

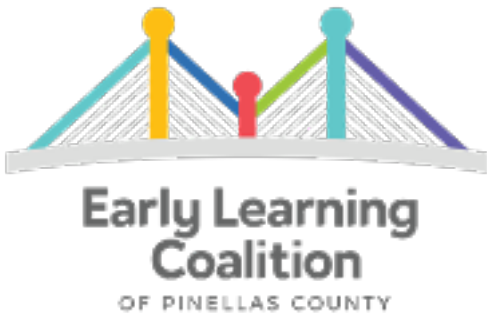


**Early Learning  
Coalition**  
OF PINELLAS COUNTY



**CCR&R**  
Child Care Resource & Referral

**Parent Packet**



Dear Parents/Guardians,

Child Care Resource and Referral (CCR&R) is a service designed to help you find quality and affordable child care and community resources. We can help you select a provider who meets your child's needs and makes you feel comfortable. Enclosed is a list of child care providers and information to help you select a provider. This list was generated based on the information you provided. Each family's child and situation are unique. Only you can choose which program is right for your child. We share your concern for finding quality child care and therefore hope that the enclosed information is helpful to you in making your selection. Please note that these providers are not rated or recommended by Child Care Resource and Referral, Early Learning Coalition or Pinellas County Health Department (PCHD) Child Care Licensing Program.

We serve Pinellas County, and our offices are open 8am to 5pm, Monday through Friday. Our database includes legal providers who have met state and local licensing requirements. We encourage you to contact the child care providers on your list to arrange interviews and visit with at least three providers before making your selection. After you have carefully interviewed your potential providers, we urge you to check references before placing your child in care. We recommend that you make at least one surprise visit before choosing a provider. The following resources will help you learn more about providers.

- Health and safety standards, provider license files, inspection reports, violation history – Visit Department of Children and Families (DCF) at <http://www.myflorida.com/childcare> or contact PCHD located at, 8751 Ulmerton Rd., Suite 2000, Largo, FL 33771, (727) 507-4857 or [www.pclb.org](http://www.pclb.org)
- Gold Seal Quality Care – This program recognizes providers committed to providing quality care. To learn more visit <https://www.myflfamilies.com/service-programs/child-care/goldseal.shtml>
- Child assessment – Speak with providers about how they assess children's learning and development please contact the Pinellas ELC's Screening and Intervention Team at 727-548-1439.
- Program assessment – To learn how providers are evaluated and rated contact the Pinellas ELC's Quality Programs Team at 727-548-1439.
- Submit provider complaints to DCF at <https://www.myflfamilies.com/service-programs/child-care/complaint/> or at ELC of Pinellas County at <http://elcpinellas.net/contact>
- To report known or suspected child abuse, visit DCF Abuse Hotline <https://reportabuse.dcf.state.fl.us> or call 1-800-962-2873.

**Other Helpful resources:**

- Early Learning Coalition of Pinellas – [www.elcpinellas.net](http://www.elcpinellas.net) or 727-400-4411
- Office of Early Learning – <http://www.floridaearlylearning.com> or 1-866-357-3239
- Voluntary Prekindergarten (VPK) - <http://www.floridaearlylearning.com/vpk>
- VPK Readiness Rate Information – <https://vpkrates.floridaearlylearning.com>
- Early Steps – [www.earlystepsdirectory.com](http://www.earlystepsdirectory.com) or 1-800-218-0001, Florida Diagnostic and Learning Resources System [www.fdlrs.org](http://www.fdlrs.org) or 850-245-0478 (resources for children with special needs)
- Florida KidCare – <http://www.floridakidcare.org> or 1-888-540-5437 (health insurance)

If you need another list of providers, community resources or information about VPK or School Readiness programs, please call 727-400-4411 Thank you for contacting CCR&R.

2536 Countryside Blvd., Suite 500, Clearwater, Florida 33763

Phone: (727) 400-4411

Fax: (727) 545-7538

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*A Source for Child Care Information & Options*

Child Care Resource & Referral (CCR&R) is a FREE community service, administered by the Early Learning Coalition of Pinellas County, that offers information and referral services to all families that are looking to find child care information in Pinellas County.

CCR&R assists families in finding early education programs that best meet their needs. Trained staff will answer questions about choosing the best early learning programs and provide parents with a list of referrals that is customized to their specific preferences.

