

# REDETERMINATION 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 are currently receiving SR services**, we have changed your Family Portal status so you are now able to log in, upload required documents, and enter the information necessary to complete your redetermination.

First, you will receive an email from [DONOTREPLY@oel.myflorida.com](mailto: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.

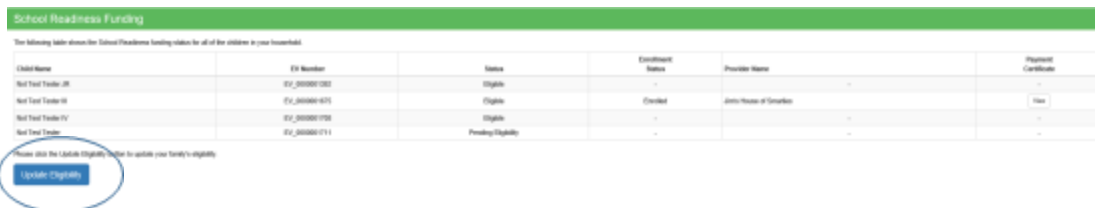
Thank you,

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 completing your redetermination through the Family Portal successfully:

## Helpful Tip # 1

You must upload some 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](http://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, 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.

The screenshot displays the 'Eligibility Verification Wizard' interface. The main section is titled 'Household Address' and contains a form with the following fields: 'Address Line 1' (containing '254 Marshall Drive'), 'Address Line 2 (Apt, Suite, etc)', 'City' (containing 'Tomball, Texas'), 'County' (containing 'Harris'), 'State' (containing 'TX'), and 'Zip Code' (containing '77375'). Below these fields is a 'Proof of Residency' section with a dropdown menu set to 'Proof of Residency' and two buttons labeled 'TEST DOCUMENT' and 'TEST FILE'. A sidebar on the left shows progress indicators for 'Household', 'Employment', 'School/Training', 'Other Income', 'Attorney and Child Support', 'Child Provider Information', 'Documents', and 'Review and Submit'. At the bottom, there are 'Previous' and 'Next' buttons.

### 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. Your submission will be compared to information you provided to us previously and if discrepancies are found, the process may be delayed and your redetermination may be rejected until you submit 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

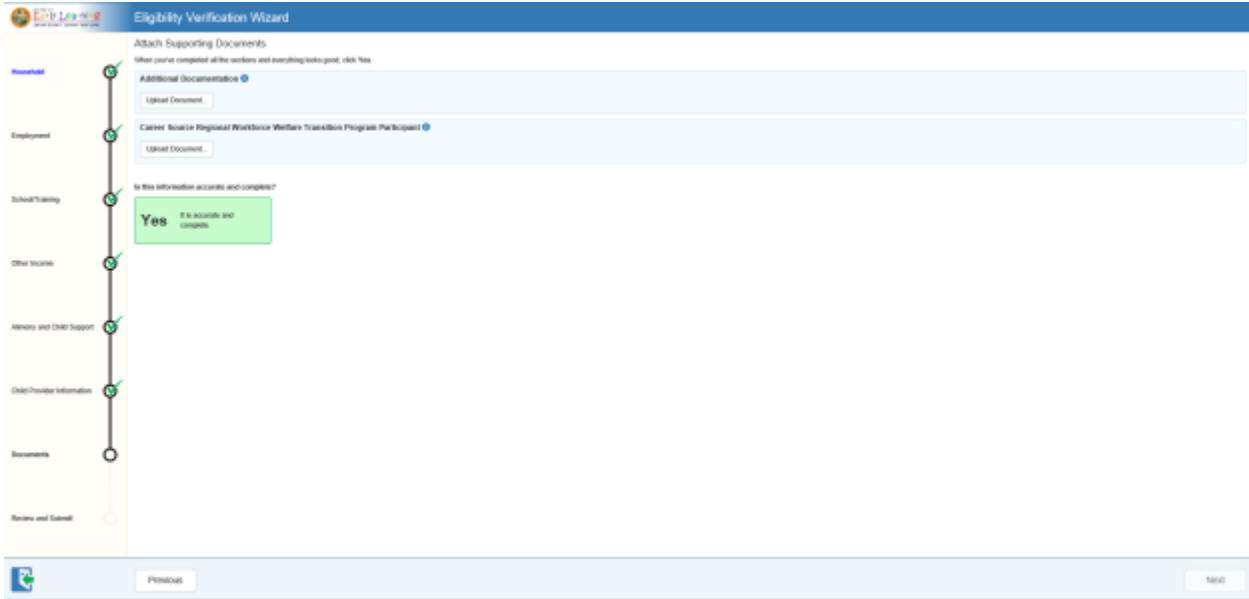
At each redetermination, you must confirm the child care provider that you want your child(ren) to attend. This can be the same provider that your child(ren) is/are currently attending. To continue using the same provider, click on the **Green "Yes" button** seen below.

If you are requesting to transfer to a new child care provider, click on the **Red “No” button** and select your new provider in the next section. You are able to search for your new provider in this next section. Your chosen child care provider must have space to attend and a valid contract for School Readiness with the Early Learning Coalition of Orange County. If you need help finding child care providers in your area, please contact us at 407-841-6607. Please note, if you are transferring your child(ren) to a new child care provider, we will verify that you have a zero balance with your current provider. If you do not have a zero balance, we cannot process your transfer request.

