



## SR Orientation Questions

1. What if parents still owe money? (0-dollar balance discussion)

- The SR contract only addresses parent fees when discussing zero balance and transfers
- The SR contract also indicates that providers are required to collect parent fees in a timely manner and provide a receipt of payment received

2. Can a child transfer with a balance if the balance is a result of not only the co-pay, but also the differential?

- The SR contract only addresses parent fees when discussing zero balance and transfers
- The SR contract also indicates that providers are required to collect parent fees in a timely manner and provide a receipt of payment received

3. What if a parent has a payment plan but they don't follow it? Or if the parent stops paying on the plan later?

- The provider would have to notify the coalition that the payment plan is no longer valid.

4. Are providers allowed to cover the co-pay for the very poor parents?

- No, Providers are contractually required to collect the assessed copay within predetermined timelines, which must be published in their handbooks or otherwise provided to families/caregivers in writing along with any and all payment policies.

5. Is the QPI differential still 7%?

- 5.0-5.9 is 7% and 6.0-7.0 is 10%

6. Do we still get the differential if we were approved for last year or does it get dropped until we are observed during this fiscal year?

- The differential for CLASS score will change when you have another observation.

7. What if the Professional Development is a conference? Would that qualify for the 13<sup>th</sup> holiday?

- Yes, if you have an agenda and proof of attendance and it is on the date you claimed for staff development.



8. Can the professional development day be used for the teachers to complete in-service training on that day?

- If you can show their DCF transcript with that professional development date as the date they completed the training.

9. Did we have to send a PowerPoint for this past year?

- No.

10. Is turning in the PowerPoint new? Last year we only had to send in the agenda.

- Yes, this is new for the 2026-2027 contract year.

11. Does it have to be an outside person training, or can someone from the staff do the training?

- Staff can do the training but it would have to meet IACET requirements.

12. If we choose Memorial Day Holiday for the 13th holiday, do we still have to do training for the staff?

- Per the SR contract, the 13<sup>th</sup> day must be for professional development. You can choose whatever day you want to be the PD day. For example, if you want to do a training before the school year starts you could do your PD day in July or August.

13. For Family Child Care Homes can you do DCF trainings online for Professional Development Day?

- Yes. The transcript will need to show that the training was completed on the professional development day.

14. If half the staff goes to a conference such as FLAEYC can the others do training at the center? Do we enter two different plans?

- Yes, you can use two different trainings as long as they occur on the training day and you can show proof for both.

15. If for some reason the trainer changes their date at the last minute are we able to edit the date for the training before the end of the year?



- This would require an amendment, and it would need to be submitted before the original training day occurs.

16. For training day, could we do something on long-term and current side effects of child abuse and neglect?

- Yes, but we would need an agenda.

17. For the training day agenda, is there a form or can we just send in?

- You can use your own format.

18. Do we get paid for 12 holidays or 10?

- 12 days or 13 if you choose a professional development day.
- You do not have to use all the days if you choose not to.

19. I did not do the holiday part of the contract; how can I fix it?

- You can contact Angelica at [Angelica.Zavala@elcofswfl.org](mailto:Angelica.Zavala@elcofswfl.org) and she can assist you.

20. How can I edit the calendar?

- You would need to reach out to Angelica at [Angelica.Zavala@elcofswfl.org](mailto:Angelica.Zavala@elcofswfl.org).

21. Do BG1 children sometimes have a different termination date than what's on the certificate?

- On the SR certificate of care watch for the date at the very top where it says "This certificate is not valid for care arranged after: XXXX".

22. Do we still get paid for up to 10 absences per month if the parent provides an illness note if they exceed the 3 absences per month? Or does it need to be from a doctor?

- It is 13 days (3 no documentation needed: 10 extraordinary circumstances) - doctors note or parental statement are both sufficient forms of documentation for illness required the child to stay at home.

23. Do the absences count if is for visitation?

- Yes. Absences due to visitation with a parent are considered allowable excused absences under School Readiness reimbursement rules when properly documented. These absences are not treated as unexplained absences, but they still count toward the monthly reimbursable absence limit. Examples of appropriate



documentation include, but may not be limited to, a court-ordered visitation schedule, communication from a case manager or child welfare professional, a custody/parenting plan, or written documentation from the parent identifying the visitation dates. Providers should maintain documentation sufficient to support the reason for the absence in the child's attendance records.

24. What if it is a court ordered parent visitation plan? How can we document that?

- Yes. Absences due to visitation with a parent are considered allowable excused absences under School Readiness reimbursement rules when properly documented. These absences are not treated as unexplained absences, but they still count toward the monthly reimbursable absence limit. Examples of appropriate documentation include, but may not be limited to, a court-ordered visitation schedule, communication from a case manager or child welfare professional, a custody/parenting plan, or written documentation from the parent identifying the visitation dates. Providers should maintain documentation sufficient to support the reason for the absence in the child's attendance records.

