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OVER 25 YEARS OF EXCELLENCE

Public Access Provider Portal

User Manual

09/04/2024

ISO 9001 QUALITY MANAGEMENT
ISO 20000-1 IT SERVICE MANAGEMENT
ISO 27001 INFORMATION SECURITY MANAGEMENT
CMMIDEV/5

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1. INTRODUCTION

A provider portal in childcare refers to an online platform or system that is specifically designed for childcare providers to manage various aspects of their operations. This digital tool provides a range of features and functionalities to streamline administrative tasks, enhance communication, and improve the overall quality of childcare services. The provider portal plays a significant role in enhancing the efficiency, communication, and quality of childcare services.

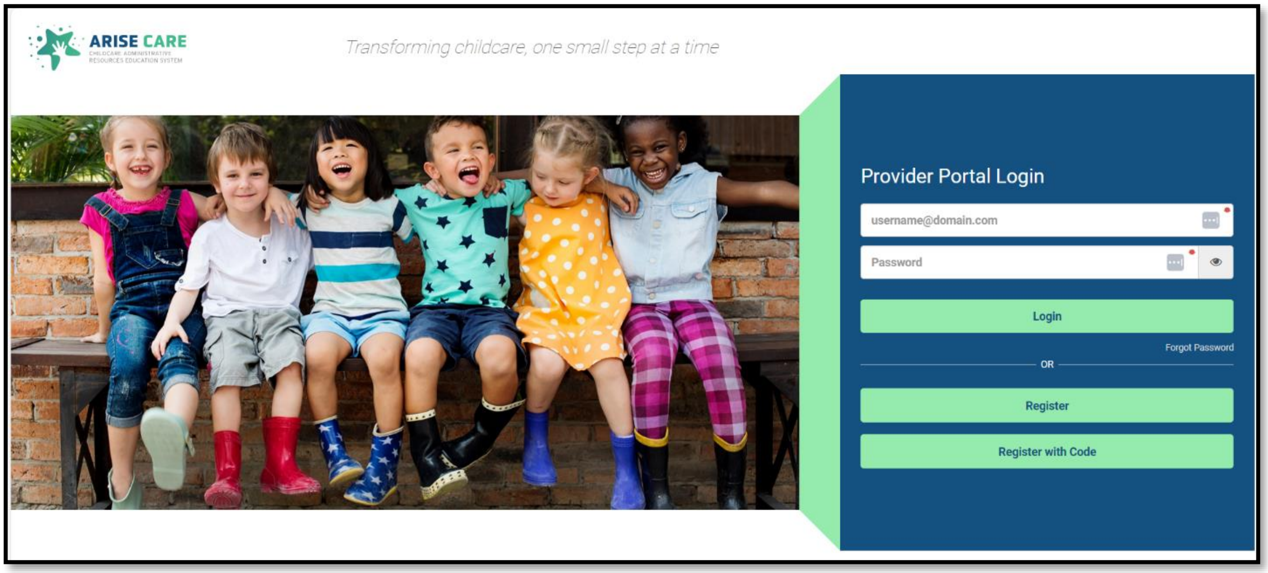


Figure 1: Provider Portal Login Screen

The following are the steps for users to log in to the Provider Portal:

1. Enter Username
2. Enter Password
3. Click on the Login button

1.1 Registration Process

How to Register for a Child Care License?

1. Log in to Provider Portal
2. Click on the 'Register' button. You will be navigated to a screen displaying registration details for a new provider
3. Enter all the mandatory details indicated with a red asterisk
4. Click on the 'Next' button to move to Step 2 – Provider Type

