



COMMUNITY COORDINATED CARE FOR CHILDREN, INC (4C)



****IMPORTANT INFORMATION****

YOUR PARENT CO-PAY:

- **DAILY** 4C Reimbursement Rate and Parent Co-Pay (fee) are found on your child's Certificate of Service (certificate). The Reimbursement Rate is the amount being paid by 4C on behalf of your child.
- To calculate your **WEEKLY** Parent Co-Pay, multiply the **DAILY** Parent Co-Pay x five (5). For Full Time (FT) care, use the FT parent co-pay; for Part Time (PT) care, use the PT parent co-pay.
- To calculate how much you will pay your child care provider each **WEEK**, use the following formula (per child):

Your Provider's Weekly Rate – 4C Reimbursement Rate (x 5) = Overage + Weekly Parent Co-Pay = TOTAL WEEKLY PAYMENT

ATTENDANCE:

- You must enroll your child(ren) with your selected provider within 10 working days of your interview.
- Failure to enroll within 10 working days will require you to complete the eligibility process again.
- Your child care provider will be reimbursed for no more than three (3) absences per calendar month, per child.
- In the event that extraordinary circumstances take place, your child care provider may be reimbursed for up to an additional seven (7) absences, not to exceed ten (10) total per month, if you provide appropriate written documentation to your provider. Examples of extraordinary circumstances include:
 - Hospitalization of the child or parent;
 - Illness (including COVID-19) requiring home-stay as documented by a physician;
 - Death in the immediate family;
 - Court ordered visitation; or
 - Unforeseen documented military deployment or exercise of the parent(s).
- Vacation or recreational time is not considered an extraordinary circumstance.
- If your child is absent for five (5) consecutive days with no contact from you, your child care provider will notify 4C, who will determine if there is a need for continued care.
- If 4C is unable to make contact with you or the determination is made that services are no longer needed, a termination notice will be mailed to you giving you two weeks to contact 4C before your disenrollment is completed.

BREAKS.IN.SERVICE:

- A "Break-in-Service" is a period of time in which school readiness services are temporarily on hold; during this time, your child does not attend child care and your provider is not paid. The maximum time allowed for a Break-in-Service is 90 days per calendar year.
- If your child will be absent from your child care provider for ten (10) or more days, you must request a Break-in-Service online at <https://4cflorida.org/request-break-in-service/>.
- You will need to provide a zero-balance statement from your current provider OR written proof that you have reached an agreement for repayment. Breaks-in-Service will not be processed without this documentation.
- If you are requesting a Break-in-Service for more than 30 days you must request an updated Certificate from a 4C before your child can return to the child care provider. To do this, submit an updated request using the link above.

TRANSFERS:

- Transfer requests to another SR Provider can be made online at <https://4cflorida.org/parents/school-readiness-sr/provider-transfer-form/> or by going to our website at 4cflorida.org and clicking on Request SR Provider Transfer.



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- You need a zero-balance statement from your current provider OR written proof that you have reached an agreement for repayment;
- Transfers will not be processed without verification of a zero balance; 4C recommends that you request a zero balance statement with last date of child attendance.
- Please check to see if your provider has a policy requiring parents to give notice prior to transferring; If so, you will be responsible to provide notice and pay parent fees up to date prior to transferring;
- YOU MAY NOT USE A NEW CHILD CARE PROVIDER UNTIL YOUR REQUEST HAS BEEN PROCESSED BY THE 4C OFFICE AND YOU HAVE OBTAINED A NEW CERTIFICATE;
- If you need assistance selecting a new child care provider, call 4C at 407-522-2252 ext 2920 to speak with a Child Care Resource & Referral staff member.

GRIEVANCE PROCEDURE:

- If you feel that you have been denied services/had your eligibility determined incorrectly or that you have been treated wrongly, you have the right to submit a grievance and have your case reviewed. This grievance process provides you the opportunity to discuss disputes concerning staff, products, goods and/or services. **All grievances must be submitted within 10 business days of occurrence of the event.**
- The Agency's goal is to resolve all disputes at the lowest possible level, but acknowledges that from time to time, additional steps may be needed to ensure that services have been provided in a fair and consistent manner. Grievances must be submitted electronically using the link on 4C's website: <https://4cflorida.org/?s=grievance>.
- All concerns are investigated timely by a member of management to ensure services have been provided in a fair and consistent manner. In most cases, concerns are resolved within ten (10) business days.
- If you do not agree with the decision made once your grievance has been reviewed, you must provide a written account of what issues remain unresolved. This must be completed and returned to 4C within seven (7) business days.

If the grievance is **Customer Service** related:

- Agency staff will submit the grievance and all supporting documentation to the Director of Program Services or designee for review;
- If not resolved, the Director of Program Services will submit the grievance and all supporting documentation to the Chief Program Officer (CPO) for review;
- The CPO will complete a review of the grievance based upon written policies and procedures;
- The CPO has final authority on these types of grievances unless stated by Florida law.
- The final results of all formal grievances will be shared with the Coalition.

If the grievance is **Program** related:

- Agency staff will submit the grievance and all supporting documentation to the Director of Program Services or designee for review;
- If not resolved, the Director of Program Services will submit the grievance and all supporting documentation to the Chief Program Officer (CPO) for review;
- If not resolved, the CPO will submit the grievance and all supporting documentation to the Coalition for review;
- The Coalition will complete a review of the grievance based upon their written policies and procedures; The Coalition has final authority on these types of grievances unless stated by Florida law.