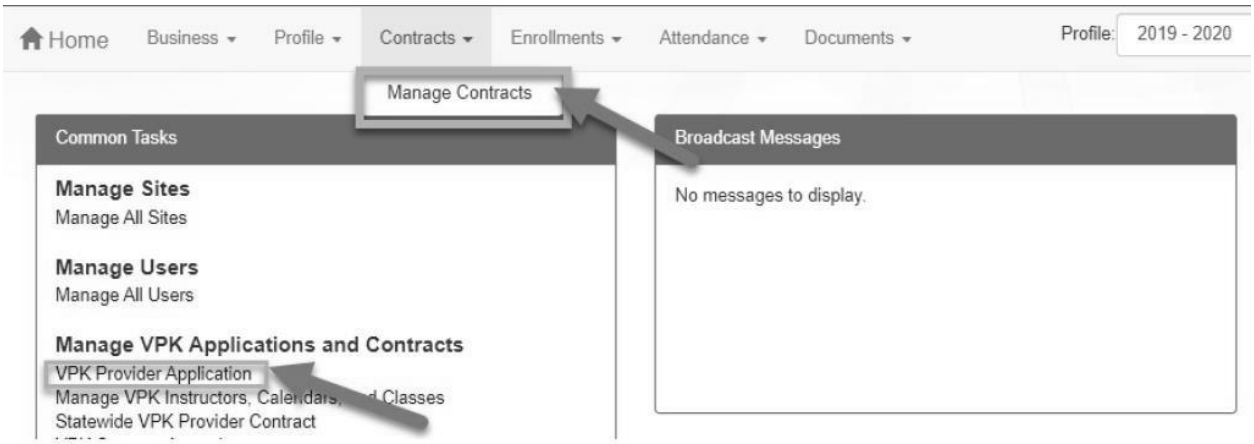
3. The non-reimbursable temporary closures for each class are automatically written to the original and/or cloned calendar as "**Non-Instructional: Temporary Closure Added**" in the correct service period month.

**NOTE**: When non-instructional temporary closure days are added to a VPK calendar, the Total Calculated Hours are reduced, so the provider must adjust the calendar to restore the calculated hours to "540".

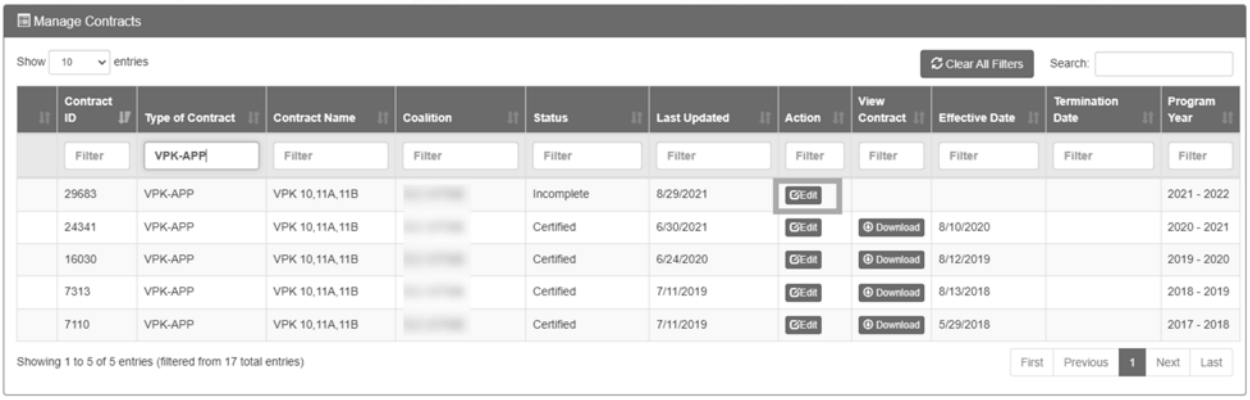
4. An email notification is sent to the provider advising that their VPK-APP is in non-certified status due to a temporary closure. The provider is instructed to log into the account to update and submit the VPK-APP to the coalition.

## Update VPK Class Calendar

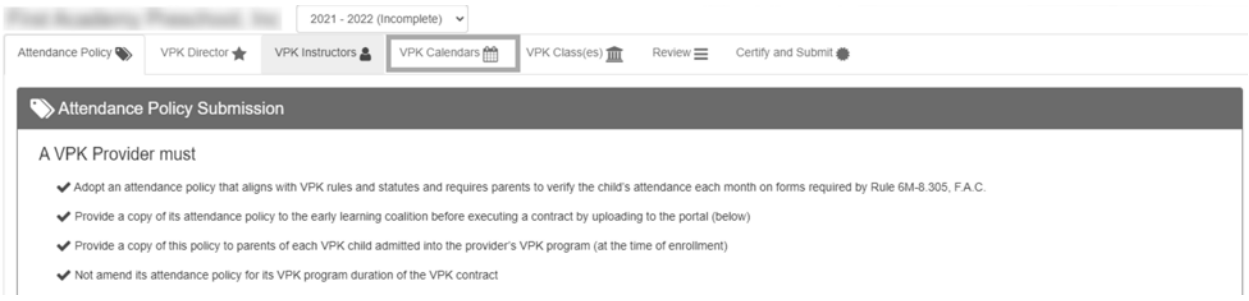
Providers must revise their VPK class calendar(s) in their VPK-APP to make up the hours for the non-instructional day(s) due to temporary closure (CN days). In the Provider Portal, navigate to the **Contracts > Manage Contracts.** Or, on the home page Common Tasks section, click the VPK Provider Application link.




On the Manage Contracts page, click the **Edit** button for the incomplete VPK-APP.

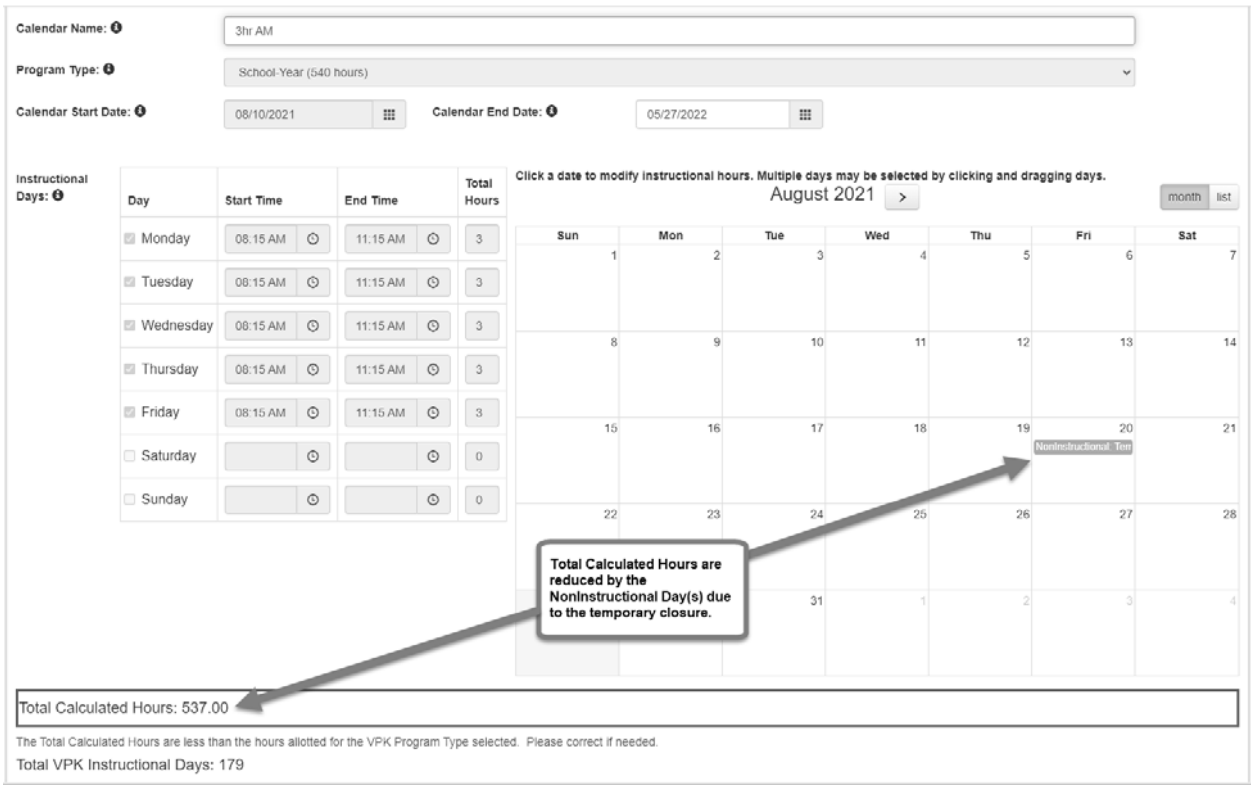



Click the **VPK Calendars** tab to open the calendars page.



Identify the calendar(s) with the non-instructional temporary closure days. Click the **Edit** button to make changes to a calendar. The system defaults to the first calendar month of the class. Click the forward arrow if needed to view the month with the closure.

The Totaled Calculated Hours will be reduced for each non-instructional day based on the hours defined for the day.



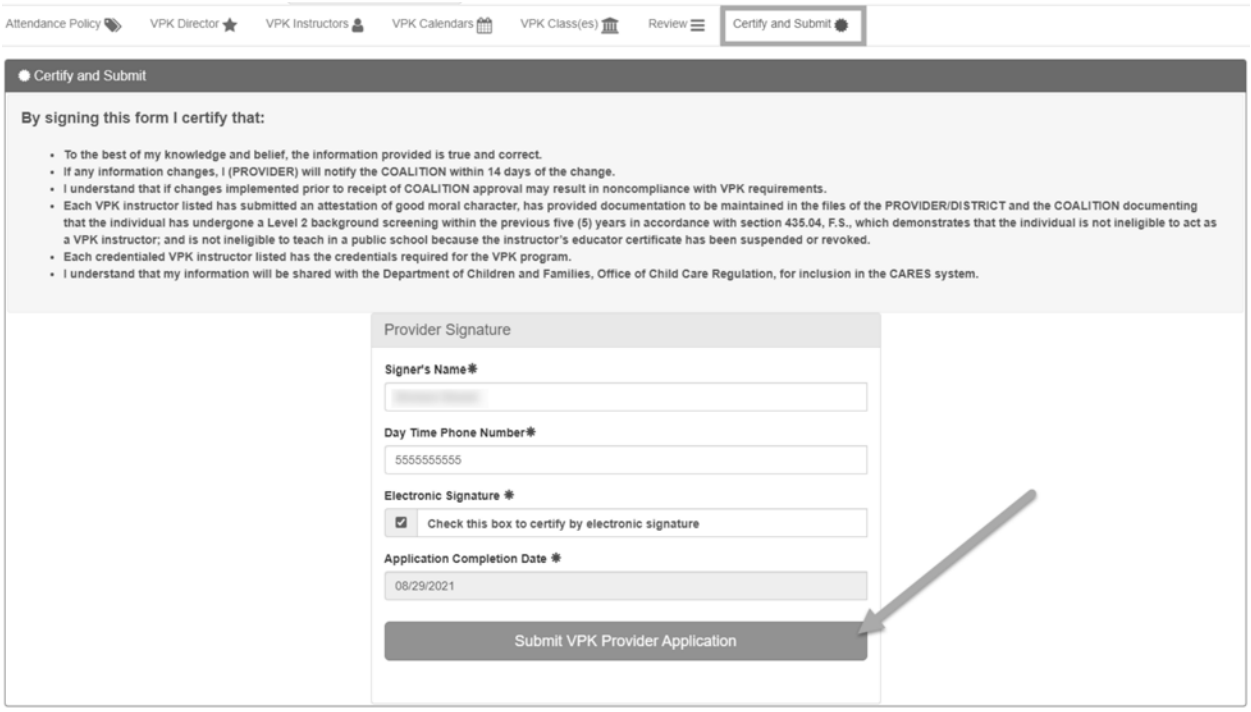

Make adjustments to the calendar to restore the hours to 540. This can be accomplished in a variety of ways such as:

- Canceling previously identified <u>future</u> non-instructional days
- Extending the class end date
- Extending the time on instructional days by creating Instructional Day Exceptions with different class hours

When the changes are done and the calculated hours are restored, click the **Save** button.

**NOTE**: These steps must be completed for each impacted calendar.

When all impacted calendars are updated, click on the **Certify and Submit** tab. Complete the signature information, then click the **Submit VPK Provider Application** button.




After clicking **Submit VPK Provider Application**, the VPK-APP status changes to "Submitted" and the application is available for the coalition to review.

**NOTE**: Since reimbursable temporary closure (CR) days do not reduce the total class hours, they will not be added to the VPK calendar.

## Attendance Rosters

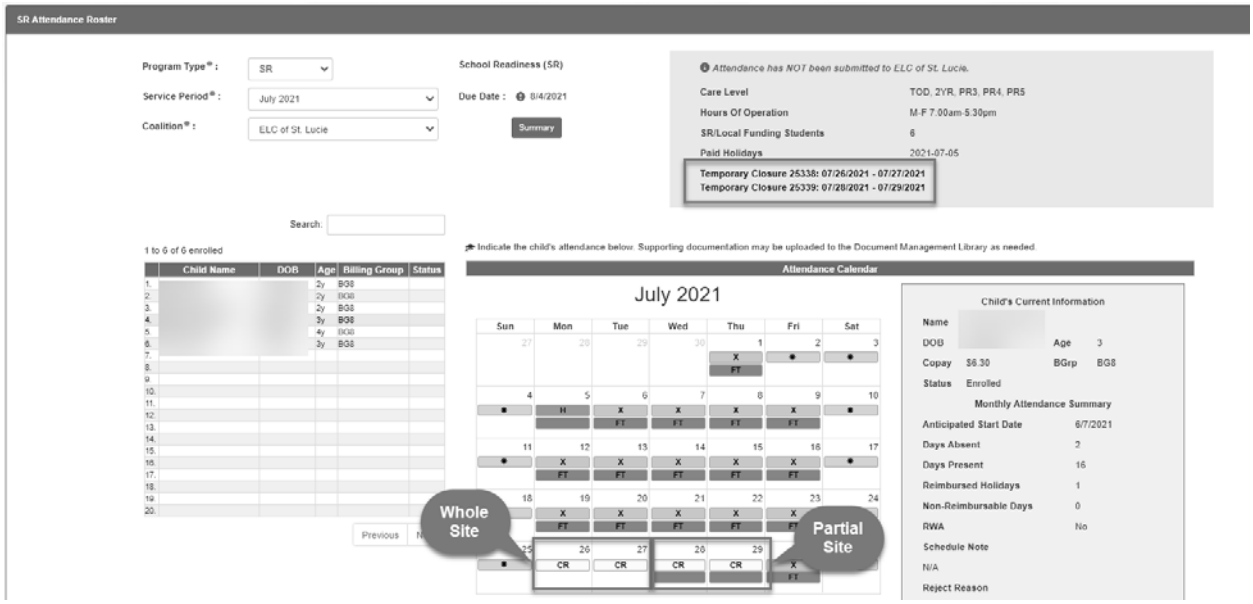
After the temporary closure is processed by the coalition, the temporary closure days will show on SR and/or VPK attendance rosters as CR or CN.

