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## Family Portal School Readiness Application Procedure

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### **PURPOSE**

To establish procedures for maintenance and enrollments from Florida's Early Learning Family Portal for child care services funded by the Early Learning Coalition of Pasco and Hernando Counties (PHELC).

### **BACKGROUND**

PHELC maintains the Family Portal for subsidized child care services in Pasco and Hernando Counties. Applicants may complete an application at a Coalition office kiosk, or online through the Family Portal website.

### **POLICY**

It is the intent of PHELC to provide families with accessibility to the Family Portal to apply for early learning services. Children are placed on the Family Portal Wait List and subsequently enrolled in care as per the School Readiness Services and Wait List Priority Policy.

### **PROCEDURES**

#### **A. *Family Portal Placement***

1. Applications will be electronically prescreened through the Family Portal application process.
2. If preliminary application is determined eligible through the prescreen process, the full application will be completed by the family and electronically submitted to the Coalition for review.
3. If full application and supporting document(s) are determined eligible, the child(ren) are placed on the Family Portal waitlist in chronological order by the priority group and the date the application is received.
4. Families who have completed an application and meet the criteria will receive an email notification that they have been determined eligible and have either been placed on the Wait List or funding is available.

#### **B. *Child Care Placement***

1. Coalition staff review a monthly report generated from the Family Portal. The Finance Director will review utilization reports to determine the availability of funds for new placements.

2. Coalition staff will determine the number of children that will be notified for placement by Coalition priority and available funding. Placement of children into care from within the same priority group will be completed by wait list date order.
3. Upon the decision to place children from the Family Portal Wait List, families will be contacted via email and/or telephone regarding funding availability.
4. Parents will be given a designated time frame, not to exceed ten (10) business days, to attend a face-to-face eligibility interview.

**C. Terminations**

1. Families must revalidate their application every six (6) months, when an automatic notification is emailed to the parent from the Family Portal.
2. Families who fail to revalidate their application during the revalidation period will automatically be removed from the Family Portal Wait List.
3. Families will also be removed from the Family Portal Wait List if they fail to respond to the notice of available funding within a designated time frame (not to exceed ten (10) business days).
4. Families who revalidate their application and no longer appear to meet the guidelines will be removed from the Family Portal Wait List and receive email notification.
5. Families who respond to a funding opportunity and receive services will be removed from the Family Portal Wait List.
6. Families may also be terminated from the Family Portal Wait List upon their request.

Approved:  
Board of Directors – July 23, 2015  
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May 16, 2017  
Approved:  
Executive Committee - June 6, 2017