



For a brighter future. For every child.

SCHOOL READINESS PROVIDER HANDBOOK

INTRODUCTION

The Early Learning Coalition of Osceola County (Coalition) is a non-profit 501(c)(3) organization responsible for the implementation, oversight, and administration of the School Readiness (SR) program in Osceola County. The SR program is a state and federally funded program that offers qualified parents financial assistance for child care as well as a variety of other services. Childcare services include access to early education programs that prepare children to become ready for school, assist families in becoming financially self-sufficient, and provide parents with information and resources about child development, how to select a quality care setting and other early learning related topics.

Implementation responsibilities include determining eligibility for children and contracting with private and public facilities that wish to provide SR services. The Coalition also offers program guidance, provides early educator training opportunities, and monitors compliance of state mandates in accordance with established standards in statute and rule.

Community Coordinated Care for Children, Inc. (4C) receives funding from the Coalition through a contract for services to carry out direct services to families and providers for the SR program on behalf of the Coalition. 4C is a non-profit 501(c)(3) organization that, in addition to the services provided on behalf of the Coalition, implements additional support services that can be accessed by families and providers in Osceola County.

Because the SR program is a legislatively mandated program (established in 1999), it is important that you, as a SR provider, follow the state and federal legislative requirements as well as the policies and procedures established by the Coalition. This will ensure you remain compliant with no disruption in your eligibility to provide services to SR funded children.

To help you better understand the requirements that you are required to follow in order to provide and receive payment for SR services, the Coalition has developed this SR Provider Handbook and recommends you become familiar with the information contained herein.

The Coalition is very excited about your interest in providing SR services to the children and families of Osceola County. Our Coalition is here to support you with any questions you may have about the SR program. Please feel free to contact us at:

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SCHOOL READINESS PROVIDER QUALIFICATIONS

The Florida Statute 1002.88 F.S. outlines the following expectations that all SR programs must meet:

- a. The program must, at a minimum, enhance the age-appropriate progress of each child in attaining the performance standards and outcome measures adopted by the Office of Early Learning (OEL).
- b. The program must provide full time, part time, extended-day and extended-year services to the maximum extent possible without compromising the quality of the program to meet the needs of parents who work.
- c. The program must meet all state licensing guidelines, where applicable.
- d. The program must ensure that minimum standards for child discipline practices are age-appropriate. Such standards must provide that children not be subjected to discipline that is severe, humiliating, or frightening or discipline that is associated with food, rest, or toileting. Spanking or any other form of physical punishment is prohibited.

All legally operating providers may apply to participate in offering SR services. Legally operating providers may include: registered or licensed family child care homes, licensed child care centers, exempt child care centers, and public school locations.

SCHOOL READINESS PROVIDER REQUIREMENTS

Child care partners are a key component to the successful implementation of this valuable program.

The SR program is governed by Florida Statute 1002.88 which requires each early learning coalition to implement a comprehensive program of school readiness services in accordance with the rules adopted by OEL, which enhance the cognitive, social, and physical development of children to achieve the performance standards and outcome measures. At a minimum, these programs must:

- a. Implement one of the curricula approved by the Office of Early Learning that meets the child development standards. Implement a character development program to develop basic values.
- b. Conduct an age-appropriate screening of each child's development.
- c. Conduct an age-appropriate assessment administered to children when they enter a program and when they leave the program.
- d. Provide an appropriate group size and staff-to-child ratio.
- e. Provide proof of general liability insurance coverage, including coverage for transportation of children if school readiness program children are transported by

provider. The provider must obtain and retain an insurance policy that provides a minimum of \$100,000 of coverage per occurrence and a minimum of \$300,000 general aggregate coverage. The provider must list the Coalition as a certificate holder and an additional insured.

- f. Provide proof of workers' and unemployment compensation insurance.
- g. Provide a healthy and safe environment.