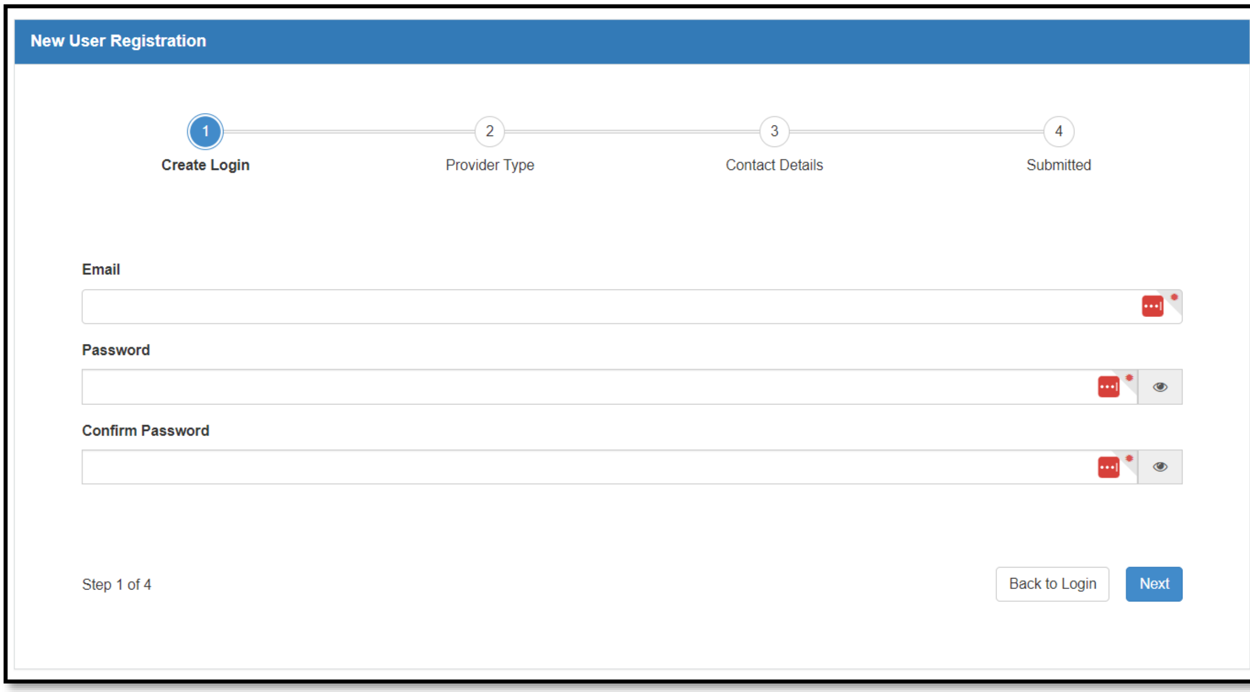


Figure 2: Registration Screen for Child Care License

5. On Step 2, the user has to select the type of Provider

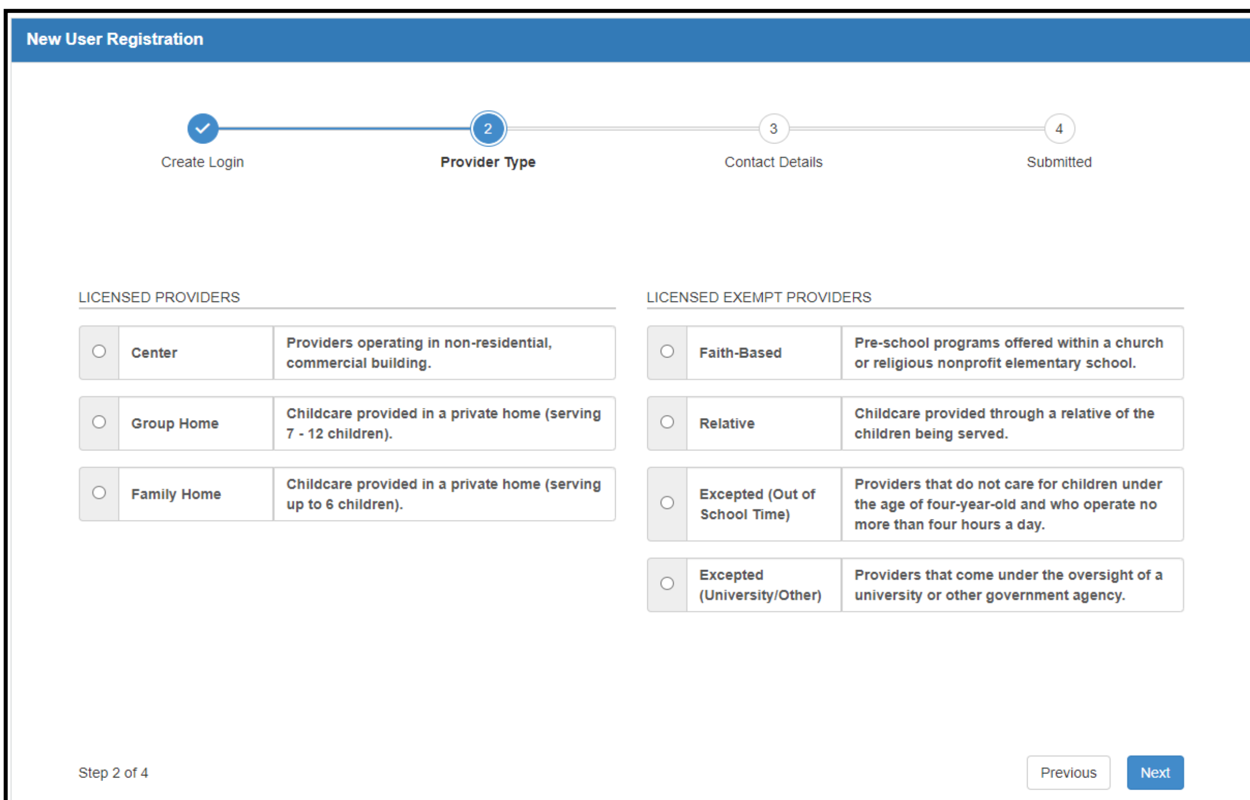


Figure 3: Provider Type Screen for Child Care License

6. Click on the 'Next' button to move to Step 3 – Contact Details

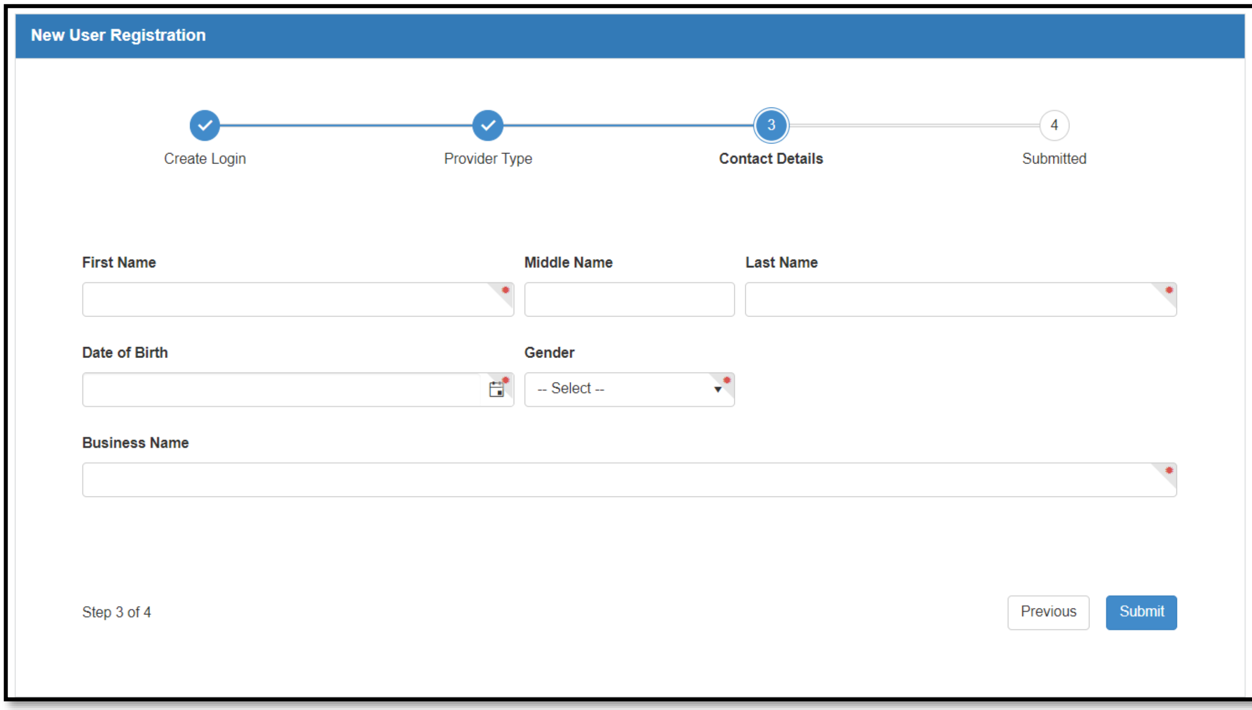


Figure 4: Contact Details Screen for Child Care License

7. Click on 'Submit' to submit the information added
8. Once user clicks on 'Submit', user will see a screen confirming that their information was submitted and that a verification email has been sent to them to activate their account

