



Child Care Resource and Referral Program Requirements

OF INTEREST TO

Office of Early Learning (OEL), Early Learning Coalitions (ELCs, Coalition), and Coalition's contracted service providers.

PURPOSE

To identify the Child Care Resource and Referral (CCR&R) Program requirements.

REFERENCES

- Rule 6M-9.300, Florida Administrative Code (FAC)
- Sections(s) 1002.84(3) and 1002.92, Florida Statutes (F.S.)
- Child Care and Development Fund Plan (CCDF) Florida State Plan
- Office of Early Learning (OEL) Grant Agreement

AUTHORITY

Reference to any laws, rules and regulations in this guidance document includes revisions to those laws and regulations made after the effective date of this guidance document.

OVERVIEW

Child Care Resource and Referral (CCR&R) serves as the "front door" to all services offered through a coalition or the coalition's contracted service provider. In accordance with Rule 6M-9.300, Florida Administrative Code (FAC); sections(s) 1002.84(3) and 1002.92, Florida Statutes (F.S.); Child Care and Development Fund Plan (CCDF) Florida State Plan; and the Office of Early Learning (OEL) Grant Agreement; early learning coalitions and/or their contracted service provider must offer families assistance with locating child care and information that will help families make an informed decision, as well as consumer education and community resources as appropriate.

CCR&R services shall be locally administered, coordinated and overseen by CCR&R entities as established in accordance with ss. 1002.84(3) and 1002.92, F.S. In order to protect the confidentiality rights of parents and to guarantee high quality CCR&R services in accordance with ss. 1002.84(3) and 1002.92, F.S., the coalition shall guarantee that all CCR&R staff complete a CCR&R Specialist Evaluation within the first four months of training as a CCR&R specialist. The coalition shall also guarantee that CCR&R coordinators and designated trainers successfully complete the CCR&R specialist and coordinator evaluations within four months of employment as a coordinator or designated trainer.

All ELC-designated coordinators or other CCR&R staff shall participate in CCR&R conference calls and webinar trainings as scheduled. Additionally, CCR&R staff designated by the coalition shall attend OEL-conducted CCR&R regional or statewide training as coalition funds permit.

A coalition shall follow the minimum standards required to guide the coalition in delivering CCR&R

services to a family. The CCR&R Program Requirements document serves as a resource to the coalitions for implementation of the CCR&R program at the local level. The CCR&R Program Requirements address performance expectations, such as customer service criteria, staff training and certification, consumer services and information and database maintenance. It also addresses the expectation of each CCR&R specialist to explain various types of legally operating early learning and school-age child care providers.

Rule 6M-9.300, (FAC), Child Care Resource and Referral and Consumer Education

(1) The Office of Early Learning, Child Care Resource and Referral (CCR&R) state network, shall ensure delivery of CCR&R services as defined in the Child Care Development Block Grant of 2014, Title 45 Part 98 Code of Federal Regulations, and section 1002.92, Florida Statutes (F.S.).

(2) Definitions.

(a) “Business hours” refers to the hours during which a CCR&R organization has staff available to provide services to customers via telephone, through email or in person.

(b) “Child care listing” refers to the customized list of child care providers that best meet a family’s needs generated from the single statewide information system.

(c) “CCR&R organization” refers to any early learning coalition or other contracted entity providing CCR&R services to customers pursuant to section 1002.92, F.S.

(d) “Community resources” refers to financial assistance programs that a family may be eligible for, including School Readiness, Voluntary Prekindergarten, Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Special supplemental nutrition program for women, infants, and children (WIC), Head Start and Early Head Start, as well as any organization or service that a family may qualify for that will support the family’s financial independence, assist with developmental concerns and help fill an unmet need.

(e) “Community outreach” refers to activities in the CCR&R service area that increase awareness of CCR&R services, this can include involvement in community events, establishing community partnerships, displaying program materials in public spaces, and marketing activities.

(f) “Consumer education” refers to information and resources that assist an individual or family in making informed decisions regarding quality child care.

(g) “Differential fee” refers to a child care fee charged by a provider to a parent who participates in the School Readiness Program or any other subsidized child care assistance program that is in addition to the parent copayment set by the early learning coalition.

(h) “Family engagement” refers to the systematic inclusion of families as partners in their child’s development, learning and wellness, enabled by positive relationships between families and staff in coalitions and early learning programs.

(i) “Legally operating provider” refers to any child care, early learning or school-age provider that is either licensed, registered, or has a qualifying exemption from licensure from the Florida Department of Children and Families, including before-school and after-school programs, summer recreation and summer day camp programs, and recreational facilities.

(j) “Quality child care” refers to child care programs that maintain a degree of excellence, going above

and beyond minimum standards for health and safety and training, and maintain a high level of positive teacher-child interactions, promoting the health and well-being of all children physically, socially, emotionally and developmentally.