**NOTE**: For VPK, if there were any CN days, the coalition must review the provider's updates to the VPK calendar and set the VPK-APP status to Certified before attendance can be done.

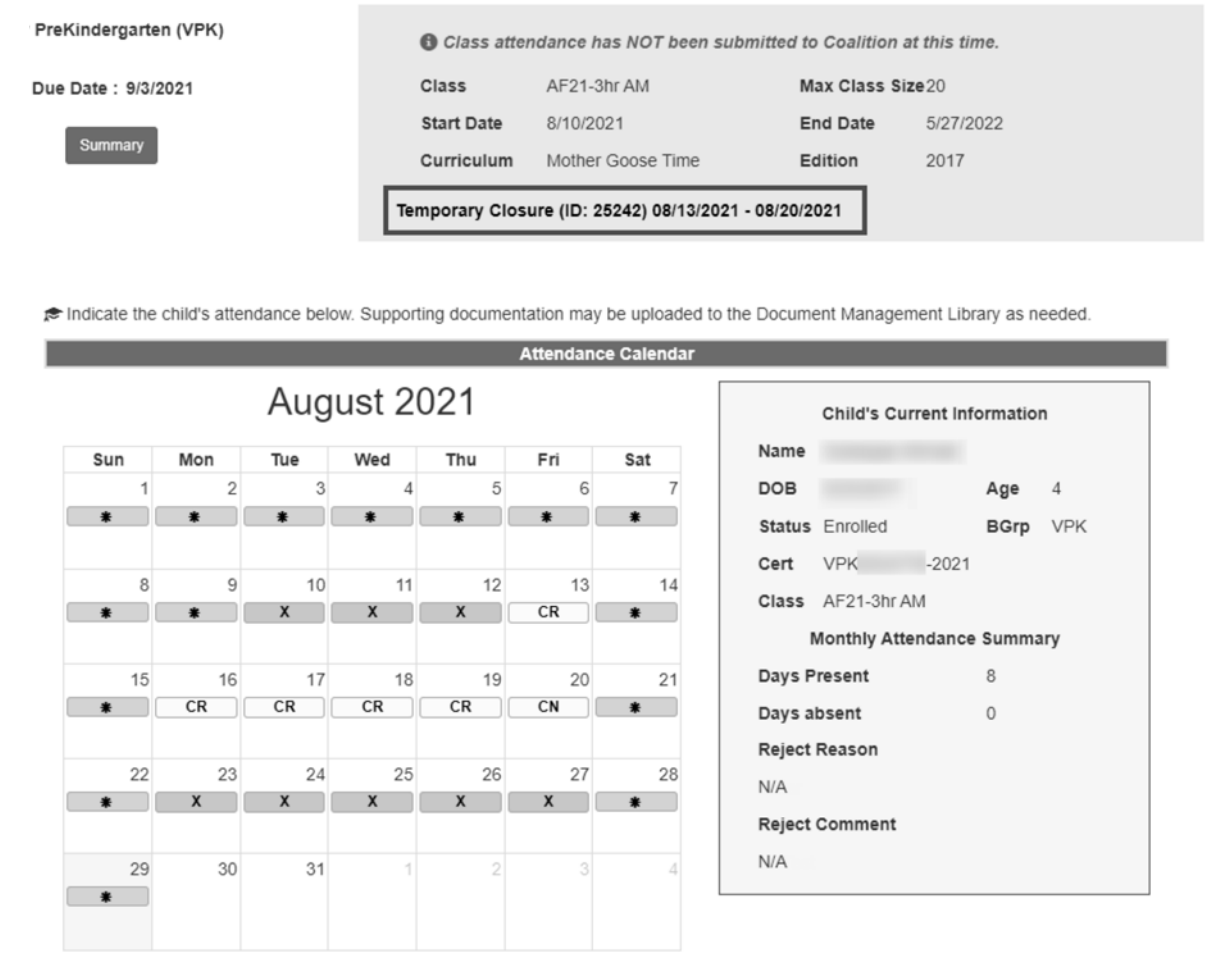
In the blue header, the temporary closure details display:

- Closure ID
- Closure Dates

SR Attendance Roster:



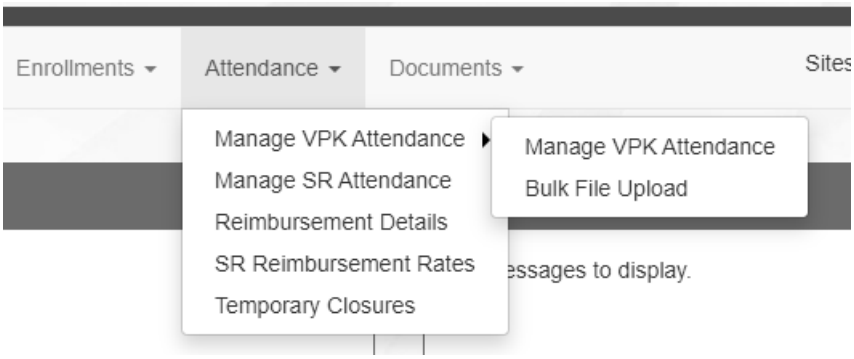
VPK Attendance Roster:




After each child's attendance for the month is reviewed, it can be submitted to the coalition.

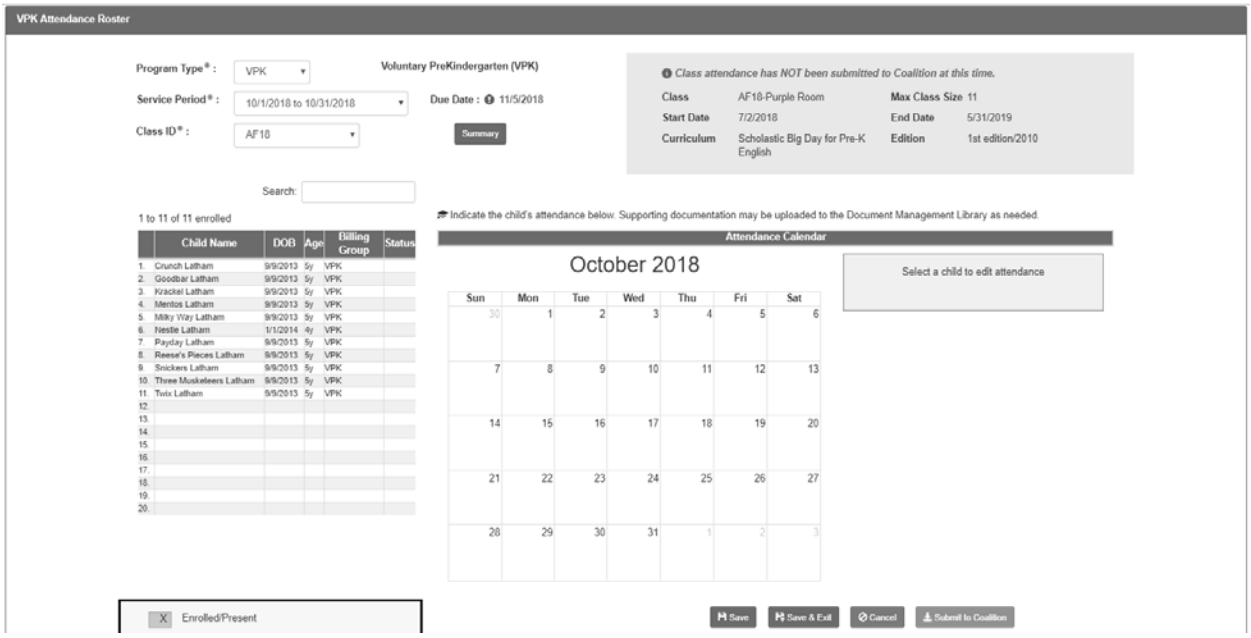
# Attendance - VPK

Providers manage VPK attendance online by navigating to the Attendance menu item and selecting **Manage VPK Attendance**. Providers may submit their attendance through the web page or using a bulk file upload, similar to the bulk enrollment file upload. It is important to note that changes to enrollment, such as entering a termination date, or changes to the class schedule, such as reporting a site closure, cannot be performed in attendance. Enrollment information must be corrected in the Enrollments area. Class schedule information must be corrected in the **Contracts > VPK Provider Application** area. Any changes to source data should be done prior to submitting attendance. Coalitions may assist as needed.




## Submitting Attendance Online

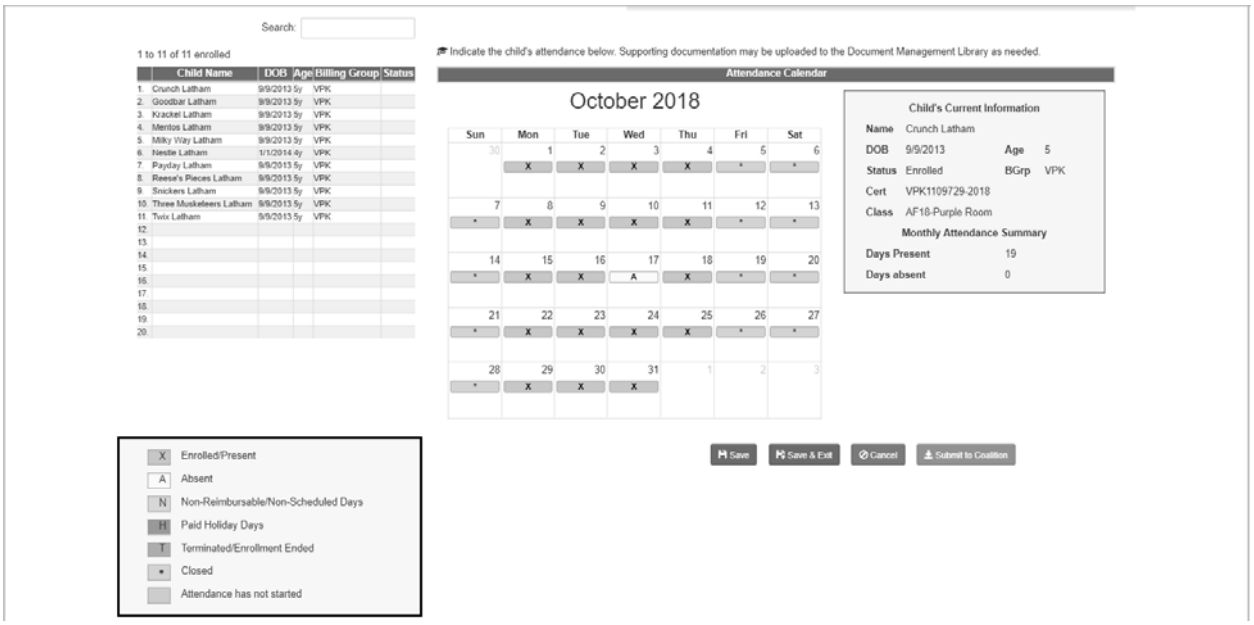
Select the **Manage VPK Attendance** menu item. The VPK Attendance Roster displays, defaulting to the current service period and first class. The blue summary box to the right contains class details such as the class full name, start and end dates, and max class size. If necessary, use the drop downs to select a different service period and/or class.




**NOTE:** A service period is the month in which services were rendered. Child absences for the service period must be marked, saved, and submitted to the coalition for payment. A due date is displayed for each service period. Providers with multiple classes must submit an attendance roster for each class for payment.

The search feature may be used to search for any criteria included in the roster (i.e. a name, DOB, age, billing group, or status). The summary feature shows the current/saved attendance information for all children in one view.

To record attendance, click on a child's name to view their attendance for the month.

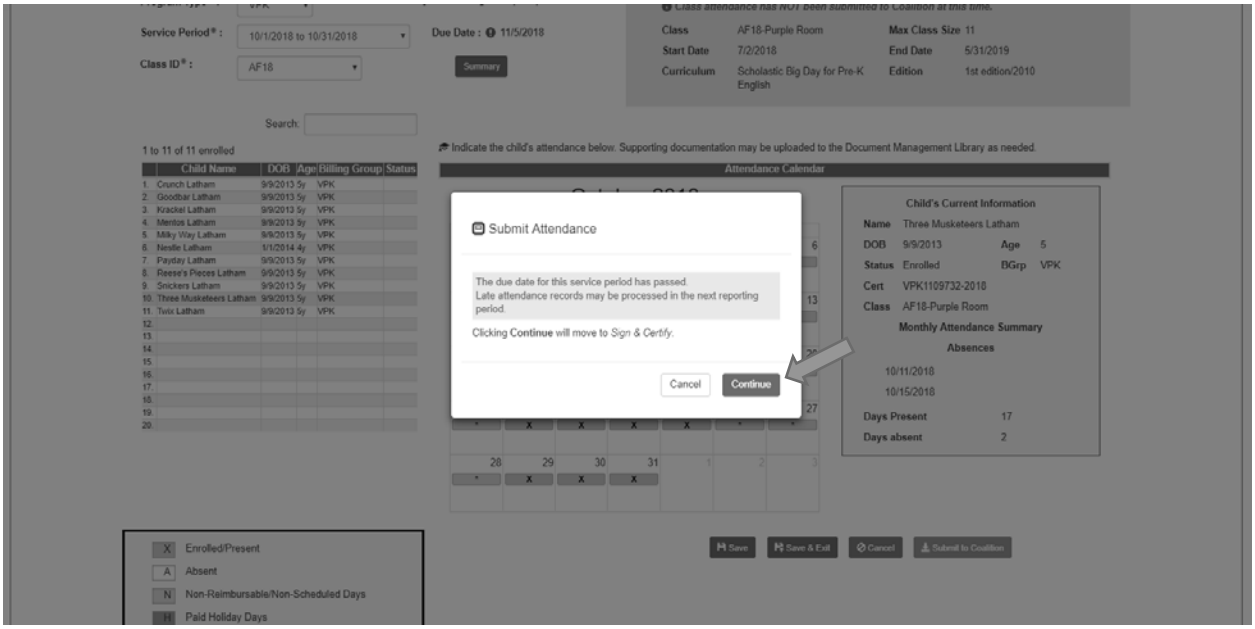



- Days the site is closed are marked with an asterisk "*."
- Days the child is scheduled to attend are marked with an "X" for present.
- A legend is provided in the bottom right for more code descriptions.