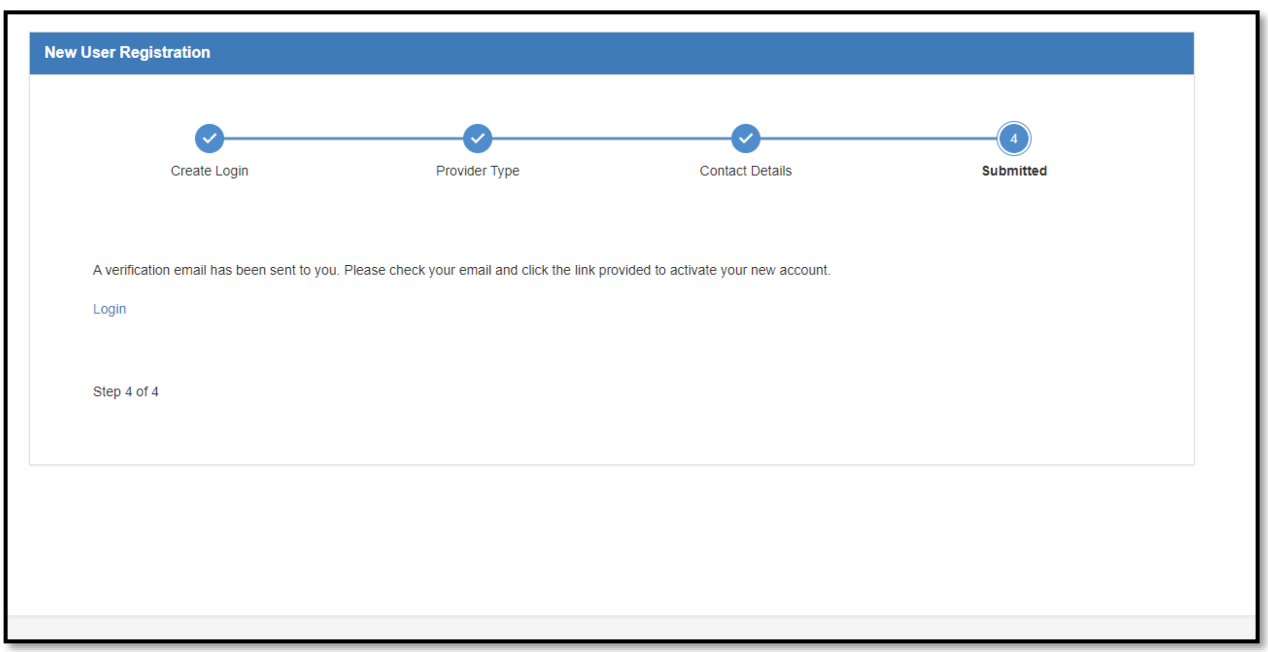


Figure 5: Submitted Screen for Child Care License Registration

1.1.1 Registration Confirmation Process

A verification link to activate the family account is sent to the user's email address provided at the time of registration. This process confirms that the information provided by the user is valid. The user, by clicking on the provided hyperlink, will be navigated to provider portal and entering the correct credentials would allow the user to login to their respective accounts.

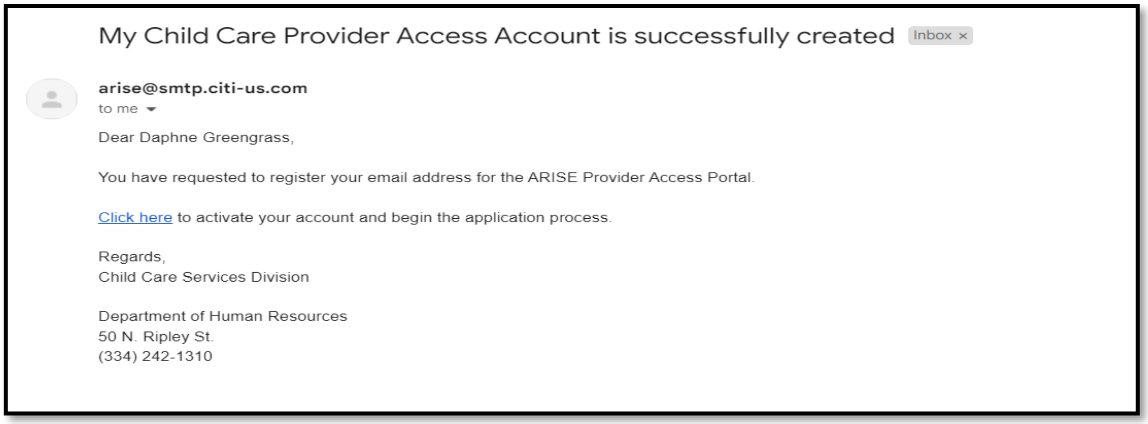


Figure 6: Email verification for Child Care License Registration

Once the user clicks on 'Login' button user will be redirected to login screen of the provider portal displaying a confirmation message, "Your email has been verified. You can now log in using the credentials you provided"

