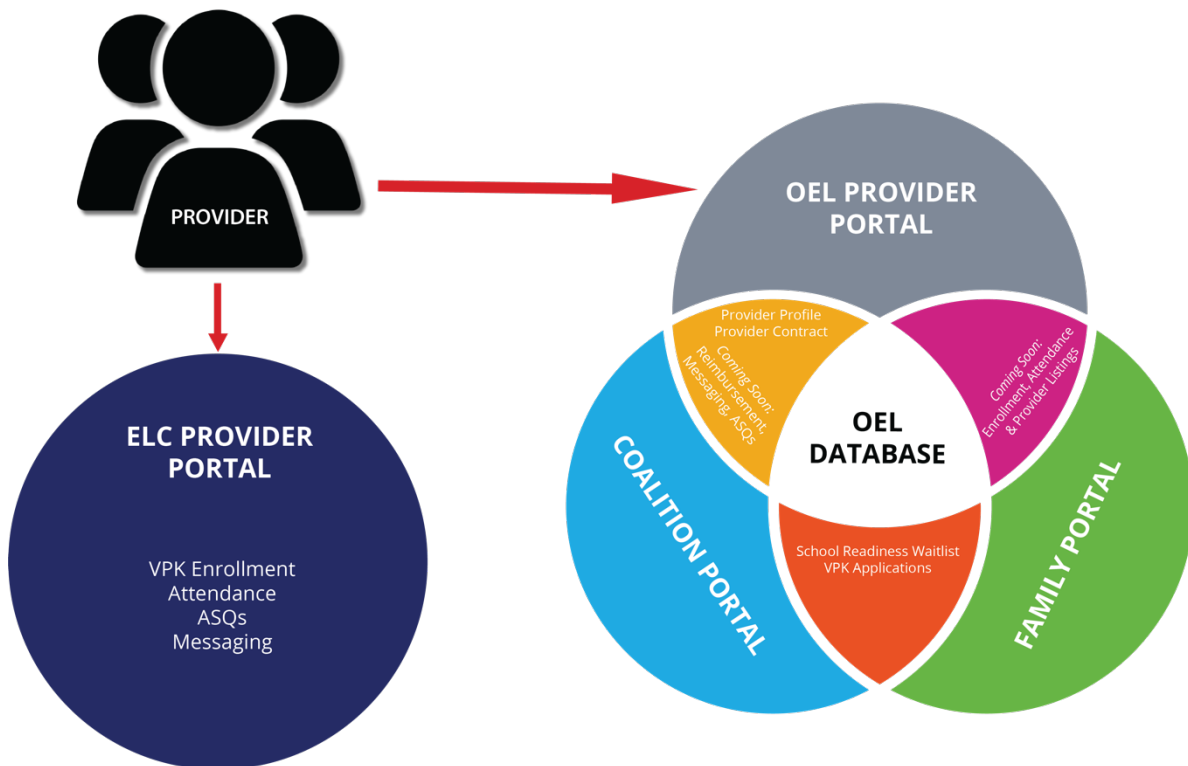


1. What is the Office of Early Learning (OEL) Provider Services Portal?

The OEL Provider Services Portal is a statewide online system to manage the Child Care Resource & Referral (CCR&R), School Readiness and Voluntary Prekindergarten (VPK) Programs. There are three parts to OEL Portal: The Provider Services Portal, the Family Portal and the Coalition Portal.

Currently, Provider Profiles (Formally called *CCR&R Updates*) and Provider Contracts are available on the OEL Provider Services Portal. OEL is still building all the features of the Provider Services Portal. Until it is complete, Providers will be using two Portals: (1) ELC Provider Portal and (2) the OEL Provider Services Portal (See diagram below).



2. How do I get to the OEL Provider Services Portal?

- Go to elchc.org
- Click Provider Tab
- Click “Go to OEL’s Provider Services Portal” on the first banner
Website Link: <https://providerservices.floridaearlylearning.com>

3. When should I register and complete my Provider Profile?

As soon as possible. Your Profile must be accurate and approved before the Coalition can begin the contracting process.

4. How do I register in the OEL Provider Services Portal?

- 1) When you get to the website, click the link to register on the right side. Enter your Taxpayer/Provider ID and your License Number. Make sure to enter the first three letters (capitalized) of your License Number, do not use spaces. Exempt providers enter the word EXEMPT instead of a License Number.
- 2) For most providers, the system will recognize that you are an existing provider in the ELC's records. If matching data is found, select *Yes*. If matching data is found, but not all the information is correct, you will be able to change this once the ELC activates your account.
- 3) Complete the information and select *Register* to submit.

