

# Early Learning Coalition of Florida's Heartland, Inc.

Policy Snapshot: To provide support to School Readiness providers in the situation when School Readiness clients withdraw their children from service, without notification.

<b>Subject:</b> Non-Notification of Provider Transfers and Use of Maximum Five Paid Days		<b>Policy/Procedure #</b> SR-5
<b>Page:</b> 1 of 2	<b>Adoption Date:</b> 9-20-07 <b>Revised:</b> 04.02.08	
<b>Approved by:</b> ELCFH Board	<b>Title:</b> Andrew Bible, Chair	
<b>Distribution:</b> All Eligibility Management Policy/Procedure manuals	<b>Authority References:</b> Associate Director Client Services	
<b>Cross Reference:</b> ELCFH CS Manual		

**Purpose:** The purpose is to establish a standardized policy and procedure for Providers who receive no previous notification when parents leave the provider program. This policy lends financial support when School Readiness Clients do not honor the provider procedures. Providers have their own procedures (parent handbooks) that require notification of leave.


**Contact:** Anne Bouhebent, Executive Director

**Procedure Statement:** Providers can complete the policy form to allow up to 5 days payment for School Readiness children, whose parents have not notified the provider that they are no longer using the provider's services.

**Procedure:**

- Notification of provider change as initialized by the Scholarship client.
- Reimbursement extension for parent lack of notification of withdrawal from child care provider
- This procedure is in support of the provider's written withdrawal policy and to support the parent's choice of child care. The following process will allow the Early Learning Coalition to utilize local funding to provide five days of reimbursement past a child's last day of service if the provider was not given notification of discontinuation of service prior to the child's last day of attendance.

Action	Responder
Provide Notification of Enrollment Withdrawal form to scholarship client when they inform the provider that they are changing providers. This form can be generated by the provider or the analyst. Both parent and provider sign this form and return it to their local ELC Office for processing.	Provider/Client Services Specialist
In the situation where the parent will not work with the provider, either due to personal conflict, complaint situation etc., then the specialist can provide the form; fax it and process upon receipt.	

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<b>Action</b>	<b>Responder</b>
<p>Purpose: To honor the withdrawal policies of the providers and to confirm that parent fees are current before changing providers. Also to support the client’s choice to move their child to another provider in times of conflict.</p> <p>Either completed and signed Notification of Enrollment Withdrawal form or Request for Reimbursement Extension form must be forwarded to the local ELC Office for approval.</p> <p>Upon approval of the withdrawal notification, the client will be updated in the system to the new provider.</p> <p>Upon approval of the reimbursement extension, the Provider/Client Services Specialist will enter the code “RE” for up to five days maximum, extended on the monthly attendance sheets submitted for reimbursement process. No “E”s may be claimed from the date that the child has been withdrawn from the original provider program. The Client Services Specialist will attach the approved reimbursement extension to the applicable attendance sheet to serve as back up.</p>	
Verify date of notification and determine eligibility for the Reimbursement Extension	ELC Office
Notify Provider for approval/non-approval of Reimbursement Extension process.	ELC Office
Provide notification of reimbursement amount to provider via Final Reimbursement Report.	ELC Office
Report on funding utilized for Reimbursement Extension to Early Learning Coalition monthly	ELC Office