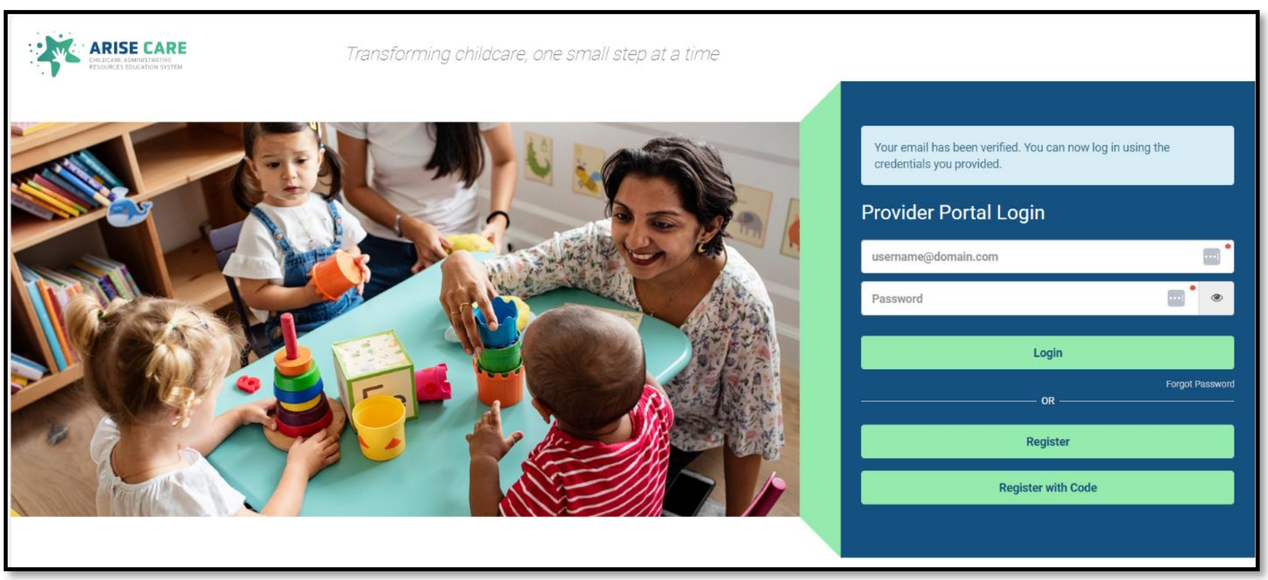


Figure 7: Login Screen – Email Verification for Childcare License Registration

1.1.1.1 Landing Page

A provider, post verifying their registered email address, is allowed to login with credentials entered during registration process. The landing page post login is the "Home" tab that features a grid layout of messages. These messages pertain to the user's submitted applications, their progress, current status, and date of generation.

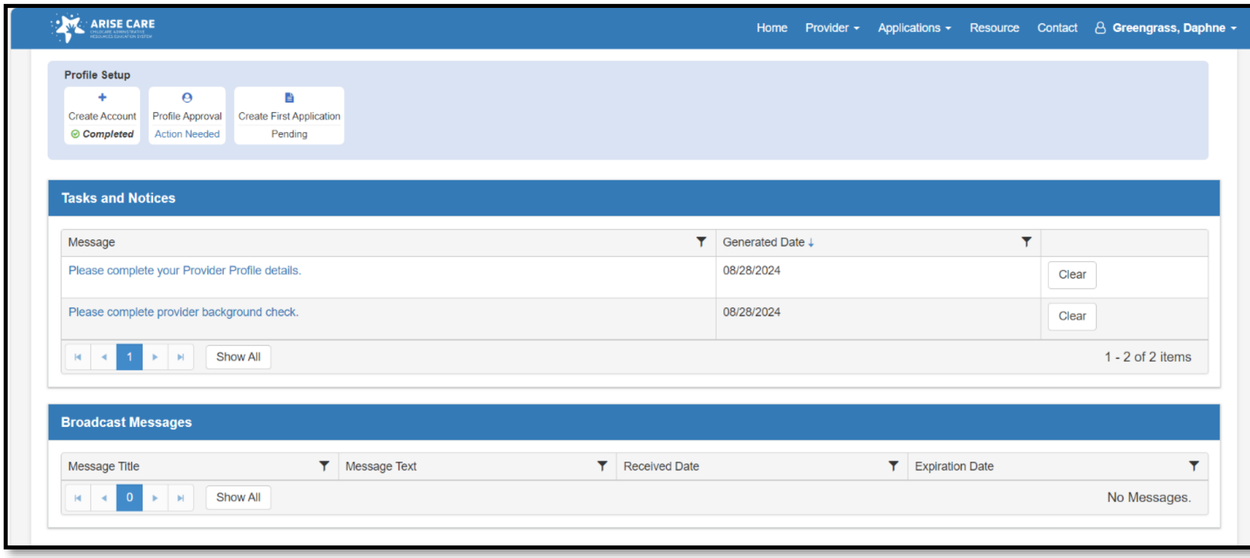


Figure 8: Landing Page

The Application Wizard displays the steps to be performed by the providers. Each step in the application wizard displays the status of the respective step. Users may click on the hyperlink to navigate to the target screen and enter the necessary information.

The 'Provider' case menu consists of following LOVs:

a. Provider Profile
b. Payments
c. Received Documents

The 'Applications' case menu consists of following LOVs:

a. Facility Applications
b. Subsidy Applications

2. PROVIDER PROFILE

The Provider Profile consists of seven sections which are Provider Details, Provider Documents, Account Details, Background Check, Acknowledgement and Summary. All these sections are to be completed to get the Provider Profile approved.

How to complete Provider Profile?

1. Select 'Action Needed' hyperlink below Profile Approval,

   OR

   Click on the message received under 'Tasks and Notices' > User is redirected to Summary screen of Provider application

   OR

2. Click on 'Provider' case menu > Click on 'Profile' LOV, you will be redirected to the Provider Details of Provider Profile
3. User may now start filling in the required details

2.1 Provider Details

The "Provider Details" consists of the provider user's information captured during registration process. Providers demographics, Address, and Legal Entity Type is displayed on the screen.

How to add Provider Details?

1. Select Legal Entity Type dropdown and select relevant option from the list of values available
2. Enter Address
3. Add Contact Details
4. Enter other mandatory fields
5. Click on the Save button to save

