

REDETERMINATION:

4C has transitioned to a new statewide web-based system for School Readiness (SR) and VPK service delivery. ***What does this mean for you?*** This will allow you to complete your redetermination for School Readiness funding through the new online system, the **Early Learning Family Portal**.

If you are currently receiving SR services, we have updated your Family Portal account so you are now able to log in, upload required documents, and enter the information necessary to complete your redetermination.

First, you will receive an email from DONOTREPLY@oel.myflorida.com, with a message similar to the one shown below. This message is letting you know that you are now ready to log in to your Family Portal account – you can do so by clicking here: <https://familyservices.floridaearlylearning.com/Account/LogOn>.

Hello,

You have requested the ELC of the Big Bend Region to open your Family Portal account for you to make any necessary updates. If you did not make this request, please contact the ELC of the Big Bend Region as soon as possible. To access your family portal account, go to: <https://familyservices.floridaearlylearning.com/>

The ELC of the Big Bend Region also provides Child Care Resource and Referral (CCR&R) services. CCR&R is the front door for family services in your county. CCR&R staff will let you know about community resources, child care listings and other information that may be of assistance to you. Please contact your early learning coalition and ask to speak to a CCR&R specialist for further assistance.

If you have any questions you may contact the ELC of the Big Bend Region at the number listed below.

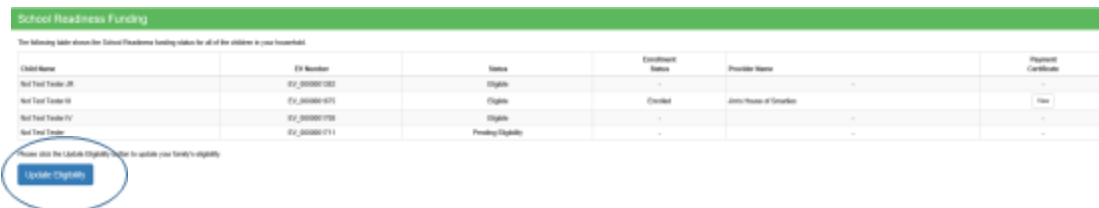
Thank you,

ELC of the Big Bend Region
8669739030
<http://www.elcbigbend.org/>

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox. If you have questions, please contact your early learning coalition.

PLEASE NOTE: The email address at which you receive this message is the email address to which your Family Portal account is connected. You will not be able to change your associated email without contacting 4C. Changing your email address could possibly delay the redetermination process.

Once logged in, scroll down all the way to the bottom and you will see the **Eligibility Verification Button**; click on this button to begin the process. You will be taken through the “Eligibility Verification Wizard”.



Here is some “Helpful Hints” to completing your redetermination through the Family Portal successfully:

Helpful Hint # 1

Because the system is new, you must upload all documents such as a valid ID, birth certificates for all children included in your family size (*even children that are not being enrolled*); residency verification; proof of employment; proof of school enrollment; and/or any other source of income. For a complete list of acceptable and required documents, please click here: <https://4cflorida.org/wp-content/uploads/2014/12/Document-required-list-20170630.pdf>.

Helpful Hint # 2

For each section you will see a **Green “Yes” or Red “No” button**; this is to confirm if the information listed in each section is correct or not. To upload the required document for each section, you will have to click on the **Red “No” button** as shown below. Once the document is successfully uploaded and the information in the section is correct, you are ready to proceed to the next section. Click the **Green “Yes” button**, and then the **‘Next’ button** at the

bottom right of the page. The **'Next' button** is disabled until each area is complete with supporting documentation uploaded.