(k) “Registration fee” refers to a fee charged by a provider to a parent for enrollment of a child into a child care program.

(l) “Service area” refers to the county or multicounty region served by the CCR&R organization.

(m) “Standard business hours” refers to operating hours between 8:00 a.m. and 5:00 p.m., Monday through Friday.

(n) “Single statewide information system” refers to the statewide early learning data system used to capture and provide critical information to early learning coalitions, parents, partners and providers.

(3) Child Care Resource and Referral (CCR&R) Services.

CCR&R services shall be locally administered, coordinated, and overseen by early learning coalitions in accordance with section 1002.92, F.S. Early learning coalitions or their contracted CCR&R organizations shall:

(a) Offer CCR&R services including child care listings, consumer education, and information regarding community resources, as identified in paragraph (7), below, to each family applying for or requesting CCR&R, School Readiness or Voluntary Prekindergarten Education Program services, without regard to age, level of income or individual circumstances.

(b) Provide CCR&R services without cost to the family applying for or requesting services within two (2) business days of the request.

(c) Attempt to contact and respond to families requesting services in an emergency situation within four (4) business hours of becoming aware of the request. Emergency situations may include:

1. Closure of a child care or early learning provider with less than forty-eight (48) hours of notice;
2. Declaration of a state of emergency by local, state, or federal officials that affects families and providers within the CCR&R organization’s service area; and,
3. Family emergencies including the death or hospitalization of a parent or guardian, a change in custody of a child with less than forty-eight (48) hours of notice, or a change in employment or employment status with less than forty-eight (48) hours of notice.

(d) Notwithstanding paragraphs (3)(b) and (c) of this rule, the CCR&R organization is not required to provide services in emergency situations if the CCR&R organization is unable to operate as a result of a state of emergency as declared by local, state, or federal officials.

(4) Accessibility of Information and Services.

(a) Each CCR&R organization shall provide the Office of Early Learning with an annual accessibility report no later than the last business day in August, identifying how CCR&R services are made accessible to families within its service area, including families who have limited access to telephone services, internet services, or transportation. The report shall also outline the CCR&R organization’s plan for family engagement and community outreach. The CCR&R organization shall coordinate with other community entities in order to expand the accessibility of services.

(b) Each CCR&R organization shall maintain a website and at least one other form of outreach and

awareness within its service area that describes the services offered. The home page of the website for the early learning coalition and the contracted CCR&R organization, if applicable, shall clearly display CCR&R and family services contact information, as well as provider services contact information, including phone numbers, hours of operation and a brief description of services available for families and providers.

(5) Location and Hours of Service.

(a) At least one physical location for CCR&R services shall be available in each CCR&R organization's service area.

(b) Each CCR&R organization shall have staff members available to provide CCR&R services via telephone, email and in person for a minimum of forty (40) hours each week during the organization's set business hours.

(c) If the CCR&R organization is closed at any time during standard business hours, the CCR&R organization shall provide a message on their family services line with its hours of operation and contact information for an alternative organization that can assist families during emergency situations, such as those outlined in paragraph (3)(d), above.

(d) CCR&R organizations shall be permitted to reduce the number of weekly hours of in-person and telephone availability by a maximum of eight (8) hours for each local, state, or federal holiday and each business day during which a local, state, or federal emergency is declared that makes the CCR&R organization unable to operate.

(6) Customized Child Care Listings.

(a) CCR&R services, including listings, may be offered in person, via telephone or using other electronic means.

(b) Child care listings shall be generated using the single statewide information system maintained by the Office of Early Learning.

(c) CCR&R organizations shall provide or send each family requesting services a list of legally operating child care providers in their service area within two (2) business days and in the format requested by the family. Each list shall be customized according to information provided by the family requesting services, or at a minimum, by entering the following information:

1. Location;
2. Days/time care is needed;
3. Child's date of birth;
4. Type of early learning program or provider, if requested;
5. Child's special need, if applicable;
6. Family's primary language, if not English;
7. Reason for care; and
8. Other services offered by providers, as requested by the family.

(d) Child care listings shall include a minimum of six (6) providers matching the criteria identified by the family requesting services unless fewer than six (6) providers match the criteria. Listings shall also include contact information for the CCR&R organization if additional listings or resources are needed

by the family.

(e) The following consumer education information shall be included with each customized provider listing:

1. How to access each provider's licensing status, required health and safety standards, recent inspection reports and history of violations, as applicable.
2. How to access information regarding voluntary quality standards met by the provider, such as accreditation, Gold Seal, program assessment, child assessment, or participation in local quality initiatives.
3. Information on how to submit a complaint through the child care licensing agency.
4. Contact information for the state and local child care provider licensing agencies.

(f) Additional consumer education and community resources, as identified in subsection (7), shall be included with each customized listing, unless declined by the family.

(7) Consumer Education and Community Resources.