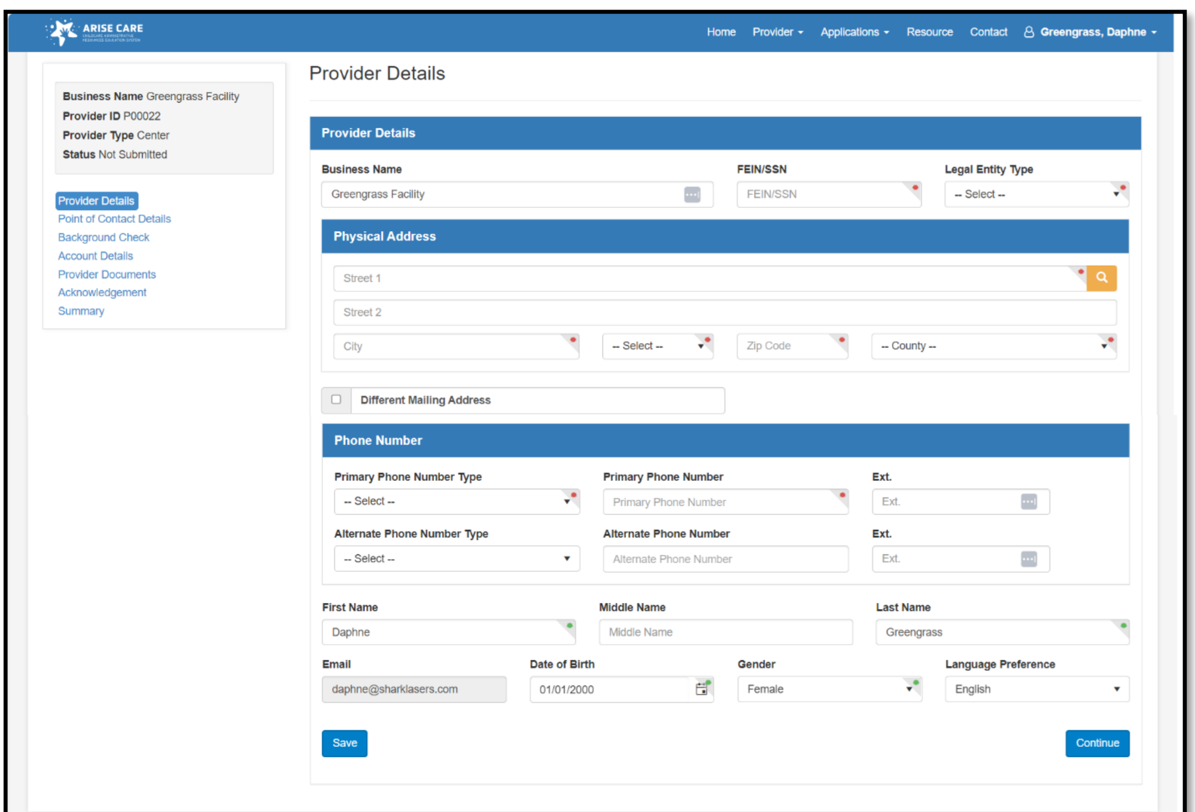


Figure 9: Provider Details Screen

2.2 Point of Contact Details

The Point of Contact Details page includes a grid where the user will be able to add information regarding a point of contact whose contact information will also be available on the Provider Portal and will be a part of the Provider Profile.

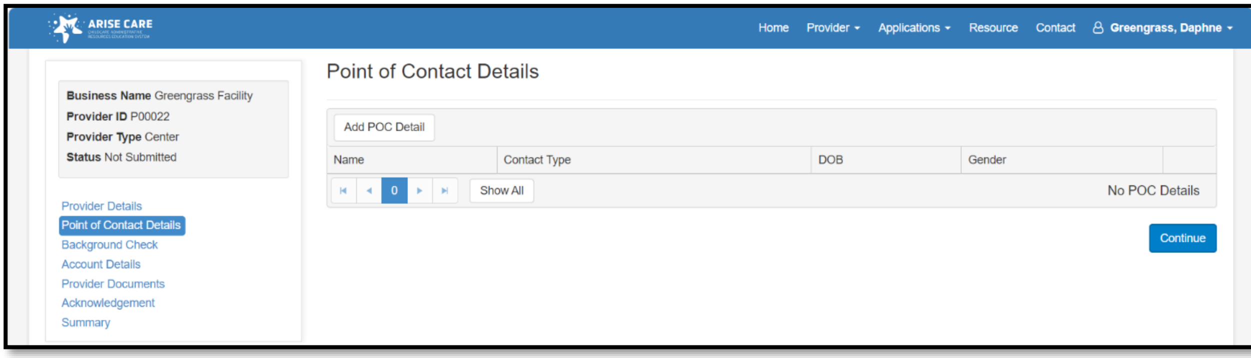


Figure 10: Point of Contact Details Grid

How to add Point of Contact Details?

1. Click on the 'Add POC Detail Button' to be directed to the following screen:

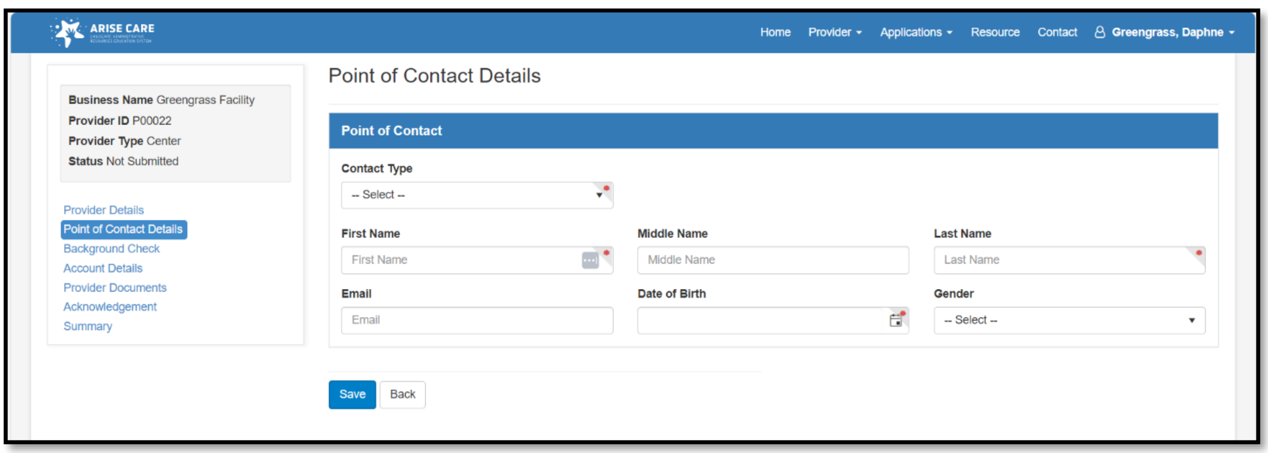


Figure 11: Point of Contact Details Form

2. Fill in all mandatory fields (marked by a red asterisk on the top right corner of the field).
3. Click on 'Save' to save the added details and be directed back to the Point of Contact Details Grid (Figure 10).
4. Repeat the process as required.

