

FREQUENTLY ASKED QUESTIONS (FAQ)

Q: What age(s) does the ELC provide services for?

A: School Readiness Services are from birth to the child's 13th birthday, for qualifying individuals. * VPK is a free program for 4-year-olds, whose birthday is on or before September 1. Qualifying 5-year-olds are also eligible.

Q: How do I log in to/ create my Family Portal Account?

A: Go to: [Early Learning Family Portal: Home \(floridaearlylearning.com\)](http://floridaearlylearning.com) and log in with the email address on file as your username.

Q: How long does the ELC have to review my application?

A. The application is a two-step process. ELC has 10 days to review your initial application and if qualified, 20 days to review your eligibility verification.

Q: How do I find out the status of my application?

A. Log in to your Family Portal account to check the status of your application. In addition, emails are sent when the status changes on your account.

Q: How do I find a child care provider?

A: Request a listing at: [Child Care Resource & Referral Form \(123formbuilder.com\)](http://123formbuilder.com) and contact providers to ensure availability at their facility. Once a provider is selected, inform ELC.

Q: Will the ELC back-date enrollments?

A: Unfortunately, ELC cannot back-date enrollments. As soon as your eligibility is approved, enrollment(s) can be requested.

Q: How do I sign my Payment Certificate/ Voucher?

A: Log in to your Family Portal account and scroll to the bottom of the screen. In the bottom, right-hand corner, there is a blue "SIGN" button; click this to e-sign.

Q: How much will I pay?

A: Parent fees depend on household size and income. Parent fees can be found on the "Payment Certificate" in your Family Portal account.
NOTE: Providers may charge more than the ELC pays.

Q: What changes need to be reported?

A: Household size, income, new/loss of employment, change in residence, school, or any other major changes that could affect your eligibility.

NOTE: You have **10 days** to report any changes.

Q: How many absences will the ELC reimburse?

A: ELC School Readiness attendance policy is to pay up to three (3) unexcused absences a month and seven (7) additional excused absences a month, with documentation.

Q: What are qualified as absences?

A: Illness/injury (requiring homestay), hospitalization, court ordered visitation, death of immediate family member, and unexpected documented military deployment/exercise.

Q: What do I do if my child(ren) cannot attend due to COVID-19?

A: Please contact your provider to discuss payments and their attendance policy.