

NEW ENROLLMENT PROCESS IN THE FAMILY PORTAL

The Division of Early Learning developed a statewide web-based system called the Early Learning Family Portal to administer School Readiness (SR) and Voluntary Pre-Kindergarten (VPK) service deliveries. **What does this mean for you?** It means every enrollment process for the School Readiness Funding must be completed through the Online system by the Early Learning Coalition of Orange County (ELCOC). The Family Portal is best compatible in browser with Internet Explorer and Google Chrome for desktop, laptop, or mobile device. It is not compatible with Safari browser.

If you received a funding notification, you will need to Log In to your portal account by clicking here <https://familyservices.floridaearlylearning.com/Account/LogOn>.

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.

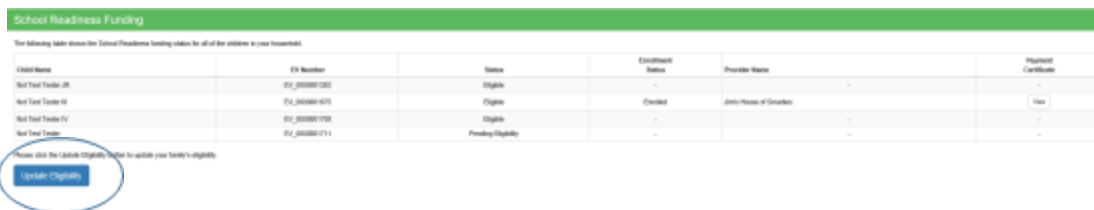
Thank you,

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 ELCOC. Changing your email address could possibly delay the process but is necessary for you to receive alerts/notifications.

Once logged in, scroll down all the way to the bottom right corner 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 Tips” to successfully completing your new enrollment through the Family Portal:

Helpful Tip # 1

You must upload all new and up-to-date 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 sources of income. For a complete list of acceptable and required documents, please click here: ELCOC.org.

Helpful Tip # 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 and current, 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.

Helpful Tip # 3

You must read each section *carefully* and answer all questions true to the best of your knowledge. All supporting documents must be uploaded and each question answered accurately. The enrollment process may be delayed and your submission may be rejected until you upload all required information. Your eligibility is determined 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, and employment documentation with correct and up-to date information (most recent 4 weeks of payments). If your employer does not provide you pay-stubs, please review the Document Checklist and Parent Forms for other options at ELCOC.org.

Helpful Tip # 4

You are able to search for child care providers in the next section and you must select the child care provider that you want your child(ren) to attend. Your chosen child care provider must have space to attend and a valid contract for School Readiness Funding with the Early Learning Coalition of Orange County. If you need assistance choosing a child care provider, please contact us at 407-841-6607 or visit ELCOC.org.

You must verify **“Yes”** or **“No”**, whether or not your child(ren) is/are currently attending. If you indicate that your child is not currently attending, an **Estimated Start Date** must be entered. **(Start Dates can only be future-dated within 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 an eligible provider for the child's provider, and then click Save.

Step 1: Search for Children's Provider Listing
 You will get a list of eligible provider's names and address. You will search.

Provider Name: Search

Street Address:

City:

Zip Code:

County:

Step 2: Select a Children's Provider
 Select a provider from the search results below. Please verify the address/provider information is correct before clicking on the provider information to enter that information.

Select from Search Results: Go

Details of Selected Children's Provider			
Name	Contact Phone Number	Provider Type	
2000 S. 10th St	(202) 555-1234	Private School	
Location	Contact Email Address	Child's Age	
1000 Main St, Suite 2000	info@school.com	1-800-1234	
City/State/Zip, Phone (202) 555-1234	Hours of Business	Child's Birth Date	
Learn	M-F 8:00am-6:00pm	Date Due for provider to 0	

Please contact the provider for more information on any additional fees and charges that might be applied once your child is enrolled.

Step 3: Confirmly Adding?
 Please click on Yes/No/Back/Next to confirmly adding the provider's name.

Yes, Add This Provider to currently attending the children's provider.

No, Not This Provider to currently attending the children's provider.

Estimated Date Due:

Save Cancel

Helpful Tip # 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.

Eligibility Verification Wizard

Attach Supporting Documents

After you've completed all the sections and everything looks good, click Yes.