### **CCR&R Services for Families**

- ☒ Free child care provider lists based on family's needs.
- ☒ Information on choosing high quality child care, promoting age appropriate development and preparing children for kindergarten.
- ☒ Access to questions about child care regulations and the licensing history of child care providers.
- ☒ Direct access to local, state and federal child care scholarship applications available to low-income parents.
- ☒ Referrals for children with disabilities and special health concerns.

**For a list of child care provider options contact:  
727-400-4411**

**For more information about CCR&R visit:  
[www.elcpinellas.net/ccrr](http://www.elcpinellas.net/ccrr)**



## ***How to Access other Pinellas County Programs***

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### **Early Learning Coalition of Pinellas County, Inc.**

(727) 548-1439

**2563 Countryside Blvd,  
Suite 500**

**Clearwater, FL 33763**

**[www.elcpinellas.net](http://www.elcpinellas.net)**

The Early Learning Coalition of Pinellas County is a not for profit planning and funding agency focused on early care and education. The goal of the Early Learning Coalition is to prepare all children to enter kindergarten ready to succeed. Additionally, the Coalition supports school age children in continuing academic achievement. The coalition achieves these goals in collaboration with community partners by providing:

- Child care scholarships
- VPK- Florida's FREE Voluntary Prekindergarten program for 4 year olds
- Training and technical assistance for child care providers
- Developmental, vision and hearing screenings

### **Department of Education**

1-866-447-1159

**[www.fldoe.org/earlylearning](http://www.fldoe.org/earlylearning)**

The Department of Education/Office of Early Learning (DOE/OEL) works in collaboration with the Agency for Workforce Innovation (AWI) and the Department of Children and Families (DCF) to implement the Voluntary Prekindergarten (VPK) Education program.

### **Florida Child Abuse Hotline**

1-800-962-2873

**<https://reportabuse.dcf.state.fl.us>**

**Telecommunications Device for the Deaf (TDD): 800-453-5145**

Reporting systems are provided for your convenience to report non-emergency concerns of abuse and/or neglect. An emergency situation occurs when a child or elderly/disabled person appears to face immediate risk of abuse/neglect that is likely to result in death or serious harm (without intervention). If is an emergency situation: **FIRST**, call 911 then contact the Florida Abuse Hotline at 1-800-962-2873.

**Pinellas County Head Start Program/ Early Head Start**

(727) 547- 5900

**2210 Tall Pines Dr., Suite 200**

**Largo, FL 33771**

**[www.pinellascountyheadstart.org](http://www.pinellascountyheadstart.org)**

Head Start is a federally funded comprehensive child development program. It serves low income children from age 3 to mandatory school age and their families throughout the United States. Developmentally appropriate activities are presented to children in a language rich, nurturing preschool environment. At least 90% of the children enrolled in Head Start must be from families who meet the poverty guidelines. The remaining 10% may be from families above the income guidelines with approved extenuating circumstances. In addition, 10% of the total enrollment must be children who have been professionally diagnosed as having a disability.

There are no charges or fees for any of the following services provided by Head Start:

- Educations
- Nutrition
- Family services
- Mental health
- Disabilities
- Parent Involvement
- Transition
- Transportation

**Department of Children and Families**

1-866-762-2237

**<http://www.dcf.state.fl.us/programs/access/generalinfo.shtml>**

The Department of Children and Families, ACCESS Florida Program has several programs that can help Florida families. They include, Food Assistance, Temporary Cash Assistance, Medicaid and Refugee Assistance. Each of these programs has its own eligibility rules, but you may apply for any (or all) of these programs at one time using the same application.

**FLAIRS**

1-904-390-3278

[www.flairs.org](http://www.flairs.org)

The MISSION of the Florida Alliance of Information and Referral Services (FLAIRS) is to strengthen the health and human service information and referral provider network in the State of Florida through advocacy, coordination and education

**United Way of Tampa Bay**

1-813-274-0900

[www.unitedwayoftampabay.org](http://www.unitedwayoftampabay.org)

This visionary organization is creating programs designed to make lasting and positive change in Hillsborough and Pinellas Counties with a strategic focus on education, income, neighborhoods and safety net services to people in need.

