



Provider

Frequently Asked Questions (FAQ's)

Q: Why didn't some of my children pre-print on my attendance rosters?

A: The parent's authorized care and child enrollments may not have been entered in our Child Care Maintenance System until after the rosters were printed. Please write their name/names on the roster and mark the days present with an X or an E for days absent.

A: The parent's authorized care may have ended. Please review your application/certificate for those parents/children. If authorization ended, the parent will need to contact our office at 208-2044 option 7 to see if they are still eligible.

Q: When do I submit my attendance rosters to ELC of Duval for payment?

A: All rosters are due in our office, or uploaded to our secure web site, by the second working day of each month or before 8:00am on the 3rd working day if put in the drop box at the front entrance to our office. **Please remember to sign the authorized signature line at the bottom right of each attendance roster.**

Q: How do I submit an amended roster for a child or children that were authorized to attend my center/FCCH/home?

A: Make a copy of the previous month's attendance roster. Write the child/children's names on the roster and mark X for days present or an E for days absent and submit with your current month's roster.

Q: How much should I expect to be direct deposited in my checking/saving account for my SR/VPK/Local funding payment?

A: Please review the direct deposit stub that was placed in your current month's attendance roster envelope.

Q: How do I know I received payment for all of the children I submitted on my attendance roster?

A: Reconcile your provider final reimbursement/copy of attendance rosters submitted that are placed in your current month's attendance roster envelope. If care for a child wasn't paid on a pre-printed or hand written child the explanation will be on your copy of the attendance roster attached to provider final reimbursement reports.

Q: Who do I contact if I need to discuss an issue with my reconciled payment?

A: Please call 208-2044 option 9.

Q: What will cause a child to pre-print more than once on my monthly attendance rosters?

A: Changes in care level (child's birthday within the month), the parent fee or VPK class room.

Q: Who do I contact if I want to know a parent/child's authorized care begin/end date?

A: The parent or ELC of Duval should have given/mailed you a SR application/certificate or VPK certificate with care authorized dates. If you do not have either of these documents, please have the **parent** call our Child & Family Resources Department at 208-2044 option 7.

Q: Can a parent transfer without having paid their state required parent fees?

A: If a parent has not paid their parent fee for the last 30 days they cannot transfer. We will not hold a parent's transfer for balances over 30 days.