



## **\*\*IMPORTANT ENROLLMENT INFORMATION\*\***

### **YOUR PARENT CO-PAY:**

- **DAILY** *Maximum Reimbursement Rate* and *Parent Co-Pay* (fee) are found on your child's Payment Certificate (certificate). The Reimbursement Rate is the amount being paid by ELCOC 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 - Maximum Reimbursement Rate (x 5) = Overage + Weekly Parent Co-Pay = TOTAL WEEKLY PAYMENT**

### **CHILD ATTENDANCE:**

- Your child(ren) must attend the selected provider within 10 working days of your enrollment start date.
- Failure to enroll within 10 working days will jeopardize service and may 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 ten (10) absences, not to exceed ten (13) total per month, if you provide appropriate written documentation to your provider. Examples of extraordinary circumstances include but are not limited to the following:
  - Hospitalization of the child or parent with appropriate documentation (i.e., doctor's note, hospital admission),
  - Illness requiring home-stay as documented (i.e., doctor's note, parent statement),
  - Death in the immediate family with appropriate documentation (i.e., obituary, death certificate, parent statement),
  - Court ordered visitation with appropriate documentation (i.e., court order),
  - Unforeseen documented military deployment or exercise of the parent(s) (i.e., military orders of deployment, reserve duty),
  - Doctor appointments or other health related appointments (i.e., therapy, routine). 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 ELCOC, who will determine if there is a need for continued care.
- If ELCOC 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 ELCOC before your disenrollment is completed.

### **SUSPENDED ENROLLMENT (BREAK-IN-SERVICE):**

- A "Break-In-Service" is a period of time in which school readiness services are temporarily suspended; 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 ELCOC link for suspend enrollment.
- You will need to provide a zero-balance statement from your current provider OR written proof that you have reached an agreement for repayment. Your suspended enrollment request will voided without this documentation.
- If you are requesting a Break-in-Service for more than 30 days you must request an updated Certificate from a ELCOC before your child can return to the child care provider. To do this, submit an updated request using the ELCOC link for suspend enrollment template.



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### **TRANSFERS:**

- Provider Transfer requests to another School Readiness Provider can be made at [ELCOC link for provider transfer](#).
- You need a zero-balance statement from your current provider OR written proof that you have reached an agreement for repayment. Your request will be voided without this documentation.
- ELCOC recommends that you request a zero balance statement with last date of child attendance from the provider before submitting request.
- 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 ELCOC OFFICE AND YOU HAVE ELECTRONICALLY SIGNED A NEW CERTIFICATE;
- If you need assistance selecting a new child care provider, call ELCOC at 407-841-6607 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 [ELCOC link for Grievance](#).