The screenshot shows the 'Eligibility Verification Wizard' interface. The title bar reads 'Eligibility Verification Wizard'. Below it, the section is 'Household Address'. A message states: 'Our records indicate the following primary address for your household. Select if you are currently homeless or located at a Domestic Violence Shelter'. The form contains several input fields: 'Address Line 1' (with a red asterisk), 'Address Line 2 (Apt., Suite, etc.)', 'City', 'County', 'State', and 'Zip Code'. Below these is a 'Proof of Residency' section with a search bar and two 'TEST DOCUMENT' buttons. At the bottom of the form area, there are two buttons: 'Yes' (green) and 'No' (red). The 'Yes' button is highlighted with a green checkmark. The left sidebar shows a progress bar with steps: 'Household' (checked), 'Employment' (checked), 'School/Training' (checked), 'Other Income' (checked), 'Attorney and Child Support' (unchecked), 'Child Provider Information' (unchecked), 'Documents' (unchecked), and 'Review and Submit' (unchecked). At the very bottom of the page, there are 'Previous' and 'Next' buttons.

Helpful Hint # 3

You must read each section *carefully* and answer all questions to the best of your knowledge. When submitting a redetermination, all documents must be uploaded and each question answered accurately. Your submission will be compared to information you provided to us previously and if discrepancies are found, the process may be delayed and your redetermination may be rejected until you submit all required information. Redetermination is based on your most recent four (4) weeks of income. Please make sure that all income related sections are supported by documentation such as proof of Child Support, Social Security Income Award letter current for the year of application, and employment documentation with current and up-to date information (most recent 4 weeks of paystubs). If your employer does not provide you paystubs, please contact us for other options.

Helpful Hint # 4

At each redetermination, you must confirm the child care provider that you want your child(ren) to attend. This can be the same provider that your child(ren) is/are currently attending. To continue using the same provider, click on the **Green "Yes" button** seen below.

Eligibility Verification Wizard

Child Enrollment
 For each child/ren below, you will see all providers your Early Learning Coalition has about your child.
 Our records indicate the following provider selection. If there are all the same, please simply click Yes, otherwise click No.

Headstart

Employment

Child/Training

Other Source

Agency and Child Support

Child Provider Information

Documents

Review and Submit

No records and complete
 Need to update the information

If you are requesting to transfer to a new child care provider, click on the **Red "No" button** and select your new provider in the next section. You are able to search for your new provider in this next section. Your chosen child care provider must have a valid contract for School Readiness with the Early Learning Coalition of Orange County. If you need help finding child care providers in your area, please contact us at 407-522-2252, ext 2900. Please note, if you are transferring your child(ren) to a new child care provider, we will verify that you have a zero balance with your current provider. If you do not have a zero balance, we cannot process your transfer request.

You must verify whether or not your child(ren) is/are currently attending or not. If you indicate that your child is not currently attending, an **Estimated Start Date** must be entered. **(Start Dates can only be future-dated by 30 days from the date of submission. You cannot back-date your start date; doing so may result in the application being rejected after submission).**

Eligibility Verification Wizard

Provider Selection: Add Provider Selection to Verification
 Please select a child care provider for that child and provide the following information.

Step 1: Search for Childcare Provider Listing
 Type in part of the childcare provider's name and address. Non-able search.

Location
 Search

Step 2: Select a Childcare Provider
 Select a provider from the search results below. Click on the provider's name to bring up the Add Child Provider Information to enter their information.

Selected Search Results

| Selected Search Results | | |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------|--------------------------------------------------|
| <input type="button" value="Add Childcare Provider"/> <input type="button" value="Add Childcare Provider"/> | | |
| Name of Selected Childcare Provider | Contact Person/Number | Provider Type |
| State 1800-800-8700 | ORC 407-522-2252 | Private School |
| Location 200 WOODCOTT DR, TALLAHASSEE, Florida 32301 | Contact Email/Address info@orcl.com | Childcare Agency |
| Other Lynn | Hours of Business 9 AM - 5:00 PM - EST | Child Care Type Child Care for preschoolers 3 |