Additional Documentation

Upload Document

Career Source Program/Workforce Welfare Transition Program Participant

Upload Document

Is this information accurate and complete?

Yes It is accurate and complete.

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Helpful Tip # 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.

Eligibility Verification Wizard

Review
 Not ready to Proceed. You are currently in review your responses for accuracy. If everything is correct, click Next to continue to the Submit page where you will sign and submit your Eligibility Verification. If you need to make corrections to your information, use the corresponding Back button to go back and edit your information.

Household Address
 20140000000000000000
 20140000000000000000
 20140000000000000000

Has OCAA Form
 Do you have a form from another agency that Child Care Application and Substitution for

Children - Working Care
 Not Test (User: 20140000000000000000)
 Eligibility status: Eligible
 Enrollment status: Enrollment Status (Enrollment)
 Date entered: 20140000000000000000
 Eligibility: Public income exempt
 Name: Public income exempt
 Care type: Full-time
 Care type: Full-time
 Current Substitution Period: 20140000000000000000 - 20140000000000000000

Children - Non-Working Care
 Not Test (User: 20140000000000000000)
 Eligibility status: Eligible
 Enrollment status: Enrollment
 Date entered: 20140000000000000000
 Eligibility: Public income exempt
 Name: Public income exempt
 Care type: Full-time
 Care type: Full-time
 Current Substitution Period: 20140000000000000000 - 20140000000000000000

Children - Other Care
 Not Test (User: 20140000000000000000)
 Eligibility status: Eligible
 Enrollment status: Enrollment
 Date entered: 20140000000000000000
 Eligibility: Public income exempt
 Name: Public income exempt
 Care type: Full-time
 Care type: Full-time
 Current Substitution Period: 20140000000000000000 - 20140000000000000000

Children - Other Care
 Not Test (User: 20140000000000000000)
 Eligibility status: Pending Eligibility
 Enrollment status: Enrollment
 Date entered: 20140000000000000000
 Eligibility: Public income exempt
 Name: Public income exempt
 Care type: Full-time
 Care type: Full-time
 Current Substitution Period: 20140000000000000000 - 20140000000000000000

Parents
 Not Test (User: 20140000000000000000)
 Date entered: 20140000000000000000
 Eligibility: Public income exempt
 Name: Public income exempt
 Care type: Full-time
 Care type: Full-time
 Current Substitution Period: 20140000000000000000 - 20140000000000000000

Other Household Members
 This application contains no people listed as other household members.

Employment
 Not Test (User: 20140000000000000000)
 Location: Florida
 Schedule: 40 hours per week, Monday-Friday
 Pay: \$10.00 per hour, paid monthly

Subsidized Childcare
 Not Test (User: 20140000000000000000)
 Not Test is not currently attending a school or training facility.

Attestation and Child Support Paid
 Not Test (User: 20140000000000000000)
 \$100.00 month paid in advance, \$100.00 month paid in arrears support

Attestation and Child Support Received
 Not Test (User: 20140000000000000000)
 No attestation or child support received

Other Income
 No one in the household is receiving additional income.

Provider Substitutions
 Not Test (User: 20140000000000000000)
 Assistance in selecting a provider has been requested for Not Test.
 Not Test (User: 20140000000000000000)
 Assistance in selecting a provider has been requested for Not Test.
 Not Test (User: 20140000000000000000)
 Assistance in selecting a provider has been requested for Not Test.
 Not Test (User: 20140000000000000000)
 Assistance in selecting a provider has been requested for Not Test.

Documents
 Not Test (User: 20140000000000000000)
 Location: 20140000000000000000, 20140000000000000000
 Document: Document name on 20140000000000000000
 Attachment name: Provider listing

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Helpful Tip # 7

To submit your information for enrollment, the application must be certified by **Electronic Signature**. Click on the check box 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**. If you need assistance, please contact the ELCOC at 407-841-6607.

Submit Eligibility Verification!!

We will need at least ten (10) business days for processing. 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.

PLEASE NOTE: Once ELCOG has reviewed and approved your submission, you must log back in to the Family Portal and provide a final electronic signature. We will be emailing you additional guidance on *How to Sign Your Certificate*, so please be on the lookout for this. **Your enrollment is not final until you complete this step!**