(a) CCR&R organizations shall offer information regarding and access to consumer education and community resources to all families applying for or requesting CCR&R services, unless declined by the family.

(b) Consumer education shall include:

1. Information and resources that enable parents to recognize quality indicators and to make informed choices on quality child care;
2. Information on the full range of child care provider types available, whether licensed or license-exempt, such as family child care homes, centers, before or after school programs, public or nonpublic schools, faith-based, and recreational facilities;
3. Child care licensing and inspection requirements for each type of provider;
4. Health and safety requirements, including background screening and disqualifying offenses;
5. Research and best practices regarding children's social-emotional, physical and cognitive development, developmentally appropriate practices and meaningful parent and family engagement;
6. State policies regarding the social emotional behavioral health of children; and
7. Information on where parents can receive a developmental screening for their child(ren).

(c) Each CCR&R organization shall maintain a current directory or access to community resources, which shall include:

1. Community services for each county within the CCR&R organization's service area;
2. Federal and state financial assistance programs;
3. Federal, state and local partners, including state agencies and social services organizations;
4. Child healthcare;
5. Child welfare and abuse;
6. Services for children with special needs or developmental disabilities, such as developmental screenings or assessments;
7. Resources provided by the Office of Early Learning or identified through collaboration with other entities; and

8. Other resources as needed and appropriate to the specific needs of the individual family.

(8) Provider Updates.

(a) Each CCR&R organization shall ensure that provider information for each legally operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization's service area, is updated and approved between January 1 and May 31 of each calendar year in the single statewide information system maintained by the Office of Early Learning.

(b) Provider information for providers with an active contract to provide School Readiness services or the Voluntary Prekindergarten Education program must be updated prior to contract renewal.

(c) At a minimum, the CCR&R organization shall ensure that the following information is updated for each provider:

1. Contact information;
2. Gold Seal or accreditation status;
3. Quality rating, if available;
4. Program schedule;
5. Ages served;
6. Group sizes and ratios;
7. Enrollment information;
8. Private pay rates charged;
9. Registration fees charged, if applicable;
10. Differential fees charged, if applicable;
11. Environment;
12. Special services offered;
13. Languages other than English spoken fluently by the provider's staff;
14. Transportation; and,
15. Meal options.

(d) Notwithstanding paragraphs (8)(a) and (8)(b), above, the CCR&R organization shall ensure provider information updated outside of the provider update time period is approved within fifteen (15) calendar days of being submitted by the provider into the statewide information system.

(e) Legally operating providers shall be included in the provider update process upon request by the provider.

(9) Technical Assistance.

(a) The CCR&R organization shall provide technical assistance to existing and potential providers, as requested. Technical assistance may include information and resources regarding:

1. Early learning program types and available services;
2. Health and safety requirements;
3. Available training and professional development opportunities;

4. Effective business practices to help providers maximize their ability to serve children and families; and

5. Initiating new child care services, including how to access information regarding zoning and local child care ordinances, program and budget development, becoming a licensed provider, and other resources as needed and appropriate to assist the provider.

(10) Staff Training Requirements.

(a) The CCR&R organization shall ensure all CCR&R staff, including staff in blended positions who provide CCR&R services, are trained in customer service, consumer education, community resources, financial assistance programs for families, and available types of child care and early learning providers and programs, specific to their service area, and have successfully completed the CCR&R specialist evaluation within four (4) months of employment as a CCR&R specialist.

(b) Each CCR&R organization must have a designated CCR&R coordinator. The designated CCR&R coordinator must successfully complete the CCR&R specialist and coordinator evaluations within four (4) months of employment as the CCR&R designated coordinator.

(11) Early learning coalitions and CCR&R organizations are prohibited from charging a provider or other organization a fee for identifying the provider or other organization through the single statewide information system.

Rulemaking Authority 1002.92 FS. Law Implemented 1002.92 FS. History—New 8-10-09, Formerly 60BB-9.300, Amended 9-1-15, 10-21-18.

Child Care and Development Fund (CCDF) Plan

The CCDF Plan describes the CCDF program to be administered by the State/Territory for the period 10/1/2018 – 9/30/2021. As provided for in the applicable statutes and regulations, the Lead Agency has the flexibility to modify this program at any time, including amending the options selected or described. Past years' CCDF plans and the most current CCDF Plan is available on OEL's policy page <http://www.floridaearlylearning.com/policy>.

Office of Early Learning Grant Agreement

The State of Florida Office of Early Learning Grant Agreement (the agreement) is between the state of Florida, Department of Education, Office of Early Learning and each early learning coalition. The Grant Agreement is updated annually. Please access SharePoint to review the 2021-2022 Grant Agreement effective July 1, 2021 through June 30, 2022. See Exhibit II C.3, and Exhibit VI for definitions and CCR&R program requirements.

