



Temporary Closure Guidelines Reviewed

Temporary closures affect providers each day. The Early Coalition of Pinellas (ELC) wants to provide the best resources to improve the current approval process of all temporary closures. Based on the rules and the requirements set forth by the Division of Early Learning (DEL) and ELC, we are sharing our Temporary Closure Process from the Provider Portal User Guide with all contracted providers to clarify the provider's role and requirements for temporary closure requests to be considered for reimbursement.

Tips have been added to the Provider Portal User Guide instructions to:

- Outline the initial steps providers need to begin the temporary closure request.
- Provide instructions on how to properly submit a temporary closure request to ELC staff for determination and reimbursement.

Child care providers have a significant role in the temporary closure process. Providers who are experiencing a situation that constitutes the need for a temporary closure request, [please follow these instructions and tips](#) to aid in the temporary closure request to ensure your request is submitted properly and approved swiftly.

All providers must understand the guidelines and requirements for reporting temporary closure requests. It is important each site submits the temporary closure request when it occurs, not after the site has reopened, or at the end of the month when the attendance is due.

Please note that site closure documentation is required for all temporary closures that is not part of a state or county order. The documentation can vary depending on the reason for the temporary closure.

We require detailed documentation that outlines the reason for the temporary site closure. **Please include any official supporting documentation such as the Department of Health Notification Letter if one was provided or an invoice, contract and proof of payment for facility type closures such as roof leak or air conditioning issue.** Per instructions, all required documentation needs to be attached to the temporary closure request.

We highly recommended providers [review the COVID response](#) and the documents in the [“For Providers” section](#) on our website for added resources to help providers understand their role and the requirements for various functions and processes to help providers and the ELC work together more efficiently.

If, after reading the provided documentation regarding temporary closures and reviewing resources available on our website, you still have questions about the temporary closure process, please email your assigned Reimbursement Specialist with your specific, detailed question. They will respond back as quickly as possible. [The Reimbursement Team's contact information is available on our website.](#) Please refer to it to make sure that you contact your site's assigned Reimbursement Specialist.

As always, we value our providers and realize the complex challenges you deal with each

day. We hope that providing more precise instructions and technical assistance may ease some of your frustrations about processes and functions in the Provider Portal system, so your staff can focus on inspiring children, engaging families, and elevating educators.



Sponsorship by the Early Learning Coalition of Pinellas County, Inc. and the State of Florida, Division of Early Learning, 70% Federal Funds, and the Juvenile Welfare Board of Pinellas County.

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