

July 31, 2018

Dear School Readiness Provider:

As you may know by now the Office of Early Learning (OEL) transitioned to a new statewide data tracking system (known as EFS Mod) effective July 1, 2018. The system, once fully operational, will provide many efficiencies and enhancements to support your business including enrollment and reimbursement features.

Unfortunately, the state has encountered some unexpected issues that have caused a minor disruption in the way your reimbursement for the month of July is going to be paid.

**As we are currently unable to access complete enrollment information/reimbursement information from the system, OEL and the ELCOC have developed a plan to pay you on or before August 15, 2018 using an estimate of your June reimbursement.**

Because we will use an estimate, please note that your July reimbursement could range from \$30 less (for a FCCH) to \$1,500 less (for a large Center) than the payment we made to you in June. In some cases, you may be overpaid. If this happens, the amount of the overpayment will be deducted from your August reimbursement. Once staff are able to process your actual July reimbursement, any additional funds due will be paid immediately. We anticipate having access to this information in the system no later than the first week in September however; this date is subject to change.

Please note you will not have a reimbursement report for the funds deposited into your account on or before August 15, 2018 but one will be provided when the actual July attendance is processed.

Currently, OEL estimates that you will be able to upload your July School Readiness child attendance to the Provider Services Portal by mid-August. This includes scanning/uploading monthly sign in and sign out forms into the Provider Portal Document Library under the file folder entitled *Monthly Sign In-Out Sheets*. Please note this date is also subject to change as OEL continues to fine-tune the system.

If your number of SR enrolled children appears to be substantially more than what you were paid, and you are having 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 may cause you a temporary inconvenience and we appreciate your understanding and cooperation. Please know that we are working diligently to ensure you receive timely payment.