**WIC a service of the Pinellas County Health Department**

[www.pinellashealth.com](http://www.pinellashealth.com)

You may qualify for WIC if you are:

- breastfeeding,
- pregnant,
- legal guardian of a child under 5 years

WIC offers healthy foods like milk, cheese, cereal, eggs, etc. Eligibility for WIC is for low to moderate income. Eligibility for WIC is not affected by your current status in or out of the WAGES/TANF Programs. You are eligible for WIC if you have low to moderate income. Many WIC participants are not on public assistance and working full time.

**Locations:**

St. Petersburg	824-6900	Mid County	524-4410
Pinellas Park	547-7780	Safety Harbor	791-8255
Largo	588-4716	Tarpon Springs	942-5457
Clearwater	469-5800		

## ***Services for Children with Special Needs***

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### **FDLRS/Gulfcoast Associate Center**

(727)793-2731

**2929 Country Rd 193, Clearwater, FL 33759**

**[www.fdlrs.com](http://www.fdlrs.com)**

Children eligible for services:

- Are birth to 21 years of age who are not enrolled in a public school
- May have special needs
- Are not receiving exceptional student education or related services

FDLRS Child Find is a service of the Pinellas county Schools for families with children with special needs. The mission of Child Find is:

- To discover whether a child has special learning need
- To identify what those needs are
- To link families to school district evaluations, programs, and services located throughout the county
- If your child is age 3 to 5 years, is having problems with speech/language, hearing, vision, motor coordination, concepts or behavior

### **Early Steps Program**

1-800-654-4440/ (727)-767-4403

**500 7<sup>th</sup> Avenue South, St. Petersburg, FL 33701**

**[http://www.cms-kids.com/families/early\\_steps/early\\_steps.html](http://www.cms-kids.com/families/early_steps/early_steps.html)**

If you have concerns about your child's development including speech/language skills, social or play skills, and or motor skills, please call the Early Steps Program.

The Early Steps Program at All Children's Hospital serves children from birth to age three. Services offered are developmental screenings, developmental evaluation and coordination of early intervention services for children with special needs.



# PINELLAS COUNTY COMMUNITY RESOURCES

## BACK TO SCHOOL

Tampa Bay 211	727-210-4211	<a href="http://www.211tampabay.org">www.211tampabay.org</a>
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## CHILD CARE INFORMATION

Child Care Aware	800-424-2246	<a href="http://www.childcareaware.org">www.childcareaware.org</a>
Know your child's family child care home	727-507-4857	<a href="http://www.pclb.org">www.pclb.org</a>
Know your child's center	727-507-4857	<a href="http://www.pclb.org">www.pclb.org</a>
Pinellas County Schools Heat Program	727-588-6033	<a href="http://www.pcsb.org/page/1579">www.pcsb.org/page/1579</a>
FL Virtual Schools	800-374-1430	<a href="http://www.flvs.net">www.flvs.net</a>
R' Club Program	727-578-5437	<a href="http://www.RClub.net">www.RClub.net</a>
LSF Head Start/Early Head Start	727-547-5979	<a href="http://www.lsfnet.org">www.lsfnet.org</a>
YMCA Suncoast	727-467-9622	<a href="http://www.ymcasuncoast.org">www.ymcasuncoast.org</a>

## CHILD'S WELL BEING

VROOM Brain development		<a href="http://www.joinVROOM.org">www.joinVROOM.org</a>
FL Department Immunization Record	727-824-6900 x4	<a href="http://pinellas.floridahealth.gov">http://pinellas.floridahealth.gov</a>
Infant Immunizations FAQ's	727-824-6900 x4	<a href="http://pinellas.floridahealth.gov/">http://pinellas.floridahealth.gov/</a>
Children Medical Services	727-824-6900 x4	<a href="http://pinellas.floridahealth.gov/">http://pinellas.floridahealth.gov/</a>
Child Health Check-up	850-245-4342	<a href="http://www.floridahealth.gov">www.floridahealth.gov</a>
Handwashing	800-232-4636	<a href="http://www.CDC.gov/germstopper">www.CDC.gov/germstopper</a>
Healthy Start	727-507-6330	<a href="http://www.healthystartpinellas.org">www.healthystartpinellas.org</a>
Learning Strategies		<a href="http://www.mindinthemaking.org">www.mindinthemaking.org</a>
Florida Health Dept. – Safe Kids	850-245-4455	<a href="http://www.floridahealth.gov">www.floridahealth.gov</a>
Zika Information	727-464-7503	<a href="http://www.CDC.gov/Zika/Index.html">www.CDC.gov/Zika/Index.html</a>
Zero to Three		<a href="http://www.zerotothree.org">www.zerotothree.org</a>
Sun Coast Child Abuse	727-388-1220	<a href="http://www.suncoastcenter.org">www.suncoastcenter.org</a>
WIC information	727-824-6913	<a href="http://www.FloridaWIC.org">www.FloridaWIC.org</a>
COVID-19 Information		<a href="http://www.cdc.gov/coronavirus">www.cdc.gov/coronavirus</a>