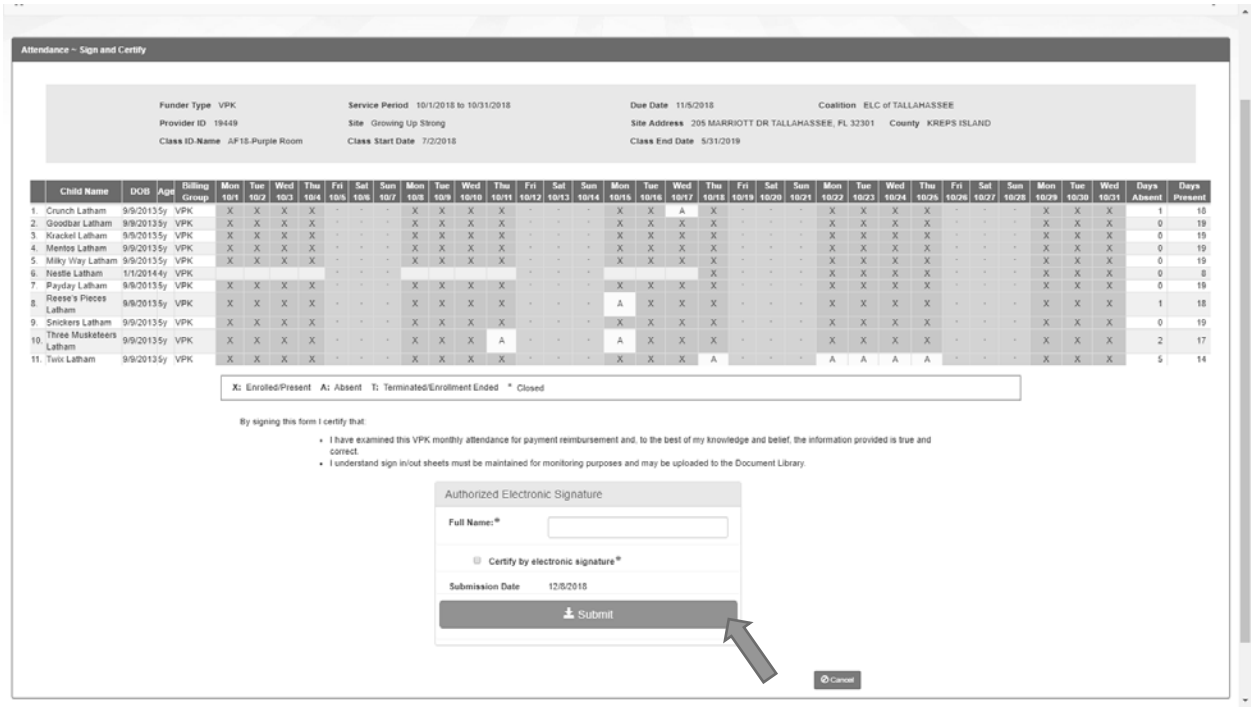
To change a present day to absent, click on the "X." The "X" for present will now appear as an "A" for absent.

**NOTE:** Absences entered by mistake can be changed back to present by clicking on the "A."

While not required, it is recommended to click **Save** (below the calendar) before moving on to another child. When all child absences are marked for the month, click **Save** and then click the **Submit to Coalition** button. A window may appear if the attendance is being submitted early or late, or if no absences have been recorded. To continue to the *Sign & Certify* page, click **Continue**.

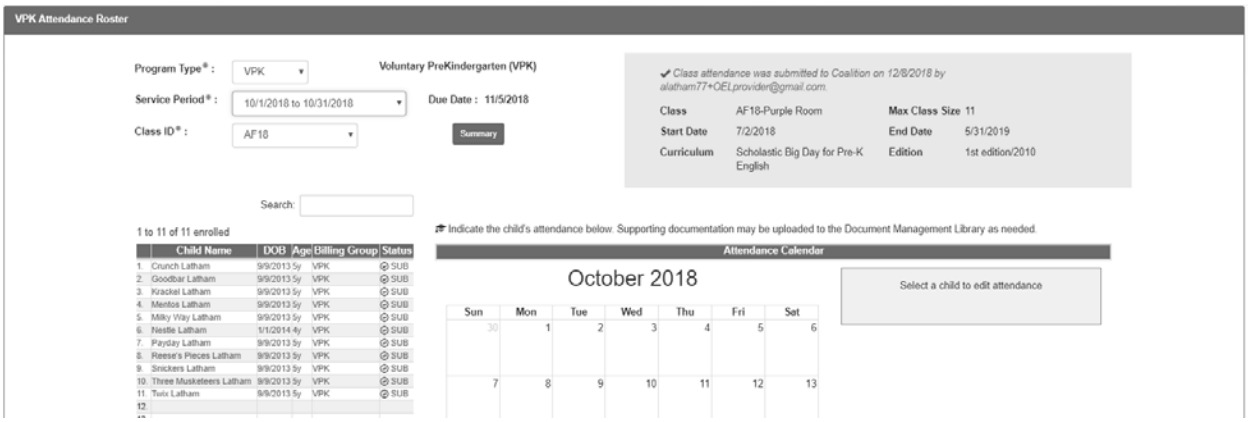



The *Sign and Certify* page displays the class summary with the total number of days absent and days present. At this point, providers may want to print this page using the browser print function. When ready, review the certification statements and complete the Authorized Electronic Signature portion by entering the user's **Full Name,** checking the box for **Certify by electronic signature**, and clicking **Submit**. To abandon the submission, click **Cancel**.



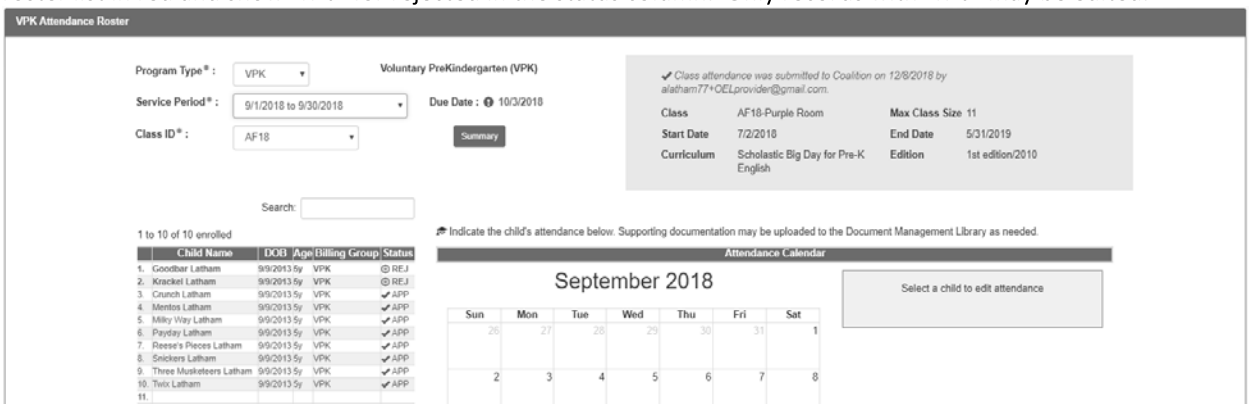
## Submitted Attendance

Upon submission, the screen returns to the VPK Attendance Roster view with the current service period displayed. Select the submitted service period from the drop down. The submitted roster now has a submitted message and each child shows “SUB” for submitted in the status column. This status will change as the child attendance is processed by the coalition.

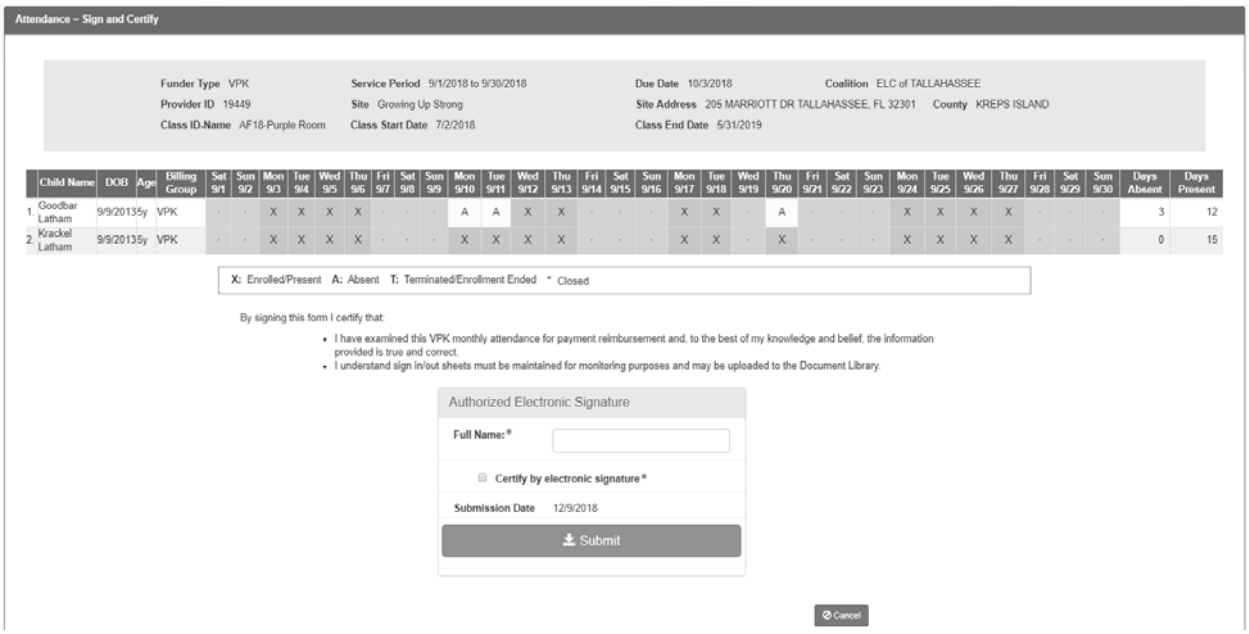



## Rejected Attendance

Coalition staff may reject submitted attendance. In this case, the individual that submitted the roster will receive an email notification. Instructions are provided to log in to the Provider Services Portal, review the roster, make necessary changes to rejected records, and re-submit. The rejected child records are displayed at the top of the roster list in red and show "REJ" for rejected in the status column. Only records with "REJ" may be edited.



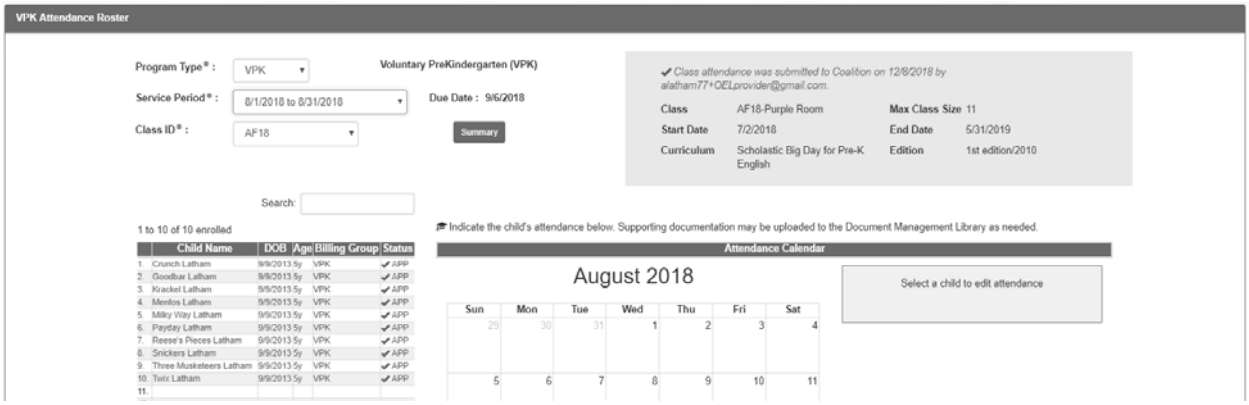

To edit, click the name of a rejected record. Any absences previously recorded appear. Make changes as needed. After the last record is corrected, click **Save**. Then, click the **Submit to Coalition** button and continue to the *Sign & Certify* page. This time, the *Sign & Certify* page only shows the rejected records that are being re-submitted to the coalition. Complete the Authorized Electronic Signature portion and click Submit.



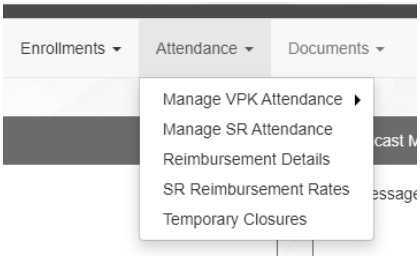

Upon submission, the rejected "REJ" records appear on the roster as submitted "SUB."

## Approved Attendance

Coalition staff will continue to work submitted attendance until the records are approved for payment. Approved records appear on the attendance roster as "APP" for approved in the status column.

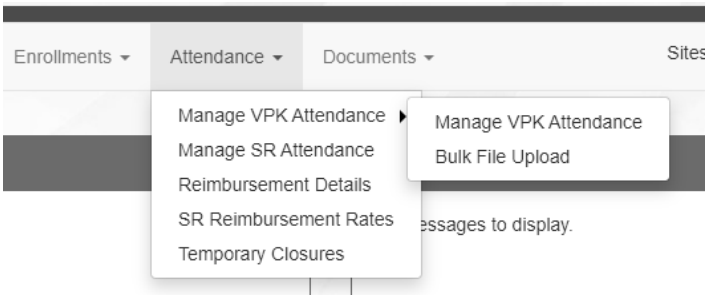



When records are paid by the coalition, the reimbursement details are posted on the Provider Portal under **Attendance > Reimbursement Details**.

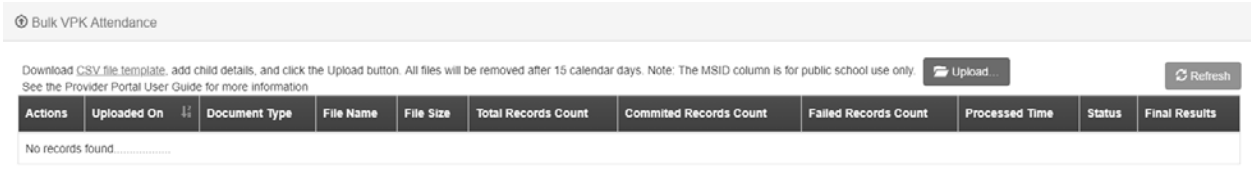


## Uploading Bulk Attendance File

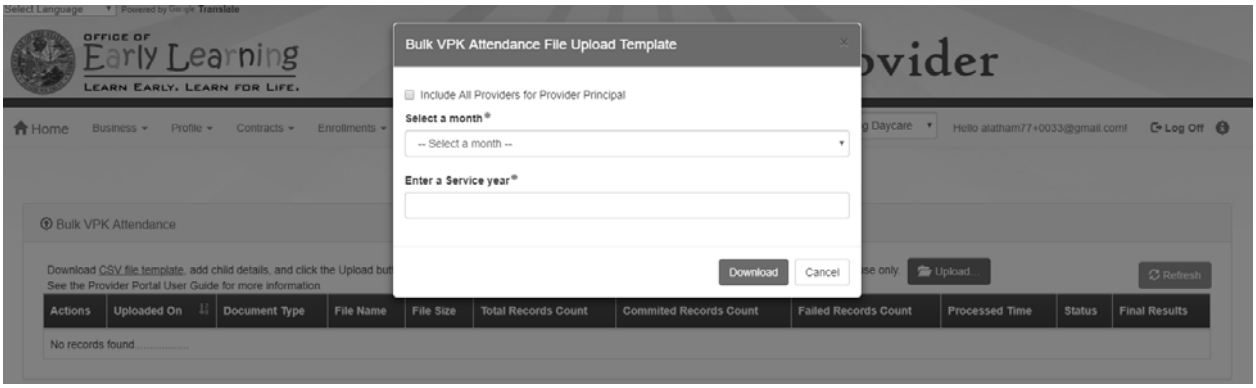
Providers may submit their attendance via a bulk file upload (similar to the enrollment bulk file upload process). To begin, go to the Attendance menu item, choose Manage VPK Attendance, and then select **Bulk File Upload**.