A. General statement

1. Purpose and general information

This agreement establishes terms and conditions with which the ELC agrees to comply in exchange for federal and state funds from OEL. Within its service area, the ELC shall operate the VPK and the SR Programs, which include the CCR&R Network, the Inclusion Warm-Line Program, child eligibility and management of child care placements, and additional quality enhancement services. The ELC shall comply with federal and state statutes or rules superseding the provisions of this agreement.

OEL, at its sole discretion and upon written request by the ELC, will consider offering an extension for any listed tasks, timelines, or deliverables. Notification of any deliverable extension granted shall be provided in writing by the OEL grant manager to the ELC.

B. Terms and definitions

1. **Accountability Monitoring Report** – A report that identifies monitoring observations about the coalition’s overall administration and implementation of early learning programs in the areas of Coalition Governance (CG), Operations and Program Management (OPM), Child Care Resource and Referral (CCR&R), Educational Services Delivery (ESD), School Readiness (SR), Voluntary Prekindergarten (VPK), and Data Accuracy (DA). The report identifies if the coalition was compliant with service delivery and operational requirements. For non-compliant observations, the report identifies recommended corrective actions that may include questioned costs resulting in repayment by the ELC. Additionally, the recommended corrective actions may include submission of tracking reports/documentation to show implementation of OEL approved corrective actions that addresses repeated systemic non-compliance observations.

4. **Child Care Resource and Referral (CCR&R) Network** – A free service for any family living in or preparing to move to Florida that helps families identify and select quality child care and early education programs and offers consumer education and community resources. ELCs provide resource and referral services for families and child care providers in their local areas. These local resource and referral programs:
 - a. Act as the “front door” to families, providing early learning information, referrals, and community resources.
 - b. Verify legally operating provider information is up to date in its service area within the Single Statewide Information System (SSIS), in accordance with Rule 6M-9.300, F.A.C.
 - c. Provide consumer education and other information regarding available community resources and financial assistance programs to all families, including those applying or recertifying for SR or VPK programs, families placed on the waitlist for services, and families with children who have disabilities or special healthcare needs.
 - d. Offer start-up and on-going training and technical assistance for providers.

5. **Child Care Listing** – The customized list of child care providers that best meet a family’s needs generated from the (SSIS).

- 10. Community Resources** – Refers to financial assistance programs that a family may be eligible for including School Readiness, Voluntary Prekindergarten, Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Nutrition Assistance Program (SNAP), Special supplemental nutrition program for women, infants, and children (WIC), Head Start and Early Head Start, as well as any organization or service that a family may qualify for that will support the family’s financial independence, assist with developmental concerns and help fill an unmet need.
- 11. Consumer Education** – Information and resources that assist an individual or family in making informed decisions regarding quality child care.
- 19. Family Engagement** – The systematic inclusion of families as partners in their child’s development, learning, and wellness, enabled by positive relationships between families and staff in coalitions and early learning programs.
- 20. Family Portal** – The component of the Single Statewide Information System (SSIS) through which parents can, at a minimum, register for an account, prequalify for the SR Program, complete a SR application, complete a VPK application, request CCR&R services and manage their family account.
- 32. Provider Services Portal** – The component of the Single Statewide Information System (SSIS) through which providers can, at a minimum, register for an account, complete a Form OEL-SR 20, Statewide School Readiness Provider Contract, complete an application for VPK, complete a Form OEL-VPK 20 Statewide Voluntary Prekindergarten Provider Contract and associated forms, complete their provider profile and annual update process, review and/or edit attendance rosters, and submit attendance rosters to the ELC for payment processing.

C. Manner of service provision

The ELC shall perform the services of this subsection in accordance with the service period stated in the Notice of Award.

1. Website

- 1.1.** The ELC shall have and maintain a public-facing website current with SR and VPK program information in accordance with OEL Program Guidance 600.01 – Child Care Resource and Referral Program Requirements.
- 1.2.** The ELC’s website home page shall clearly display CCR&R and family and provider services contact information, including phone numbers, hours of operation and a brief description of services available for families and providers, in accordance with Rule 6M-9.300(4)(b) F.A.C. In addition to complying with the website’s home page requirements, the ELC must maintain a form of outreach and awareness within its service area that includes mention of CCR&R and services available through the program.

3. Child Care Resource and Referral (CCR&R) Network

3.1 The ELC shall establish and maintain at least one CCR&R office in the ELC’s county or multicounty region to provide information and access to child care, community resources and consumer information without showing preference or bias for or against any type of or individual child care provider. The ELC shall ensure staff are trained to assist parents on how to identify quality programs and in making informed choices in compliance with program requirements established by the state network office and Rule 6M-9.300, F.A.C.

