

1. Can an ELI student transfer from one contracted agency to another in the middle of a pay cycle?

A child can move to any provider at any time based on the caretakers request.

2. Will the number of ELI slots be increased?

We do not anticipate any changes in slot awards for the remainder of this fiscal year.

3. Are foster children automatically eligible for ELI or do foster parents have to meet the income eligibility guidelines?

Foster parents have to meet the income eligibility guidelines. Income eligibility guidelines do not apply only when a child is in receipt of child-only OWF cash assistance.

4. Will there be a time in the near future that centers who are currently sub providers be able to apply to be their own ELI Contracted Agency?

We do not anticipate adding any new contracted agencies in SFY 2009. It is too soon to say if more contracted agencies will be added for the next biennium.

5. Could ODJFS send e-mail alerts to changes in rules? One example would be the change in co-pay application when a provider has both ELI and subsidized child care. At first the co-pay went to the ELI child and now the child receiving subsidized.

In response to these types of inquiries, ODJFS has developed the following methods for keeping up with rule and law changes impacting our partners:

1. *RSS feed is a no cost, internet notification/subscription tool that can alert you when a change has occurred <http://www.odjfs.state.oh.us/ccupdates/>*

2. *For clearance notification:*

If you would like to receive notification when new clearances are posted, please send an e-mail including the e-mail address that you would like to have the notifications sent to Clearance@jfs.ohio.gov

3. *How do I know there has been an update on the ODJFS Electronic manuals site?*

E-Mail Notification – subscribe to the Handbook Updates Notification e-mail by sending an e-mail to: HANDBOOK UPDATE SUBSCRIPTIONS@jfs.ohio.gov Enter the word subscribe in the subject line. The e-mail notification is sent every Friday afternoon. The notification lists the update letters published for that week and provides a link to the Legal/Policy Central Calendar.

6. Can providers have the ability to move children from site to site?

No, as this would require providers to have access to the Child Care Information Data System (3299 system). Any changes to a child's authorization, including dates and provider changes, have to be made by the authorizing CDJFS.

7. How are ELI Contracted Agencies directed to allocate their slots? As a provider we previously had X number of slots, have had several students drop or move on to kindergarten but are still having difficulty accepting new students.

A Contracted Agency is allocated a certain number of slots. The contracted agency then determines how they are distributed among their providers.

8. JFS publicly funded billing period ends at a different time than the ELI cycles. If I have a child on publicly funded and he can't be added to ELI until the end of ELI billing cycle then can he be taken off publicly funded in the middle of the JFS billing cycle?

Yes. The rules are specific to ELI pay cycles.

9. What if a family member that drops off or picks up a child is not the parent?

OAC 5101:2-23-09 (3) states, The caretaker's or the caretaker's designee's signature on the attendance record shall show a legible and complete first and last name. The designee can not be an employee which causes a conflict of interest.

The individual dropping of or picking up the child does not have to be the parent. When an authorized person drops off or picks up a child they are the caretaker and can sign the attendance records for that child. An employee can not sign the attendance records for children that attend the center because that would be considered a conflict of interest.

10. What do you expect for a family who does not return to sign monthly attendance?

A complete legible original signature is required on all attendance records. If there is not a signature on the attendance records then billing can not be submitted for that time frame whether it is a day, a week, or an entire pay cycle. Each agency is responsible for obtaining the required signatures and determining what frequency works best for them to ensure proper documentation is collected at all times.

11. We are starting automatic attendance through touch screen at our centers with a digital parent signature (still required weekly). Is this acceptable?

Yes, as long as there is an audit trail. Please talk to your ELI consultant and make sure your automated system meets our attendance requirements.

12. Are JFS licensed centers required to participate in SUTQ? If so, what are the requirements... What step do they need to be, by when?

Yes. They must apply to achieve a rating within six (6) months of beginning the ELI program with a Contracted Agency.

13. Original Signatures – I have copies of Pay Cycle 1 parent signatures – not the original, should I attempt to get originals now?

