



****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 ELCOOC 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

DESCRIPTION OF UNITS OF CARE:

- Review the Payment Certificate to determine whether the Coalition authorized full-time or part-time care.
- The amount of care is related to purpose for care plus reasonable travel time.
- Parents must request any special schedules needed for their child. For example, a child who is in school and only needs care during school breaks and holidays, not before or after school must be switched to use full-time care during school breaks and holidays only. Unless certificate states otherwise care is given year around and non-attendance will jeopardize services. You may submit a request to update the schedule at www.elcoc.org SR Eligibility Changes.

Standard code for unit of care	Description of units of care	Maximum hours
PT	Part-time (3 or more hours but fewer than 6 hours)	6
FT	Full-time (6 or more hours but fewer than 11 hours)	11

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 ELCOOC, who will determine if there is a need for continued care.



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- 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 www.elcoc.org Suspended 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 be voided without this documentation.
- If you are requesting a Break-in-Service for more than 30 days you must request an updated Certificate from ELCOC before your child can return to the child care provider. To do this, submit a request to reinstate enrollment using the same www.elcoc.org Suspended Enrollment. You may be required to electronically sign for an updated certificate.

TRANSFERS:

- Provider Transfer requests to another School Readiness Provider can be made at www.elcoc.org 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.

FAMILY SERVICES GRIEVANCE PROCEDURE AND POLICY

Purpose:

The Early Learning Coalition of Orange County Family Service team grievance policy is designed to provide prompt and orderly resolution of complaints or disputes that arise while conducting business. The Family Service team’s goal is to resolve all disputes through mutual understanding and discussion to ensure that clients that experience problems are treated fairly and with mutual respect in a non-punitive manner.

If you believe decisions were made in error and not based on policy or that you were mistreated, we encourage you to please complete these added steps to express your problem in this non-biased atmosphere. Please remember that, unfortunately, not every problem can be resolved to everyone’s total satisfaction especially if the decision was based on policy. Any party has the right to present their grievance from fourteen (14) days of incident occurring, after fourteen (14) days you waive your right to have your grievance addressed. This clause is to ensure the parties involved have reasonable knowledge of the said matter.

All concerns are researched by a member of management within the Family Service team of the Baby Institute, Child Care Resource & Referral (CCRR), Call Center, Voluntary Prekindergarten (VPK), Inclusion/Early Childhood Screening and School Readiness (SR) departments. Please go to the www.elcoc.org Grievance Form to select the department to complete and submit the grievance electronically. By completing the grievance form, you agree to the

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data exchange and release of information to the Florida Office of Early Learning and the Early Learning Coalition. Also, that the Early Learning Coalition has the right to initiate and/or receive data through direct contact with any party believed necessary to research the matter. Furthermore, the Early Learning Coalition of Orange County has final authority on these types of grievances and decisions unless stated by Florida law.

Procedure:

1. The grievance must be initiated on the ELC of Orange County website, by selecting the department in the drop box and completing grievance form to submit electronically. www.elcoc.org Grievance Form
2. The designated reviewer shall contact the client within seventy-two (72) hours of receipt of the grievance and shall review all aspects of the problem(s) outlined by the party. Contact time may be longer if grievance is filed during weekend or holiday closures.
3. The designated reviewer will investigate the concerns and potentially resolve the grievance.
4. If the designated reviewer is unable to come to an understanding to resolve the grievance based on policies and procedures, the party may appeal to the Director of Family Services to review the concern. If the director cannot resolve this, then the grievance is to be sent to the Chief of Family Services within forty-eight hours (48) hours from the client requesting an appeal and shall include specific documentation and rationale as to why the client's grievance was denied or unresolved.
5. The Chief of Family Services, or designated alternate, shall collect all relevant information that will be presented to discuss with the client.
6. The Chief of Family Services must contact the client within five (5) days of the receipt of the request via phone, email, virtually or in-person.
7. You may also continue to appeal to the Chief of Family Services for satisfaction via mail at:
EARLY LEARNING COALITION OF ORANGE COUNTY
ATTN: CHIEF OF FAMILY SERVICES
7700 SOUTHLAND BLVD STE 100
ORLANDO, FL 32809
8. If all IN-HOUSE Family Services remedies fail, the client shall have the right to contact the Early Learning Coalition of Orange County's and follow the agency's grievance procedures.
9. The ELC of Orange County shall issue a final decision in writing on the merits of any part of a grievance within 30 days of the initial filing of the grievance. Designated reviewer shall inform the client whether the grievance has been determined to be substantiated, unsubstantiated or unfounded.
10. If a client verbally contacted or gave a written grievance citing they were subject to a substantial risk of imminent danger to the designated reviewer, the ELC of Orange County will contact law enforcement.
11. In instances of allegations of abuse or harassment by a staff member or another client, the ELC of Orange County shall inform the client whenever:
 - The staff member is no longer working with the program
 - The staff member is no longer employed with the program
 - The ELC of Orange County learns that the staff member or client has been indicted or convicted on a charge related to the grievance
12. If a third-party file a request/grievance on behalf of a client the Early Learning Coalition may require, as a condition of processing the request, that the alleged victim agree to have the request filed on their behalf and may also require the alleged victim to personally pursue any subsequent steps in the administrative remedy process.
13. Clients may be disciplined for filing a grievance in bad faith.