The Bulk VPK Attendance page displays.




Click the **CSV file template** link. A window appears. From this window, select the service month and year to generate a file for all of the enrollments (for all classes) at the site that month. Alternatively, multi-site providers may check the *"Include all providers for provider principal"* box to generate a file for all of the enrollments (for all classes) at all sites associated to the account for that month. Then, click the **Download** button.




Open the downloaded file. The enrollment information for each class is pre-populated. Each instructional day during the student's enrollment defaults to present (X).

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | ProviderID | MSID | ProviderName | COENumber | FLEID | ChildLastName | ChildFirstName | ChildDateOfBirth | AttendanceMonth | AttendanceYear | Day_1 | Day_2 | Day_3 | Day_4 | Day_5 | Day_6 | Day_7 | Day_8 | Day_9 |
| 2 | 8433 | | Daisy Mae Daycare | VPK748-2018 | | Latham | Ariel | 2/2/2014 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 3 | 8433 | | Daisy Mae Daycare | VPK751-2018 | | Latham | Bambi | 1/1/2014 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 4 | 8433 | | Daisy Mae Daycare | VPK752-2018 | | Latham | Blue Fairy | 8/8/2013 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 5 | 8433 | | Daisy Mae Daycare | VPK753-2018 | | Latham | Pinocchio | 12/12/2013 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 6 | 8433 | | Daisy Mae Daycare | VPK747-2018 | | Latham | Aladin | 1/1/2014 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 7 | 8433 | | Daisy Mae Daycare | VPK757-2018 | | Latham | Chip | 2/2/2013 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 8 | 8433 | | Daisy Mae Daycare | VPK754-2018 | | Latham | Cinderella | 7/7/2013 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 9 | 8433 | | Daisy Mae Daycare | VPK756-2018 | | Latham | Cruella deVil | 2/2/2013 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 10 | 8433 | | Daisy Mae Daycare | VPK758-2018 | | Latham | Dale | 1/1/2014 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |
| 11 | 8433 | | Daisy Mae Daycare | VPK749-2018 | | Latham | Hercules | 1/1/2014 0:00 | 8 | 2018 | * | * | * | * | * | * | * | * | * |

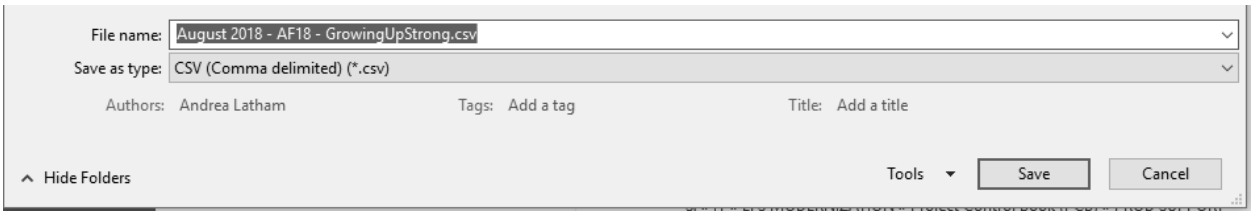
| T | U | V | W | X | Y | Z | AA | AB | AC | AD | AE | AF | AG | AH | AI | AJ | AK | AL | AM | AN | AO | AP | AQ | AR | AS | AT |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Day_10 | Day_11 | Day_12 | Day_13 | Day_14 | Day_15 | Day_16 | Day_17 | Day_18 | Day_19 | Day_20 | Day_21 | Day_22 | Day_23 | Day_24 | Day_25 | Day_26 | Day_27 | Day_28 | Day_29 | Day_30 | Day_31 | ClassroomID | ClassroomName | CountyID | EnrollmentVPKID | ProviderRosterID |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1130 | AF18 | 37 | 271 | 397 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1130 | AF18 | 37 | 272 | 398 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1130 | AF18 | 37 | 273 | 399 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1130 | AF18 | 37 | 274 | 400 |
| * | * | * | _ | _ | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 279 | 450 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 277 | 448 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 275 | 446 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 276 | 447 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 278 | 449 |
| * | * | * | X | X | X | X | X | * | * | X | X | X | X | X | * | * | X | X | X | X | X | 1131 | BF18 | 37 | 284 | 451 |

a. Legend: present (X), site closed (*), student not started (_), student terminated (T).
b. Day_1 = first of attendance month, Day_2 = second day of attendance month, Day_3 = third day of attendance month, etc. In this example, Day_1 = August 1, Day_2 = August 2, and Day_3 = August 3.
c. Regardless of the month/year, columns for Day_1 to Day_31 are included in the file and are necessary for the upload; none should be removed.
d. It is critical that only the content of "Day_#" columns are changed (i.e. changing an X to an A). Attempting to add students or edit/remove system generated columns will cause errors. The file is a reflection of the enrollment information for the class when downloaded. If issues are identified, please contact the local early learning coalition for assistance.

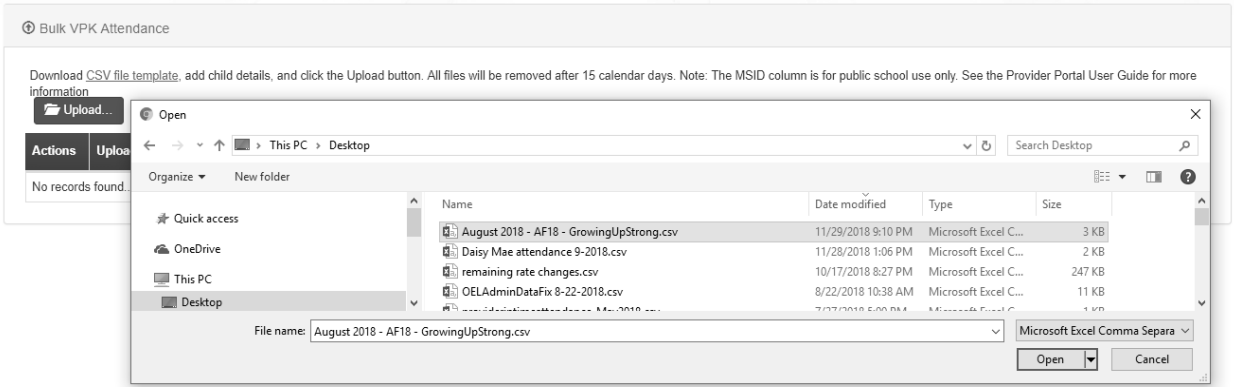
Scroll over to the days and record absences by changing a present day (X) to absent (A). Tip: (In Excel) Open the **View** menu, select column H, and click **Freeze Panes**. This will keep the student's name and demographic information in view while scrolling through days.

| | F | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z | AA | AB | AC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | ChildFirstName | AttendanceMonth | AttendanceYear | Day_1 | Day_2 | Day_3 | Day_4 | Day_5 | Day_6 | Day_7 | Day_8 | Day_9 | Day_10 | Day_11 | Day_12 | Day_13 | Day_14 | Day_15 | Day_16 | Day_17 | Day_18 | Day_19 | Day_20 |
| 2 | Crunch | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 3 | Goodbar | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 4 | Krackel | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 5 | Mentos | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 6 | Milky Way | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 7 | Payday | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 8 | Reese's Pieces | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 9 | Snickers | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 10 | Three Musketeers | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |
| 11 | Twix | 8 | 2018 | _ | _ | _ | * | * | _ | _ | _ | _ | _ | * | * | X | X | X | X | X | * | * | X |

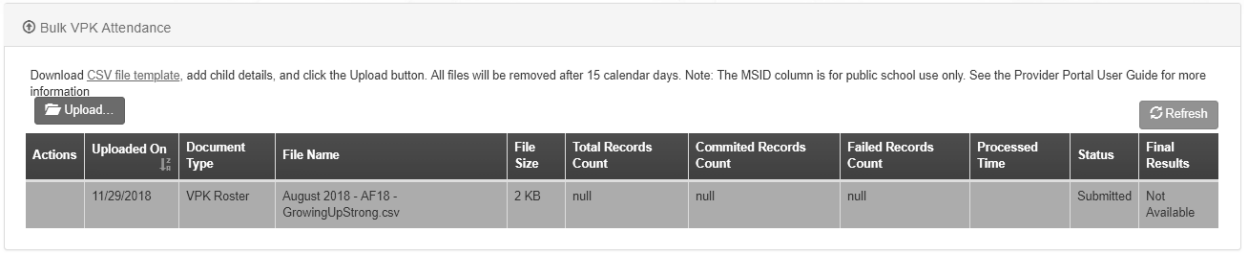
(In Excel) When complete, un-hide and/or un-freeze any columns. Click File > Save As. Re-name file and save locally. Be sure the file type is .csv.



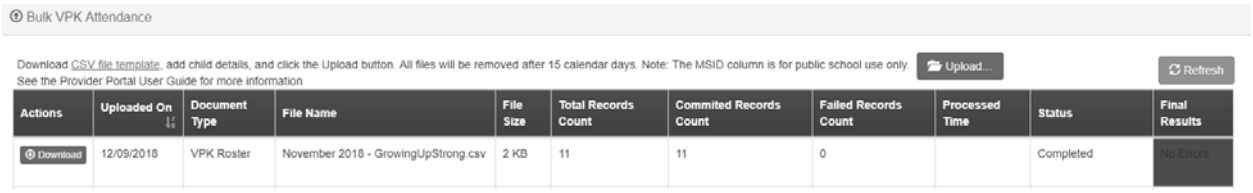

On the Provider Portal, click the **Upload** button. A file manager window opens. Locate the saved file and click **Open**.




The uploaded file displays in the Bulk VPK Attendance log.



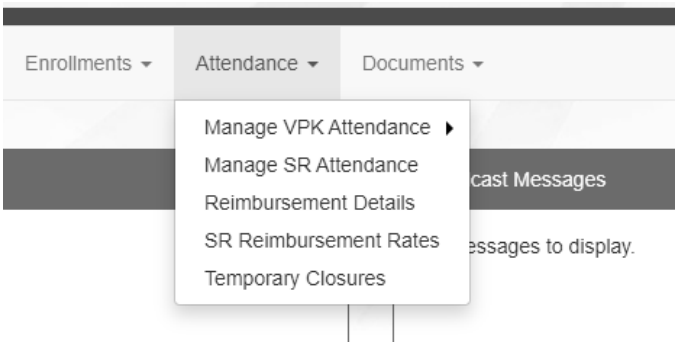

Click the **Refresh** button to get final results.




The successfully submitted attendance is now reflected on the class attendance roster. Each record shows "SUB" for submitted.

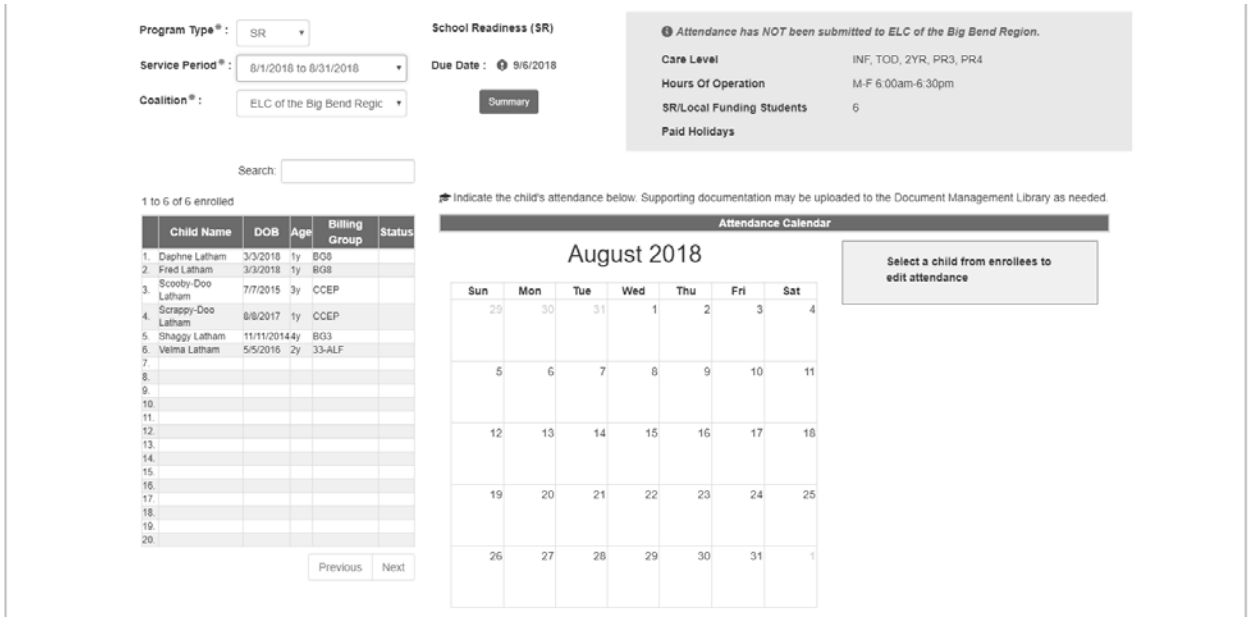
# Attendance - SR

Providers manage SR attendance online by navigating to the Attendance menu item and selecting **Manage SR Attendance**. Providers may submit their attendance through the web page. It is important to note that changes to enrollment, such as entering a termination date, cannot be performed in the attendance module but rather the Manage SR Enrollment area. Also, when issues appear on the attendance roster (such as incorrect enrollment information, missing children, duplicate children, missing paid holidays, duplicate absences on the same day, etc.), the issues should be communicated to the coalition before submitting the attendance roster. Coalitions may assist in addressing the issues so that the attendance records have accurate information.




