

ECS
School Readiness Provider Questions and Answers

1. **What is the School Readiness Program?** The School Readiness (formerly known as subsidized) childcare program is a financial assistance program for working families with low incomes and those with children at risk of abuse, neglect, or future school failure. School Readiness funding consists of Federal, State and local funds originating with the Florida Division of Early Learning (DEL) and flowing through the Early Learning Coalition of North Florida to Episcopal Children's Services (ECS) providing services in Clay, Nassau, Baker, Bradford, Putnam and St. Johns Counties. Due to the sources of School Readiness funding, ECS must follow strict guidelines regarding eligibility and payments and must investigate and report any suspected fraud.
2. **What is the address to the ECS website?** It is www.ecs4kids.org. There you can find the ECS training guide and information on all of the programs ECS is involved with. You will also find online access to many of the forms used for School Readiness services.
3. **What is the Statewide Information System?** The Statewide Information System is a single statewide information system that each coalition must use for the purposes of managing the single point of entry, tracking children's progress, coordinating services among stakeholders, determining eligibility of children, tracking child attendance, and streamlining administrative processes for providers and early learning coalitions. You can access Florida's Early Learning Provider Services Portal at <https://providerservices.floridaearlylearning.com/Account/Login> (Provider Portal).
4. **What is the Statewide School Readiness Provider Contract?** A School Readiness provider contract (DEL SR-20) is an agreement between the Coalition and you, the provider, agreeing to observe the policies of the Coalition and the Division of Early Learning since you are receiving funds from DEL through the Coalition. The Statewide Contract is form DEL-SR 20 with supplemental forms DEL-SR 20L, DEL-SR 20LE and DEL-SR 20FFN depending on your program type: Licensed, License Exempt or Informal (Friends, Family, and Neighbors) and is completed in Florida's Early Learning Provider Service Portal.
5. **What do I do if I have changes on the School Readiness Provider Contract after it has been fully executed?** If you have any changes to your School Readiness Contract, you will need to update the changes in your Provider Profile in the Provider Portal within fourteen (14) calendar days of the change. Once the Profile has been updated, Form DEL SR 20A Contract Amendment will be initiated for completion in the Provider Portal. Changes to your contract include the following: changes to Provider's Principal Office, adding or deleting locations, changes to the Curriculum/Character Development Programs, changes to your private pay rates, changes to the number of holidays, changes to the holidays, changes to the Contact Person, changes to the Gold Seal Status, changes to Liability Insurance, changes to your CLASS exemption status and the requirement of a Quality Improvement Plan.
6. **What are the insurance requirements for a School Readiness program?** Each provider is required to have and maintain General Liability insurance or, for informal provider's only, Homeowner's Insurance throughout the contract year. The General Liability/Homeowner's insurance must include coverage per occurrence limits of at least

\$100,000, general aggregate limits of at least \$300,000 and the Early Learning Coalition of North Florida must be listed as an additional insured and certificate holder. Also, you are required to provide proof and maintain Automobile insurance if you transport children and Workers' Compensation insurance if required throughout the contract year. If you are not required by the state to carry Workers' Compensation you will be asked to fill out and submit a waiver stating that you are not required to carry this type of insurance.

7. **What are the curriculum requirements for a School Readiness program?** As of December 31, 2014, each provider is required to have purchased and implemented a DEL approved curriculum for the age group you serve, including the appropriate year, edition and volume. You must have an approved curriculum to be approved as a School Readiness provider. The list of approved curricula from DEL may be located at <http://www.floridaearlylearning.com/school-readiness/school-readiness-for-providers/school-readiness-curriculum>. You will need to select your Curriculum on the Curriculum tab of your Provider Profile and list your Character Development Program in the Services tab of your Provider Profile under section 9.1. These will populate into sections 15 and 16 of the Statewide School Readiness Provider Contract Form DEL-SR 20. You must notify ECS of any changes to your curriculum thirty (30) days prior to implementation and the new curriculum must be listed on the approved list. You must also notify ECS if there are any changes to the age groups you serve as there may be additional approved curriculums needed to cover those age groups.
8. **What are the E-Verify Requirements for a School Readiness Program?** As of January 1, 2021, DEL required all contracted childcare providers to use E-Verify for all new hires. Annually, School Readiness providers are required to sign and upload an affidavit stating that it does not employ, contract with, or subcontract with an unauthorized alien. The affidavit must be notarized. ECS will not be able to certify any new contracts without an uploaded affidavit as ECS is now required to maintain a copy on file. In addition to completing the affidavit, you are required to register for E-Verify at <https://www.e-verify.gov/>. Enrolling in E-Verify is a simple and easy process, open to any U.S. employer. To help you get started, a short video showing the step-by-step process is available at the following link: <https://www.youtube.com/watch?v=INoFQTYIOAQ&feature=youtu.be>.
9. **What are the Health and Safety requirements for a School Readiness Program?** Prior to participation in the School Readiness program, and annually thereafter, each School Readiness program is required to have a Health and Safety inspection conducted by the Department of Children and Families to ensure compliance with School Readiness health and safety standards. A copy of the Health and Safety Handbooks and Health and Safety Checklists are available at <http://www.floridaearlylearning.com/statewide-initiatives/health-safety>. ECS and the Coalition receive notifications from the Department of Children and Families informing when an inspection is completed and if there are violations.
10. **What happens if I receive a violation on my Health and Safety Inspection or a DCF inspection?** ECS will notify your program that an inspection notification was received with violations. Depending on the Class of the violation and the number of similar violations that you have received over the past twenty-four (24) months, you can receive either technical assistance, requirement to complete a corrective action plan, probation or termination if there is an immediate threat to the health and safety of a

child/children. If your program is placed on probation and additional violations occur, your School Readiness contract may be at risk for termination and revocation of eligibility for up to five (5) years.

