

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

[www.elcfh.org](http://www.elcfh.org)

September 25, 2009

Dear ELCFH Contracted Provider,

All current attendance sheets for the School Readiness and/or Voluntary Prekindergarten Program are due to the ELCFH on the first business day of the month. This allows the ELCFH to begin the reimbursement process and to guarantee timely payment to all providers. To best support providers in ensuring timely submission of attendance sheets, please note that the ELCFH will accept attendance sheet submissions up through 7:30 a.m. on the 2<sup>nd</sup> business day.

If an attendance sheet is missing, a fax is sent to the program site on the second business day of the month to inform the provider that their attendance sheet has not been received and will not be reimbursed until the following month reimbursement cycle. Providers have the option of filing a written request to process the late attendance sheets if a documented hardship exists.

Providers requesting consideration for hardship will be required to complete the attached form and include supporting documentation. Completed forms must be submitted to the Port Charlotte ELCFH no later than 5 p.m. on the second business day. Hardship cases will be reviewed and notification of action will be faxed back to the provider no later than noon of the third business day. Hardship cases must be for good cause and will no longer be granted for the following reasons:

- Forgetting to submit the attendance sheets
- Faxing the attendance sheets but have no confirmation of the fax reaching the ELCFH
- Provider designee was supposed to deliver the attendance sheets and failed to do so
- Provider fax machine not working properly (no ink etc.)

In order to ensure that attendance sheets arrive at the local ELCFH in a timely manner, providers must:

- Always use a cover sheet and request a fax confirmation faxed back to your fax machine
- OR request that you get a call back from the ELCFH office to verify receipt of the fax and the number of pages received (note: we strongly suggest that providers make note of the ELCFH staff person who delivered the confirmation over the phone)
- If dropping attendance sheets at the local ELCFH office, be sure to include a cover sheet that can be date stamped and signed by the ELCFH staff person.
- Attendance sheets that are placed in the night drop box should also have a cover sheet with a request for either a faxed or verbal confirmation of receipt
- Scanned attendance sheets can also be emailed your specialist's email with a read receipt or request for an email confirmation

All confirmations sent as requested are notated on the paperwork by ELCFH staff at the time of confirmation for our internal records. Always keep a copy of your attendance sheets for your records.

The attached HARDSHIP REQUEST FOR LATE ATTENDANCE SHEET form must be used when filing any hardship related to late attendance sheet. When requesting hardship payment, the form must be faxed/emailed no later than 5:00 p.m. of the second business day to my attention at 941-255-5856, or sent as an attachment to [abrookbank@elcfh.org](mailto:abrookbank@elcfh.org)

Sincerely,

*Anna*

Anna Brookbank

Associate Director, Contracts & Compliance



♥ **Charlotte Office**  
3028 Caring Way, Suite 4  
Port Charlotte, FL 33952  
Phone: (941) 255-1650  
Fax: (941) 255-5856

♥ **DeSoto Office**  
4 West Oak Street, Suite H  
Arcadia, FL 34266  
Phone: (863) 494-5233  
Fax: (863) 494-5291

♥ **Hardee Office**  
324 N. 6<sup>th</sup> Avenue  
Wauchula, FL 33873  
Phone: (863) 767-1002  
Fax: (863) 767-1007

♥ **Highlands Office**  
209 N. Ridgewood Drive  
Sebring, FL 33870  
Phone: (863) 314-9213  
Fax: (863) 314-4480



*"INVESTING IN CHILDREN – INVESTING IN OUR FUTURE"*



## ELCFH Hardship for Late Attendance Form

A hardship request may be filed if you have not submitted the current monthly attendance sheets for the School Readiness and/or Voluntary PreKindergarten Program. This form must be faxed to the attention of ANNA BROOKBANK at 941-255-5856 or sent as an attachment to [abrookbank@elcfh.org](mailto:abrookbank@elcfh.org) no later than 5 pm on the 2<sup>nd</sup> business day of the month following the month of the current reimbursement.

Please state your hardship issue on this form and attach any supporting documentation. Supporting documentation can include copies of noted hardship such as obituaries, newspaper notification, bank statement etc. Hardships will not be considered without documentation to support the reason for the request. Hardships will not be approved for late attendance due to forgetting to submit, faxing issues, lack of receipt confirmation, relinquishing the responsibility to someone else who does not follow through etc. Hardship requests will be reviewed and decision forwarded by noon of the 3<sup>rd</sup> business day either by fax, email or phone.

Child Care Provider Name: \_\_\_\_\_ Fax : \_\_\_\_\_

County:            [ ] Charlotte    [ ] DeSoto    [ ] Hardee    [ ] Highlands

Hardship Issue (Type or print legibly)

\_\_\_\_\_  
Child Care Provider Signature or designee

\_\_\_\_\_  
Date

### HARDSHIP REQUEST PROCESS DECISION

ELCFH USE ONLY:

Hardship denied, attendance sheets will be processed in the next cycle

Hardship approved and attendance will be processed in the current cycle.

Other: \_\_\_\_\_

Provider notified by: \_\_\_ fax \_\_\_ email \_\_\_ Phone Date \_\_\_\_\_ Time \_\_\_\_\_