25. If a BG1 child has a referral that ends, can they automatically get a 90-day extension even if their certificate is expired? If their case is closed can they get a 90-day extension?

- On the SR certificate of care watch for the date at the very top where it says "This certificate is not valid for care arranged after: XXXX".
- Households that lose their purpose for care can contact our office to determine if they are eligible for a 90-day extension to reestablish purpose for care. Not all will qualify depending on the situation.

26. How long will it take a new parent to get approved for SR?

- We are unable to provide an exact time frame for enrollment. All SR applications are sorted and prioritized based on variables including but not limited to household income (we try to enroll households on the lower income ranges before those on the higher income ranges), child ages (we try to enroll younger children before school age children).
- We are constantly monitoring our enrollment and funding levels which leads to offers for new enrollments. Households can verify the status of their application via



the family portal. Their applications will show as Submitted (pending review), Active (waiting for funds), Terminated (not eligible or now enrolled). They will also receive email updates on their application status.

27. If a parent was approved and funded, but the system still shows that she needs to upload more documents, what should she do?

- The household should review their emails for next steps. Parents are sent a deadline to submit along with a document checklist.
- If funding is offered, the ELC requires the household to provide ID for all adults in the home, proof of age, custody and citizenship for the children in the household, proof of household income for the last four weeks and proof of household size.

28. Can a child receive SR services tied to two different parents in two different coalitions due to shared custody?

- We must ensure that we are not duplicating payments for a single child. This would be a situation where our reimbursement department would need to coordinate with the other coalition's reimbursement department to ensure proper payment for the child.
- The parent within our county would need to provide proof of custody arrangement.

29. What should we do about parents who are renewing and turned in their paperwork and are still waiting, but it's past their renewal date?

- Our staff make outbound contact attempts to households to try to remind them to submit childcare documentation in a timely manner to allow for processing time.
- Even if a parent submits documentation for a childcare extension, they may not meet program requirements and be enrolled in the program.
- We cannot guarantee continuation of care until all documentation is reviewed and household eligibility is confirmed.

30. Will the certificates be back dated if the renewal is past and are waiting for their renewal? (Provider stated they charge full price and lose the enrollment.)

- If a household has submitted documentation before their expiration date and we confirm household eligibility, we will do our best to ensure that there is no gap in coverage.
- If a household did not submit all required documentation or did not meet program eligibility guidelines, we may not be able to reinstate childcare coverage without a gap in coverage dates.



31. Who can I reach out to about an SR voucher for one of my parents?

- If you cannot reach the Program Services Specialist listed on the SR payment certificate, you can reach out to any of the three supervisors within the department
- Amanda Devariste – [amanda.devariste@elcofswfl.org](mailto:amanda.devariste@elcofswfl.org) - 239.935.6133
- Cora Rice – [cora.rice@elcofswfl.org](mailto:cora.rice@elcofswfl.org) - 239.935.6157
- Sesi Dominguez – [sesia.dominguez@elcofswfl.org](mailto:sesia.dominguez@elcofswfl.org) - 239.935.6127

32. If your location closes in the summer, can SR be paused until re-opening or do the parents need to find a center to transfer their child to until the center re-opens?

- Parents can request a Break in Service if a child will not attend care during summer months (ex: provider closure, custody agreement leads to child out of care, alternate summer program that does not contract with SR)
- Our office does ask the parent to submit their request for a Break in Service in writing with proof of zero balance. This ensures that if they decide to change to a new provider during the summer closure or at a future date, they are able to do so.

33. A Provider noticed they are not receiving their registration fee for SR children. What should they do? Who should they contact?

- Providers may work with their Reimbursement Specialists to verify registration fees.

34. When do the new SR contracts come out?

- They are available and are being initiated now.

35. Will the April town hall meeting be on the website?

- It is on the website.

36. Do we have to complete the ASQ if the parents are doing them? Or do both the provider and parent need to complete them?

- You only need to do the ASQ if the parent does not do it or does not do both ASQ-3 and ASQ:SR-2 (if required). You do need to share the results with the parents either way. The parents do not see the results even if they do the screening.

37. If I want to take an online DCF training for my training day, do I have to upload the completed certificate or do I upload my transcript showing the date I completed it?



- You can take a DCF training on the date of professional development. We would need a copy of the training certificate or a copy of everyone's DCF transcript uploaded to the document library.

38. Who do I see if my school readiness contract has been completed?

- You will get a notification when your contract is certified.

39. Is there going to be confirmation that you have completed your orientation?

- No, you will only get a notification if we don't see where you completed the orientation.