2018 CCR&R Provider Update FAQs EFS Modernization

1. **What if my coalition has begun on boarding providers into the new EFS Modernization System?**

    To ensure parents receive the most up to date information, you will need to continue updating your providers within the EFS Legacy System. However, the update can be logged in either system (EFS Legacy *or* EFS Modernization) to meet programmatic and rule requirements

2. **Why did OEL make the decision to consider an active provider profile in the EFS Modernization system a CCR&R provider update?**

    In an effort to assist coalitions with onboarding providers into the EFS Modernization Provider Portal and with meeting the CCR&R Provider Update requirement, the decision has been made to consider onboarding providers into the EFS Modernization Provider Portal as fulfilling the requirement of the CCR&R Provider Update.

3. **What if I have a profile updated for the 17-18 contract year and still don't have an update for the 18-19 contract year?**

    The CCR&R update process does not follow contracts or contract years. Based on the requirements in rule, provider information needs to be updated at a minimum of one time during the June 1, 2017 – May 31, 2018 period.

4. **Can I still update providers in the EFS Legacy System?**
    Yes, you can still update providers in the EFS Legacy System. By continuing to update your providers, you are ensuring that parents and other stakeholders continue to receive the most accurate provider listing information.

5. **What if a provider updates their information on their profile in the new EFS Modernization?**
    If you receive a profile change through the EFS Modernization AND you still would like to update EFS Legacy, you will need to manually update the change in the EFS Legacy System. Otherwise, just review the information for accuracy and contact the provider for TA as needed.

6. **How can a coalition tell if a provider has made a change in the EFS Modernization System?**
    The development team is currently working on a report that will meet this need. We will send this report with instructions as soon as it becomes available.

7. What fields must be updated in the EFS Modernization to have the CCR&R update requirement fulfilled?

Please be sure that all required information is updated in the EFS Modernization system. The fields that are required to be updated are outlined in Rule 6M-9.3(8)(a)

8)Provider Updates.

(a) Prior to the CCR&R organization's last business day in May, each CCR&R organization shall ensure that provider information is updated annually in the statewide information system maintained by the Office of Early Learning for each legally operating child care/early learning provider licensed or registered by the Department of Children and Families and each provider receiving state or federal funds within the CCR&R organization's service area.

(b) At a minimum, the CCR&R organization shall update the following information 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. Environment;

10. Special services offered;

11. Languages other than English spoken fluently by the provider's staff;

12. Transportation; and,

13. Meal options.

(c) Notwithstanding paragraph (8)(a) above, the CCR&R organization shall ensure updated provider information is entered into the statewide information system within thirty (30) calendar days of receipt of information from a provider.

(d) Legally operating providers not defined in paragraph (8)(a) shall be included in the provider update process upon request by the provider.

(e) CCR&R organizations may include information in the statewide information system for other legally operating early learning and school age child care providers, such as license-exempt providers, before-school and after-school programs, summer recreation and summer day camp programs, and recreational facilities and nanny and au pair agencies.

***Remember, the update requirement will be considered fulfilled if these fields are updated in the EFS Modernization or EFS Legacy within the June 1, 2017 – May 31, 2018-time period.

8. **What happens when EFS Legacy is retired?**

Although the data will still be viewable, it will no longer be editable once release 3.0 of the EFS Modernization is in production. At that point, all monitoring for CCR&R will reflect the EFS Modernization system and your normal CCR&R intake processes.

9. **When will EFS Legacy be retired?**

Currently, there is not a set date for the retirement of the EFS Legacy system, but this will occur at some point after EFS Modernization is fully released.

10. **Do non-contracted providers also need to have an update by the last business day in May?**

Legally operating providers may be included in the provider update process upon their request to have their information included.

11. **I am having difficulty reaching non-contracted providers to receive their update or they refuse to update. How should this be noted in the EFS Modernization?**

As of right now, there is not a way to notate this in the EFS Modernization system. This functionality will be in Release 3.0. Please continue to note this in EFS Legacy.

12. **If we only update in EFS Modernization, we may not be providing the most accurate/up-to-date information to families. How can we ensure families receive accurate information?**

The best way to ensure your families receive the most up-to-date information is to continue to update information in the EFS Legacy system until EFS Modernization Release 3.0. If your coalition decides to NOT update in the Legacy system and only complete the updates in the EFS Modernization system, it would be a good idea to put a disclaimer with your child care listings. The disclaimer could state "The information provided should be verified with each child care provider on this listing."