## CONSUMER EDUCATION

Career Source Gulf-To-Bay	727-608-2408	<a href="http://www.careersourcepinellas.com">www.careersourcepinellas.com</a>
English Class for Beginners	727-445-9734	<a href="http://www.hispanicoutreachcenter.org">www.hispanicoutreachcenter.org</a>
Spanish Class for Beginners	727-445-9734	<a href="http://www.hispanicoutreachcenter.org">www.hispanicoutreachcenter.org</a>
Career Source St. Petersburg	727-608-2512	<a href="http://www.careersourcepinellas.com">www.careersourcepinellas.com</a>

## DISASTER RELIEF

FEMA	800-621-3362	<a href="http://www.FEMA.gov">www.FEMA.gov</a>
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## DOMESTIC VIOLENCE

CASA	727-895-4912	<a href="http://www.casa-stpete.org">www.casa-stpete.org</a>
RCS	727-442-4128	<a href="http://www.RCSPinellas.org">www.RCSPinellas.org</a>

## FAMILY RESOURCES

Family Resources	727-521-5200	<a href="http://www.familyresourcesinc.org">www.familyresourcesinc.org</a>
Directions For Living	727-524-4464	<a href="http://www.DirectionsForLiving.org">www.DirectionsForLiving.org</a>
Community Health Centers	727-824-8181	<a href="http://www.chcpinellas.org">www.chcpinellas.org</a>
Total Family Strategy	727-327-7656	<a href="http://www.suncoastcenter.org">www.suncoastcenter.org</a>
Caring Community Counseling	727-367-2273	

## FOOD ASSISTANCE

FL Department of Health – WIC	727-824-6913	<a href="http://www.floridaWIC.org">www.floridaWIC.org</a>
FL Access Program	866-762-2237	<a href="http://www.myflorida.com">www.myflorida.com</a>

## FOSTER PARENTING

Eckerd Community Alternatives	800-554-4357	<a href="http://www.eckerd.org">www.eckerd.org</a>
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## HOMELESS INFORMATION

FL Homeless Education	727-507-4766	
Homeless Early Learning Program	850-245-9964	
RCS Pinellas	727-584-3528	<a href="http://www.RCSPinellas.org">www.RCSPinellas.org</a>

## INSURANCE INFORMATION

FL Access Program	866-762-2237	<a href="http://www.myflorida.com">www.myflorida.com</a>
Amerigroup	800-600-4441	<a href="http://www.myamerigroup.com">www.myamerigroup.com</a>
Community Health Centers	727-824-8181	<a href="http://www.chcpinellas.org">www.chcpinellas.org</a>
FL Kid Care	888-540-5437	<a href="http://www.healthykids.org">www.healthykids.org</a>
Sunshine Health	866-796-0530	<a href="http://www.choosesunshinehealth.com">www.choosesunshinehealth.com</a>

## KINSHIP CARE

Kinship Services Network	1-888-920-8761	<a href="http://www.childrenshomenetwork.org">www.childrenshomenetwork.org</a>
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## MENTAL HEALTH

Bay Care Behavioral Health	727-822-9497	<a href="http://www.baycare.org">www.baycare.org</a>
PEMHS	727-545-6477	<a href="http://www.pemhs.org">www.pemhs.org</a>

## MILITARY INFORMATION

Military Child Education Coalition	1-254-953-1923	<a href="http://www.MilitaryChild.org">www.MilitaryChild.org</a>
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## PREGNANCY INFORMATION

Healthy Start Coalition	727-507-4260	<a href="http://www.healthystartpinellas.org">www.healthystartpinellas.org</a>
WIC	727-824-6913	<a href="http://www.floridaWIC.org">www.floridaWIC.org</a>