2.3 Background Check

The Background check screen contains a Provider and Background Check grid where user can view various details such as Background Check ID, Name, Disposition Status, Disposition Date, etc. By clicking on the background check ID, the system redirects the user to the Background Check Details screen as follows:

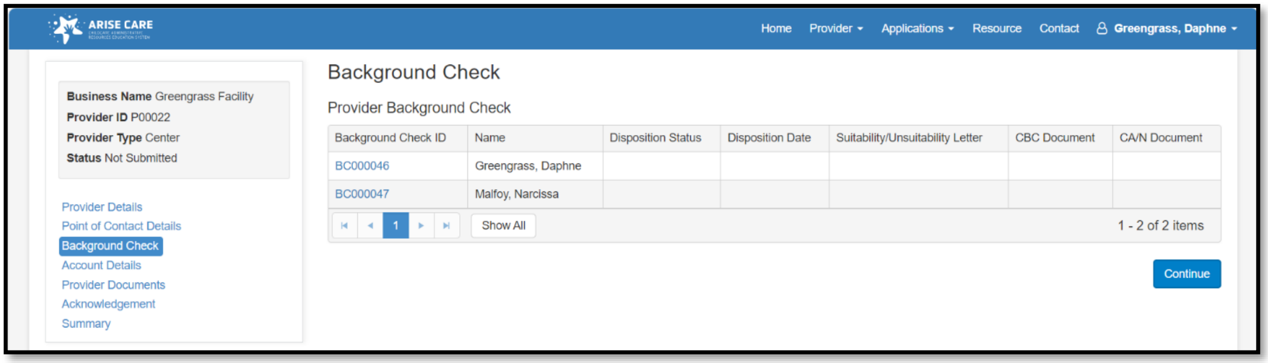


Figure 12: Background Check Grid

To complete the background check for the provider and the point of contact, click on the background check ID for each individual respectively and complete the following process:

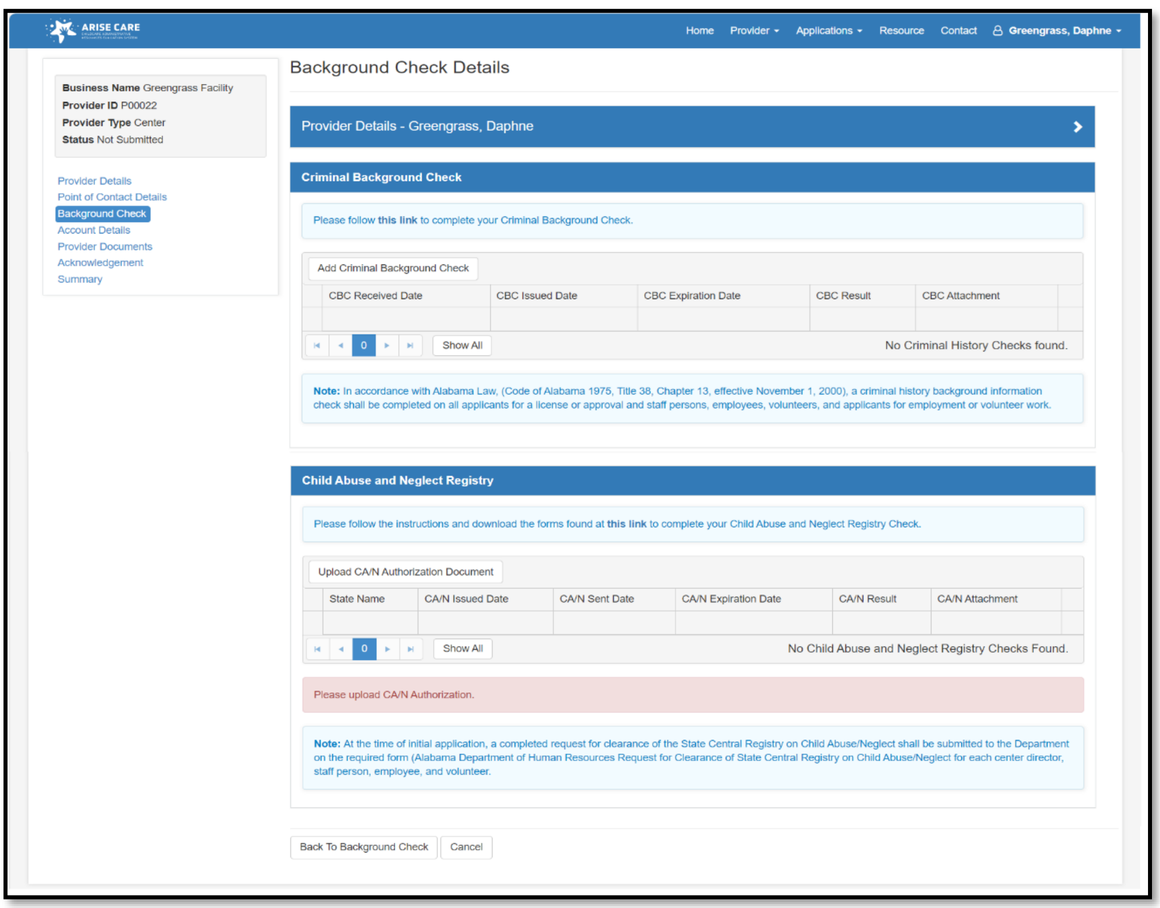


Figure 13: Background Check Details

How to add CBC Background Check?

1. By clicking on the 'Add Criminal Background Check' button the system redirects the user to Criminal Background Check Details screen (refer to Figure 14).
2. Add 'CBC Issued Date'
3. Add 'CBC Received Date'
4. Add 'CBC Expiration Date'
5. Select result from 'CBC Result' drop down menu.
6. Click on 'Select files' button to upload supporting documents.
7. Click on the 'Save' button.