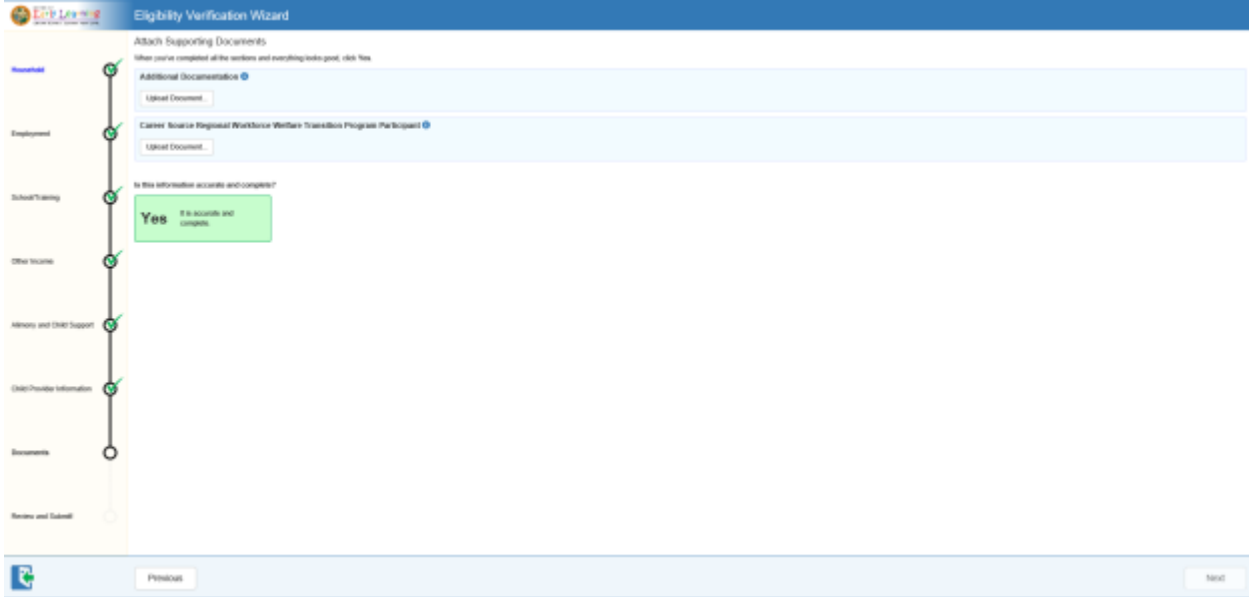
Please contact the provider for more information on any additional information that may be applied once your child is enrolled.

Step 3: Currently Attending?
 Please let us know if that child is currently attending the childcare provider.

Yes, that child is currently attending the childcare provider.
 No, that child is currently attending the childcare provider.
 Estimated Start Date:

