

Frequently Asked Questions

COMPUTER RELATED

I do not have a computer at home. What should I do?

- If you have a smart phone, you can access the Family Portal on your phone's web browser: <https://familyservices.floridaearlylearning.com/Account/LogOn>
- Ask your child care provider if they have a computer that you can use. Many providers have a computer designated for use by VPK & SR parents.
- Visit your local Orange County Public Library branch*: <https://www.ocls.info/using-library/amenities/which-locations-have-public-computers>
- Visit your local Neighborhood Centers for Families (NCF) computer lab*: <http://www.ocfl.net/FamiliesHealthSocialSvcs/NeighborhoodCentersforFamilies.aspx#.XdErFVKhOw>
- Use a computer at your job or at a family member/friend/neighbor's house

***Please note that library and NCF staff members cannot assist you with questions about your Family Portal account or SR/VPK services.**

I cannot figure out how to upload my documents.

Your Family Portal account status must be set to accept document uploads. This happens automatically when it is time for you to recertify your School Readiness services. If you do not recertify before your last day of services, your status will change and you will be unable to upload documents. You will receive reminder emails 45, 30, and 15 days prior to your last day. **It is very important to check your email regularly so you don't miss a reminder!** If your last day of services passes, you may not be able to recertify. If this happens, please contact 4C at 407-522-2252 ext 2210.

**Families on the School Readiness program by referral (from CareerSource, DCF, or others) will not receive a system generated notice and should refer to their enrollment certificate for the last date of services. To continue receiving services, a recertification must be submitted on or before the last date of services.

Sometimes you might have trouble uploading if the document you are trying to submit is too large or if you have already uploaded several documents. For assistance, please call (407) 522-2252 ext 2179.

NEW FAMILIES – SR or VPK

Can I get help paying for child care?

For information on getting help paying for child care, please visit:

<https://4cflorida.org/parents/school-readiness-sr/>

How can I apply for VPK or School Readiness?

To apply for VPK or School Readiness, please visit:

<https://familyservices.floridaearlylearning.com/>

How long will it be before I can enroll?

At this time, we are on Open Enrollment for School Readiness services. This means that when you apply for School Readiness and your application is approved, you will only have a short wait before you receive a funding notice to enroll your child(ren). However, because of this, we are processing a high volume of applications and enrollments at this time and there may be a slight delay.

You can apply for VPK at any time, but the VPK program start dates vary by provider. To learn more about the VPK program, please visit:

<http://www.floridaearlylearning.com/vpk/floridas-vpk-program>

I got a funding notification for SR and submitted my information to enroll, but I have not heard back. What should I do?

Due to Open Enrollment, 4C is processing a high volume of School Readiness enrollments. Once you submit your information, it could take up to 20 days for you to hear back from us. If you are missing any required documents, it will delay your enrollment.

EXISTING FAMILIES - SR:

How do I recertify my School Readiness services?

At least four weeks before your last day of services, you will receive an email notification with instructions at the email address that you used for your Family Portal account. Please check your email for this notification. If you do not receive a notification by two weeks before your last day of services, please call 4C at 407-522-2252, ext 2210. Remember, to regularly check the email account that you used to create your Family Portal account!

****Families on the School Readiness program by referral (from CareerSource, DCF, or others) will not receive a system generated notice and should refer to their enrollment certificate for**

the last date of services. To continue receiving services, a recertification must be submitted on or before the last date of services.

I changed email addresses and/or I no longer have access to the email account I used to create my Family Portal account. What should I do?

Try to reset the password for the email account using the instructions provided by your email carrier. If you are unable to do so and need to use a different email account to access the Family Portal, please call 4C at 407-522-2252, ext 2179.

I forgot the password to my Family Portal account or I need to change the password to my Family Portal account.

Click here: <https://familyservices.floridaearlylearning.com/Account/LogOn> and scroll to the bottom of the page. Click on either “Forgot My Password” or “Change My Password” and follow the directions.

I submitted my information to recertify, but I have not heard back yet. What should I do?

Due to Open Enrollment, 4C is processing a high volume of School Readiness enrollments. Once you submit your information for recertification, it could take up to 20 days to process or longer if you are missing documents. Because of this, your authorization will be backdated and there will be no lapse in services.

I need help with my recertification.

For guidance on how to recertify your SR services, please click here: <https://4cflorida.org/wp-content/uploads/2019/01/Parent-Guide-to-Recertification.pdf>

I lost my job/got a new job. How should I report this?

To report changes, please visit: <https://4cflorida.org/parents/school-readiness-sr/report-sr-eligibility-changes/>

I need to request a provider transfer.

To request a provider transfer, please visit: <https://4cflorida.org/parents/school-readiness-sr/provider-transfer-form/>

I need to request a break-in-service.

To request a break-in-service, please visit: <https://4cflorida.org/request-break-in-service/>

Can I add a child on to the program?

In order to add a child to the program, they must first be placed on the waiting list. Log into your Family Portal account and submit a new application for the child you want to add. If you are unable to access your Family Portal account, your account status may need to reset and you

should call 4C at: 407-522-2252, ext. 2210. Once you receive a funding notification, you can add the child to the program.

I have a question about my parent fees.

Daily Parent Fees for each child are found on your child's Certificate of Service (certificate). To calculate your weekly Parent Fee, multiply the daily Parent Fee x five (5). For Full Time (FT) care, use the FT parent fee; for Part Time (PT) care, use the PT parent fee.

To calculate how much you will pay your child care provider each week, use the following formula (per child):

Provider Rate – 4C Reimbursement Rate = Overage + Parent Fee = *TOTAL WEEKLY PAYMENT*

My services expired and I did not recertify. What should I do?

If your services expired and you did not recertify, you will need to reapply for School Readiness services.

I have called and/or emailed and no one is responding to me. What should I do?

Email kstafford@4cflorida.org with the name/number/extension/email that you tried to reach along with the date, time, and reason you tried to reach them. **ALL of this information MUST be included in order to resolve your issue.**

EXISTING FAMILIES – VPK:

Can I transfer my child to a new VPK provider?

Yes; Parents with a child who has attended no more than 70 percent of the VPK program (378 hours fall or 210 hours summer) may choose to reenroll their child with a new VPK provider if the reason for the reenrollment meets one of the approved circumstances (e.g., change of residence). If the child changes VPK providers more than once, the parent has to provide specific documentation to support the reason for the change. To do this, log in to your Family Portal account and complete a reenrollment application.

How can I get a copy of my VPK certificate?

If you have never used your VPK certificate and simply need a new copy, you can log in to your Family Portal account and print it. If your child has already enrolled with a provider and attended VPK, log in to your Family Portal account and complete a reenrollment application.

Can I get a copy of the VPK Parent Handbook?

To view and electronic copy of the VPK Parent Handbook, please visit:

[http://www.floridaearlylearning.com/Content/Uploads/floridaearlylearning.com/files/VPK/VPK%20Parent%20Handbook ADA.pdf](http://www.floridaearlylearning.com/Content/Uploads/floridaearlylearning.com/files/VPK/VPK%20Parent%20Handbook%20ADA.pdf)

EARLY INTERVENTION

I have a question about my child's growth and development. Can 4C help me?

If you have concerns about your child's development or have any questions about the Ages and Stages questionnaire (ASQ's), please contact our Early Intervention Department at 407-532-4534.