## SAFETY

Car Seat Safety	727-824-6900	
Safe Kids – childproofing	800-756 - SAFE	

## SENIOR CARE

POC Emergency Home Assistance	727-823-4101	
Neighborly Network	727-573-9444	

## THERAPEUTIC INTERVENTION

Asperger Disorder	1-800-333-4530	
Autism –The Hospital Emergency Room	1-800-333-4530	
Lampert’s Pediatric Clinic	727-541-5304	<a href="http://www.lampertstherapy.com">www.lampertstherapy.com</a>
Banyan Peds “The Kidz Club”	727-821-5439	



apply on-line or call for an application



easy to apply!



if eligible, your child is enrolled!

Florida KidCare:  
It's as easy as that!

# Fl♡rida KidCare

Child Health Insurance You Can Afford!



For  
kids,  
it's great  
health  
insurance.

For  
parents,  
it's one less  
worry.

# Fl♡rida KidCare

Child Health Insurance  
You Can Afford!

**1-888-540-5437** toll free

TTY 1-877-316-8748

[www.floridakidcare.org](http://www.floridakidcare.org)

DH 150-540, 6/07

## Good news for Florida's families!

Your child may be eligible for health insurance through Florida KidCare, even if one or both parents are working. Getting health insurance for your children before they get sick is very important. Children need to have regular check-ups to make sure they are growing strong and healthy. Healthy children do their best at school and play.

## What is Florida KidCare?

It's health insurance for children, from birth through age 18, who do not have insurance. Eligibility for Florida KidCare is based on income and family size.



## How do I apply?

It's easy. Apply on-line at: [www.floridakidcare.org](http://www.floridakidcare.org) or fill out the simple Florida KidCare application form and mail it as soon as possible. If you would like an application, call toll free, 1-888-540-5437.

*Note: If you are pregnant, apply now for your unborn child.*

## How much do I pay each month for coverage?

- There is no charge for Medicaid.
- Monthly premiums depend on your household's size and income. Most families pay \$15 or \$20 a month. If you need to pay more, Florida KidCare will let you know.
- You may have to pay low co-payments for some services.

## What services are covered?

Here are some services Florida KidCare covers:

- |                 |                 |
|-----------------|-----------------|
| • Doctor visits | • Check-ups     |
| • Shots         | • Hospital      |
| • Surgery       | • Prescriptions |
| • Vision        | • Hearing       |
| • Mental health | • Emergencies   |



## Taking your child to the doctor just got easier... because help is on the way!

Whether you are working, training for a new job, going to school, or staying home with your child, Florida KidCare can help you keep your children healthy.

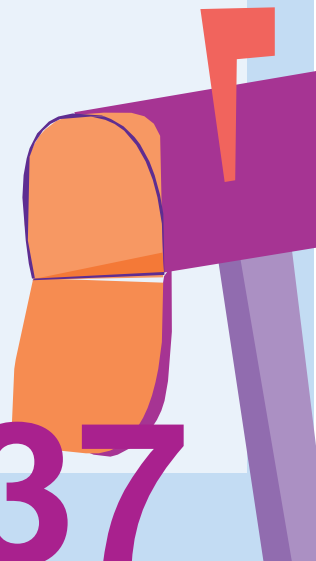
## Why all the fuss about health insurance?

Children with health insurance are more likely to:

- Get the help they need when sick or hurt.
- Get the shots they need.
- Miss fewer days of school.
- See their own doctor and nurse who know them.

**For applications or information, contact:**

**Or call 1-888-540-5437 (toll free) or visit [www.floridakidcare.org](http://www.floridakidcare.org)**



# 1-888-540-5437

Florida  
KidCare



## **Plan on Sick Days...They Will Happen!**

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It is inevitable that working parents with a young child will sooner or later have to cope with their child being ill. Parents need to develop a plan that allows them to manage the difficult problem of caring for their sick child in a way that:

- ✓ **Decreases stress for the child;**
- ✓ **Eases tension and guilt for you; and**
- ✓ **Makes business run smoothly for your employer.**

### **How Sick is Too Sick for Child Care?**

Children suspected of having a communicable disease such as chicken pox, measles or strep throat may not be placed in child care. Furthermore, children exhibiting symptoms of illness such as undiagnosed rashes, sore throat, vomiting, or diarrhea also should not be in care.