## Submitting Attendance Online

Select the **Manage SR Attendance** menu item. The SR Attendance Roster displays, defaulting to the current service period. The blue summary box to the right contains provider details and paid holiday information for the service period.



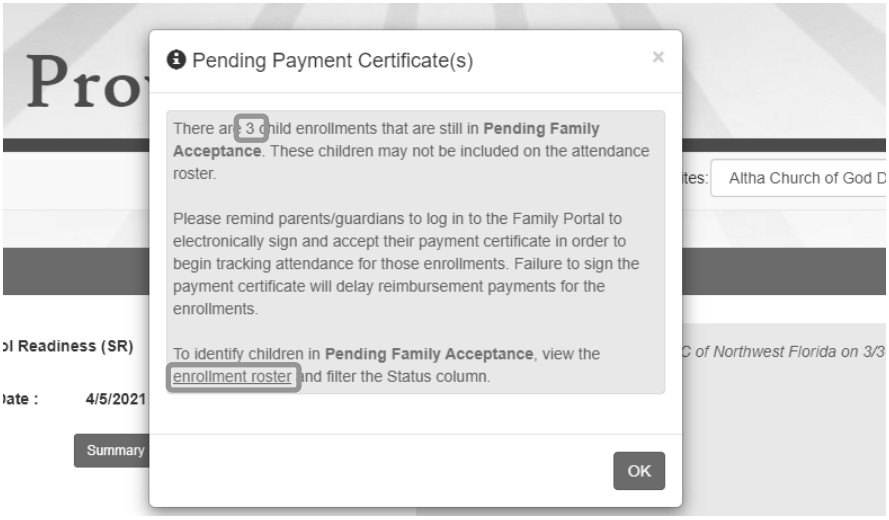

**NOTE:** A service period is the month in which services were rendered. Child absences for the service period must be marked, saved, and submitted to the coalition. A due date is displayed for each service period. Providers that contract with multiple coalitions must submit an attendance roster to each coalition.

Children that are “Enrolled” are included on the SR attendance roster.

New enrollments in “Pending Family Acceptance” will not be visible on attendance rosters and will only appear once the family signs the payment certificate; however, there are exceptions.

- New enrollments for at-risk children (BG1) or at-risk children in relative care (BG3R) billing groups in Pending Family Acceptance will populate on attendance rosters
- Existing enrollments in Pending Family Acceptance that have already been submitted for attendance in previous months will continue to populate on attendance rosters

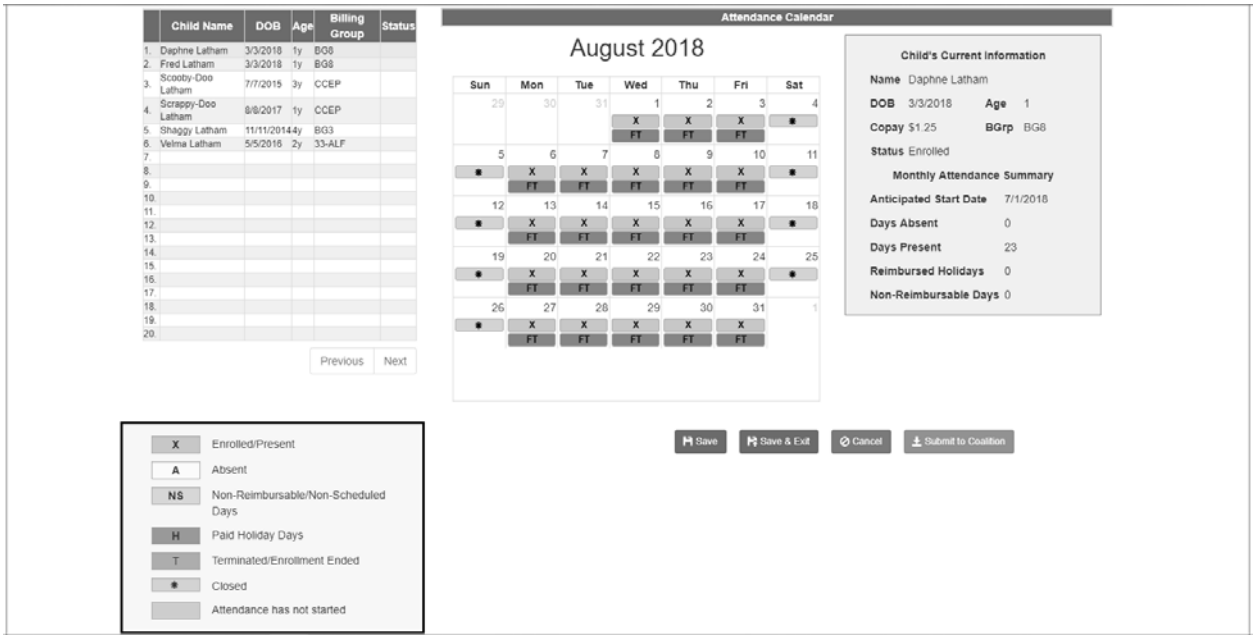
If a provider has new enrollments in “Pending Family Acceptance”, when the provider clicks the **Manage SR Attendance** menu item, a pop-up window will display with a count of those new enrollments and a link to the Manage SR Enrollment queue.




See the Pending Family Acceptance Status section in this user guide for more information.

The search feature may be used to search for any criteria included in the roster (i.e. a name, DOB, age, billing group, or status). The summary feature shows the current/saved attendance information for all children in one view.

To record attendance, click on a child's name to view their attendance for the month.




- Days the site is closed are marked with an asterisk "*"
- Days the child is not scheduled to attend are marked with "NS". If the entire month for a child is marked "NS", contact the local early learning coalition to correct the care days.
- Days the child is scheduled to attend are marked with an "X" for present along with his/her scheduled unit of care
- Paid holidays where a child is also scheduled to attend are marked with an "H"
- A legend is provided in the bottom right for more code descriptions

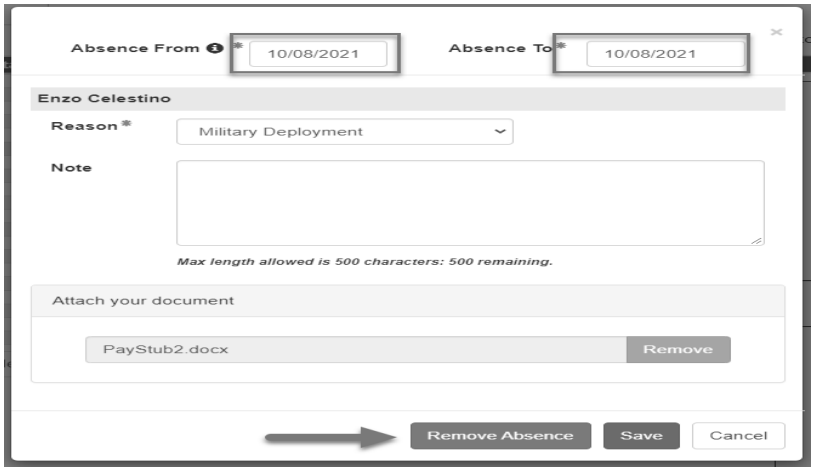
**NOTE:** The "Child's Current Information" displayed on the right is current as of today. When working prior months, the information displayed may not align. For example, if a child's enrollment was terminated in February 2019, the current enrollment status is *Enrollment Ended*. Each month (prior to February) will also display *Enrollment Ended* in the "Child's Current Information" area because it is the current enrollment status. This does not impact the ability to record attendance for those prior months. Enhancements are planned to address the display.

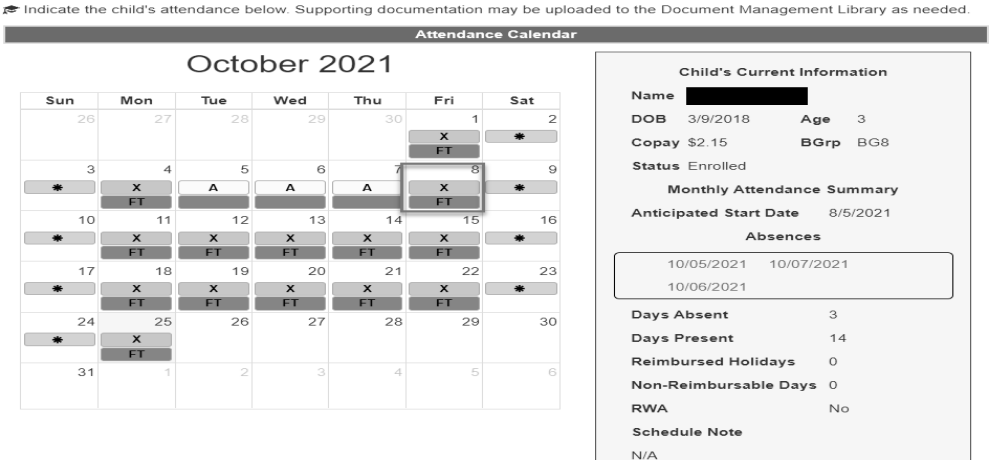
To change a present day to absent, click on the "X." A pop-up message appears to collect more information.

a. Select an absent reason from the dropdown.
b. Include a message to the coalition regarding the absence in the Note area. *(optional for most reasons)*
c. Attach a file for supporting documentation by clicking **Choose File**. *(optional)*
d. Click **Save** when done and the pop-up message will close.
e. The "X" for present will now appear as an "A" for absent.

f. Consecutive absences can be entered by using a date range. A document can be attached to the absence range and the document will be associated to every day entered in the date span.

g. Absences entered by mistake can be changed back to present by clicking on the "A." The below pop-up message appears. To undo the absence, click the **Remove Absence** button. That day will show an "X", the absence reason is removed, and the attachment is removed.




**Note**:

**X -** Enrolled/Present – **Allows Date Span Absence**

**A -** Absent – **Allows Date Span Absence**

**CR -** Reimbursable Temporary Closure Day - Partial – **Allows Date Span Absence**

**CN** -Non-Reimbursable Temporary Closure Day – Partial – **Allows Date Span Absence**

**N -** Non-Reimbursable Day **– Does Not Allow Date Span Absence**

**NS-** Non-Scheduled Day **– Does Not Allow Date Span Absence**

**H -** Paid Holiday **– Does Not Allow Date Span Absence**

**T -** Terminated/Enrollment Ended **– Do Not Allow Date Span Absence**

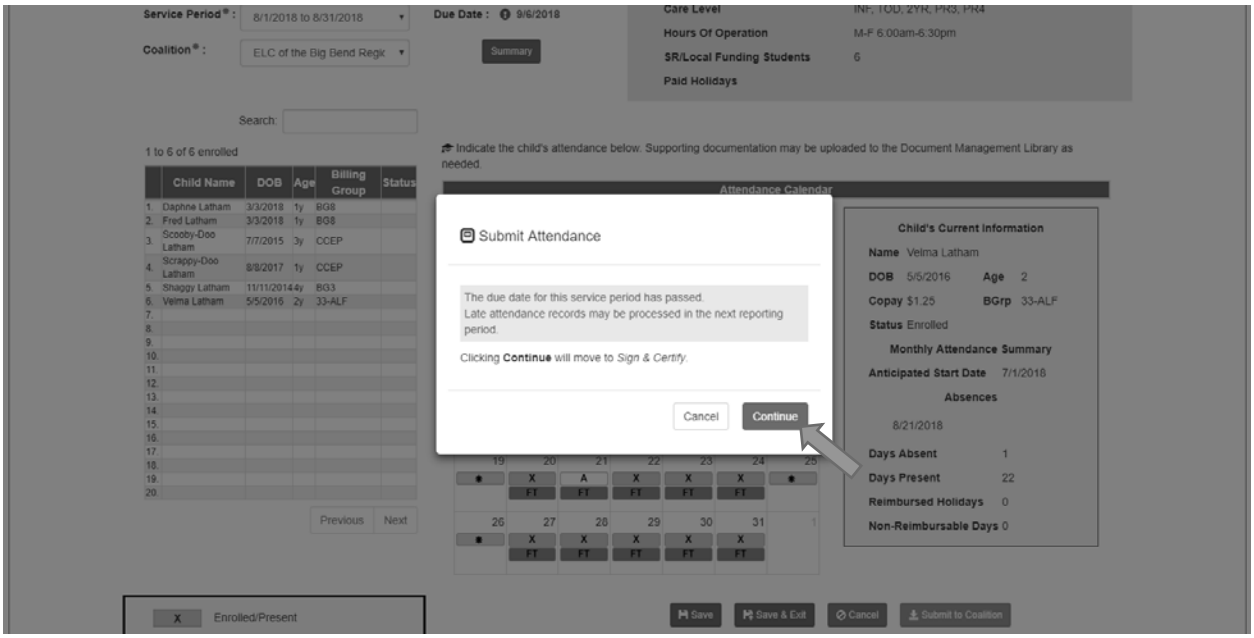
***** Closed **– Does Not Allow Date Span Absence**

**CR -** Reimbursable Temporary Closure Day - Whole Site **– Does Not Allow Date Span Absence**

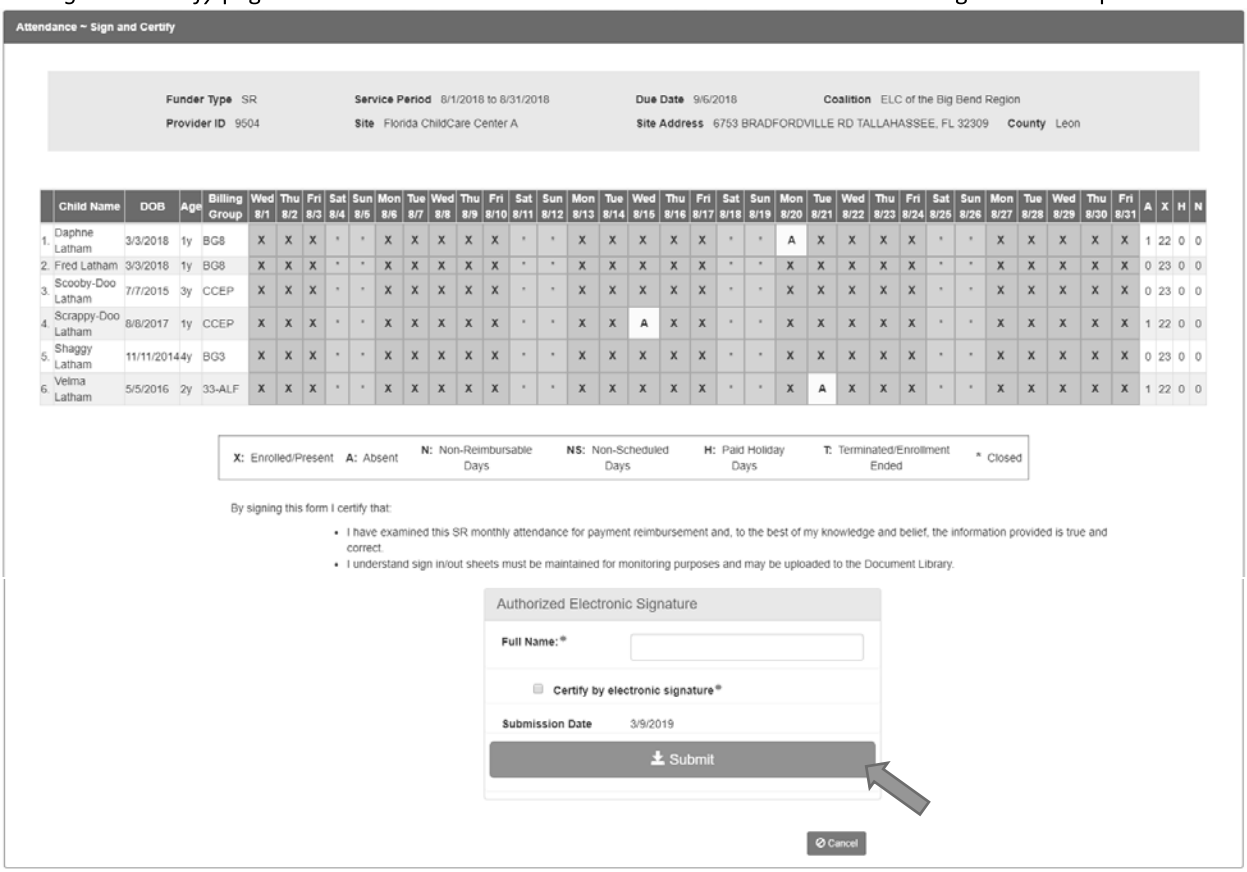
**CN -** Non-Reimbursable Temporary Closure Day - Whole Site **– Does Not Allow Date Span Absence**

Attendance has not started **– Does Not Allow Date Span Absence**

While not required, it is recommended to click **Save** (below the calendar) before moving on to another child. When all child absences are marked for the month, click **Save** and then click the **Submit to Coalition** button. A window may appear if the attendance is being submitted early or late, or if no absences have been recorded. To continue to the *Sign & Certify* page, click **Continue**.