- 3.1.1 The ELC shall provide CCR&R office location(s) and hours of operation in Exhibit V. ELC CCR&R Office Locations and services in accordance with Rule 6M-9.300, F.A.C.
- 3.1.2 If the CCR&R organization is closed at any time during standard business hours, the CCR&R organization shall provide a message on their family services phone line with its hours of operation and the contact information for an alternative organization that can assist families in an emergency situation in accordance with Rule 6M-9.300 (3)(c) F.A.C., to include 211, or another organization that provides community resources.
- 3.1.3 The ELC shall provide, to all individuals requesting services and who do not decline, child care provider listings, information on financial assistance programs, community resources and consumer information within two (2) business days of the request date, and in the format requested by the individual. The child care provider listings shall consist of at least six (6) providers matching the criteria, outlined in Rule 6M-9.300(3)(b), and (6) F.A.C.
- 3.1.1 The ELC shall maintain documentation of requests for services and responses to those requests for services. These may include phone records, office visit sign-in logs, completed customer surveys, and applications.
- 3.1.2 The ELC shall document each request for CCR&R services on the CCR&R Family Intake Form available in the SSIS. The ELC shall pull monthly the Tableau CCR&R Contacts and Casenotes Reports to monitor customer intakes completed by CCR&R staff and determine if the number of customer intakes are representative of CCR&R services provided.
- 3.1.3 The ELC shall ensure all CCR&R requests for child care listings, consumer education and community resources are properly entered into the SSIS. The ELC shall follow the CCR&R requirements as outlined in Rule 6M-9.00(6) F.A.C., OEL-established procedures outlined in the CCR&R Reference Guide, most current CCR&R guidance documents, and SISS User Guides on generating child care listings and providing consumer education and community resources to individuals requesting services. Information recorded in the SSIS for CCR&R customer data shall include:
- 3.1.3.1 The number of calls and contacts to the CCR&R by type of service requested;
- 3.1.3.2 Age of children or child's date of birth for whom services are requested;
- 3.1.3.3 Location, day, and time for needed child care services;
- 3.1.3.4 Type of program requested such as child care center, family child care home, before-school and after-school programs, summer recreation and summer day camp programs, and recreational facilities;
- 3.1.3.5 Child's special need, if applicable;
- 3.1.3.6 Family's primary language, if not English;
- 3.1.3.7 Reason for care; and
- 3.1.3.8 Other services offered by providers, as requested by the family.
- 3.1.4 The ELC shall designate an OEL-certified CCR&R coordinator to serve as the point of contact for the CCR&R State Network. To comply with Rule 6M-9.300(10)(b)

- F.A.C., the designated coordinator must be certified through successful completion of the CCR&R Coordinator Evaluation and CCR&R Specialist Evaluation within four (4) months of being designated or employed as the coordinator.
- 3.1.5 The ELC shall ensure all CCR&R staff, including staff in blended positions who provide CCR&R services, are trained in customer service, consumer education, community resources, financial assistance programs for families, and available types of child care and early learning providers and programs, specific to their service area, and have successfully completed the CCR&R specialist evaluation within four (4) months of employment as a CCR&R specialist.
 - 3.1.6 The ELC shall notify OEL of changes of the designated CCR&R coordinator within five (5) business days of the change by updating a new CCR&R ELC Staff List (see Exhibit VI- List of Reports for SharePoint address), and submitting in writing to the CCR&R State Network manager.
 - 3.1.7 The ELC shall upload to SharePoint/Coalitions Zone a completed CCR&R ELC Staff List by the last business day in August and carefully review each section and field for accuracy before submitting.
 - 3.1.8 The ELC shall upload a new CCR&R ELC Staff List each time updates are made and maintain on SharePoint previously submitted staff lists. Contact the CCR&R State Network for technical assistance as needed.
 - 3.1.9 The ELC-designated coordinator or other CCR&R staff shall participate in OEL CCR&R conference calls and webinar trainings as scheduled. If the ELC-designated coordinator or other CCR&R staff cannot participate in a conference call or training, an ELC representative may review minutes from the conference call or training, as applicable. As ELC funds allow, designated CCR&R staff shall also attend OEL regional or statewide trainings.
- 3.2 The ELC's CCR&R data shall identify all legally operating child care and early childhood education providers within its service area. These shall, if appropriate, include any child care, early learning, or school-age provider that is either licensed, registered, or has a qualifying exemption from licensure from the Department of Children and Families, including before-school and after-school programs, summer recreation and summer day camp programs and recreational facilities.
 - 3.3 The ELC shall, at a minimum, annually certify that provider information housed in the SSIS is updated and accurate. The request for updated information begins January 1 and ends May 31. Any updates made by a provider outside of this time period will have to be certified by the ELC within fifteen (15) calendar days of being submitted by the provider into the SISS. At a minimum, the ELC shall ensure the following information is updated for each provider:
 - 3.3.1 Contact information;
 - 3.3.2 Gold Seal accreditation status;
 - 3.3.3 Quality rating, if available;
 - 3.3.4 Program schedule,
 - 3.3.5 Ages served;
 - 3.3.6 Group sizes and ratios;
 - 3.3.7 Enrollment information;
 - 3.3.8 Private pay rates charged;

