



10/23/18

Good afternoon School Readiness and Voluntary Prekindergarten Program providers,

We would like to give you an update on the ongoing issues with the statewide provider portal. Again, most of these issues stem from the Office of Early Learning and not your local Early Learning Coalition or RCMA.

A few weeks ago, we started testing the attendance feature with over 150 providers around the state. We have received some great feedback from this testing, and are working to incorporate it into the system.

Early Learning Coalitions and RCMA have worked hard to ensure that you are receiving an estimated payment for the School Readiness children that you serve and may do so again for the month of October. We know this is not ideal, but sincerely appreciate your patience and understanding. Unless your Early Learning Coalition directs you otherwise, for your VPK program, you will be reimbursed based on VPK children served. We will roll out the attendance and reimbursement functions within the next few weeks, you will be notified to input attendance if you haven't already, and then the payments in the 2018-19 fiscal year will be reconciled.

New technologies can create significant efficiencies (like the bulk upload process), but those efficiencies are usually accompanied by significant challenges during the development and deployment phase. As with any large data system, some glitches are difficult to identify and resolve until the system is turned on. However, we are confident that once the glitches are resolved the new system will serve families and providers faster and better. The new system will help us meet our goal of reducing the statewide waiting list for services, keeping administrative costs low, and serving more children in high quality programs.

Again, I sincerely apologize for the inconvenience but assure you that we are working around the clock to resolve the challenges. Thank you for all your hard work in serving Florida's children.

RJM

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