

## School Readiness (SR) Parent Tip Sheet

- Family Services staff** have ten (10) days from the submitted date to process submitted paper work. Information is processed in the order received.
- Communication** between client and ELCFH office:
  - Clients are responsible to submit all documentation as requested or required via:
  - Family Portal or [CS@elcfh.org](mailto:CS@elcfh.org)
    - Email communications to clients from:
    - Family Portal System** such as email [NoReplyCoalitionPortal@del.fldoe.org](mailto:NoReplyCoalitionPortal@del.fldoe.org) or [NoReplyFamilyPortal@del.fldoe.org](mailto:NoReplyFamilyPortal@del.fldoe.org) or [NoReplyProviderPortal@del.fldoe.org](mailto:NoReplyProviderPortal@del.fldoe.org) (*check the suffix*)
    - Check emails including SPAM and TRASH folders.
  - ELCFH's Family Services Department** from [CS@elcfh.org](mailto:CS@elcfh.org)
  - Communication from clients - are urged to:
    - leave one (1) detailed voice message for their Family Services Specialist **or**
    - send one (1) detailed email to [CS@elcfh.org](mailto:CS@elcfh.org)
- Report all household changes** within **14 days** of the occurrence to your Family Services Specialist via [CS@elcfh.org](mailto:CS@elcfh.org)
  - Address, email, or telephone number
  - Employment changes (job loss or new employment) or stopped attending a job training or education program
  - Family size
  - Income changes that exceeds 85% of the state median income (SMI)
  - Any changes income (such as child support, SSI, SSA, Alimony, etc.)
  - Child(ren) stopped attending child care
- What is Purpose of Care** (*reason for child care services to continue*)? If you or spouse are not currently working and/or attending an eligible education program for the minimum hours listed below, send an email to [cs@elcfh.org](mailto:cs@elcfh.org) to request a re-establishment period.
  - Single-parent family - at least 20 hours per week.
  - Two-parent family - both parents are working (PRN (as needed) work will be reviewed) and/or attending an eligible education program (Graduate Studies (*Master's Degree*) is not eligible for SR approval) a combined total of at least 40 hours per week.
  - NOTE:** Failure to report these changes may affect the continuation of SR services.
- Recertification/ redetermination** is an annual requirement and notices from the **Family Portal** ([NoReplyProviderPortal@del.fldoe.org](mailto:NoReplyProviderPortal@del.fldoe.org)) will be sent to your email on file 45, 30 & 15 days prior to the due date.
  - Log into your Family Portal account, scroll all the way down and click on the **Update Eligibility** button.
  - Submit as soon as you get the first notice - to avoid any interruption of services, **do not** wait until the last day to submit.
- SR families with VPK eligible** children may be covered for hours before or after VPK hours, such as non-VPK days (such as teacher work days or holidays). Review your SR Child Care Certificate by logging into Family Portal.
- New SR child care provider** – changing/moving approved child(ren) to a different/new program. Client's next steps to ensure SR funds can pay the new SR provider:
  - Read current provider's withdrawal policy.
  - SR Parent Fees must be paid up to the last day of enrollment.
  - ELCFH will need to receive **Enrollment Withdrawal form** from the current provider showing that parent fees have been paid in full or a payment plan (provider's discretion) has been made.
  - ELCFH staff **cannot** enroll child(ren) at new SR site until this notice has been received.
  - Families who decide to enroll at new site, prior to ELCFH approving new enrollment, will be responsible (self-pay) until the **Enrollment Withdrawal form** has been reviewed by the ELCFH staff.
  - Tip:** To ensure a smooth transition, inform your provider of your plan to withdraw and let our office know your child's intended last day.
- For all new or updated Portal enrollments, clients will need to log into the **Family Portal** to review **Parental Rights and Responsibilities/Terms and Conditions** and sign the **Payment Certificate/Child Care Certificate**. This will allow the child care provider to bill the ELCFH.
  - Tip:** Sign the certificate or risk being charged for full cost of care.
- Clients have the right to request a payment receipt** every time payment is made to the child care program.
- Due to confidentiality**, case specific information can be **only** discussed with the parent or guardian applying or receiving SR or VPK services.
- Submitting a complaint** through the **Florida Abuse Hotline or Department of Children and Families**
  - 1(800)962-2873 or <https://www.myflfamilies.com/services/child-family/child-care/child-care-resources-families/file-child-care-provider-complaint>