PROVIDER APPLICATION PROCESS

Each provider wishing to offer SR services will begin by attending a new provider orientation. The new provider orientation will include a review of SR Statewide Provider Contract to ensure you, the providers have a full understanding of the requirements for participation in the SR program, an overview of the SR structure and an introduction to the services available through the Coalition and its contracted service providers, a review of the administration and payment functions for the implementation of SR services, and an overview of the policies and procedures pertaining to the SR program, in addition to other items pertinent to the SR program. All providers who want to apply for the SR Program, must create or already have an account through the online provider portal at <https://providerservices.floridaearlylearning.com/Account/Login>. Once the Coalition has verified that a completed provider profile is active with all of the necessary paperwork uploaded, the provider will receive, as a courtesy an onsite visit from the Program Quality Team. They will review that the provider will be able to meet all of the legislative requirements. After the onsite visit a SR Statewide Provider Contract will be initiated via the online provider portal. A provider may begin accepting SR funded children on the date in which the Contract is executed or on the date the contract is signed and dated by the last party required to sign the contract, whichever occurs last. Newly approved SR providers will receive a copy of their executed SR Statewide Provider Contract via the provider portal at which time they will be able to begin enrolling SR funded children.

Upon execution of the SR Statewide Provider Contract, a Vendor ID and case sensitive password for logging on to the Electronic Provider Payment System (EPPS) will be created. The Vendor ID and EPPS password, along with log in information will be provided through a letter to the SR provider. The provider should expect a wait period of 60 days for the completion of contract approval.

CHILD ENROLLMENT & ATTENDANCE

Upon a child's eligibility to receive SR services, the Coalition will issue a Child Care Certificate (Certificate). Children should only be accepted into a provider's SR program with a valid Certificate. The Certificate will contain the child's name, period of eligibility, and the parent co-payment amount. Please be aware that varying family situations may cause changes to occur during a period of eligibility that may affect care authorized, parent co-payment, etc. Any changes will result in the issuance of a new Certificate.

Payment will only be made for children eligible for services based on their valid Certificate. Reimbursement cannot be made prior to the beginning date or after the end date of eligibility as identified on the Certificate.

Accurate attendance for all SR enrolled children is the responsibility of the SR provider. Attendance must be recorded daily for all children attending an SR program and must accurately identify absences. The Coalition will reimburse up to three (3) unexcused absences per child per month and an additional seven (7) absences with documentation provided by the family supporting extraordinary circumstances per 6M-4.500 F.A.C. The Coalition or its designee shall approve reimbursement for all absences for extraordinary circumstances. Examples of extraordinary circumstances include: hospitalization of the child or parent, death of an immediate family member, illness requiring home-stay, court ordered visitation, or unforeseen military deployment. Family vacation is not considered an extraordinary circumstance. Total monthly reimbursed absences will not exceed ten (10) days. The Coalition or its designee must be notified of any child with ten (10) or more consecutive unexcused absences. ***Ryla Wilson Act: Unexcused absences of any child who is under the supervision of DCF and/or their contracted referring agency MUST be reported immediately to the caseworker or agency identified on the childcare referral. All absences of five (5) consecutive days without notice from the parent or guardian must be reported to the Coalition or its designee within 24 hours of the fifth (5th) consecutive absence. Unexcused absences of five (5) consecutive days without notification to the Provider must be reported to the Coalition or its designee within 24 hours of the fifth (5th) consecutive absence using the report of child non-attendance form.***

Attendance records must be kept on file at the facility for a minimum of five (5) years. The Coalition or its designee may request documentation associated with SR attendance at any time to complete attendance audits, including but not limited to, sign-in/sign-out forms, parent notes for excused absences, and others as identified. Records that fail to substantiate a prior claim or payment will be considered disallowed and considered an overpayment. Any overpayment will be deducted from any forthcoming SR reimbursement due.

COMPENSATION & FUNDING

Reimbursement for services provided to SR children is paid based on the rate established by the Coalition and/or OEL. SR programs are paid at the Coalition's maximum reimbursement rate or the provider's published rate, whichever is lower. A provider cannot be reimbursed at a higher rate than what is published as their rate to private pay families. Providers may be reimbursed at a higher rate for SR children enrolled who are determined to need additional care due to special needs. Gold Seal providers may receive reimbursement at a rate higher than the standard rate as established by the Coalition and/or OEL.

It is the responsibility of the SR provider to collect the parent co-payment, identified on the Certificate, from the family. As part of the annual compliance monitoring, SR Providers will be asked to submit proof that fees have been collected. It will be the responsibility of the SR Provider to establish a process that meets this requirement. In addition to the parent co-payment, SR providers MUST provide the family a list of any fees charged beyond the co-payment prior to the family enrolling their children. A SR provider may charge the family a differential if the provider's published child care rate is higher than the reimbursement rate paid by the Coalition. SR providers are prohibited from charging any fees other than the parent co-payment or those fees provided to the family on the fee list, as described above, prior to enrollment in the provider's SR program. SR providers are prohibited from charging families receiving SR services a higher rate than that charged to private pay families. To ensure that a family receiving SR funding is meeting the program requirements, the provider must report any non-payment of parent co-payments to the Coalition or its designee within 30 days of payment due date.