Yes. Any records reviewed that are not originals will be deemed noncompliant.

14. How can Head Start programs receive ELI funding when they already get Head Start Funds? Double Dipping?

Currently there is nothing in rule, law, or the contract that prohibits this. If an agency is receiving funding for both programs for the same child the billing must be for separate times, no overlapping.

15. Original Signatures – What does this mean? Sometimes parents leave area and we fax attendance and they fax it back. Is this okay?

The caretaker faxing the records back with a signature would not be acceptable because that will not be the original. Keep the original records but mail or fax a copy to the caretaker to sign. The signed copy must be mailed back instead of faxing so that you have the original. Maintain both the original record and the copy with the original signature together to show that you have the original records.

16. Can ELI forms be emailed instead of faxed to JFS?

With the exception of attendance adjustments which must be mailed, most forms may be scanned and then sent electronically. Because there are many forms, and the term “ELI forms” is vague, it is recommended that specifics be discussed with the Contract Consultants prior to utilizing e-mail.

17. Do parent signatures need to be in BLUE INK only?

No, but it must be clear that the signature is original and not a copy.

18. Can we (The Provider or Contracted Agency) print the caretaker name on the attendance record beside an illegible signature?

No – For any caretaker that does not sign in cursive legibly, a document should be created and maintained that the caretaker completes attesting that is their signature that would include their child’s name, the caretaker name printed, and the caretaker’s signature. That document would then be used to compare to the signature obtained on the records to ensure it matches. The caretaker may also print their name beside where they sign but no one else shall print their name for them.

19. For non-English speaking families that do not use English cursive, what do I do?

For any caretaker that does not sign in cursive legibly, a document should be created and maintained that the caretaker completes attesting that is their signature that would include their child’s name, the caretaker name printed, and the caretaker’s signature. That document would then be used to compare to the signature obtained on the records to ensure it matches.

20. With the Attendance Adjustment form, JFS 1153, you said that copies of the attendance record needs to be attached. Is this a new requirement?

No. The Attendance Adjustment form was revised September 2007 and requires a copy of the caretaker signed attendance record that supports the requested adjustment to be attached. Please be sure that a copy is being sent and not the original record.

21. I think I used an older version of the attendance adjustment form recently. Will someone contact me if it was the incorrect form or send me the correct version as an e-mail attachment?

If your attendance form has 9/2007 in the bottom left corner, you are using the current form. Attendance adjustments will be returned if the current form is not used. If you do not have the 9/2007 revised form, please request the current form from either your ELI consultant or ELI Support.

22. Will the rolling cap go in reverse also?

Example. Overspend in pay cycles 1 – 7, under spend in pay cycles 8 – 10 and will balance out the year.

No. The rolling cap establishes a maximum attendance compensation for a cap period. Contracted agencies will not be paid for billing submitted above their compensation limit for services provided within that cap period. The example above is the same as if no cap was in place.

23. A child turning 3 on 10/22 can turn in an ELI application on 9/22? No sooner correct?

That is correct.

24. Will there be exceptions for obtaining signatures from families who have moved and no longer attend the center with no forwarding information?

No, there are no exceptions. OAC 5101:2-23-09 (3) states, The caretaker's or the caretaker's designee's signature on the attendance record shall show a legible and complete first and last name.

25. How should we go about getting complete and correct signatures from parents that no longer attend the contracted agencies centers.

ELI providers who wish to obtain signatures from caretakers whose children are no longer attending may chose to mail a copy of the attendance records requesting the caretakers signature or contact the caretakers to make arrangements to obtain the necessary signatures.

26. Is there a web site that the provider can go to check if a child in the ELI program has a co-pay?

The KinderAttend web site has that information available on the Provider Roster Report.

27. Are all the payment rates the same throughout the state or does it depend on the Contracted Agency you are with?

The payment rates to the Contracted Agencies are the same for everyone. The amounts that the Contracted Agencies reimburse their providers is determined by the Contracted Agency and may differ throughout the state.