- 3.3.9 Registration fees charged, if applicable;
 - 3.3.10 Differential fees charged, if applicable;
 - 3.3.11 Environment;
 - 3.3.12 Special services offered;
 - 3.3.13 Languages other than English spoken fluently by the provider’s staff;
 - 3.3.14 Transportation; and
 - 3.3.15 Meal options.
- 3.4 The ELC shall provide families and employers information and guidance on subsidy programs and other financial assistance including, but not limited to, the VPK Program, the SR Program, Head Start Programs, private funding programs, the federal child care and dependent care tax credit, consumer education and other statewide or local community resources.
- 3.4.1 The ELC shall also develop and maintain a directory of community resources which, at a minimum, contains parent education programs, financial assistance programs including the temporary cash assistance program, and related community and social services resources in accordance with Rule 6M-9.300 (7)(c) F.A.C. The directory may be maintained in a format, which best meets the coalition’s needs. Resource directory elements shall include, but are not limited to, the following:
 - 3.4.1.1 Community services for each county within the CCR&R organization’s service area;
 - 3.4.1.2 Federal and state financial assistance programs;
 - 3.4.1.3 Federal, state and local partners, including state agencies and social services organizations;
 - 3.4.1.4 Child healthcare;
 - 3.4.1.5 Child welfare and abuse;
 - 3.4.1.6 Services for children with special needs or developmental disabilities, such as developmental screenings or assessments;
 - 3.4.1.7 Resources provided by the Office of Early Learning or identified through collaboration with other entities; and
 - 3.4.1.8 Other resources as needed and appropriate to the specific needs of the individual family.
 - 3.4.2 To comply with Rule 6M-9.300(3)(a), F.A.C. the ELC will assist all families requesting School Readiness, VPK or CCR&R with identifying local community resources, accessing consumer education, identifying summer camp programs, and identifying creative child care options or other special arrangements with providers.
 - 3.4.3 The ELC shall offer training and technical assistance to employers to improve their community child care resources, consumer education knowledge, and their ability to support working families.
- 3.5 To comply with Rule 6M-9.300(9)(a), F.A.C. the ELC shall provide technical assistance to existing and potential providers, as requested. Technical assistance may include information and resources regarding:
- 3.5.1 Early learning program types and available services;
 - 3.5.2 Health and safety requirements;

- 3.5.3 Available training and professional development opportunities;
 - 3.5.4 Effective business practices to help providers maximize their ability to serve children and families; and
 - 3.5.5 Initiating new child care services, including how to access information regarding zoning and local child care ordinances, program and budget development, becoming a licensed provider, and other resources as needed and appropriate to assist the provider.
- 3.6 The ELC shall submit to OEL any data, plans, reports, and CCR&R specialist and coordinator evaluations necessary for administering the CCR&R program according to the requirements OEL establishes. At OEL’s request, the ELC shall submit any data or reports necessary for ad-hoc reports. All reports shall conform to the timeline, content, and format OEL specifies. No later than last business day in August, the ELC shall annually submit an Accessibility Report and Family Engagement and Community Outreach Plan pursuant to Rule 6M-9.300(4) F.A.C, identifying how CCR&R services are made available to all individuals within its service area, including individuals who have limited access to telephone services, internet services, or transportation including its plan for family engagement and community outreach. The report shall be submitted in the format designated annually by the Office.

7. Reporting requirements

7.1 The ELC shall provide all reports listed in Exhibit VI of the Agreement, List of Reports by the due date and to the recipient listed for each report.

7.5 At OEL’s request, the ELC shall submit any data necessary for ad-hoc reports for administering the SR, VPK, Inclusion Warm-Line, CCR&R Programs, SRPA, and PDG-R requirements. All data and/or reports shall conform to the timeline, content, format, and standard codes OEL specifies.

CCR&R Evaluations, Forms, Procedures and Reports

CCR&R Specialist Evaluation

All CCR&R specialists, including staff with blended responsibilities (CCR&R/SR/VPK/SPE/Inclusion), who provide CCR&R child care listings, community resources and/or consumer education, must pass the CCR&R Specialist Evaluation, using the CCR&R training modules hosted on the University of Florida Lastinger Center’s Flamingo Learning Management System (LMS) , prior to completion of their fourth month of training as a CCR&R specialist. The OEL’s CCR&R State Network reviews submitted evaluations. The CCR&R Specialist and Coordinator will be notified when the result letter and certificate are available to download from the Flamingo LMS system.

- The CCR&R Specialist certificate will remain valid while the staff member maintains employment and/or work responsibilities in CCR&R.
- Any CCR&R specialist with more than a 2-year break in employment and/or work responsibilities in CCR&R is encouraged to re-take the CCR&R Specialist Evaluation.

