



August 31, 2018

Dear Provider:

You recently received a communication from the Office of Early Learning (OEL) regarding the continuing issues and delays experienced with the statewide transition to the new data system (EFS Mod). The team at OEL is working around the clock to make the system operational. In the meantime, our focus is on making sure you receive a timely payment for August School Readiness (SR) and Voluntary Pre-kindergarten (VPK) services.

As we are not able to access complete enrollment /reimbursement information from the system, OEL and the Early Learning Coalition of Orange County will pay you on or before September 14, 2018 taking into consideration:

- Established child enrollments,
- Schedule changes due to the start of school, and,
- Wrap rates for children with dual SR/VPK enrollments.

The calculation of the VPK payment is based on enrollments in the system of four or more children.

What this means for you:

- There is no attendance sheet for you to complete for August.
- You should scan and upload monthly sign in and sign out forms into the Provider Portal Document Library under the file folder entitled *Monthly Sign In-Out Sheets*.
- Because this is an estimated reimbursement, you may experience an under or over payment.
- Once your actual July and August reimbursements are processed any additional funds due will be paid immediately. Adjustments based on overpayment will be collected in the next reimbursement period.
- You will not have a reimbursement report for the funds deposited into your account in September. Once the actual July and August attendance is processed, you will receive reports for each month.
- OEL will determine when you are able to upload your July and August SR and VPK child attendance to the Provider Services Portal.

If the estimated payment received, based on the SR and VPK children enrolled, creates a financial hardship, we will work with you. If you experience a hardship, please contact Cheryl Arndt, 4C SR/VPK Reimbursement Manager at 407-532-4172.

We recognize that this statewide system change has created many challenges. Once OEL has worked through the system issues, and the system is fully functional, you will gain many benefits, efficiencies to processes, and increased access to information. We appreciate your continued understanding and cooperation with this matter.