11. **Do you need a copy of my updated license, religious exempt annual statement, FCCH registration letter, insurance, accreditation or gold seal?** Yes, it is your responsibility to upload a copy of your updated documents in your Profile in the Provider Portal. When we collect the required information at the beginning of the fiscal year or upon you taking our children, the documents you submit are current. As they expire, we'll need you to upload a copy of your new document to the Documents section of your Profile in the Provider Portal. The Contract Department will send out reminders beginning 60 days prior to your documents expiring and they must be received by the expiration date. If we do not have up to date documents on file for you, your program may become non-compliant and payment may be suspended until the current documents are received.
12. **What happens if a parent comes to my center and says that ECS will be paying for care?** The child should be listed under your Enrollments in the Provider Portal. Under this section of the portal, you will be able to verify the child's schedule, start and end dates, as well as the parent copayment associated with the child. You can also print/view the childcare certificate from the Enrollments screen. Parents do have the option to print the childcare certificate from the Parent Portal; however, we recommend that you still verify the child is listed under your enrollments in the Provider Portal prior to allowing the child to start care. If you do not see the child listed, do not allow the child to start unless they agree to start as a Private Pay client until the enrollment discrepancy is resolved. If you have questions on the eligibility of a family, please contact a Family Services Specialist.
13. **How will I know what the parent copayment and schedule is for each child?** Under the School Readiness Enrollment screen in the Provider Portal, you will have access to every child that is enrolled with your program. Both the schedule, parent co-payment, eligibility dates, etc. will be listed in this screen as well as on the childcare certificate. If you have any questions regarding the parent co-payment or schedule of a child enrolled, please contact a Family Services Specialist to verify this information for you.
14. Are registration fees payable for school readiness children? If a provider has indicated that it charges a registration fee in the Provider Portal and it is listed in the School Readiness Provider Contract/Amendment, the child has not had more than two registration fee payments in the last 5 years (or three with a hardship) and the child was not expelled from your program you may be eligible for a registration fee of up to \$75.00, however not exceeding your set registration fees. Children that are eligible for the registration fee payment will appear in the Registration Fee queue in the Provider Portal after the child's first month of attendance is submitted.
15. **How will I know if a child is considered a "Rilya Wilson Act" and/or a Protective Services child, whose absences must be tracked and reported?** The child will be considered a BG1 Protective Services child and will be listed with a BG1 Billing Group, listed as At Risk or as RW in the Enrollment section of the Provider Portal.
16. **What do I do if a "Rilya Wilson Act"/BG1 Protective Services child is absent?** If a child that is covered by the Rilya Wilson Act or is Protective Services is absent from the program on a day when he or she is supposed to be present, the parent /guardian must

report the absence to your program by the end of the business day. If the parent/guardian fails to timely report the absence, the absence is considered to be unexcused. Your program must report any unexcused absence or seven consecutive excused absences of a child who is enrolled in the program and covered by this act to the designated caseworker by the end of the business day following the unexcused absence or seventh consecutive excused absence. Document any calls or reports made to case workers including the dates and times that you spoke with the case worker or left messages. ECS may collect this documentation at any time.

17. **Do I need to report excessive absences to ECS?** Yes, if any School Readiness child is absent for five (5) consecutive days of the child's regularly scheduled attendance, during a calendar month, with no contact from the parent, the provider shall submit written notification to ECS who in turn shall determine the need for continued care. If the child has ten (10) unexplained absences during a total calendar month of attendance, with no contact from the parent, the provider shall submit written notification to ECS who in turn shall determine the need for continued care. If a determination is made that school readiness services are no longer needed, the local coalition or designee shall send a notice of termination to the parent and school readiness provider at least 2 weeks prior to disenrollment pursuant to Rule 6M-4.200, F.A.C. If the authorized eligibility period ends in less than 2 weeks, the notice of disenrollment will be sent stating that services will end on the last day of the current eligibility period.
18. **How do I fill out my attendance rosters?** ECS bases payment on actual days attended for the school readiness funded (formerly known as subsidized) childcare program. The days attended are determined by the attendance that is submitted through the Provider Portal. The attendance should be documented using the following keys: Children should already be marked with an "X" for each day within their schedule that should be updated with absences. ECS is allowed to pay three (3) excused absences per month without requiring documentation, except for absences prior to the child's first day of attendance. Excused absences beyond three (3) days and up to thirteen (13) days may be paid if appropriate documentation, such as a doctor's note, is uploaded into the Portal. All absences are marked with an "A" in the Portal. If a child is absent for more than three (3) days, and the childcare provider does not submit documentation to support excusing these absences, the days will be non-payable. If the date is a holiday that was listed on your contract it will automatically be marked as "H". If you are closed and the day is not listed as one of your holidays, it will be marked with an asterisk (*) and you will not be reimbursed for that day. If a child is terminated during the month, the day of the termination date and all subsequent days are marked with a "T". The days following the termination date will not be paid. Once a child is terminated, the child should not be allowed to return to care unless the child has a new enrollment listed in the Enrollment screen of the Provider Portal and a new childcare certificate. Temporary Closures that have been reported per contract requirements will be listed as a "CR" if they are reimbursable or "CN" if they are non-reimbursable.
19. **If the child does not attend weekends, do I need to mark the days?** No, each child's attendance will be populated as present within the child's approved schedule. You will not need to mark the child absent on the days that are outside of the child's approved schedule, however you will need to change the child's attendance within the schedule for days the child was absent.