5. Why does the OEL Portal say that my email address is not available?

An email address can only be used once in the OEL Portal, this includes the Family Portal. If you have ever used an email address to apply for a VPK or School Readiness child in the Family Portal, you must use a different email for your Provider Services Portal account. In special circumstances, you may contact the Coalition and request that your email be changed in the Family Portal.

6. Once I am registered and activated in the OEL Provider Services Portal, what do I need to do?

- 1) **Complete Business Information** – Go to the Business tab and select “Business Info.” Complete all required information and save.
- 2) **Complete your Provider Profile** – Go to the Profile tab and select Provider Profile. Starting with the first tab “General,” complete the information in each tab of the profile.

7. What is the Provider Profile?

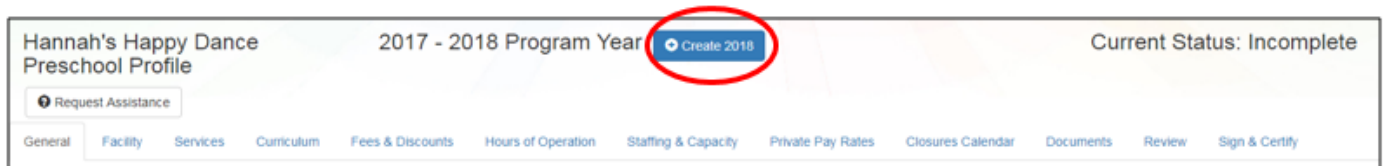
The Provider Profile is information about each child care provider participating in VPK, School Readiness or CCR&R. Providers **must** update and complete the Provider Profile annually on the OEL Provider Services Portal. The Provider Profile replaces the CCR&R Update Form and has much of the same information. The information entered in the Provider Profile is used to contract with VPK and School Readiness Providers.

8. Should I complete a 2017-2018 Provider Profile or a 2018-2019 Provider Profile?

If you need a new contract for the 2017-2018 program year (*including VPK Summer 2018*) you should complete a 2017-2018 Provider Profile. If you already have a 2017-2018 certified contract in the ELC Provider Portal, and do not need a new contract for 2017-2018, you should begin by completing a 2018-2019 Provider Profile.

9. How do I get to the 2018-2019 Provider Profile?

On the top of your Profile, click the blue button that says +Create 2018. See below.



10. How are providers that have multiple sites set up in the OEL Provider Services Portal?

Providers with more than one location that share the same EIN/Taxpayer ID can manage their different locations/sites from one OEL Provider Services Portal account. The first person to register any of the sites can add users for the account or for the individual sites. A separate Provider Profile will need to be submitted for each site.

11. When do I use the ELC Provider Portal and when do I use the OEL Provider Services Portal?

OEL Provider Services Portal	ELC Provider Portal
Provider Profiles <i>(Formally CCR&R Annual Update)</i>	Child Enrollment (COEs)
New School Readiness & VPK Provider Contracts	Child Attendance <i>(Including Sign-In & Sign-Out sheets)</i>
New VPK Provider Applications (Forms OEL-VPK 10, 11A & 11B) – which includes Business, Director, Instructor, and Calendar Information	ASQ's
User Management of Provider Staff for the OEL Portal	Existing Contracts & VPK Provider Applications <i>(Including Updates)</i>
	Messages to the ELC

12. How do I add a staff member to access the OEL Provider Services Portal?

Each staff member you would like to have access to the portal are added by the Provider using a unique (non-personal) email address for the staff member. To do this from the Dashboard, you can select "Manage All Users" to add or delete a user. There are three Provider User Roles:

- 1) **Business Administrator** = Full access. Typically assigned to an Owner.
- 2) **Site Administrator** = Access to a specific provider site/location. Typically assigned to a Director.
- 3) **User** = Able to perform administrative task as assigned by Business or Site Admin. Typically assigned to teachers and aides.

13. What are Facility Contacts in the Profile?

A Facility Contact is staff member at your center that you can list on the OEL Provider Services Portal for the Coalition and families to contact. In the Provider Profile, under the Facility tab, there's an option to "Add New Contact" for that location/site. Here, you can indicate what role that person has at the Facility (*i.e. Admissions, Enrollment, Finance, etc.*).

14. What do I put in the "Doing Business As" field?

The name that is on your license for licensed providers. Exempt private schools and public schools should use the name of the site/center.

15. How do I fill out the Private Pay Rates table?

Fill out the rates table with the same information that you advertise as your private rates to your parents, if possible. For example, if you advertise weekly rates, fill out the weekly rates rows, leaving the other rows at 0. Just because you can edit the fields, doesn't mean you are required to fill it out. If you are a School Readiness provider, fill out the Private Pay Rates table and click the SR Daily Rates Helper button and your School Readiness daily rates will automatically calculate.