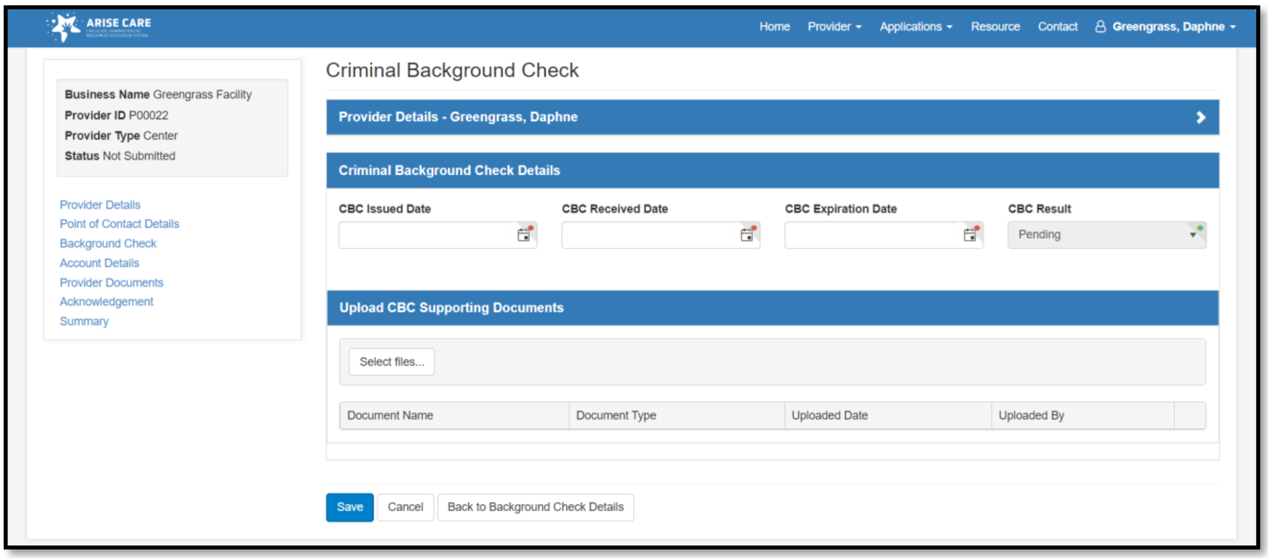


Figure 14: Criminal Background Check Details

How to add Child Abuse and Neglect Registry Details?

1. By clicking on the 'Upload CA/N Authorization Document' button the system redirects user to Child Abuse and Neglect Registry screen (refer to Figure 15).
2. Upload the document by clicking on the 'Select Files' button and uploading the required document
3. Click on the 'Save' button

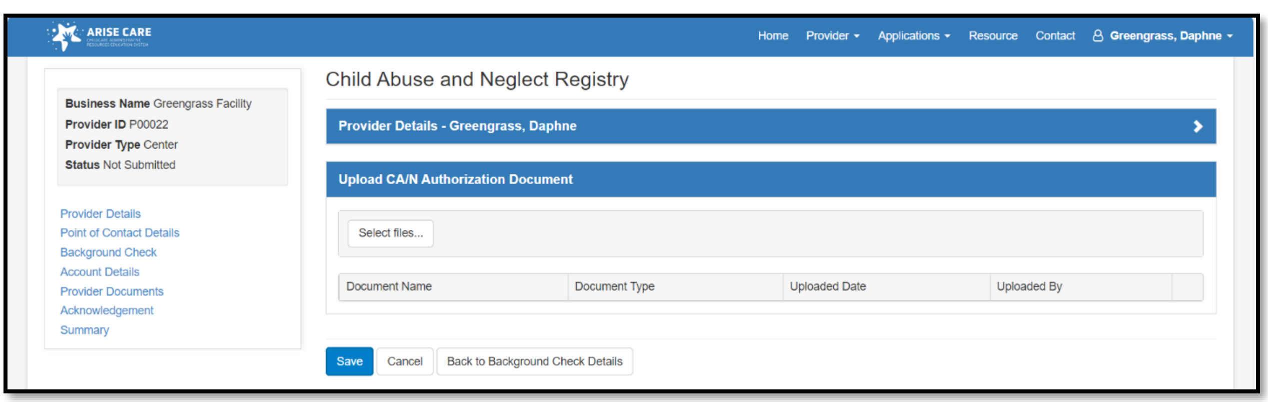


Figure 15: Child Abuse and Neglect Registry Details

The user must include both, the Criminal Background Check and the Child Abuse and Neglect Registry Details, to complete the background check section. Following this, to proceed:

1. Click on the "Save" button to save the record
2. Click on 'Back on Background Check Details' to be directed back to the Background Check Details Page (Figure 13)
3. Click on 'Submit' to submit the background check details.

Repeat this process for the Provider and all added Points of Contact to successfully complete the Background Check section of the Provider Profile.

2.4 Account Details

This screen allows provider to enter 'Account Details'. If the user wishes to apply for Subsidy, they may select 'Yes', if not, then 'No'.

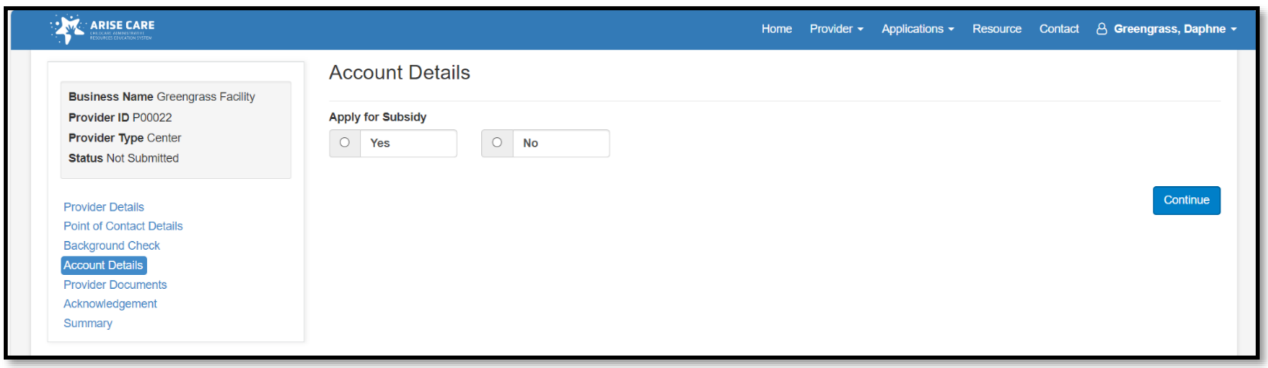


Figure 16: Account Details

How to add Account Details?