20. **If a child has stopped attending my center, what do I do?** Contact the parent, and then contact the Family Services Specialist for your county to discuss the termination of that child, and then terminate the child under the View/Edit SR Enrollments section of the Provider Portal. You will select the End Enrollment Reason, End Enrollment Effective Date, Last Attendance Date and indicate if there were any past due parent co-payments. If the child is a protective service child, you are also required to contact the case worker and inform them of the situation. Document any calls or reports made to case workers including the dates and times that you spoke with the case worker or left messages. ECS may collect this documentation at any time.
21. **If a school readiness-funded child is not listed in my enrollment screen, what do I do?** Please contact your local Family Services Specialist to verify the enrollment status.
22. **When do I submit the attendance in the Provider Portal?** We need to receive the attendance by the second business day of the month. Any attendance received after this may not be processed in the current month. This assures that payment can be made on time for all rosters we have received by the cut-off date.
23. **How am I notified if a child has been terminated from school readiness-funded childcare?** A "Notice of Change in Child Care Status" form will be emailed to you from the Family Services staff, which lets you know when the child will be terminated as well as the child will be listed as "Enrollment Terminated" in the SR Enrollment screen in the Provider Portal.
24. **What is the procedure for transferring a child to another facility?** A parent may transfer their child to another program, but a parent may not transfer his or her child to another School Readiness provider until the parent has submitted a provider transfer request form completed by the current School Readiness provider that indicates the parent has satisfactorily fulfilled the co-payment obligation related to the School Readiness program. (Co-payments are the portion of the daily rate authorized by ECS for which the parent is responsible.) Satisfactory fulfillment of the co-payment obligation is defined as immediate payment of the outstanding co-payment obligation or establishment of a repayment plan for the outstanding co-payment obligation. All transfers must be approved by ECS. If the referenced documentation is not available, ECS shall contact the provider to determine compliance and document compliance as reported by the provider. If the provider and the parent disagree concerning the balance owed, and the parent can produce receipts of payment of the parent co-payment, ECS will consider the documentation of each party prior to allowing or disallowing the transfer. The coalition shall complete the transfer once the co-payment obligation has been satisfactorily fulfilled. Please note that due to the Rilya Wilson Act, protective services children must not have a lapse in care. Therefore, although we will request that parent co-payments of protective services children be satisfied prior to a transfer, we will not deny a transfer of protective service children if the co-payments are not paid. If a parent of an at-risk child is unable to satisfactorily fulfill the co-payment obligation prior to the transfer, the provider shall attempt to arrange a repayment plan with the at-risk child's parent. If the provider is unable to arrange a payment plan with the at-risk child's parent, the provider shall document the repayment attempt and submit it to ECS.

25. **If I own multiple centers, can I transfer children between the different locations?** No, a child cannot be moved to another facility without expressed approval from ECS. Parents must follow the normal procedures by contacting a Family Services Specialist and having a provider transfer request form completed for the location of the current enrollment. Reimbursement for a child will only be made to the facility where the child actually attends and has an approved enrollment.
26. **How many holidays do I get reimbursed?** Providers will be paid for up to twelve (12) days of your choosing to be considered "holidays". You can choose any days during the year and are not limited to Federal Holidays. To be paid for Holiday's, your program must be closed and charge all parents for that day. Also, any days that you are closed and you do not designate as one of your 12 holidays will be non-reimbursable.
27. **Will I be paid in the event of an emergency closure?** Providers may be reimbursed at the rate normally received during non-emergency hours. The coalition will consider reimbursement, in accordance with Federal and State law, for circumstances of temporary closure for individual providers when closure is beyond the control of the provider or the closure is caused by emergency circumstances, including but not limited to the declaration of a state of emergency by federal, state, or local officials, or the closure of public schools in the area in which the provider is located. If the coalition is unable to approve your temporary closure as reimbursable, ECS will work with you to change your holidays or provide other assistance as we are able.
28. **How do I report a temporary closure due to an emergency situation?** Temporary Closures, classroom or full site, must be reported to the Coalition (ECS) by the end of the day on the first day of the closure. If your program has a Temporary Closure, first email CCRRhotline@ecs4kids.org. You will need to include your program name, dates of the closures and classrooms affected. Second, you will need to add your temporary closure into the Provider Portal under the Attendance Menu. Once both are completed, you will receive an email if additional steps are needed. If the email is not received and the Temporary Closure is not added into the Provider Portal prior to your attendance being submitted, there may be a delay in your payment.
29. **How do I know what reimbursement rate is paid for a child?** Reimbursement rates are based on the child's age and unit of care based on the Coalition's approved Rate Plan for the county in which the provider's facility is located, a provider's Gold Seal Designation, a provider's Quality Performance Incentive if applicable. . The unit of care will be full time or part time in which full time care covers between six (6) and eleven (11) hours of care and part time care covers six (6) hours and under.
30. **What are the rates listed in the Coalition's approved rate plan for my county?** The rates listed are the Coalition's approved rate plans for Baker County, Bradford County, Clay County, Nassau County, Putnam County, St. Johns County and all Other Counties not located in one of the six (6) counties specifically listed. A provider can view their individual rates in the Provider Portal by going to Attendance/SR Reimbursement Rates.