These guidelines apply to both children's centers and family child care homes. When enrolling your child in care, discuss the caregiver's sick child care policies.

### **Be Prepared:**

Before your child gets sick, consider what your choices will be. After thinking about your commitments, you will know what problems you face in caring for your child when he or she is sick.

### **Caring for the Sick Child Yourself:**

This is likely the very best choice for your child. What are the policies regarding use of sick leave at your workplace? Can you rearrange your schedule at work or school, or bring work home? If two parents care for the child and have flexible schedules, you may want to share equally in caring for the child during an illness.

### **Finding an Alternate Care Situation:**

Most working parents will need to call on an alternate caregiver to provide care for their sick child. Search for a dependable adult whom the child knows and likes. Likely prospects are relative, friends, neighbors, retirees, and college students.

Get acquainted with several alternate caregivers before you need them. Invite them to your home to meet you and your child. The better acquainted you are with each other, the easier it will be for your child when sickness occurs. Check in advance about transportation arrangements and fees.

In addition, there are a few area hospitals which provide sick child care services to the public (see the attached listing). Before placing your child in one of these programs, be sure to contact the hospital and discuss their policies. If possible, take your child to visit the program before he or she gets sick in order to alleviate some anxieties and fears.

For more information please call *Child Care Resource and Referral of Pinellas at (727)400-4411*.

## Sick Child Care Options

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	<b>MORTON PLANT HOSPITAL Clearwater Rainbow Recovery 727-441-2878</b>	<b>TAMPA GENERAL HOSPITAL Kid's Care 813-844-7192</b>
<b>HOURS</b>	6:00 a.m. to 6:00 p.m. Closed Weekends and Major Holidays	6:30 a.m. to 7:00 p.m. (TGH Employees pay \$1.50-\$3.00 per hour)
<b>COST PER HOUR</b>	\$7.00 per hour	\$5.00 per hour
<b>MINIMUM # OF HOURS</b>	4 hours	4 hours
<b>AGES ACCEPTED</b>	3 months to 13 years	2 months to 15 years
<b>SICKNESS LIMITATIONS</b>	No contagious diseases such as chicken pox or strep throat. Accepts children with colds and gastro illnesses.	No contagious or communicable diseases. (No isolation available)
<b>STAFF</b>	L.P.N.	L.P.N.
<b>TOTAL CHILD CAPACITY</b>	14	15
<b>STAFF/ CHILD RATIO</b>	Infants 1:3 Older Children 1:5	Infants 1:3 Older Children 1:5
<b>REGISTRATION REQUIREMENTS</b>	They require a one time pre-registration fee of \$10. This fee is good at Morton Plant Hospital. When child is sick call the evening before care is needed, or early the next morning. A current immunization record is required	Parents should call as soon as possible when care is needed for a sick child. A current immunization record is required

Distributed by Child Care Resource and Referral of Pinellas

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# In-Home Nanny Provider Service

## Pinellas County Agencies

Nannies Who Care 2515  
Mulberry Dr. Palm  
Harbor, FL 34684  
[www.nannieswhocare.com](http://www.nannieswhocare.com)  
727-784-8868

## National Au Pair Agencies

Au Pair in America  
1 High Ridge Park  
Stamford, CT 06902  
800-928-7247  
[aupair.info@aifs.com](mailto:aupair.info@aifs.com)

Cultural Care Au Pair  
One Education St  
Cambridge, MA 02141  
800-333-6056  
[www.culturalcare.com](http://www.culturalcare.com)

Go Au Pair  
151 East 6100 S # 200  
Murray, UT 84107  
888-287-2471  
[www.goaupair.com](http://www.goaupair.com)

A Choice Nanny  
7635 Ashley Park Ct #503C  
Orlando, FL 32835  
407-351-6001  
Fax: 407-296-5783  
[www.achoicenanny.com](http://www.achoicenanny.com)

Au Pair Care  
600 California St  
10 Floor  
San Francisco, CA 94105  
800-428-7247  
[www.aupaircare.com](http://www.aupaircare.com)

InterExchange, Inc.  
100 Wall St #301  
New York, NY 10005  
212-924-0446  
[www.interexchange.org](http://www.interexchange.org)