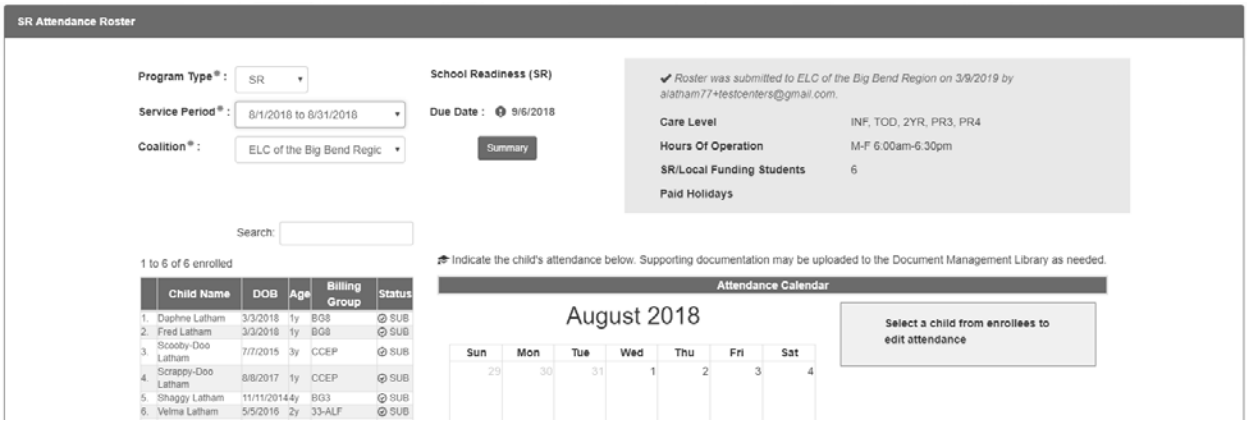



The *Sign and Certify* page summarizes the information for each child and an electronic signature is required.



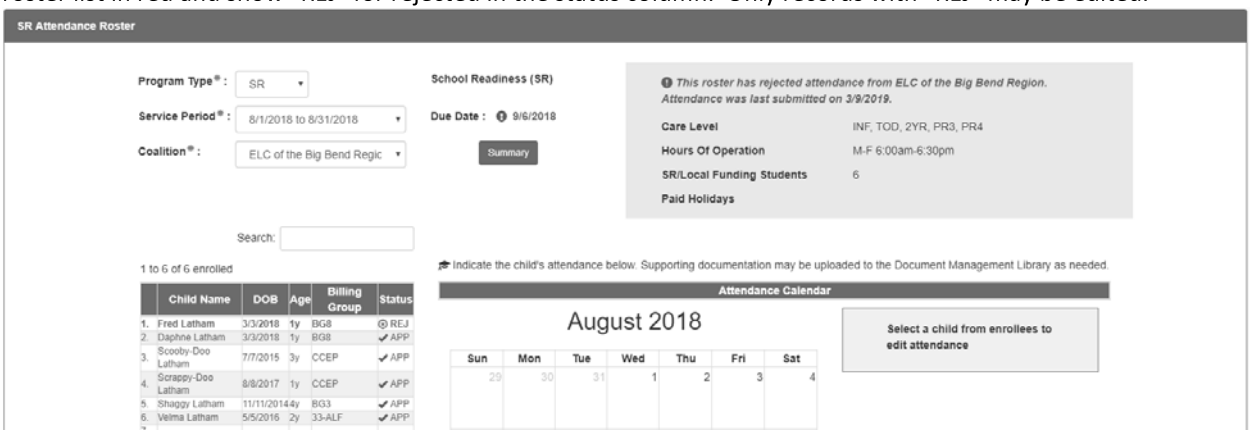
## Submitted Attendance

Upon submission, the screen returns to the SR Attendance Roster view with the current service period displayed. Select the submitted service period from the drop down. The submitted roster now has a submitted message and each child shows “SUB” for submitted in the status column. This status will change as the child attendance is processed by the coalition.

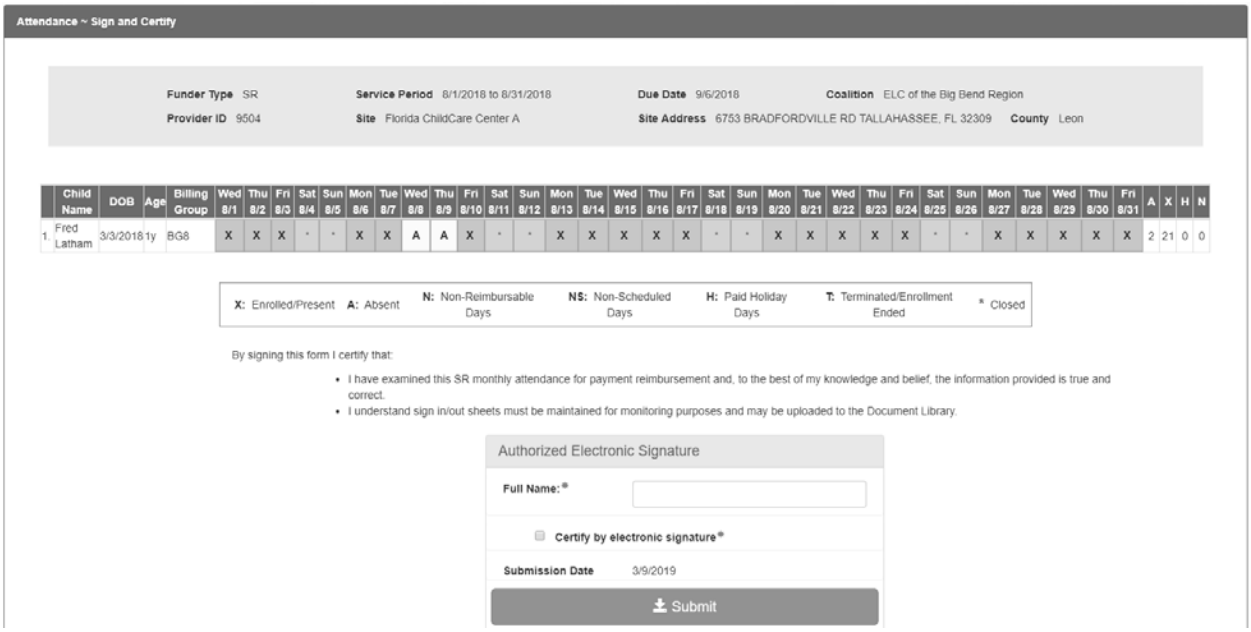



## Rejected Attendance

Coalition staff may reject submitted attendance. In this case, the individual that submitted the roster will receive an email notification. Instructions are provided to log in to the Provider Services Portal, review the roster, make necessary changes to rejected records, and re-submit. The rejected child records are displayed at the top of the roster list in red and show "REJ" for rejected in the status column. Only records with "REJ" may be edited.



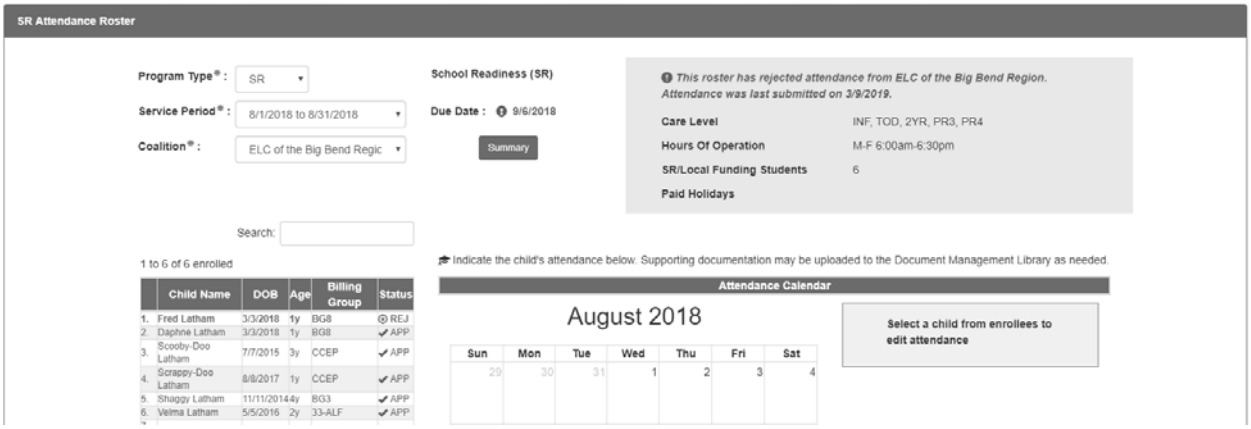
To edit, click the name of a rejected record. Any absences previously recorded appear. Make changes as needed. After the last record is corrected, click **Save**. Then, click the **Submit to Coalition** button and continue to the *Sign & Certify* page. This time, the *Sign & Certify* page only shows the rejected records that are being re-submitted to the coalition. Complete the Authorized Electronic Signature portion and click **Submit**.



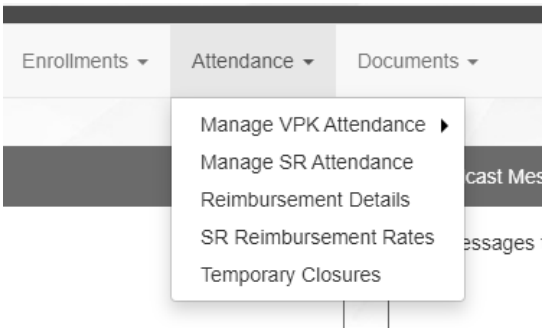

Upon submission, the rejected "REJ" records appear on the roster as submitted "SUB."

## Approved Attendance

Coalition staff will continue to work submitted attendance until the records are approved for payment. Approved records appear on the attendance roster as "APP" for approved in the status column.

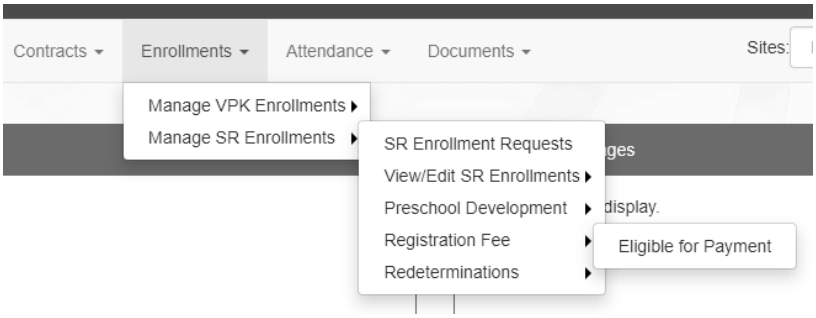



When records are paid by the coalition, the reimbursement details are posted on the Provider Portal under **Attendance > Reimbursement Details**.