School Readiness FY 2024-2025 Rates

BAKER COUNTY_DAILY PAYMENT RATE SCHEDULE

Full-Time Daily Rates								
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$42.02	\$8.40	\$38.94	\$7.79	\$38.43	\$7.69	N/A
(TOD)	12<24 MTH	\$38.75	\$7.75	\$31.76	\$6.35	\$30.44	\$6.09	N/A
(2YR)	24 <36 MTH	\$36.09	\$7.22	\$33.53	\$6.71	\$31.85	\$6.37	N/A
(PR3)	36 <48 MTH	\$26.58	\$5.32	\$23.46	\$4.69	\$22.50	\$4.50	N/A
(PR4)	48 <60 MTH	\$25.41	\$5.08	\$23.45	\$4.69	\$21.00	\$4.20	N/A
(PR5)	60 <72 MTH	\$24.23	\$4.85	\$23.02	\$4.60	\$20.78	\$4.16	N/A
(SCH)	In School	\$20.46	\$4.09	\$18.39	\$3.68	\$18.29	\$3.66	N/A
Part-Time Daily Rates								
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$35.62	\$7.12	\$35.62	\$7.12	\$32.19	\$6.44	N/A
(TOD)	12<24 MTH	\$29.99	\$6.00	\$24.06	\$4.81	\$24.06	\$4.81	N/A
(2YR)	24 <36 MTH	\$28.11	\$5.62	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$20.43	\$4.09	\$20.00	\$4.00	\$17.63	\$3.53	N/A
(PR4)	48 <60 MTH	\$23.97	\$4.79	\$19.50	\$3.90	\$16.83	\$3.37	N/A
(PR5)	60 <72 MTH	\$18.33	\$3.67	\$16.50	\$3.30	\$16.50	\$3.30	N/A
(SCH)	In School	\$14.35	\$2.87	\$13.88	\$2.78	\$12.52	\$2.50	N/A

BRADFORD COUNTY_DAILY PAYMENT RATE SCHEDULE

Full-Time Daily Rates								
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$47.03	\$9.41	\$38.94	\$7.79	\$38.43	\$7.69	N/A
(TOD)	12<24 MTH	\$37.00	\$7.40	\$31.76	\$6.35	\$30.44	\$6.09	N/A
(2YR)	24 <36 MTH	\$35.48	\$7.10	\$33.53	\$6.71	\$31.85	\$6.37	N/A
(PR3)	36 <48 MTH	\$26.45	\$5.29	\$23.46	\$4.69	\$22.50	\$4.50	N/A
(PR4)	48 <60 MTH	\$24.61	\$4.92	\$23.45	\$4.69	\$21.00	\$4.20	N/A
(PR5)	60 <72 MTH	\$23.71	\$4.74	\$23.02	\$4.60	\$20.78	\$4.16	N/A
(SCH)	In School	\$20.26	\$4.05	\$18.39	\$3.68	\$18.29	\$3.66	N/A
Part-Time Daily Rates								
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$37.62	\$7.52	\$35.86	\$7.17	\$32.19	\$6.44	N/A
(TOD)	12<24 MTH	\$25.00	\$5.00	\$24.06	\$4.81	\$24.06	\$4.81	N/A
(2YR)	24 <36 MTH	\$25.00	\$5.00	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$20.21	\$4.04	\$20.00	\$4.00	\$17.63	\$3.53	N/A
(PR4)	48 <60 MTH	\$19.08	\$3.82	\$19.08	\$3.82	\$16.83	\$3.37	N/A
(PR5)	60 <72 MTH	\$21.95	\$4.39	\$16.50	\$3.30	\$16.50	\$3.30	N/A
(SCH)	In School	\$14.13	\$2.83	\$13.88	\$2.78	\$12.52	\$2.50	N/A