Eur AuPair  
250 N Coast Hwy  
Laguna Beach, CA 92651  
800-333-3804  
Fax: 949-494-5500  
[www.euraupair.com](http://www.euraupair.com)

*Child Care Resource and Referral of Pinellas or the Pinellas County Child Care Licensing does not endorse, rate, or recommend any in-home agency or nanny service.*



# International Au Pair Agencies

International Au Pair  
Association  
Oetzaler Str. 1  
Munich, Germany  
49-89-20-18-95-50  
Email: [www.iapa.org](http://www.iapa.org)

## Resources

American Council of Nanny Schools  
English Nanny & Governess School  
37 S Franklin St  
Chagrin Falls, OH 44022  
440-247-0600  
[www.nanny-governess.com](http://www.nanny-governess.com)

International Nanny Association  
P.O. Box 70496  
Milwaukee, WI 53207  
Fax: 508-638-6462  
[www.nanny.org](http://www.nanny.org)



<b>Policy:</b> <b>ELCPC-10.1B</b>	<b>Title:</b> Client/Recipient Grievance and Complaint Resolution Policy	
	<b>Review Date:</b> <b>June 2017</b>	<b>Next Review Date:</b> <b>June 2018</b>

**References:** Coalition School Readiness Plan  
 Coalition Anti-Fraud Plan  
 Coalition SR Provider Monitoring Plan  
 OEL SR and VPK Grant Agreements  
 s. 1002.84(17), F.S.  
 s. 1002.91, F.S.

**Purpose:** To establish a procedure for clients/recipients to submit to the Coalition a grievance or complaint against a provider's or the coalition's actions that may be contrary to state and federal policies, procedures, rules or regulations.

**Background:** The Coalition may impose corrective action, funding sanctions or scholarship termination for fraudulent activities or noncompliance with program requirements. Providers contracted by the Coalition offer VPK and/or School Readiness programs.

**Policy:**

**I. Client/Recipient Complaint Against Provider**

1. Clients/recipients may submit a complaint against a provider to the Coalition via phone, email, fax, mail, hand delivery, or the Coalition's website.
2. All complaints are forwarded to the CCR&R Coordinator to be recorded on the CCR&R Complaint Report.
3. The CCR&R Coordinator forwards the CCR&R Complaint Report to the appropriate Coalition staff for review.
4. If the complaint is against an SR provider, Coalition staff will use the SR Provider Monitoring Tool to document the action taken and any corrective action to be completed by the SR provider.
5. The complaint will also be reported to the Pinellas County Licensing Board or the Florida Abuse Hotline as appropriate.
6. Abuse/neglect complaints must be reported ***within the hour*** to the Florida Abuse Hotline and the licensing authority.



7. Once the issue is resolved, the appropriate Coalition staff member will submit the results to the CCR&R Coordinator to update the complaint record.
8. The Coalition records all parent complaints and retains them on file for a minimum of five (5) years.
9. The Coalition will make information regarding parental complaints available to the public in accordance to Coalition Policy ELPC-10.2, Public Records Requests.

## **II. Client/Recipient Grievance or Complaint Against the Coalition**

*Refer to Section III. for grievances regarding suspected fraud.*

1. If the client/recipient believes a Coalition decision or action was contrary to state and federal policies procedures rules or regulations, they may submit a Client Eligibility Appeal Form (G-10F-15) within ten (10) business days of determination. This form is available at [www.elcpinellas.net/downloads-families](http://www.elcpinellas.net/downloads-families) or by request and may be submitted via certified mail, fax or hand delivery.
2. The Director of Program Operations or designee will respond to all requests for review within ten (10) business days.
3. If the client/recipient does not agree with the decision made by the Director of Program Operations or designee, the client/recipient must file a written request with the Chief Executive Officer of the Coalition for review within ten (10) business days upon receipt/notification of the decision.
4. If the client/recipient fails to request a review within ten (10) business days the Coalition decision will be final.
5. The Chief Executive Officer of the Coalition will provide written response to all requests for review within ten (10) business days.
6. The Chief Executive Officer of the Coalition will respond to all requests for review within ten (10) business days. The Chief Executive Officer's decision is final.