28. What are the rates?

*Full time – 100 Hours or more - \$726.00
Part time – 55 to 99.5 hours - \$544.52
Hourly – 54.5 hours or less - \$7.53 per hour*

29. How can the fiscal payment timeline to subcontractors be expedited especially for the agencies that have a large majority of ELI students?

Contracted agencies have one week to approve attendance after the pay cycle closes. ODJFS exports attendance the following Friday. Payment to the contracted agencies should be received within 4 weeks of the date they approve. The ELI contract requires contracted agencies to pay their sub providers within 5 business days upon receipt of payment.

30. Do the caseworkers understand ELI eligibility ends on the last day of the ELI Pay Cycle in the 12th month of eligibility? They are still going by the calendar days for the month.

Please make your ELI consultant aware of CDJFS's that are not ending authorizations on the last day of the ELI pay cycle in the 12th month of eligibility.

31. How long do children's files need to be kept after they have withdrawn from the center?

ELI records are to be maintained for 3 years.

32. Do we have to go through a contracted agency or can each center apply for their own ELI program? If so, what are the steps to follow?

Currently the only way to participate in the ELI program is to contract with a current ELI Contracted Agency.

33. I heard that they are working on unitizing all programs – If so, what is the timeline?

The meaning of this question is unclear. We believe the question is asking about unionization. Currently, Governor Strickland did sign legislation allowing Type B providers to unionize and that contract is being negotiated. That is the extent of any Child Care unionization that we are aware of.

34. Is or how much of the enrollment monies should go directly to the sub-provider where the child is enrolled?

That is left to the discretion of the Contracted Agency.

35. 12 months enrollment? We still have students that are being enrolled for 3 and 6 months?

Children are determined eligible for twelve months. Please keep in mind a child that is authorized to your agency may have been at another agency prior to your agency and can only be authorized to your agency for whatever time remains on their twelve months of eligibility.

36. Attendance Adjustment forms have the wrong dates.

The forms do not have the wrong dates. Due to the fiscal years ending and beginning in the middle of the week additional date ranges were created on the form. The last day(s) of the fiscal year can be found in the week four drop-downs. There are two pay cycle 13 options for the end of each fiscal year that did not end on a Friday. There are no additional drop-downs for the beginning of the fiscal year but the number of days within the date range will be shorter than other weeks.

The Contracted Agency should submit billing on the day of the week that the fiscal year began if an attendance adjustment is needed.

37. Collection of co-pays – The information on the web site changes. One day they have a co-pay and the next day they don't and the information is off from the system as if they never existed.

The information that the web site displays is what ODJFS uses for monitoring purposes. If it changes or does not match the information provided on the placement letter/approval notification for a child, that documentation should be maintained to show the differences. The CDJFS should also be contacted to verify which amount is accurate to ensure proper action is being taken by the Contracted Agency in collection of the co-pay.

38. How do you reinstate a Pre-K student back into ELI after the student is removed from the school and the parent wants the child to return to the day care center?

As long as the parent has not requested their ELI services terminated, and the child is still eligible, the parent would need to contact the CDJFS and request to have the child authorized for ELI services to this provider again.

39. Is there any consideration possible for lost hours of service during the recent power outages?

No, there will be no reimbursement for days closed due to a power outage.

40. Regarding eligibility on the day the CDJFS receives the application – What if they aren't approved?

This question is vague but we will attempt to answer what we think is being asked. If a child is not approved for services, the child is not eligible on the date of application or any other date until they are determined eligible for services.

41. How have the counties been informed of the “ELI eligibility shall end on the last day of the ELI pay cycle in the 12th month?”

There are ODJFS staff designated specifically to provide technical assistance to counties. The counties were informed during regional meetings similar to this one and a Transmittal Letter was sent to all CDJFS.

