



<b>Policy:</b> <b>ELCPC-60.1.6</b>	<b>Title: School Readiness Transfers</b>	
	<b>Review Date:</b> June 2019	<b>Next Review Date:</b> June 2020

**References:** Chapter 1002.87, F.S.

**Purpose:** To establish and maintain standardization of procedures for parent initiated transfers from one provider to another for School Readiness childcare scholarship.

**Background:** Parents of childcare scholarship recipients must choose any ELC approved provider. The Transfer process exists to give parents/guardians the ability to change providers and support parent choice. The ELC contracts with over 400 providers including homes, centers, and Friends Family Neighbors (FFN).

**Policy:** Parents/guardians must be in compliance with all eligibility requirements, have current/open eligibility, and have all of their applicable School Readiness parent copayments paid in order to be eligible for a transfer.

- To request a transfer parents/guardians may:
  - Complete a Transfer Request Form and submit to ELC, or
  - Call the ELC Family Services Department for assistance
- Once eligibility and parent copayments are verified by the provider, a new payment certificate will be issued for the client to take to the new provider of their choice.
  - Parents should not move their child to a new provider without a new Payment Certificate as payment will be withheld.
  - Providers should not accept children into care without a current/valid Payment Certificate as payment will be withheld.
  - If a parent feels their child is in danger, they should remove the child from care and contact the Coalition immediately.
  - Parents are encouraged to utilize Child Care Resource and Referral (CCR&R) if they need assistance choosing a new provider.

## **Procedures:**

### **A. Parent/Guardian must submit a Child Transfer Request to the Early Learning Coalition at least 72 hours before the transfer date to request a new Payment Certificate be issued.**

- If a parent contacts the ELC with less than 72 hours before the needed transfer they may incur private pay days if they begin attending their new provider without a transfer certificate being issued.

### **B. Parent/Guardian must submit current and verifiable receipts showing proof of payment for parent copayments or a Child Transfer Request form signed by the current provider to verify that parent copayments assessed are paid in full. In addition, the new provider must sign off on the form as well and include the agreed upon start date.**

- ELC staff will not hold clients responsible for additional charges incurred by the participant that are over and above their designated parent copayments.
- Parents are encouraged to obtain receipts of parent copayments in the event the provider cannot be contacted.
- If the provider has closed or stopped offering School Readiness services the transfer will be processed without verification of parent copayments.

### **C. A new Payment Certificate will be issued for the new provider to view in their OEL Provider Portal account.**

- A Payment certificate will be issued in the parent's Family Portal account, which they will need to sign. The new provider can then log into their OEL Provider Portal account to view the certificate. Both the parent and the new provider will need to ensure that the Payment Certificate is signed by the parent in order for both parties to view the eligibility details and guarantee payments.