## **III. Client/Recipient Grievance Regarding Suspected Fraud**

The following procedures must be followed when a **client/recipient** desires to appeal a decision made by the Coalition staff **for suspected fraud**:

1. Prior to any suspension or termination of services, the Coalition will provide written advance notice of the intended action to suspend or terminate benefits to the client/recipient to be affected and it must clearly advise of the allegations, the basis of the allegations, the intended action and the date the action is to be imposed. The Coalition will send the written advance notice at least fourteen (14) calendar days before the intended action. The written advance notice should be translated into the client/recipient's native language if the Coalition's other communications with the client/recipient have been translated. The written advance notice shall include following:



- a. The procedure for the client/recipient to follow to attempt to appeal the decision. Clients/recipients must submit a Client Fraud Appeal Form (G-10F-16) within fourteen (14) calendar days of determination. This form is available at [www.elcpinellas.net](http://www.elcpinellas.net) or by request.
  - b. A statement, in **bold print**, that the failure to file a timely appeal waives the right to an appeal.
  - c. Notice of the potential for repayment of improper benefits if the conclusion of fraud is upheld, including any benefits received after the receipt of the written advance notice.
  - d. The procedure for the client/client/recipient to obtain a copy of his or her file.
  - e. The amount of overpayment to be recovered, if applicable.
  - f. The length of time for which the client/recipient's benefits are suspended or the date of the termination of benefits, if applicable. This length of time shall be proportionate to the alleged offense committed, consistent with suspensions or terminations issued to other client/recipients who allegedly committed comparable offenses, and may also consider prior offenses, as appropriate.
2. A suspension or termination shall not be applied against client/recipients with a valid at-risk referral.
  3. If the client/recipient believes that the conclusion was made in error, the client/recipient should first seek to resolve the matter by contacting the Coalition and providing the necessary documentation to resolve the issue. The CEO of the Coalition shall not be involved in the pre-appeal resolution of the issue.
  4. If the client/recipient believes that the issue was not resolved by the Coalition, the client/recipient may file a formal written appeal for review by the CEO of the Coalition, using the following procedure:
    - a. Submit a written appeal to the CEO or other executive staff person as designated by the Coalition Board. The appeal must fully describe the nature of the error the client/recipient believes has been made and shall contain any documentation which supports the client/recipient's claim.
    - b. The appeal shall be postmarked or emailed before the date of the intended action. The client/recipient who fails to file a timely appeal waives the right of appeal.
    - c. If the client/recipient files a timely appeal, he or she will not be suspended or terminated from the program until the written decision of the CEO or the original date of the intended action, whichever is later.
    - d. The CEO of the Coalition or other executive staff person designated by the Coalition Board must respond to the client/recipient, in writing, within thirty (30) days of receiving the appeal with a decision as to whether the suspension or termination will be upheld or modified.
    - e. The client/recipient who wishes to appeal the decision of the CEO of the Coalition or other executive staff person designated by the Coalition Board may request further review by an appeals committee. The request for further review by an appeals committee must be submitted to the Coalition in writing



- within ten (10) calendar days of the date of the CEO or other executive staff person designated by the coalition board's written response to the client/recipient's formal written appeal.
5. The client/recipient shall be given the opportunity to defend his or her position in an orderly proceeding of the appeals committee. When the meeting of the appeals committee is scheduled, the client/recipient shall be notified of the date of the appeals committee, informed that it is a public meeting, and informed that any information presented may be used by other state agencies.
  6. The appeals committee shall be selected by the Chairman of the Board of the Coalition and a chair of the appeals committee shall be named.
  7. The appeals committee shall be convened within forty-five (45) calendar days of receipt of the client/recipient's request for an appeal.
  8. The client/recipient shall be provided up to thirty (30) minutes to present their position and any information they wish the appeals committee to consider.
  9. The Coalition staff, excluding the CEO or other executive staff person designated by the Coalition Board, shall be available to provide any information requested by the committee.
  10. The appeals committee will consider all statements, review all documents and may request any additional evidence or information from the parties if an appeals committee member believes it is necessary and relevant to the decision making. The required final determination letter will be tolled for the length of time given to provide the additional information.
  11. The appeals committee shall select or appoint a member of the Coalition, excluding the CEO of the Coalition or other executive staff person designated by the Coalition Board, to memorialize the events of the appeals committee proceeding and the final determination including the basis for the decision.
  12. The appellant shall be notified in writing of the appeals committee's determination within ten (10) days of the date of the meeting.
  13. The determination of the appeals committee shall be final.