When a school age child, who is authorized part time care during the school year, attends a full time day on a school holiday or school closure, the parent shall pay the part time co-payment but the provider is reimbursed at a full time rate.

During the summer break, if a school age child attends full time, the parent shall pay the full time co-payment and the provider shall be reimbursed at a full time rate. The coalition's co-payment policy shall be submitted with the coalition's sliding fee scale as part of the coalition's approved plan.

The Coalition will reimburse a SR provider for up to twelve (12) holidays annually (July 1 – June 30). SR providers are responsible for completing and submitting their holiday schedule to the payment department annually, note that the Coalition may choose to pre-determine some or all of the paid holidays that will be reimbursed. Reimbursement will only be made for those holidays listed on the provider's holiday schedule.

For school-aged children authorized part time care, a provider shall be reimbursed at a part time rate if a child care provider is closed on a coalition approved holiday. If a school-aged child is authorized full time care on school holidays, school closures or teacher in-service days, a provider shall be reimbursed at a full time rate if the provider is open. For school-aged children authorized full time care during the summer, a provider shall be reimbursed at the full time rate for Coalition approved holidays.

All payment for SR services is paid through direct deposit by the end of the month following the service delivery month. SR providers should submit all required SR attendance documentation to the Coalition's designee on the first (1st) day of each month, but no later than the third (3rd) business day of each month for the preceding service delivery month. Attendance sheets may be placed in the drop box at the 4C Osceola office or mailed to 3500 W Colonial Drive, Orlando, FL 32808.

The following letters are used to mark each child's daily attendance. No other marks will be recognized for reimbursement:

X – Present **H** – Holiday **T** - Disenrolled **N** – Non reimbursable

A – Absent (maximum of 3 unexcused absences per month)

Staff will complete the TOTALS section of the attendance sheet. **Please do not write in the TOTALS column.** Remember to **sign each page of your attendance prior to submitting.** We are unable to process requests for reimbursement without your signature.

If you have received a Child Care Certificate authorizing care for a child and the child's name is not printed on your attendance sheet, please write the child's name on the attendance sheet. Mark the days according to their attendance and submit a copy of their Certificate with the attendance sheet. **NOTE, any child(ren) who is absent for five (5) consecutive business days without notification from the parent or guardian, must be reported on a Report of Child Non-Attendance Form.** Upon receipt of the notification 4C, on behalf of the Coalition will re-evaluate the need for services. Services will be terminated for any child with fifteen (15) consecutive absences per month.

In the event that a child is absent for five (5) consecutive days with no contact from the parent, the provider shall notify the local coalition or its designee who in turn shall determine the need for continued care. The coalition shall document any contact made with the provider, referring agency, if applicable and parent in the case file. If a determination is made that school readiness services are no longer needed, a notice of disenrollment will be sent to the parent and school readiness provider at least 2 weeks prior to disenrollment. However, an at-risk child may not be disenrolled from the program without the written approval of the Child Welfare Program Office of the Department of Children and Families or the community-based lead agency. A notice of termination shall be maintained in the case file and provided to the parent, provider and referring agency.

A child care provider may be paid at a higher rate if caring for any school readiness child with special needs requiring additional care. To receive a special needs rate, a child care 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. A special needs rate may be negotiated up to 20 percent above the maximum infant care rate established by the Coalition. However, this rate shall not exceed the providers private pay rate for infant care.

To receive a special needs rate, in addition to the base rate, it must be requested by the provider and approved by the coalition. A special needs rate may be reimbursed for a school readiness child that has 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 child care provider.

SR providers are responsible to review their reimbursement report monthly to ensure that proper payment has been received for SR services provided. In the event that there is a payment discrepancy due to underpayment or overpayment, the provider must notify the Coalition or its designee within thirty (30) days from the date payment is received. Any funds received due to an overpayment or disallowed costs should be returned to the Coalition or its designee immediately. Any underpayments reported after thirty (30) days will be unable to be honored.