CLAY COUNTY_DAILY PAYMENT RATE SCHEDULE

		Full-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$48.57	\$9.71	\$36.68	\$7.34	\$36.68	\$7.34	N/A
(TOD)	12<24 MTH	\$39.03	\$7.81	\$37.64	\$7.53	\$30.44	\$6.09	N/A
(2YR)	24 <36 MTH	\$36.67	\$7.33	\$36.67	\$7.33	\$31.85	\$6.37	N/A
(PR3)	36 <48 MTH	\$28.00	\$5.60	\$25.07	\$5.01	\$22.50	\$4.50	N/A
(PR4)	48 <60 MTH	\$27.00	\$5.40	\$25.00	\$5.00	\$20.85	\$4.17	N/A
(PR5)	60 <72 MTH	\$27.00	\$5.40	\$25.79	\$5.16	\$20.78	\$4.16	N/A
(SCH)	In School	\$21.09	\$4.22	\$18.39	\$3.68	\$18.29	\$3.66	N/A
		Part-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$36.64	\$7.33	\$35.86	\$7.17	\$32.19	\$6.44	N/A
(TOD)	12<24 MTH	\$30.84	\$6.17	\$26.00	\$5.20	\$26.00	\$5.20	N/A
(2YR)	24 <36 MTH	\$28.91	\$5.78	\$24.00	\$4.80	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$25.00	\$5.00	\$24.00	\$4.80	\$18.00	\$3.60	N/A
(PR4)	48 <60 MTH	\$25.00	\$5.00	\$24.00	\$4.80	\$18.00	\$3.60	N/A
(PR5)	60 <72 MTH	\$20.00	\$4.00	\$24.00	\$4.80	\$18.00	\$3.60	N/A
(SCH)	In School	\$14.77	\$2.95	\$14.77	\$2.95	\$13.09	\$2.62	N/A

NASSAU COUNTY_DAILY PAYMENT RATE SCHEDULE

		Full-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$49.56	\$9.91	\$38.94	\$7.79	\$38.43	\$7.69	N/A
(TOD)	12<24 MTH	\$40.48	\$8.10	\$31.76	\$6.35	\$30.44	\$6.09	N/A
(2YR)	24 <36 MTH	\$37.71	\$7.54	\$33.53	\$6.71	\$31.85	\$6.37	N/A
(PR3)	36 <48 MTH	\$27.78	\$5.56	\$23.46	\$4.69	\$22.50	\$4.50	N/A
(PR4)	48 <60 MTH	\$26.55	\$5.31	\$23.45	\$4.69	\$21.00	\$4.20	N/A
(PR5)	60 <72 MTH	\$27.00	\$5.40	\$23.02	\$4.60	\$20.78	\$4.16	N/A
(SCH)	In School	\$21.34	\$4.27	\$18.39	\$3.68	\$18.29	\$3.66	N/A
		Part-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$37.62	\$7.52	\$35.86	\$7.17	\$32.19	\$6.44	N/A
(TOD)	12<24 MTH	\$31.34	\$6.27	\$24.06	\$4.81	\$24.06	\$4.81	N/A
(2YR)	24 <36 MTH	\$31.17	\$6.23	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$23.60	\$4.72	\$20.00	\$4.00	\$17.63	\$3.53	N/A
(PR4)	48 <60 MTH	\$23.60	\$4.72	\$19.50	\$3.90	\$16.83	\$3.37	N/A
(PR5)	60 <72 MTH	\$23.60	\$4.72	\$16.50	\$3.90	\$16.50	\$3.30	N/A
(SCH)	In School	\$14.98	\$3.00	\$13.88	\$2.78	\$12.52	\$2.50	N/A

PUTNAM COUNTY_DAILY PAYMENT RATE SCHEDULE

		Full-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$44.14	\$8.83	\$44.14	\$8.83	\$38.43	\$7.69	N/A
(TOD)	12<24 MTH	\$38.05	\$7.61	\$30.44	\$6.09	\$30.44	\$6.09	N/A
(2YR)	24 <36 MTH	\$35.05	\$7.01	\$31.85	\$6.37	\$31.85	\$6.37	N/A
(PR3)	36 <48 MTH	\$26.77	\$5.35	\$22.81	\$4.56	\$22.81	\$4.56	N/A
(PR4)	48 <60 MTH	\$25.44	\$5.09	\$22.86	\$4.57	\$22.86	\$4.57	N/A
(PR5)	60 <72 MTH	\$24.22	\$4.84	\$22.28	\$4.46	\$22.28	\$4.46	N/A
(SCH)	In School	\$20.68	\$4.14	\$18.29	\$3.66	\$18.29	\$3.66	N/A
		Part-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$35.00	\$7.00	\$35.00	\$7.00	\$27.56	\$5.51	N/A
(TOD)	12<24 MTH	\$29.07	\$5.81	\$26.86	\$5.37	\$23.60	\$4.72	N/A
(2YR)	24 <36 MTH	\$27.85	\$5.57	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$20.74	\$4.15	\$18.00	\$3.60	\$17.63	\$3.53	N/A
(PR4)	48 <60 MTH	\$19.20	\$3.84	\$17.25	\$3.45	\$16.00	\$3.20	N/A
(PR5)	60 <72 MTH	\$19.00	\$3.80	\$16.50	\$3.30	\$16.50	\$3.30	N/A
(SCH)	In School	\$14.44	\$2.89	\$12.52	\$2.50	\$12.52	\$2.50	N/A