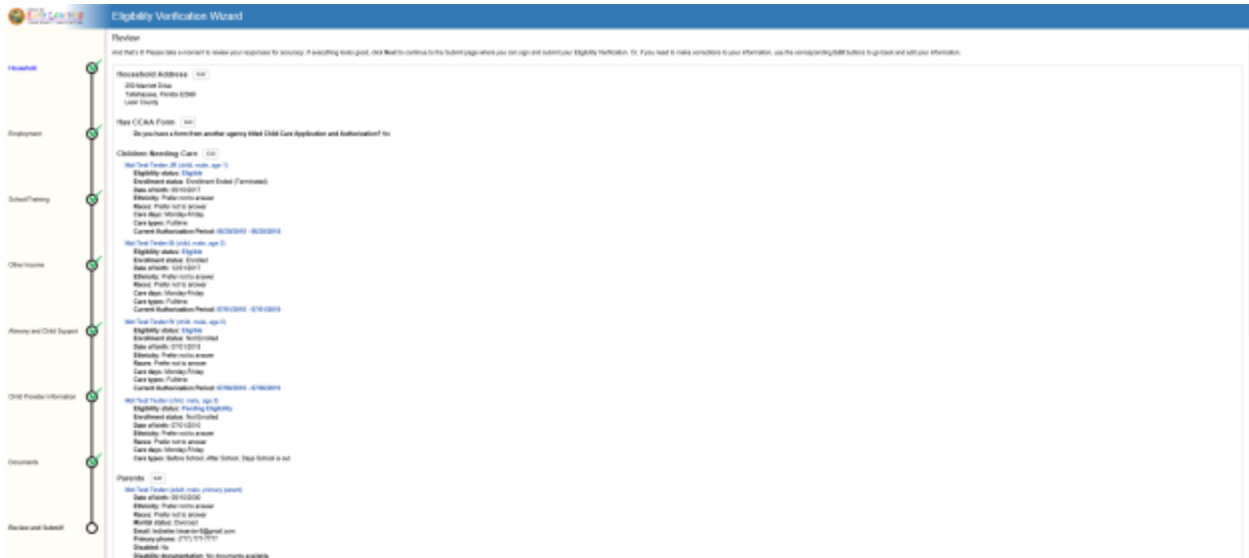
Helpful Hint # 5

Any additional supporting documentation such as proof of child support, Social Security income, proof of zero balance, *birth certificate for other children in the household who are not being enrolled*, etc. should be uploaded to the 'Additional Documents' Section.



Helpful Hint # 6

After completing all sections, it is time to review your application. At this point, you will have the opportunity to make any changes to the application by clicking on the 'Edit' button. Please make sure all information is accurate before proceeding to the last step.

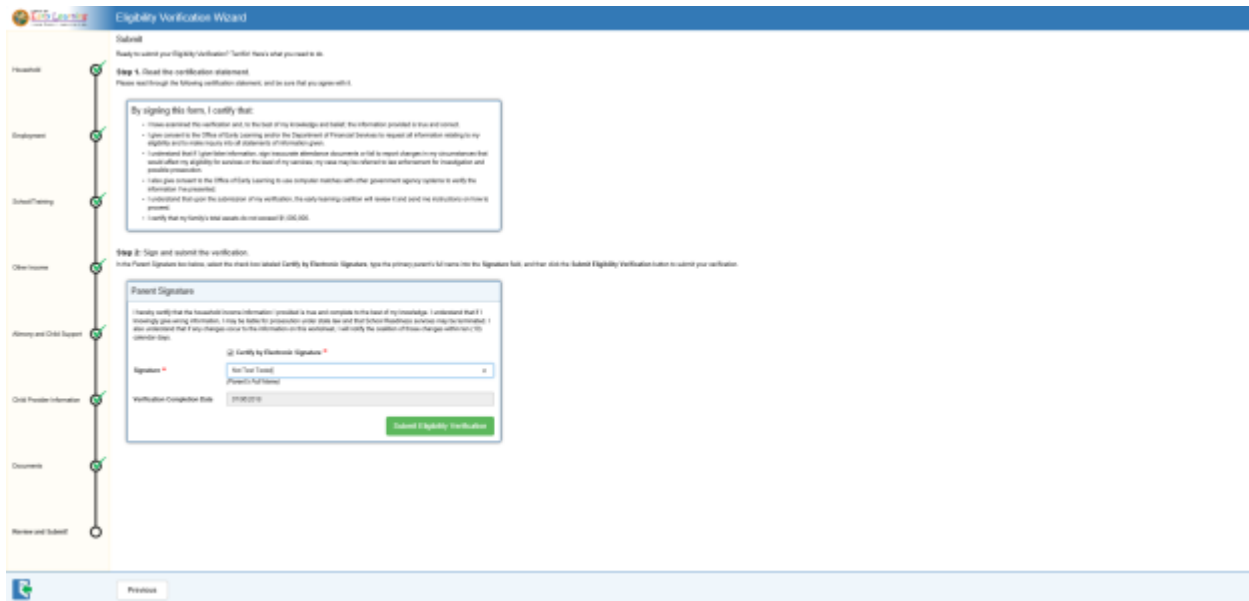




Helpful Hint # 7

To submit your Eligibility Verification, the application must be certified by **Electronic Signature**. Click on the checkbox and enter your name EXACTLY as it appears on your application. Then, click **Submit Eligibility Verification**.

*Please make sure when typing your name, it must **match exactly** to your name as listed on the application. This function is very sensitive. If the signature is wrong, it will be indicated right below the signature box in **Red Letters**.



Submit Eligibility Verification and you are done!!

We will contact you within ten (10) business days via email or phone. Please make sure to keep your email account active and regularly check for messages from us, as this will now be the primary method of communication. If you close, your email account or change it without notifying us within 10 business days, your services may be terminated.