42. What is the state doing to monitor/audit CDJFS compliance with the rule requiring ELI eligibility shall end on the last day of the ELI pay cycle in the 12th month?

If you feel that a policy or procedure is not being followed by the CDJFS accurately, you should attempt to resolve the issue with the CDJFS. If you do not reach a successful resolution, you should provide specifics and documentation of

your conversations with the CDJFS to your Contract Consultant who will pass this information on to designated county monitoring staff.

43. What are the statistics on ELI programs who have achieved SUTQ stars and the number of ELI programs that did not apply?

Because the definition/interpretation of data can significantly influence what data individuals receive, interested individuals can submit a public records request where they will be asked to specifically define their data requirements.

44. What are the % of ELI children served in Montgomery County vs the rest of the state?

While this is a much more limited inquiry than question 43, this also would need to be requested via a public records request. If a report exists that already contains this data, that report would be made available to the requestor.

45. In Cuyahoga County, if a child is approved for ELI mid-month (15th) and is on a monthly voucher, how do I get paid for the 1-14th of the month? When I submit the voucher at the end of the month it will be returned saying that the child is on ELI even if the billing submitted on the voucher ends the day before the ELI authorization begins.

Due to the CDJFS being unable to see the billing that is submitted for ELI the CDJFS returns the voucher due to the overlap in approval dates of both programs. The voucher then has to be reissued with dates of the 1-14th instead of the whole month as it had been in order for them to approve it for payment. This helps prevent possible overpayments from occurring.

46. Co-pays cannot be paid through a scholarship. Please restate that and confirm that UPK funds can not be used for co-pays.

The assigned co-payment must be paid in full by the caretaker. Scholarship and Universal Pre-K funds do not qualify for, nor serve as the caretakers co-payment.

47. We are having a problem with ELI eligible children who are not eligible for vouchers and families who do not have caseworkers. Parents hand in their ELI applications to the CDJFS and it takes over a month (or more) before approval. In the meantime their requested "start date" has passed and they are unable to have child care. How can we make this easier for parents without caseworkers?

While some families may not have an assigned caseworker, every county has the responsibility to determine eligibility and is responsible for the timely determination of that eligibility. If programs are having difficulties with this, they should contact the CDJFS to discuss options, alternatives and or resolutions. If no resolution can be reached with the CDJFS, programs may contact their Contract

Consultant with information and documentation that confirms their attempts to resolve the issue and that information will be shared with the county monitoring staff for follow-up.

48. Concerning the co-pay: In our contract to the parents, it states that if they have a co-pay and do not use over the amount of the co-pay, we will accept whatever the amount of services adds up to be. Is this allowed? Do we have to charge them the full co-pay from ODJFS?

Yes, the full co-pay amount must be collected regardless of the amount of services the child has received. This situation may happen when a child is authorized to begin the ELI program toward the end of a pay cycle and co-payment month. The provider may agree to have the caretaker private pay for services and have their child begin ELI at the beginning of the next co-payment calendar if it would be beneficial to the caretaker.

49. Why are we changing/amending after the contract is signed?

It is common practice in government and every business environment to amend contracts after they have been signed. This is the only method for addressing policy, law and rule changes as well as changes in environment and funding without terminating the contract and entering into a new contract.

50. Signatures – Many parents sign a specific way for identity reasons, why are we NOT accepting what and how a parent signs?

For any caretaker that does not sign in cursive legibly, a document should be created and maintained that the caretaker completes attesting that is their signature that would include their child's name, the caretaker name printed, and the caretaker's signature. That document would then be used to compare to the signature obtained on the records to ensure it matches. The caretaker may also print their name beside where they sign but no one else shall print their name for them.

51. Could we (center, teacher, or director) be the caretaker's designee to sign for attendance?

No. An employee can not sign the attendance records for children that attend the center because that would be considered a conflict of interest.