PAPERWORK SUBMISSION + NOTIFICATION

Providers participating in the SR program are required to meet paperwork and notification requirements of the program in a timely manner and/or according to a predetermined deadline. SR providers should always confirm the receipt of documentation submitted to the Coalition or its designee to ensure their submission is complete. Requests requiring paperwork submission coming from the Coalition or its designee will contain a submission deadline. Changes in program or contact information as well as extraordinary situations that require notification to the Coalition must be made in accordance with the notification requirements outlined in the SR Statewide Provider Contract and Coalition policy. Programs not meeting the paperwork submission and/or notification requirements will be considered non-compliant with their SR Statewide Provider Contract and may be subject to termination of their SR Statewide Provider Contract.

FLORIDA'S EARLY LEARNING AND DEVELOPMENTAL STANDARDS

Florida's Early Learning and Developmental Standards (Standards) is a comprehensive document containing age-appropriate information and reflections about how young children explore, create, and think. The Standards are grounded in Florida's conviction that children's early experiences are directly related to later success in school, in the workforce, and in life. The Standards are organized into five domains, or areas of development. These domains include the following: Physical Development; Approaches to Learning; Social and Emotional Development; Language and Communication; Cognitive Development and General Knowledge. Each domain is divided into sub-domains that focus on specific areas.

The Standards are an integral part of Florida's SR program and should be integrated into the daily instructional lesson plans and interactions with young children. SR providers are required to have a copy or access to a copy of the Standards for use in daily lesson planning.

Standards can be accessed and downloaded in English and Spanish by visiting: www.flbt5.com.

DEVELOPMENTALLY APPROPRIATE CURRICULUM

All SR providers serving children from birth to five (0-5) years of age must provide scheduled activities and instruction that are designed to enhance the age-appropriate progress of each child, birth to five, in attaining the performance standards as adopted by OEL through the use of a state approved developmentally appropriate curriculum and an approved character development program. In accordance with 6M-4.710 F.A.C., each program offering SR services is required to utilize curriculum from the approved list issued by OEL. The purchase of an approved curriculum and training on the use of the curriculum for classroom instructional staff is the SR provider's responsibility.

CHILD DEVELOPMENTAL SCREENING

In accordance with 6M-4.720, each child enrolled in the SR program must receive a developmental screening initially upon entrance to the program and subsequently thereafter during the month of their birth. Each SR provider must designate one (1) staff person as the person responsible for overseeing and organizing child screenings.

The Coalition has designated the ASQ-3 as the screening tool for SR children in Osceola County and ASQ Enterprise as the online data system to record each child's developmental screening. Each SR provider will receive unique log-in credentials to access ASQ Enterprise and record screening results. Notification for child screening is sent via email with the child's unique ID number and the date the screening is due.

The ASQ-3 is designed to screen children for developmental delays and takes about 10-15 minutes to complete. ASQ-3 is versatile, flexible, and culturally sensitive and has activities that allow children to play and use typical equipment from a home or center-based care setting. This tool addresses the areas of communication, gross motor, fine motor, problem solving & personal-social. Using the simple scoring method, possible developmental delays can be easily identified that may require a referral for additional assessment or services.

STAFF-TO-CHILD RATIOS

Staff-to-child ratios, in accordance with section 1002.88., F.S., must be maintained at all times. The Coalition and its designee are required to report any instance where a provider is observed exceeding staff-to-child ratios to DCF Child Care Regulation. Reporting of ratio issues includes any instance, regardless of the reason, that a program is observed out of ratio even when the ratio issue is corrected while Coalition staff is onsite.

CHILD IMMUNIZATIONS

In accordance with 1002.88, F.S., a provider is required to collect immunizations, physical development, and other health requirements as necessary, including appropriate vision and hearing screening and examinations for all children within thirty (30) days from the date of enrollment. Child immunization and health records must be kept in the child's file on the premises and be available for review, if applicable.

COMPLIANCE MONITORING

The Coalition is required to monitor each SR provider for compliance with the SR Statewide Provider Contract as well as legislative requirements and policy and procedures related to the delivery of the SR program. All SR providers will be monitored in accordance to Rule 6M-4.630 during times of operation.

Monitoring visits will be unannounced and the provider must permit entry for authorized staff to make onsite visits in order to verify the provider's compliance with SR program participation requirements. In the event a provider refuses to cooperate with staff attempting to complete compliance monitoring, they will be deemed in breach of contract and may lose their eligibility to provide SR services for a period of five (5) years.

Monitoring is completed using the Statewide Compliance Monitoring tool. Monitoring staff will consult with the provider onsite regarding any area of concern or non-compliance and work with the provider to correct the issue immediately. Providers will be asked to sign the delivery form acknowledging the monitoring and will receive a copy of the completed monitoring tool via email or regular mail.

