

## **Provider Questions Received from April 9, 2020 Webinars:**

**Question 1:** If I am closed during the month of May will I be paid?

**Answer:** The Office of Early Learning is evaluating the impact of COVID-19 every 15 days. It is too early to determine whether providers will be paid for May 2020 closures.

**Question 2:** Our VPK is active, but the kids are choosing to stay home and quarantine, so I have been having my VPK teacher put her lessons in weekly packets for the parents. It is mainly content for conversations and fun activities for the parents to do with children. My question is – is this fine or should we add in homework sheets, etc...? I have been emailing the packet to parents each week.

**Answer:** There is no current requirement for content of packets you send home for children who are not attending VPK. Continue to mark those children absent on your attendance roster as you are currently being paid for additional absences.

**Question 3:** What is the update for last year's payments?

**Answer:** It is still in progress. The ELC was awaiting guidance from OEL regarding a "hold harmless waiver" and providers will be receiving one on one communication from their individual Finance Analyst which will start rolling out after the March payment. Please understand that all communications regarding FY18-19 are still considered estimates as the ELC cannot communicate a final amount until EFS MOD data fixes are complete.

**Question 4:** I have families who are choosing to keep their children out for the month of April because they are working from home. If the child doesn't attend for an entire month will I still get paid if I don't have a sign in sheet for that child?

**Answer:** Yes, please mark the child absent on your roster with the reason code "D". No additional documentation is required.

**Question 5:** Originally, we were informed by you all through FAQ that after school children would be reimbursed at full time rate because they are coming full time. Can we get an update on that because I noticed they are part time on attendance?

**Answer:** The ELC is asking OEL for additional guidance on this question because there may be different answers: 1- during the extended Spring Break of all public schools and 2- the remainder of the normal school year. As soon as we receive an answer, we will add it to our daily FAQs.

**Question 6:** Please clarify what you mean as actively attending. I am closed in April but children are enrolled but can not actively attend since I'm closed. So will I be paid at all for April?

**Answer:** If you are temporarily closed and have submitted your closures to ELC's Provider Relations Team, you will be paid for all children on your roster unless the parent transfers the child to a provider that has actually remained opened.

**Question 7:** I was informed that the use of code D was not available until 3/15. That was not specifically stated on the conference call. Please clarify. Thanks.

**Answer:** Reason code "D" was valid as of 3/1. If you do not see reason code "D" as an option, please contact your financial analyst and they will assist you.

**Question 8:** If you will not be reimbursing at the full-time rate who will communicate that to the parents? As we have to limit their hours.

**Answer:** Family Services communicates whether a child's enrollment is PT or FT to both the parent and the provider when the eligibility specialist sends the email that functions as the Child Care Certificate. This information is reflected on the line titled "Enrollment schedule." Providers can also view a child's enrollment schedule by viewing their rosters.

**Question 9:** VPK testing – if the kids aren't coming in how do we do the assessments? Would we request they come in for a testing time or do we do a home visit and test there?

**Answer:** VPK Assessments are not required for the rest of the program year. You do not have to complete AP3. If you are still offering VPK and children are attending, it is only a recommendation that you conduct AP3 on those children. This is not a requirement.

**Question 10:** If a child is a "Rilya Wilson Act" child, is she required to be in school even if she is a VPK only child and there is no VPK instruction? What if the family was asked to self-quarantine due to travel if they don't feel safe bringing her?

**Answer:** If the child is a Rilya Wilson child absences must be reported as previously outlined in the webinar, for both SR and VPK. The family needs to continue reporting absences to the ELC and the CBC caseworker, and the parent needs to inform the CBC caseworker of the situation.

**Question 11:** When will our reimbursement details be available on the provider site?

**Answer:** Reports on the provider site are controlled by OEL. To date, ELC is not aware of any changes to the timing and availability to reports. If there are any changes, we will update Providers as soon as we are notified.

**Question 12:** You didn't mention the reconciliation. Is it done? The CFO told us it would be done before January during our November meeting. We deserve to know where we stand financially. It is causing us additional unnecessary anxiety.

**Answer:** It is still in progress. The ELC was awaiting guidance from OEL regarding a "hold harmless waiver" and providers will be receiving one on one communication from your individual Finance Analyst which will start rolling out after your March 2020 payment. Please understand that all communications regarding FY 18-19 are still considered estimates as the ELC cannot communicate a final amount until EFS MOD data fixes are complete.

**Question 13:** Will ELC help us apply for the loans?

**Answer:** Unfortunately, the ELC is unable to help Providers apply for loans. However, we will make Providers aware of all of the loan opportunities, mini-grants and stipends available. We are currently awaiting guidance from OEL for the mini-grants and stipends and will update Providers as soon as we receive the needed guidance.