ST JOHNS COUNTY_DAILY PAYMENT RATE SCHEDULE

		Full-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$53.00	\$10.60	\$36.00	\$7.20	\$36.00	\$7.20	N/A
(TOD)	12<24 MTH	\$43.00	\$8.60	\$27.20	\$5.44	\$27.20	\$5.44	N/A
(2YR)	24 <36 MTH	\$40.80	\$8.16	\$27.15	\$5.43	\$27.15	\$5.43	N/A
(PR3)	36 <48 MTH	\$38.00	\$7.60	\$22.50	\$4.50	\$20.54	\$4.11	N/A
(PR4)	48 <60 MTH	\$35.10	\$7.02	\$22.50	\$4.50	\$18.83	\$3.77	N/A
(PR5)	60 <72 MTH	\$35.10	\$7.02	\$21.00	\$4.20	\$18.83	\$3.77	N/A
(SCH)	In School	\$24.46	\$4.89	\$18.49	\$3.70	\$18.49	\$3.70	N/A
		Part-Time Daily Rates						
CARE CODE	Description	Licensed or Exempt Centers and Public/Non-Public Schools	Gold Seal Differential	Licensed Family Child Care Homes	Gold Seal Differential	Registered Family Child Care Homes	Gold Seal Differential	Informal Providers
(INF)	<12 MTH	\$43.20	\$8.64	\$35.86	\$7.17	\$32.19	\$6.44	N/A
(TOD)	12<24 MTH	\$41.00	\$8.20	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(2YR)	24 <36 MTH	\$38.00	\$7.60	\$21.25	\$4.25	\$21.25	\$4.25	N/A
(PR3)	36 <48 MTH	\$34.00	\$6.80	\$18.00	\$3.60	\$17.25	\$3.45	N/A
(PR4)	48 <60 MTH	\$33.00	\$6.60	\$17.25	\$3.45	\$16.50	\$3.30	N/A
(PR5)	60 <72 MTH	\$33.00	\$6.60	\$16.50	\$3.30	\$16.50	\$3.30	N/A
(SCH)	In School	\$16.14	\$3.23	\$13.87	\$2.77	\$13.87	\$2.77	N/A

*Please note that the VPK Wraparound rates may differ depending on the average number of hours per month of your VPK program, any Gold Seal or Class differentials in which your program qualifies and any rounding differences within the Provider Portal.

31. What is the rate that will appear on the Child Care Certificate for eligible enrollments?

The reimbursement rate that will appear on your Child Care Certificate will be the Coalition's Max Rate plan plus Gold Seal differential, if applicable. The Quality Performance Incentive and Child Assessment Differential are considered quality dollars to increase the quality of your program and are not listed on the certificate.

32. **What happens when the child has a birthday?** Rates are based on the age of the child. When a child has a birthday the age and rate of the child are automatically updated in the Portal. Please update your records based on the age and rates listed in the Provider Portal.
33. **Will the reimbursement rate change for 5-year old's entering school?** The reimbursement rate and schedule for children that turn 5 years old on or before September 1st and are entering school will change effectively on the first day of school for each county. Beginning that day, the child will be paid as a school ager and their schedule may be changed as needed to reflect the hours they are in your program. In most cases, they will be changed to a school schedule so that we may pay for full time care on non-school days and part time care on school days.
34. **Will the reimbursement rate or parent co-payment for 4-year old's also in enrolled in a VPK program change?** The parent co-payment will remain the same, but the reimbursement rate will change. State regulations do not allow us to pay for the hours a child is in VPK twice, by first paying with VPK funds and then again with SR funds. To avoid this, you will be paid what is known as a wraparound rate. This rate is calculated to remove the VPK hours already being paid for by breaking the full time or part time rate into an hourly rate and then multiplying the hourly rate by the number hours remaining after VPK based on the average daily hours of VPK during each month. The formula s are as follows:

Full Time Wrap Around (FTV)

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

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

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

Part Time Wrap Around (PTV)

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

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

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

35. **Will the reimbursement rate or parent co-payment for a child enrolled in a Head Start program change?** The schedule and the parent co-payment will change to reflect the child's needs within your program. State regulations do not allow us to pay for the hours a child is in Head Start twice, by first paying with Head Start funds and then again with SR funds. To avoid this, you will be paid part time care on days the child attends Head Start with a part time parent co-payment during the Head Start school year.

36. **Will the parent co-payments of school agers change during the year for full time days and part time days?** The parent co-payment for school agers attending part time on school days and full time on non-school days will change at least twice during the year. While there are many days throughout the school year that a school age child attends full time, we will not assess a full-time parent co-payment on those days. Instead, we will assess a part time parent co-payment during the school year and a full-time parent co-payment during the summer. The parent co-payment will be doubled for School Age children on the first day of summer based on the School District Calendar. The parent co-payment will go back down to part time on the first day of school for each county. For example, if the child resides in Putnam County and the child's fees have been \$1.20 a day for the school year, then the fees will be \$2.40 a day starting with the first day of summer. Then on the first day of school in Putnam County, the fees will return to \$1.20 a day for the school year. Please note that this change only impacts the parent co-payment and not whether a child is paid for a full-time day or part time day.
37. **Can my program be reimbursed at a higher rate for a child that has special needs?** Yes, a childcare provider may be reimbursed by the coalition at a higher rate if caring for any school readiness child with special needs requiring additional care beyond services required by the Americans with Disabilities Act (ADA). To receive a special needs rate, a childcare provider must submit a list of the special needs services it is providing for each special needs child, in addition to the routine school readiness services.
38. **What qualifies a child as having special needs?** A special needs child is defined as a child who has been determined eligible as a child with a disability in accordance with Chapter 6A-6, F.A.C., and is participating in a program for children with disabilities provided by the school district or a child who has an Individualized Education Plan (IEP) or Family Support Plan (FSP). A child must have a documented physical, mental, emotional or behavioral condition that requires a higher level of care in the child care setting. The special need child's condition must be validated by a licensed health, mental health, education or social service professional other than the child's parent or person employed by the childcare provider.
39. **Can I be reimbursed at a rate higher than my private pay rate?** Yes, providers are reimbursed according to the Coalition's Approved Rate Plan per child's age and unit of care regardless of the provider's private pay rate. Additionally, providers may participate in a combination of quality programs including Gold Seal, Quality Performance Incentive and Child Assessments which may add an additional differential to the Coalition Approved Rate. A provider can view their rates and any quality differential in the Provider Portal under Attendance/SR Reimbursement Rates.
40. **What is a Gold Seal Designation?** Gold Seal is a designation for childcare facilities and family day care homes that have gone above the required minimum licensing standards to become accredited by recognized agencies whose standard reflect quality in the level of care and supervision provided to children. A childcare provider that has a current Gold Seal Quality Care designation, as defined in Section 402.281, F.S may receive a differential rate higher than the established coalition reimbursement rate for each care level and unit of care. The reimbursement rate for the Gold Seal differential is