# Request for Registration Fee Payment

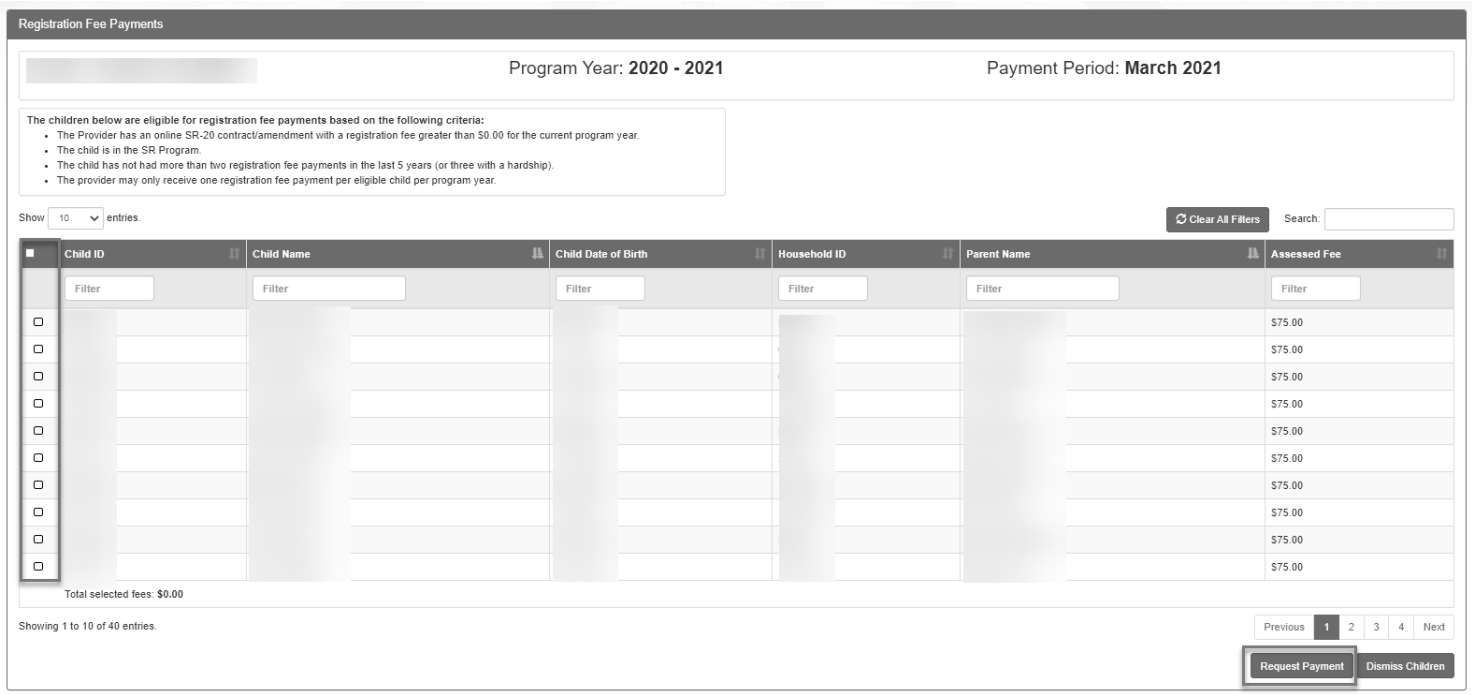
Registration Fee Payments can only be requested by a provider. To request a Registration Fee, navigate to **Enrollments > Manage SR Enrollments > Registration Fees > Eligible for Payment**



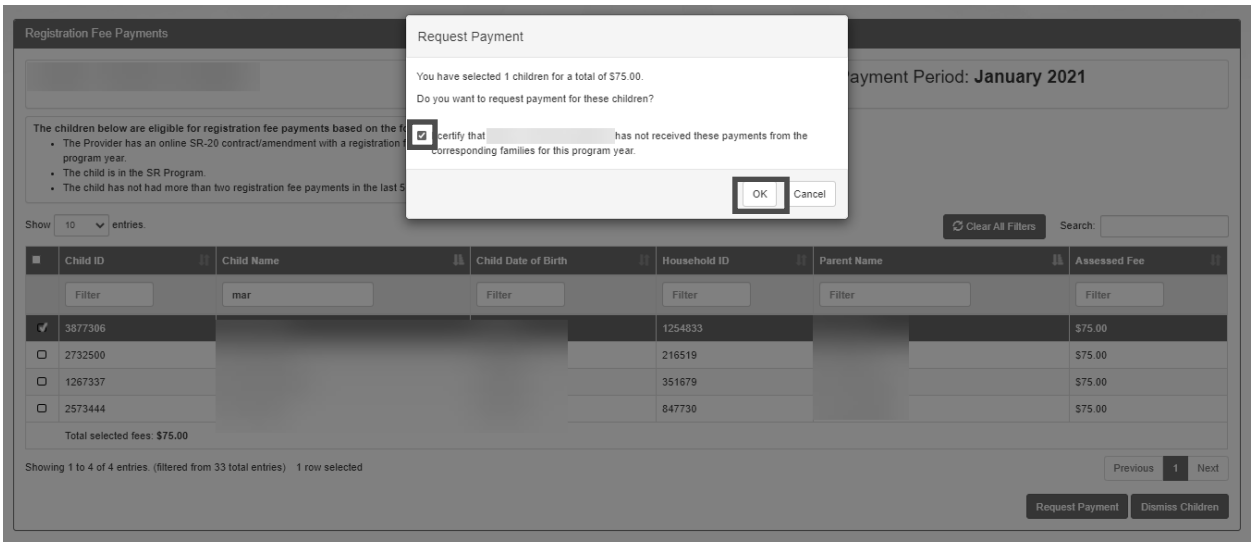

Eligibility Rules for Registration Fee payments:

- Children are/were enrolled during the 2020-2021 program year.
- Children have not been paid more than 2 times in 5 years (or three with a hardship). Payments from 2019-2020 are excluded.
- Children with the BG1-ESS billing group and eligibility code are not eligible.
- Children "dismissed" by the provider for payment for the program year are not eligible.
- Children enrolled 3 months or less with expulsion reasons (Safety of Other Children or Behavior Problems) are not eligible.

The Registration Fee Payments screen lists children who are eligible for Registration Fee payments. To request a payment, check the checkboxes and click **Request Payment** button.

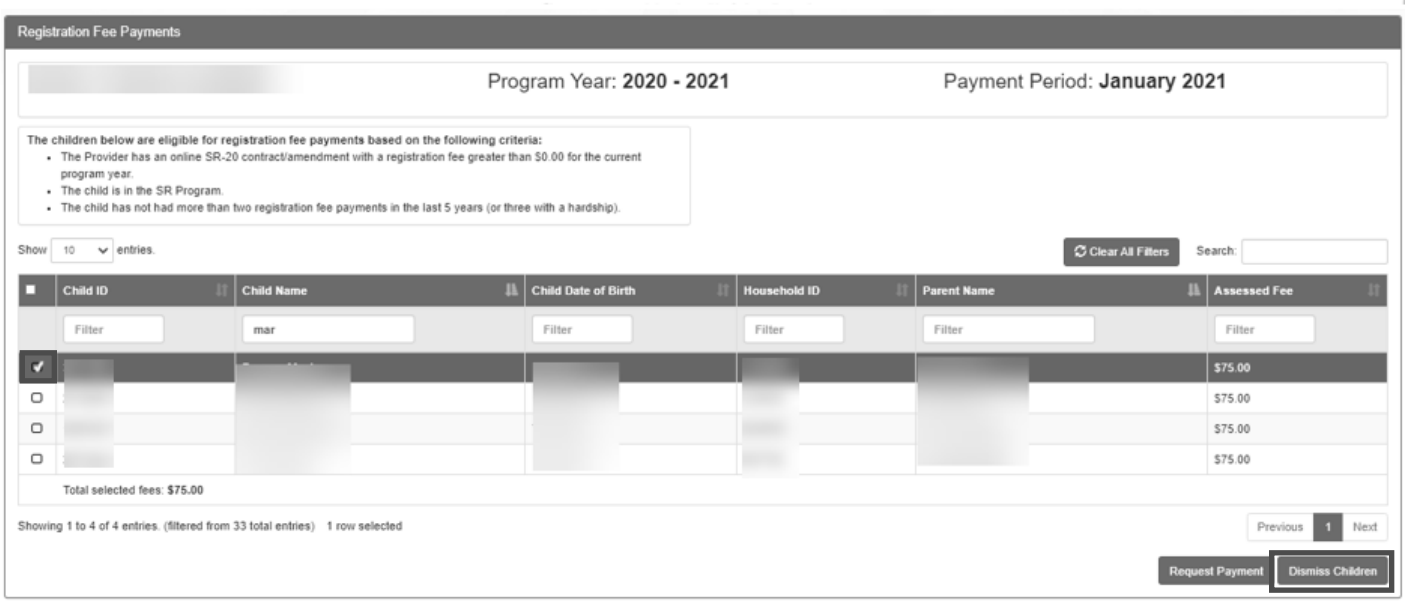


On the Request Payment pop-up, check the **I certify** checkbox and click **OK**. The record will be available for the coalition to Approve, Reject, or mark Ineligible.

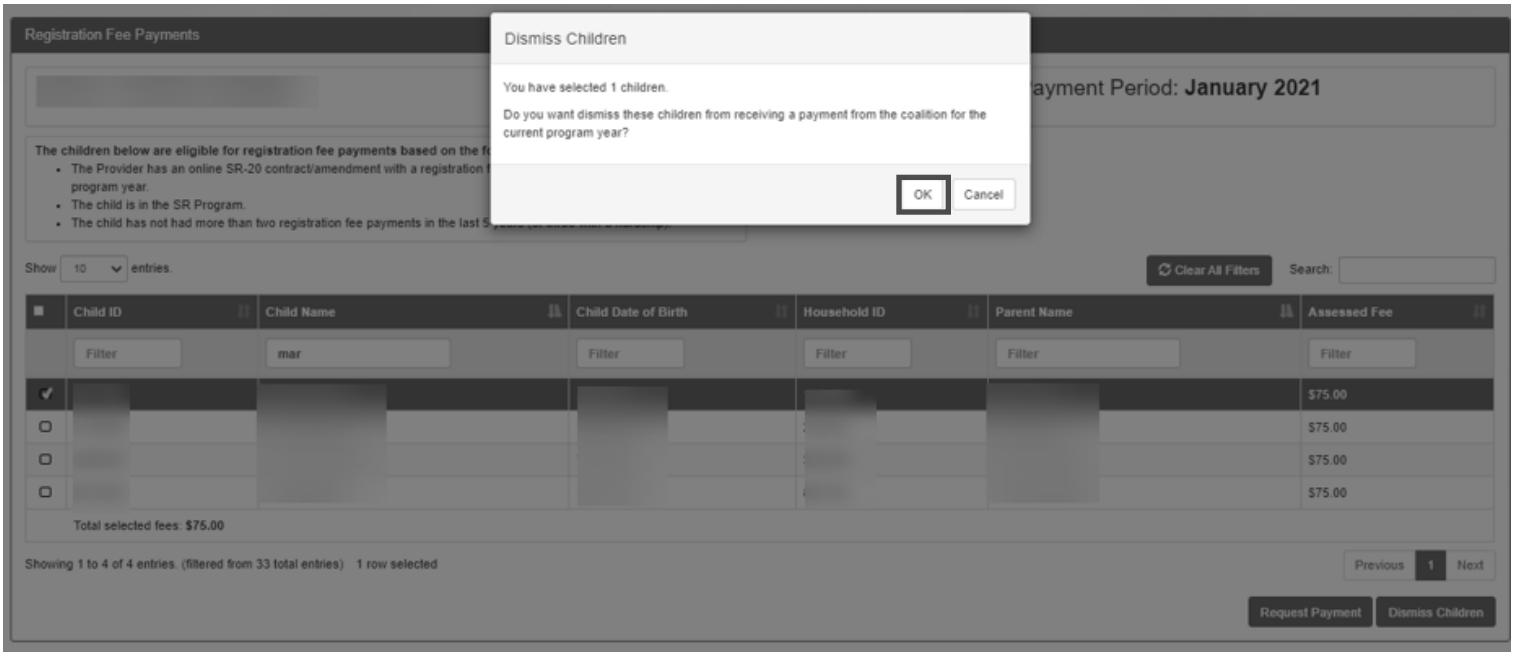



## Dismiss Children

If the provider has collected the registration fee from the family, the child is not eligible for a registration fee payment. To dismiss children from the list of registration fee payments, check the checkbox and click **Dismiss Children** button. Hovering over the **Dismiss Children** button will display the following message: "Remove all selected children from this list and indicate that payment is not expected from the coalition."

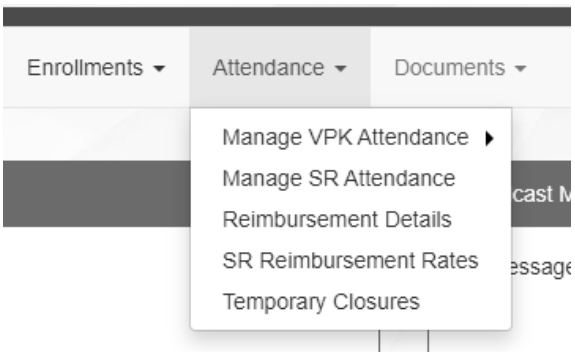


The Dismiss Children pop-up window opens. Click the **OK** button to confirm dismissing the child(ren) from the list of registration fee payments. The Provider won't be able to resubmit these children for registration fee payment.

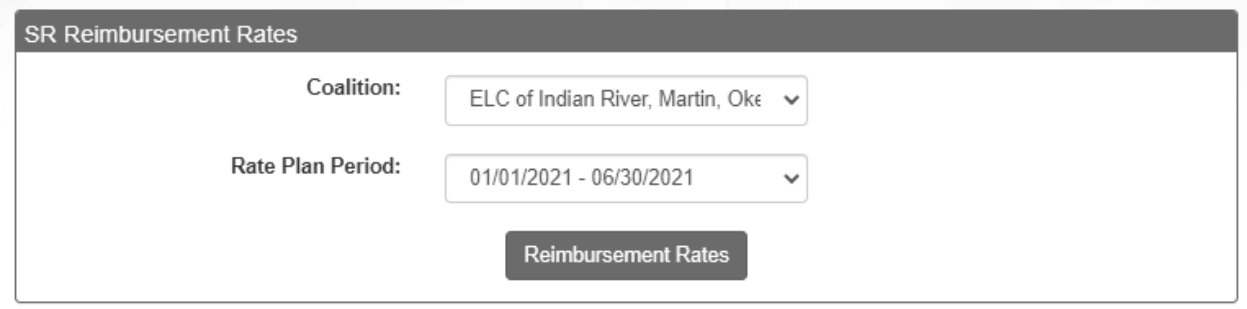


# SR Reimbursement Rate Plan

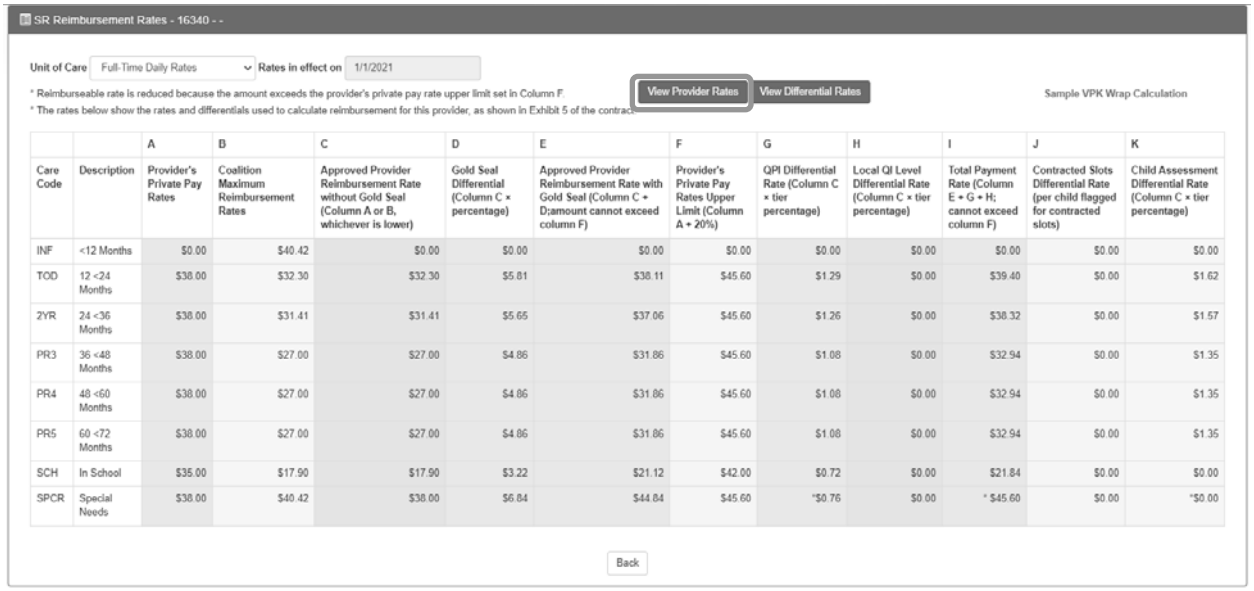
Providers can view their reimbursement rate plans in the Provider Portal. Navigate to **Attendance > SR Reimbursement Rates.**




The Coalition dropdown shows all the coalitions the provider has a contract with. The Rate Plan Period dropdown displays all the rate plans available based on the selected coalition. Clicking the **Reimbursement Rates** button will navigate to the SR Reimbursement Rates screen.