52. If you have adjustments for previous pay cycles do you submit hours online and mail in the adjustment form?

Any attendance that you are able to submit on the KinderAttend site does not require an adjustment form to be submitted as well. The Attendance Adjustment

form is only to be submitted when your agency is unable to enter the attendance on KinderAttend.

53. When a child turns 6 and school has not started is their ELI eligibility ended on the 6th birthday? Or the day school starts?

The child is no longer eligible the day that they begin attending kindergarten. Please note that if a child is going to begin kindergarten and will need care between the hours of 6 AM and 6 PM at the same provider they can not be authorized for both ELI and subsidized within the same pay cycle.

54. What are the restrictions on how the funds received for attendance reimbursement can be spent? Is this cited anywhere in the contract or rule? When did it change from only TANF allowable to unrestricted?

Around the beginning of the biennium (2007), it was determined that since the services that ODJFS was purchasing through the ELI contracts met the required TANF purposes, there was no further requirement that programs also had to meet those requirements. They had earned the dollars by providing an eligible service and therefore the funds can be expended however the program sees fit.

55. What are the restrictions on how the funds received for enrollment awards can be spent? Is this cited anywhere in the contract or rule? When did it change from only TANF allowable to unrestricted?

“Same response to Question 54.”

Around the beginning of the biennium (2007), it was determined that since the services that ODJFS was purchasing through the ELI contracts met the required TANF purposes, there was no further requirement that programs also had to meet those requirements. They had earned the dollars by providing an eligible service and therefore the funds can be expended however, the program sees fit.

56. What is the definition of caretaker for signature purposes on attendance records?

“Same response to Question 9.”

The individual dropping of or picking up the child does not have to be the parent. When an authorized person drops off or picks up a child they are the caretaker and can sign the attendance records for that child. An employee can not sign the attendance records for children that attend the center because that would be considered a conflict of interest.

57. For a caretakers signature on ELI forms – Can it be any caretaker who could pick the child up, or must it be the parent/guardian?

OAC 5101:2-23-09 (3) states, The caretaker's or the caretaker's designee's signature on the attendance record shall show a legible and complete first and last name. The designee can not be an employee which causes a conflict of interest.

The individual dropping of or picking up the child does not have to be the parent. When an authorized person drops off or picks up a child they are the caretaker and can sign the attendance records for that child. An employee can not sign the attendance records for children that attend the center because that would be considered a conflict of interest.

58. Why do ODJFS providers have to participate in Step Up To Quality and ODE providers have an option?

*ODJFS providers **GET** the opportunity to be a part of Step Up to Quality which offers a wide variety of supports and services as well as additional funds to support high quality care for children in those settings. At this time, ODE licensed providers are not able to take advantage of these supports and funding as ODE and ODJFS licensing systems and requirements are not aligned. Staff are working diligently to identify gaps in the systems and reconcile differences so that all programs can take advantage of these additional supports.*

59. Have concerns been raised about providers being requested to participate in Step Up To Quality?

There is no request for programs to participate in Step Up to Quality. Step Up to Quality, like ELI, is currently a 100% voluntary program. Programs who do not wish to participate in either program currently have no restrictions on leaving.

60. Can a Contracted Agency subcontract with a school district for ELI services? Even if they do not have an ODJFS contract or license number?

Yes. ELI providers can be licensed by ODJFS or ODE.

61. Can a caretaker sign attendance records that are designed for one signature during an entire pay cycle prior to the end of that pay cycle?

No. Signatures shall not be obtained prior to all of the attendance occurring for which that signature is verifying.

62. Is a co-pay to be collected from a family that only begins attending ELI near the end of the co-pay calendar or can the cost of care be billed instead of the entire co-pay if it is less? Do ELI hours not get billed on KinderAttend then if they pay the cost of care instead of the co-pay?

"See the response to Question 48."

Yes, the full co-pay amount must be collected regardless of the amount of services the child has received. This situation may happen when a child is authorized to begin the ELI program toward the end of a pay cycle and co-payment month. The provider may agree to have the caretaker private pay for services and have their child begin ELI at the beginning of the next co-payment calendar if it would be beneficial to the caretaker.