twenty (20) percent above the established coalition reimbursement rate for each care level and unit of care.

41. **What happens if I become Gold Seal Accredited during the year?** Congratulations! Please notify us immediately by updating your Profile in the Provider Portal and uploading a copy of your Gold Seal Designation along with a copy of your Accreditation certificate. We want to share this information with parents by updating our provider referral database and also update our rates to pay the additional Gold Seal differential if applicable. We will initiate a contract amendment through the Provider Portal to be completed and signed.
42. **What is the Quality Performance Incentive?** An eligible childcare provider that receives a program assessment composite score (CLASS score) above the Quality Improvement Threshold score, as defined in Rule 6M-4.741, F.A.C., shall receive a tiered Quality Performance Incentive differential rate above the coalition's approved base reimbursement rate for each care level and unit of care. A childcare provider's Quality Performance Incentive differential shall be based on the most recent program assessment composite scores. The differential will be adjusted and applied at the next monthly provider reimbursement payment.
- a. Providers that receive program assessment composite scores of 4.50 to 4.99 shall receive a four (4) percent Quality Performance Incentive differential.
 - b. Providers that receive program assessment composite scores of 5.00 to 5.99 shall receive a seven (7) percent Quality Performance Incentive differential.
 - c. 3. Providers that receive program assessment composite scores of 6.00 to 7.00 shall receive a ten (10) percent Quality Performance Incentive differential.
 - d. (c) A childcare provider that is currently on a Quality Improvement Plan is not eligible for the Quality Performance Incentive.
43. **How do I receive additional payments for participating in Child Assessments?** Providers must be found eligible to participate in Child Assessments and elect to do so in the SR Provider Contract. A provider must complete child assessments with a DEL approved assessment tool conducted by teachers determined reliable at least three times per year. An eligible provider shall receive a child assessment differential rate of five (5) percent higher than the Coalition's Plan rate for each care level and unit of care. This differential shall be paid within 60 days of conclusion of each assessment period with the monthly reimbursement.
44. **When do I get reimbursed?** We attempt to make your payment on the 20th of every month and your deposit will normally be made the same day. However, this is dependent on ECS receiving reimbursement from the ELC of North Florida and in turn the ELC of North Florida receiving funds from the Division of Early Learning. Reimbursement is for the previous month's attendance. If the 20th falls on a Saturday, Sunday, or Holiday your payment will be deposited on the preceding business day.
45. **What is involved in my payment information?** Every provider is reimbursed for the daily rate, whether it is full time or part time care. The amount paid is the daily rate less the parent co-payment for any eligible days. For example, John Smith has a parent co-payment of \$1.20 and ECS pays \$15 a day for his age group. The actual amount paid to

the provider by ECS would be \$13.80 (\$15-\$1.20) a day. The reimbursement detail for each child paid will be available in the Attendance section of the Provider Portal once it is processed each month under Reimbursement Details. It includes the Name of the Child, the Days Paid, the Daily Rate, Gross Amount (Daily Rate multiplied by Days Paid), Daily Parent Copay, Parent Amt (Daily Parent Copay multiplied Days Paid) and the Net Amount (Gross Amount minus Parent Amount).