- CCR&R Specialists who do not achieve certification must repeat the orientation/training and evaluation process within 90 calendar days from the date of the result letter.

CCR&R Specialist Evaluation Instructions

- The CCR&R Specialist Evaluation is hosted on the University of Florida Lastinger Center's Flamingo LMS. To begin the evaluation, please click here – <https://platform.flamingolearning.com>
 - If clicking the link does not work, try copying and pasting it into your web browser.
- Each CCR&R Specialist is required to register. The staff member will be able to save the evaluation and return to it to finish at a later time/date if needed.
- After the CCR&R Specialist submits the evaluation, the Flamingo LMS system will score the multiple choice questions. The OEL grades the essay/scenario questions. The CCR&R Specialist will be notified of the final score and the availability of the certificate, where applicable, once the grading is complete. The CCR&R Specialist forwards the final score and certificate to the CCR&R Coordinator for saving in the coalition or subcontractor's designated file(s). The OEL recommends the CCR&R Specialist maintain a copy of the results email.

CCR&R Specialist Evaluation information and test taking tips

- To receive certification, the CCR&R Specialist must receive at least a 75% on the evaluation.
- Before taking the evaluation, the CCR&R Specialist should secure an approved testing environment to avoid being disturbed.
- All evaluation questions are developed from the CCR&R Reference Guide.
- The evaluation consists of 42 total questions. The types of questions will include true/false, multiple choice, multiple answer, and essay/scenario questions.
- The evaluation does not have a time limit.
- All questions must be answered before submitting the evaluation.
- Answers are saved as the CCR&R Specialist submit each one, not at the end of the evaluation. This means work will not be lost.

CCR&R Coordinator Evaluation

All CCR&R coordinators and designated trainers must achieve coordinator certification by completing the CCR&R Coordinator Evaluation, using the most recent OEL approved format, within four months of assuming their position. The CCR&R Coordinator certification process consists of completing the CCR&R Specialist Evaluation and CCR&R Coordinator Evaluation within four (4) months of employment as the designated CCR&R Coordinator. Access the University of Florida Lastinger Center's Flamingo LMS to complete the CCR&R Specialist Evaluation. Completed evaluations will be submitted to the OEL CCR&R State Network for review.

CCR&R Coordinator Evaluation Instructions

- The CCR&R Coordinator Evaluation is located on classmarker.com. To begin the evaluation, please click here – <https://www.classmarker.com/online-test/start/?quiz=k4r5c61de7181682> If the link does not work, see [troubleshooting on the next page](#).

- If clicking the link does not work, try copying and pasting it into the web browser.
- If it is the CCR&R Coordinator's first time starting the evaluation, click on "start new test."
- Each CCR&R Coordinator is required to register as a user by providing an email address and creating a password. This will allow the CCR&R Coordinator to save the evaluation and return to it to finish at a later time/date if needed.
- After the CCR&R Coordinator submits the evaluation, the ClassMarker online system will permit review of questions answered incorrectly. The OEL grades the essay/scenario questions. The ClassMarker online system will contact the CCR&R Coordinator via email with a final score once the grading is complete. OEL recommends the CCR&R Coordinator save the results email in the coalition or subcontractor's designated file(s).

CCR&R Coordinator Evaluation information and test taking tips

- To receive certification, the CCR&R Coordinator must receive at least an 80% on the evaluation. Certificates are mailed to the CCR&R Coordinator.
- Before taking the evaluation, the CCR&R Coordinator should secure an approved testing environment to avoid being disturbed.
- All evaluation questions are developed from the CCR&R Coordinator Reference Guide; this includes resources and attachments included in the guide.
- The evaluation consists of 25 total questions. The types of questions will include true/false, multiple choice, multiple answer, fill in the blank and essay/scenario questions.
- The evaluation does not have a time limit.
- All questions must be answered before submitting the evaluation.
- Answers are saved as the CCR&R Coordinator submits each one, not at the end of the evaluation. This means work will not be lost.
- Avoid using the browser's back button when accessing the ClassMarker online system, as this will not work. To go back, use the "Previous" button, which will be under questions.
- To avoid being logged out -
 - Stay connected to the internet during the evaluation.
 - Do not click away from the evaluation until all answers are submitted.

Troubleshooting when completing the Coordinator Evaluation

- ClassMarker is an online system that requires internet access using one of the following recommended, modern web browsers:
 - Internet Explorer 6+
 - Firefox 2.0+
 - Safari 3+
 - Opera 10.6+
 - Chrome 8+

If the evaluation page freezes, click refresh on the web browser and the evaluation will reload on the same question the CCR&R Coordinator was previously working on.