HEALTH & SAFETY MONITORING

The Coalition is committed to working in partnership with other state agencies responsible for the provision of health and safety monitoring and does not wish to duplicate those efforts for licensed education and care providers. Each School Readiness provider must have a health and safety inspection completed by the Department of Children and Families (DCF) to ensure compliance with health and safety standards as established by ss.1002.82 and 1002.84, F.S. prior to the Coalition contracting with the provider for school readiness.

PROFESSIONAL DEVELOPMENT & QUALITY INITIATIVES

The Coalition is committed to providing quality programs to the children and families in Osceola County and early learning professionals are the key to these quality programs. The Coalition sponsors professional development for early educators on a variety of topics related to early care and education.

All Coalition sponsored professional development is coordinated through an online format. Professional development opportunities can be viewed and registered for online by visiting: www.elcosceola.eventbrite.com.

The Coalition currently has a reimbursement initiative that is designed to assist early educators with costs associated with professional development activities. The Professional Development Reimbursement Program supports early educators that own or are employed by participating SR and/or VPK programs in Osceola County with the costs associated with enhancing their knowledge in the field of early childhood. The Coalition will reimburse qualifying expenses upon submission of a completed reimbursement application. Applications and complete program details can be found in the Professional Development section of the Coalition's website at www.elcosceola.org. Please note that reimbursement is subject to availability of funds and cannot be guaranteed.

The Coalition's Quality Team is responsible for a variety of the quality aspects related to the SR program, including SR monitoring, curriculum assessment, and training & technical assistance. The Osceola Quality Team contact is listed below.

Bobbie Sisco
Provider Consultant
(321) 219-6014
BSisco@4cflorida.org

The Department of Children and Families (DCF) Child Care Training Information Center is available to provide information on Florida child care training requirements, staff credentials, training, and competency exams. The Child Care Training Information Center can be reached at 1-888-352-2842. For information on state mandated courses or to access your training transcripts, please visit the DCF Child Care Training Application (CCTA) Portal at: www.myflorida.com/childcare/training.

4C also assists providers with required state mandated child care training and competency exams through their Child Care Training Institute/Education Department in Central Florida. The 4C Child Care Training Institute can be reached by phone at **407-532-4373**.

CHILD CARE RESOURCE + REFERRAL

The Coalition's Child Care Resource and Referral (CCR&R) offers free resources and referral to families seeking early care and educational programs for their children in Osceola County. The information requested by families seeking early care and education programs is matched with the information in our provider database to provide families with a listing of programs that meet their specific needs. Each SR provider is required to submit information to be included in the CCR&R database and update such information annually. There is no fee for providers to be included in the CCR&R provider database or to receive referrals. 4C is contracted by the Coalition to maintain the CCR&R database in Osceola County which includes contacting providers on an annual basis for completion of their CCR&R Provider Update. Please note that CCR&R Specialists make referrals only to parents seeking information, based on their requests, and do not recommend any specific early care and education provider. CCR&R in Osceola County can be reached at **321-219-6300**.

PROVIDER ADVISORY COUNCIL (PAC) + Osceola Provider Community Alliance (OPCA)

The Provider Advisory Council and Osceola Provider Community Alliance was established to provide an open forum for child care providers to share their ideas, concerns, requests and opinions as well as receive critical updates regarding programs and initiatives that may affect programs operating in Osceola County. AC and OPCA is also an avenue for the Coalition to gain feedback from providers which assist in the development and assessment of quality initiatives and program services.

Meetings are divided into two groups; Child Care Centers (OCPA) and Family Child Care Homes (PAC), and are coordinated through Provider Representatives. Meetings are typically scheduled to occur quarterly. The Provider Representatives are peer nominated and act as a liaison between the provider and the Coalition. Provider Representatives are available to answer questions, provide meeting information, as well as facilitate provider discussions and provide anonymous feedback to the Coalition regarding provider concerns, ideas, or opinions.

Provider Representatives

Child Care Centers

Nancy Emestica
407-348-5437

dubarcorp@aol.com

Faith-Based Centers

Rijean Smith
407-847-2575

rsmith@kissimmeefumc.org

Family Child Care Homes

Naomi Helligar
407-847-0843

nhelligar@yahoo.com

COMMUNITY COORDINATED CARE FOR CHILDREN, INC. (4C)

Community Coordinated Care for Children, Inc. (4C) is a private, non-profit, (501)(c)(3) corporation that was founded in 1969 and has been involved in providing resources for families and children for the past 40 years. Through a funding contract with the Coalition, 4C acts as the Coalition's designee in Osceola County providing direct services to families and child care providers related to School Readiness, Voluntary Prekindergarten, and Child Care Resource and Referral.