46. **What if I'm overpaid for a child?** Please notify us immediately by calling the Reimbursement Department or submitting a Payment Correction Request by fax to (904)726-1516. We would like to make sure you are paid the correct amounts at all times. If an error is realized at a later date, corrections will be made to ensure that state funds were utilized properly.
47. **If I did not get correctly reimbursed for a child, what do I do?** If it involves the termination of a child, please contact a Family Services Specialist and explain your request. Contact the Reimbursement Department for all other errors. If the error was on the provider's part, the provider will be required to submit a payment correction request by fax to (904)726-1516. If a payment correction request is sent to us after sixty (60) days from the original due date or is outside of the current fiscal year, Episcopal Children's Services may not be able to reimburse you for that care.
48. **Can I change my rates after submitting the SR Provider Contract?** Rate changes can be made throughout the year; however, the Contract Department must be notified prior to the new rates going into effect. You will need to update your Private Pay Rates in your Profile in the Provider Portal and complete an SR Contract Amendment for any rate changes during the year. Please be sure to update your private pay rates as they are included in market rate surveys which could be used to determine rate increases.
49. **Can I receive my payment by check instead of direct deposit?** No, because of the cost associated with issuing checks to all providers, payments are made by direct deposit.
50. **What happens if I need to change my bank account information?** Please notify Provider Services immediately so that we can send you out a new direct deposit authorization form for completion. You will need to submit the direct deposit authorization form with either a copy of a voided check or a letter from the bank that lists the account number and routing number. Changes must be received at least 10 days prior to the scheduled payment date.
51. **What happens if my tax identification number or status changes?** Please contact the Contract Department immediately. ECS will need to determine how this change will affect your SR Contract and if any the additional steps that will be needed to complete the change.
52. **Do I need to notify you if I close my program?** Yes, please contact the Contract Department at least thirty (30) days prior to the close of your program to allow us to assist families in finding alternative childcare. We ask that you submit in writing the day your

program will be closing as well as updated contact information for additional funds due and tax reporting information. At the time of closure, ECS will request the last 5 years of attendance records (sign in/out sheets) for the school readiness children that attended your program, the return of any education materials that were purchased by ECS and any overpayments that were paid to your program as applicable. If we do not receive these items by the given deadline, ECS may withhold the next/final payment that is scheduled to be paid to your program.

53. **What happens if I sell my program?** Please contact the Contract Department thirty (30) days prior to the date of the ownership change with the name of the buyer, date the sale is effective, and updated contact information for yourself. Please note that payment must follow the licensing dates as well as the date that the contract is certified for the new owner. At the time of closure, ECS will request the last 5 years of attendance records (sign in/out sheets) for the school readiness children that attended your program, the return of any education materials that were purchased by ECS and any overpayments that were paid to your program as applicable. If we do not receive these items by the given deadline, ECS may withhold the next payment that is scheduled to be paid to your program.
54. **How do parents/guardians get provider listings and how do they work?** Parents/guardians contact an Episcopal Children's Services (ECS) Family Services Specialist. The parent/guardian and children's information is then entered into the Portal using the CCR&R Family Intake Form. ECS then generates information on at least 6 providers when available that meet the parents and children's specific needs. The parent is encouraged to visit these providers and request additional listings as needed. Specialists also provide the parent with referrals to other agencies for family and provider support based on specific needs of the family.
55. **How can I be added to the provider listing database?** In order to be added to the provider listing database, your program must be located in one of the counties we serve. We currently provide listings for Clay, Nassau, Baker, Bradford, St Johns and Putnam counties. To ensure we have the most up to date information, School Readiness providers are required by contract to submit a Profile through the Provider Portal annually. To indicate that you would like your program referred to families seeking childcare listings, you must indicate "yes" to question #1 on the General tab of your Provider .listings"
56. **How do I notify ECS of changes in my provider listing information?** Please update and submit the changes to your Profile through the Provider Portal. The Contract Department will review the changes that are submitted and notify you if there are additional steps needed.
57. **Will my program be monitored for compliance with the School Readiness Program?** Yes, ECS is required by the Division of Early Learning to monitor contract compliance for all contracted School Readiness Providers. DEL has developed a tool that will monitor compliance with the School Readiness Contract which may be found at <https://www.ecs4kids.org/programs/provider-services/> . The DEL required tool includes the following elements: verification the provider is legally operating, uses an approved developmentally appropriate curriculum and character development

program, maintains the health and safety of children, maintains accurate attendance records for sign in/out sheets and enrollment/attendance certificates, reports absences as required including compliance with F.S. 39.604 Rilya Wilson Act, maintains records for five years, documents the collection of parent copayments, reports unusual incidents and maintains required insurance. Part of this monitoring requires us to request samples of certain items to review. This includes ensuring you are maintaining 5 years of attendance records. The records required include payment certificates, sign in and sign out documentation, attendance rosters, documentation to support excused absences and proof of parent co-payments. Since we are aware most of you keep these documents in off-site storage, we will notify you 10 days prior to the monitoring. If more time is needed to retrieve the documents, as always, ECS is willing to work with you.

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

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

picking up and dropping off their children still need to sign their children in and out according to the policy explained in this letter.

- Payment for holidays is limited to days that the program is actually closed for the holiday. If your program is closed but is not utilizing a holiday the day is non-reimbursable. If the attendance roster or sign in/out sheet reflect children in attendance, you will be paid for that day as regular day and children with more than three absences will not be reimbursed.
- Attendance on your rosters must match your sign in/out sheets. Any discrepancies will be adjusted based on the sign in/out sheets.
- Children must be signed in and out on a daily basis. If for any reason we suspect that sign in/out sheets have not been completed on a daily basis or appear fraudulent, may be forwarded to the DEL fraud department for further investigation.

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

60. **What are the contact numbers for Episcopal Children's Services?** The Provider Services departments can be reached at 1-800-745-4836 or (904) 726-1500, extension 7054 for the Contracts Department and extension 7050 for the Reimbursement Department. The Family Services Specialists assist families based on the county in which the parent resides. Their numbers are as follows:

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