- Note: If the CCR&R Coordinator has written responses on the frozen page, make a copy of these responses before refreshing or navigating away from the web page to avoid losing work.
- If the computer or web browser shows an error or closes, using the same web browser, re-open the web browser; go to the start link for the evaluation to be taken back to the last question worked on. Once there, resume taking the evaluation.
- I have saved my evaluation but how do I resume it?
To resume the evaluation, go back to the evaluations' start link and select the Resume option to login and finish the evaluation.
- I have forgotten my password. How do I re-establish access to ClassMarker?
Use the forgot password link and follow the instructions. Remember: Check the Spam folder for the reset password email.
- Contact the CCR&R State Network Office at CCRRevals@oel.myflorida.com or 1-866-357-3239 for additional assistance.

Troubleshooting when completing the CCR&R Specialist Evaluation

- If unable to access the CCR&R training modules hosted in the University of Florida Lastinger Center's Flamingo LMS, contact the Help Desk, Monday through Friday; 7:00a.m.- 8:00p.m. (excluding state-observed holidays) at (352) 559-8950 or email at support@flamingolearning.com. Text message support is available 24/7 at (352) 559-8950.

CCR&R Quality Assurance Assessments

CCR&R Coordinator and/or designated supervisor is encouraged to use the most recent OEL approved CCR&R Quality Assurance Assessment form to observe each CCR&R specialist, (including blended staff) conducting a complete family interview and generating child care listings at least once per fiscal year. Save locally on file for monitoring review.

CCR&R ELC Staff List

Coalition will submit a CCR&R ELC Staff List, using the most recent OEL approved form, to the OEL CCR&R State Network by the last business day in August of each fiscal year. Prior to submitting, review the CCR&R ELC Staff List to verify, it includes accurate CCR&R start dates and training start dates for each CCR&R staff. The ELC shall notify OEL of changes of the designated CCR&R coordinator within five (5) working days of the change by updating a new CCR&R ELC Staff List, and submitting in writing to the CCR&R State Network Manager. Review the staff list monthly to ensure reflection of all staff changes and all staff providing CCR&R services are included and accurate. List all staff that provide CCR&R services, including staff in training, those with blended positions and staff conducting CCR&R provider updates, regardless of funding source. The ELC shall upload a new CCR&R ELC Staff List each time updates are made and maintain on SharePoint previously submitted staff lists.

CCR&R Child Care Listings and Requests for Other Information

The EFS Mod (Coalition Portal) includes a CCR&R Family Intake Form that must be completed for all customers (i.e., parent/guardian or family) who need child care listings, financial assistance, community resources and consumer education.

The coalition will use the most recent guidance provided by OEL on entering customer data into the Coalition Portal. When a customer requests information or services other than child care listings, a

CCR&R Family Intake Form must also be completed, and the CCR&R staff must use the applicable reason for case note (i.e., financial assistance, community resources, consumer education and miscellaneous). This data entry is required for reporting purposes and crediting the actual work completed by CCR&R staff. The ELC shall pull monthly the Tableau CCR&R Contacts and Casenotes Reports to monitor customer intakes completed by CCR&R staff and determine if the customer intakes are representative of CCR&R services provided.

- The purpose for this data entry is to record "requests for other information" when the customer is not requesting child care listings.
- In addition to offering child care listings, CCR&R Specialists are required to offer customers financial assistance options, community resources and consumer education each time the customer contacts the coalition.
- If the customer calls back requesting additional information (i.e., additional child care listings or other information), the CCR&R Specialist must search the customer's existing record via the CCR&R Family Intake List, make any needed updates and select the applicable reason for case note.

Coalitions are encouraged to record their assistance to all other customers (i.e., providers, coalitions, community agencies, etc.) outside of the Coalition Portal, until this feature is available in EFS Mod or instructed otherwise.

CCR&R Annual Provider Updates

Each CCR&R organization shall ensure that provider information for each legally operating child care, early learning or school-age provider, and each provider receiving state or federal funds within the CCR&R organization's service area, is updated and approved between January 1 and May 31 of each calendar year in the single statewide information system (SSIS) maintained by the Office of Early Learning.

The provider update process must follow the most recent provider update guidance issued by the CCR&R State Network and the EFS Mod user guides located on SharePoint.

CCR&R Accessibility Report and CCR&R Organizations Plan for Family Engagement and Community Outreach

Each CCR&R organization shall provide OEL with an annual report identifying the accessibility of CCR&R services to individuals within its service area, including availability for individuals who have limited access to telephone services, internet services and/or transportation. Additionally, the report shall also outline the CCR&R organization's plan for family engagement and community outreach. The report is due the last business day in August for each fiscal year.

EFFECTIVE DATE

Issuance of this guidance represents approval by OEL management of the indicated procedures and related administrative forms. These procedures will be effective as of the date of this guidance.

HISTORY

Issued September 1, 2014. Reissued September 1, 2015. Revised and reissued September 1, 2016. Revised and reissued July 1, 2017. Revised and reissued July 1, 2021.

Please direct questions and comments to Office of Early Learning at (850) 717-8500 or oel.questions@oel.myflorida.com