63. How will ELI be funded in the next budget period? Will we experience a cut or more barriers for families?

The State of Ohio is in the beginning stages of the next biennium budget. In addition, the economy and availability of federal funds which are contributing factors, are currently in a state of flux. It is too early to speculate on what might happen during the next budget period.

64. If a subsidized child enrolls in our center and the child qualifies for ELI, do we have to wait until the first day of the billing cycle to request the child's placement in ELI? This is a newly enrolled child.

The parent would need to apply for ELI and at the same time advise the CDJFS they do not want subsidized between the hours of 6A – 6P to the new provider. If subsidized is approved to the new provider, the child cannot start ELI until the beginning of the next ELI pay cycle.

65. When can a sub-provider become their own contracted agency?

We do not anticipate adding new contracted agencies for SFY 09. It is too soon to say if more contracted agencies will be added for the next biennium.

66. What are enrollment dollars?

Contracted agencies received a \$1,000 enrollment award for each child with reported attendance at the beginning of SFY 08 and SFY 09 up to the amount of their allocated slots.

67. During the monitoring visit by ODJFS, can centers provide the attendance records the day of the monitoring visit for only the children selected to be reviewed.

Article 1, section J, of the ELI amendment states, CONTRACTOR agrees to store and maintain all original ELI-related documentation at an in-state location and make all documentation available for review during on-site monitoring.

All attendance records covering the time period of the monitoring review shall be present at one location for on-site monitoring.

Kinderattend

68. Is there a way of highlighting children so when you scroll over you will not lose or forget what child you are working on?

An enhancement has already been requested to allow the child's name to always remain visible and have the weeks roll behind the name as you enter attendance.

69. Will KinderAttend still calculate the Enrollment Awards in the total payment each month?

Yes.

70. What is the KinderAttend Log in time limit?

KinderAttend will log you out after 20 minutes of inactivity.

71. The provider Roster report currently mixes up any kids that I have attending sites that have the same name but a different license number when I view all providers. Can this be corrected?

Yes. A request to correct this was submitted and all Contracted Agencies should be able to view the reports with the children sorted by site name and license number.

72. I am trying to remove hours that were entered for a child that shouldn't have been and every time I hit save KinderAttend puts the hours back in that had been entered. How do I get rid of these hours before the attendance is approved so that I do not have to submit an attendnace adjustment?

Once hours have been entered and saved on KinderAttend a value has been saved. To remove the hours that should not have been entered the value that was entered must be replaced with another value and KinderAttend recognizes zero as a value so instead of leaving the box blank enter a zero and KinderAttend will save the changes.

73. My providers are saying that they are getting a message that says that their password is going to expire. Is this something we can take care of?

Yes. Directly below the box that the password is entered is a link that says click here to change password. They can click on that link and then change their password as prompted so that the warning advising of the password expiration will stop

appearing. If they are unable to see the link due to screen size they can place the cursor in the password box, hit the Tab key once and then hit the Enter key. This will also bring up the same window to change their password that they would get by clicking on the link.

74. My provider has contacted me because when they try to log on to KinderAttend it is saying they are already logged on yet they are sure that they are not. How can this be fixed?

If a provider contacts you with this issue please send an e-mail to ELI_Support@jfs.ohio.gov with the individual's name that is attached to the User ID that the system is saying is still logged on. ELI support will then be able to go in to KinderAttend and reset it so that the provider will be able to log on.

75. My provider has called me because they have forgotten their password. Is this something we can correct?

Yes. If one of your providers has forgotten their password you can log on to KinderAttend and using the Operator menu that should be in the menu on the left side of the screen. Search for that provider's User ID, select Edit, change the password, and click save. Advise the provider of the new password and they can then go in and change it to something they will remember for future use. Remember that KinderAttend passwords must be at a minimum 8 characters in length, at least one of those characters must be a number, and they are case sensitive.