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).**

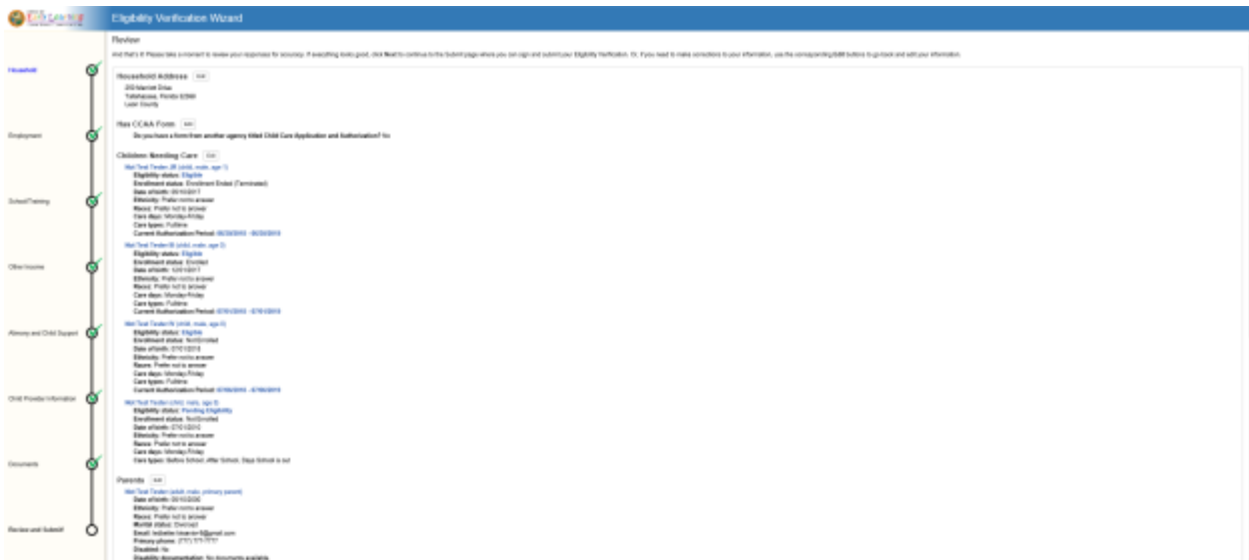
### Helpful Tip # 5

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.



### 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.

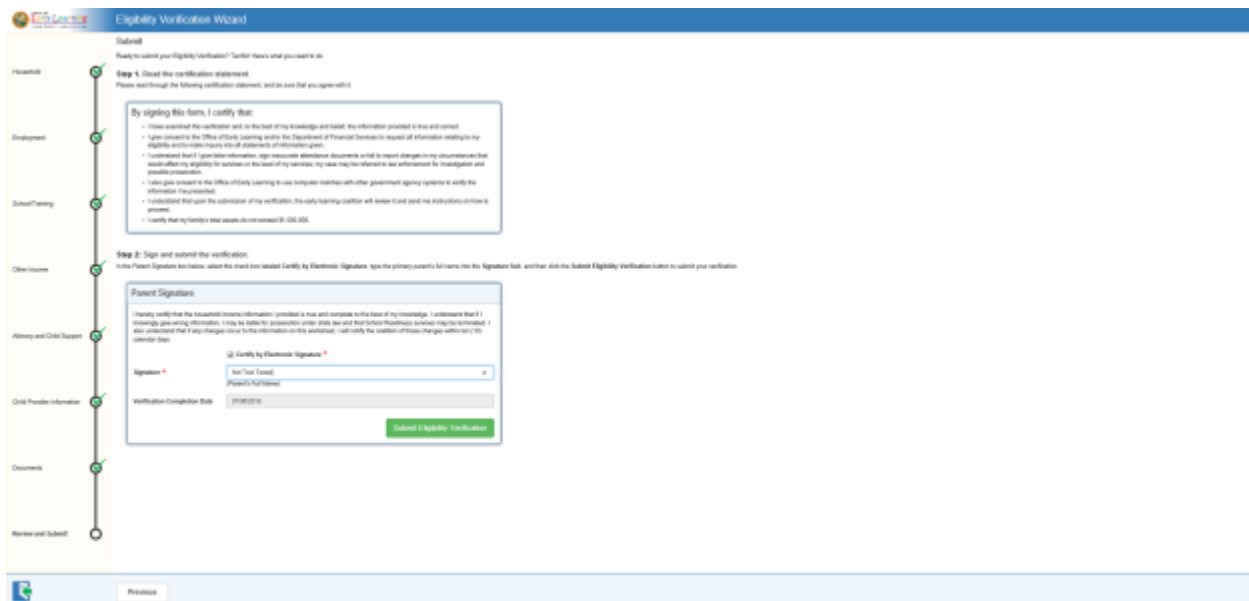




### Helpful Tip # 7

To submit your Eligibility Verification, 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**.



### Helpful Tip # 8

#### 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 ELCOC 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 recertification is not final until you complete this step!**