16. How do I fill out the Closures Calendar on the Profile?

Click on the day to mark it as a day your center is closed. The Closures Calendar should reflect the days, within your regular days of operation, your center is closed to your families. If you marked on the Hours of Operation tab that you are closed on a particular day of the week (for example, Saturdays and Sundays) you do not need to mark these days as closure days. The Closure Calendar IS NOT your VPK calendar or your SR Holiday calendar.

17. When do I pick which days I want to make my Paid Holidays for School Readiness?

When your Provider Services Representative initiates your contract, after your Provider Profile is approved. The dates you choose on your Profile Closures Calendar will be available to select on the Holiday Calendar in the School Readiness Contract.

18. Where do I upload documents on the OEL Provider Services Portal?

Two places to upload documents:

- 1) Supporting Documents in the Provider Profile (*Select the Document Tab in the Profile*)
- 2) Document Library (*From your Dashboard/Home Screen, go to the Documents tab and select View/Edit*)

Keep in mind, the Coalition is **not** notified when you upload a document into the Document Library. It is your responsibility to notify the Coalition.

19. What documents do I need to upload when I complete the Provider Profile?

► FOR VPK PROVIDERS

Upload in Provider Profile	Upload in the Document Library
License*	<u>Banking/Finance Folder</u> Void Check & VPK Direct Deposit Form
Liability Insurance	
Certificate of Accreditation (<i>if applicable</i>)	
Gold Seal Certificate (<i>if applicable</i>)	
Auto Insurance (<i>if applicable</i>)	

* Does not apply to License-Exempt Providers

► FOR SCHOOL READINESS PROVIDERS

Upload in Provider Profile	Upload in the Document Library
License*	<u>Banking/Finance Folder</u> Void Check & School Readiness Direct Deposit Form
Liability Insurance	
Certificate of Accreditation (<i>if applicable</i>)	
Gold Seal Certificate (<i>if applicable</i>)	
IRS W-9 -New Form as of November 2017	
Current Sunbiz Printout**	
Auto Insurance (<i>if applicable</i>)	
Provider Private Rates Sheet	

* Does not apply to License-Exempt Providers

**May not apply to Family Child Care Homes Providers – Confirm with your Provider Specialist

20. Can I take pictures of my documents to upload them to the portal?

No. Starting this year, the ELCHC is requiring that all documents be scanned copies. Scanners are available for providers to use at the Coalition office.

21. Can I make changes once I submit my Provider Profile?

Not when the Provider Profile is in "Submitted" status. When the Coalition approves/activates your Profile, you may edit information and resubmit unless there is a Contract or VPK Provider Application pending. If you need to make an edit before the Coalition approves your Profile, contact your Provider Services Representative to request that they reject the Profile.

22. How soon do I notify the Coalition of a change on my contract or profile?

As soon as possible. Some changes require the provider to notify the Coalition immediately, while others require notification within 14 calendar days (*for VPK*). Refer to your Provider Contract and/or VPK Provider Application to confirm the requirements.

23. When would I need an Amendment to my School Readiness Provider Contract?

- If the address of the provider's principal office changes
- A location/site is added or deleted
- The curriculum being utilized is changed
- The character development program being utilized is changed
- Reimbursement Rate changes
- Change to the SR Holiday Schedule
- Change to the Contact Person submitted in contract
- Gold Seal Status Change
- Liability Insurance Change

24. When would I need an Amendment to my Voluntary Prekindergarten (VPK) Provider Contract?

- If the address of the provider's principal office changes
- Provider type changes (for example, a family child care home to a *large* family child care home)
- An additional location/site is added to Contract

25. How do I complete an Amendment for my Provider Contract?

Contact your Provider Services Representative.

26. What's next after I submit my Provider Profile?

Once your Provider Profile is approved, the Provider Services Staff will initiate your VPK Application and/or School Readiness Contract. VPK Applications must be submitted and approved before the Coalition can initiate your VPK Contract.

27. When do contracts need to be submitted for the 2018-2019 program year?

- Thursday, March 15, 2018– School Readiness Contracts
- Monday, April 16, 2018– Pre-Pay VPK Contracts
- Monday, April 16, 2018– 2018 Summer Contracts
- Tuesday, May 1, 2018– Non-Pre-Pay VPK Contracts

28. What do I do if I have questions about the OEL Services Provider Portal?

- Refer to the OEL Provider Services User Guide available on your Dashboard
- Contact your ELCHC Provider Services Representative
- Use the *Request Assistance* button located on the top of your profile and send a message to your Provider Services Representative.
- Make an appointment with your Provider Services Representative to come into our office.

29. What documents do I need to upload for my VPK Instructors in the VPK Application?

- Attestation of Good Moral Character
- Credential (DCF Child Care Transcript)
- Background Screening