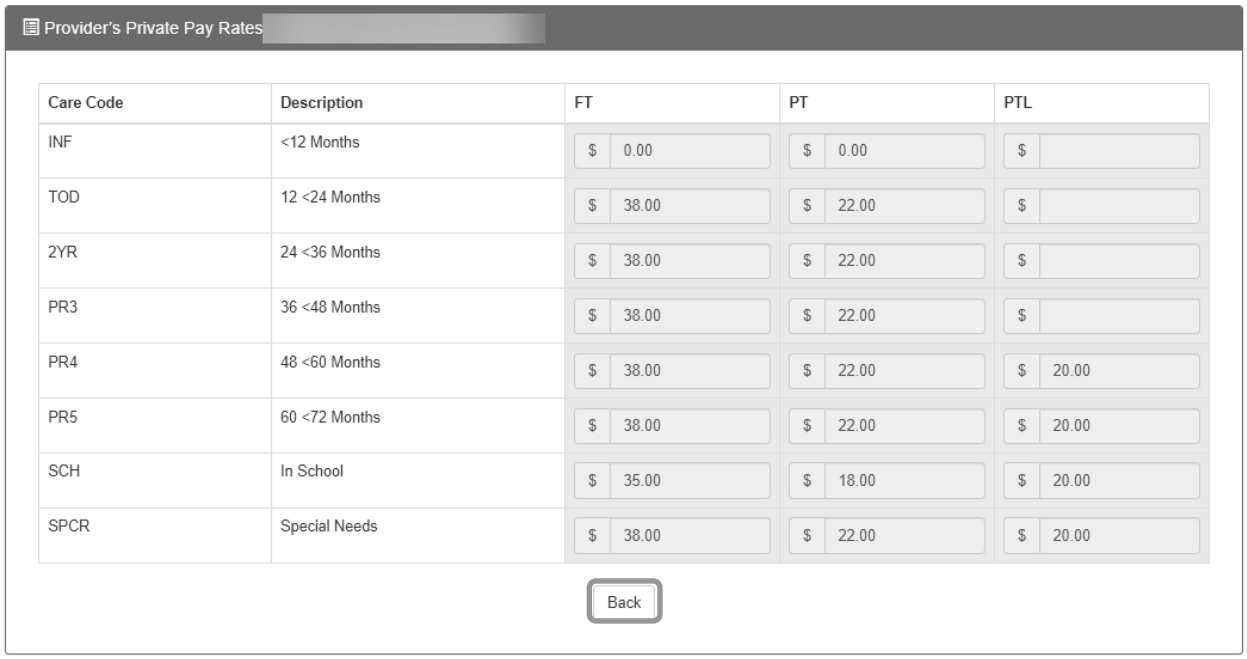


After clicking **Reimbursement Rates**, the SR Reimbursement Rates show for the selected coalition and rate plan period. The rates show the rates and differentials used to calculate reimbursement for the provider as shown in Exhibit 5 of the contract. The provider can view the rates for different units of care by selecting an option from the Unit of Care dropdown menu. Clicking the **View Provider Rates** button will navigate to the Provider's Private Pay Rates.



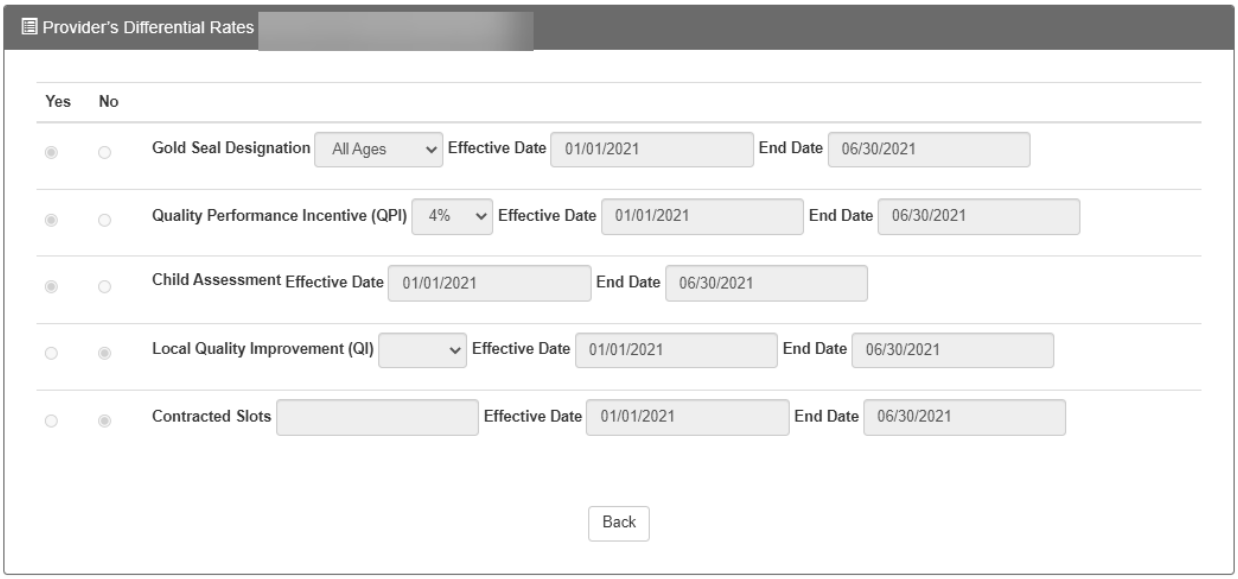

| | | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Care Code | Description | Provider's Private Pay Rates | Coalition Maximum Reimbursement Rates | Approved Provider Reimbursement Rate without Gold Seal (Column A or B, whichever is lower) | Gold Seal Differential (Column C × percentage) | Approved Provider Reimbursement Rate with Gold Seal (Column C + D;amount cannot exceed column F) | Provider's Private Pay Rates Upper Limit (Column A + 20%) | QPI Differential Rate (Column C × tier percentage) | Local QI Level Differential Rate (Column C × tier percentage) | Total Payment Rate (Column E + G + H; cannot exceed column F) | Contracted Slots Differential Rate (per child flagged for contracted slots) | Child Assessment Differential Rate (Column C × tier percentage) |
| INF | <12 Months | $0.00 | $40.42 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| TOD | 12 <24 Months | $38.00 | $32.30 | $32.30 | $5.81 | $38.11 | $45.60 | $1.29 | $0.00 | $39.40 | $0.00 | $1.62 |
| 2YR | 24 <36 Months | $38.00 | $31.41 | $31.41 | $5.65 | $37.06 | $45.60 | $1.26 | $0.00 | $38.32 | $0.00 | $1.57 |
| PR3 | 36 <48 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| PR4 | 48 <60 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| PR5 | 60 <72 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| SCH | In School | $35.00 | $17.90 | $17.90 | $3.22 | $21.12 | $42.00 | $0.72 | $0.00 | $21.84 | $0.00 | $0.00 |
| SPCR | Special Needs | $38.00 | $40.42 | $38.00 | $6.84 | $44.84 | $45.60 | *$0.76 | $0.00 | * $45.60 | $0.00 | *$0.00 |

The rates are read-only. The rates in the Provider's Pay Rates screen are the rates that display in Column A of the SR Reimbursement Rates screen. Clicking the **Back** button will navigate to the SR Reimbursement Rates screen.

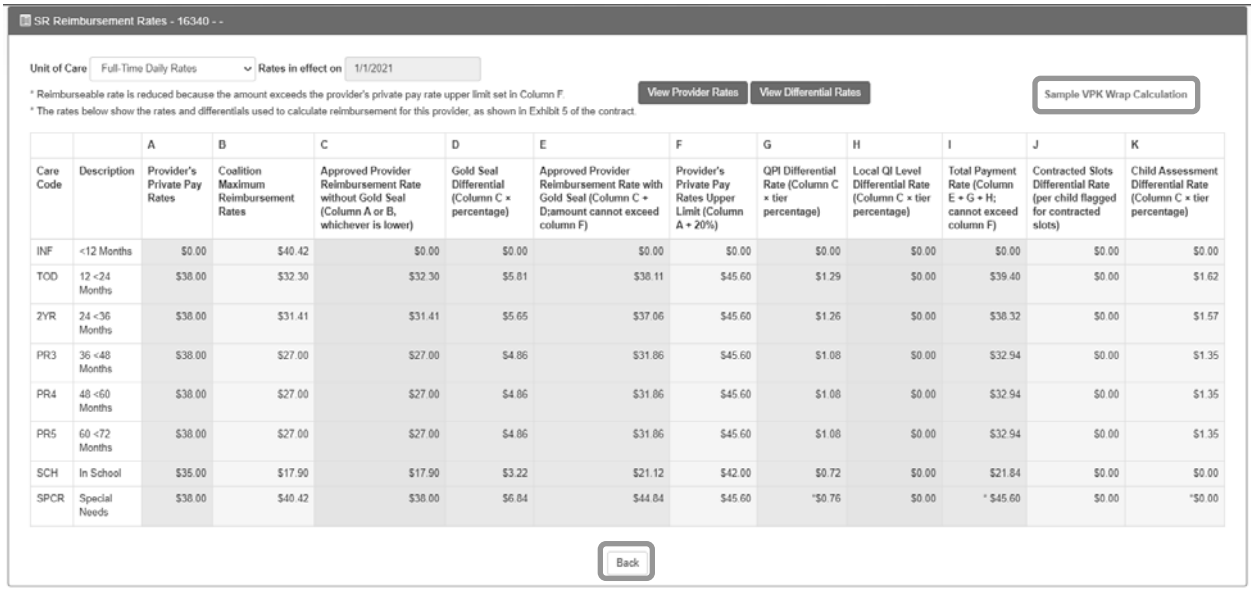



| Care Code | Description | FT | PT | PTL |
|---|---|---|---|---|
| INF | <12 Months | $ 0.00 | $ 0.00 | $ |
| TOD | 12 <24 Months | $ 38.00 | $ 22.00 | $ |
| 2YR | 24 <36 Months | $ 38.00 | $ 22.00 | $ |
| PR3 | 36 <48 Months | $ 38.00 | $ 22.00 | $ |
| PR4 | 48 <60 Months | $ 38.00 | $ 22.00 | $ 20.00 |
| PR5 | 60 <72 Months | $ 38.00 | $ 22.00 | $ 20.00 |
| SCH | In School | $ 35.00 | $ 18.00 | $ 20.00 |
| SPCR | Special Needs | $ 38.00 | $ 22.00 | $ 20.00 |

From the SR Reimbursement Rates screen, clicking the **View Differential Rates** button will navigate to the Provider's Differential Rates screen. Clicking the **Back** button will navigate to the SR Reimbursement Rates screen.




From the SR Reimbursement Rates screen, clicking the **Sample VPK Wrap Calculation** link opens a pop-up with a sample calculation. Clicking the **Back** button will navigate to the SR Reimbursement Rates screen.




| | | A | B | C | D | E | F | G | H | I | J | K |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Care Code | Description | Provider's Private Pay Rates | Coalition Maximum Reimbursement Rates | Approved Provider Reimbursement Rate without Gold Seal (Column A or B, whichever is lower) | Gold Seal Differential (Column C × percentage) | Approved Provider Reimbursement Rate with Gold Seal (Column C + D;amount cannot exceed column F) | Provider's Private Pay Rates Upper Limit (Column A + 20%) | QPI Differential Rate (Column C × tier percentage) | Local QI Level Differential Rate (Column C × tier percentage) | Total Payment Rate (Column E + G + H; cannot exceed column F) | Contracted Slots Differential Rate (per child flagged for contracted slots) | Child Assessment Differential Rate (Column C × tier percentage) |
| INF | <12 Months | $0.00 | $40.42 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 | $0.00 |
| TOD | 12 <24 Months | $38.00 | $32.30 | $32.30 | $5.81 | $38.11 | $45.60 | $1.29 | $0.00 | $39.40 | $0.00 | $1.62 |
| 2YR | 24 <36 Months | $38.00 | $31.41 | $31.41 | $5.65 | $37.06 | $45.60 | $1.26 | $0.00 | $38.32 | $0.00 | $1.57 |
| PR3 | 36 <48 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| PR4 | 48 <60 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| PR5 | 60 <72 Months | $38.00 | $27.00 | $27.00 | $4.86 | $31.86 | $45.60 | $1.08 | $0.00 | $32.94 | $0.00 | $1.35 |
| SCH | In School | $35.00 | $17.90 | $17.90 | $3.22 | $21.12 | $42.00 | $0.72 | $0.00 | $21.84 | $0.00 | $0.00 |
| SPCR | Special Needs | $38.00 | $40.42 | $38.00 | $6.84 | $44.84 | $45.60 | *$0.76 | $0.00 | * $45.60 | $0.00 | *$0.00 |

## Sample VPK Wrap Calculation

This is an example of a VPK wrap calculation for a child enrolled in both SR and VPK. The VPK class is 3 hours long and the child has full time care.

NOTE: The calculations are to 4 decimal places until the Gross Payment Amount, where it is rounded.

**How are wrap rates calculated?**

1. Provider Contract Approved Rate
2. Hourly Rate = Daily Rate/Max SR Hours [*calculated to 4 decimal places*]
3. Payable Hours = Max SR Hours - VPK Hours
4. SR Daily Rate = Payable Hours * Hourly Rate [*calculated to 4 decimal places*]
5. Gross Payment Amount = SR Daily Rate * Total Days Paid [*calculated to 4 decimal places*]

**Example:**

1. Provider Contract Approved Rate (PR4): $24.50
2. Hourly Rate: $24.50/11 = $2.2273
3. Payable Hours: 11-3 = 8
4. SR Daily Rate: 8 * $2.2273 = $17.8184
5. Gross Payment Amount: $17.8184 * 20 = $356.3680

For this record on the 5045, the provider is reimbursed for $356.37.

Close