In addition to the contracted services that 4C provides for the Coalition, they are responsible for overseeing the Child Care Food Program, Head Start and Early Head Start in Osceola County.

Child Care Food Program

The Child Care Food Program (CCFP) is federally funded and regulated by the Food and Nutrition Service (FNS), U.S. Department of Agriculture (USDA). In Florida, the Department of Health, Food and Nutrition Management Office administer the CCFP. 4C sponsors the CCFP in Osceola County for child care centers, Head Start sites, and licensed family child care home providers wishing to participate in the program.

Nutrition is an important part of a good child care program. The CCFP strives to improve the diets of children in child care to promote nutrition education. Child care providers participating in the CCFP are reimbursed for meals and snacks. They have access to nutritional resources, training and technical assistance.

If you are a licensed family child care home or child care center and would like more information about the CCFP, please call **407-532-4325**.

Head Start

Head Start is a federally funded program for low-income children and children with disabilities, with emphasis on cognitive, social, emotional, physical, and mental development of children. 4C administers the Head Start program in Osceola County through a total of three site locations.

For information about the Head Start program in Osceola County, please call **321-219-6200**.

Early Head Start

Early Head Start (EHS) is a federally funded community-based program for low-income families with infants and toddlers and pregnant women. Its mission is simple: to promote healthy prenatal outcomes for pregnant women, to enhance the development of very young children, and to promote healthy family functioning.

4C administers the Early Head Start program in Osceola County through contracts with licensed child care centers and licensed family child care homes.

For more information about the Early Head Start program in Osceola County, please call **321-219-6204**.

The Early Learning Coalition provides quality initiatives in Osceola County which include early literacy and math, Science Technology Engineering Math (STEM), family support services, professional development for provider staff, inclusion services, technical assistance and support for VPK providers on probation, and infant/toddler support.

For information or questions about Coalition initiatives and services please contact staff listed below:

Dana Crupi
Program Director
407-933-5353
Inclusion warm line: 407-705-1926
dcrupi@elcosceola.org

FREQUENTLY ASKED QUESTIONS

Is 4C financial assistance the same as the School Readiness program offered through the Coalition?

The School Readiness program funding is the financial assistance offered to families and paid to providers. There is no such thing as 4C financial assistance. The Coalition receives state and federal funds to implement programs in Osceola County and contracts with 4C to provide direct services to child care providers and families.

When will I be able to accept SR funded children?

Once you have completed the new provider process and received your onsite eligibility visit, your SR Statewide Provider Contract (Contract) will be forwarded to the Coalition for approval. You may begin accepting SR funded children once the Coalition has executed your Contract with the necessary signatures. You will have access to your executed Contract via the online provider portal.

What is Compliance Monitoring?

The Compliance Monitoring Tool is used to monitor and ensure that SR providers are meeting the requirements outlined in their SR Statewide Provider Contract.

What if I fail the compliance monitoring?

If an existing SR provider fails to meet all the required components of the statewide SR Contract Compliance Monitoring Tool, the provider will be non-compliant with their Contract and will receive a 14-day notice to correct the issue or risk termination of their

Contract. Monitoring staff will make every effort to provide onsite technical assistance to correct any deficiencies immediately.

When does the Coalition come out to do an inspection?

The Coalition monitors programs for compliance with the requirements outlined for the SR program, but does not inspect programs. DCF Child Care Regulation is responsible for inspecting child care programs. The Coalition is required to monitor each SR program annually to ensure continued compliance with SR program requirements. Compliance monitoring is unannounced with no particular schedule.

Where can I get a copy of Florida's Early Learning and Developmental Standards?

You can download or print a copy of the Standards by visiting: www.flbt5.com or the Coalition's website at: <http://elcosceola.org/for-providers/early-learning-developmental-standards>

Who do I call if I have a question about my SR attendance payment?

Questions regarding SR child attendance or payments should be directed to your designated payment staff person or contact the Reimbursement Supervisor at 407-532-4528.

Where can I find all of the Coalitions Policies and Procedures?

Policies and Procedures for the Early Learning Coalition of Osceola County may be found online by visiting: <http://elcosceola.org/policies>