1. Click on 'Yes', in response to 'Do you wish to apply for subsidy?'
2. Click on 'Create New Account Detail'

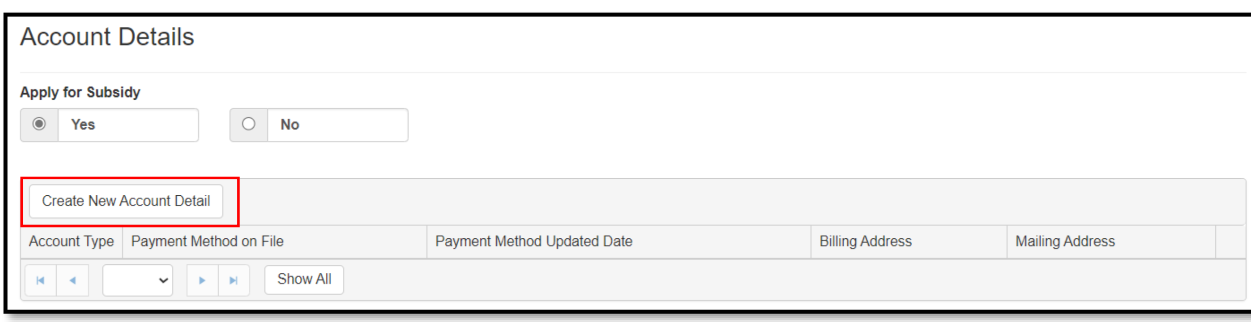


Figure 17: Create New Account Detail Button

3. Users will be redirected to the screen to add the account details:

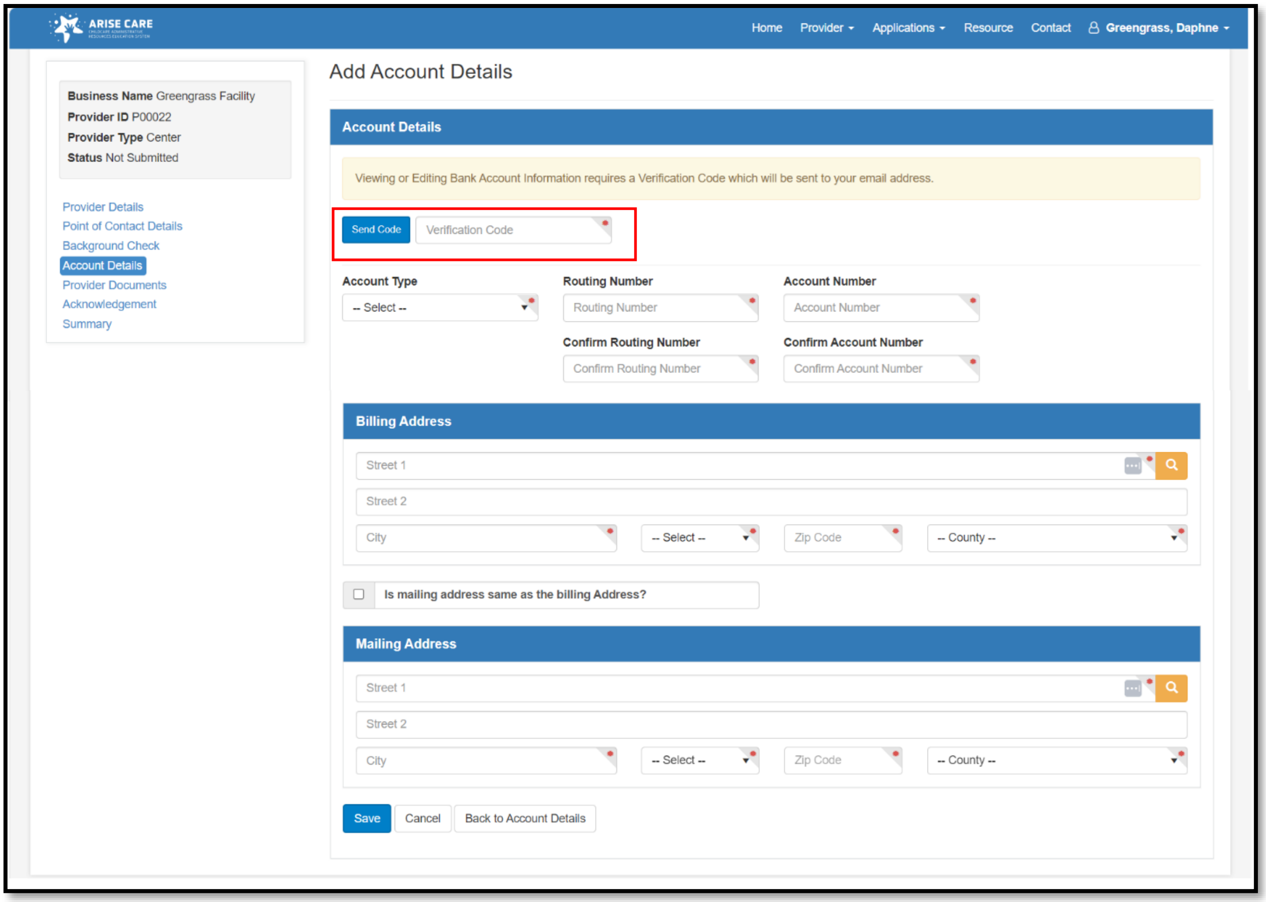


Figure 18: Add Account Details

4. A verification code is sent to the user's email address in order to add the account details.
5. On entering the verification code and the account details, user may click on 'Save' to save the information.

2.5 Provider Documents

The Provider Documents interface contains Provider Related Documents and a grid for uploading documents. The Provider Related Documents grid contains a variety of documents required to continue with the Provider Profile.

There are visual indicators in the form of a cross for documents that have not yet been uploaded and a checkmark for submitted documents. Documents can be uploaded by clicking on Select Files button through which user selects files from the local drive and uploads the same for each of the required documents.

How to add Provider Documents?

1. Click on the respective document hyperlink.
2. Click "Select Files" to be uploaded.
3. Click on 'upload' button.

4. Once all documents have been uploaded, the visual indicator for 'Provider Documents' will be green checked.

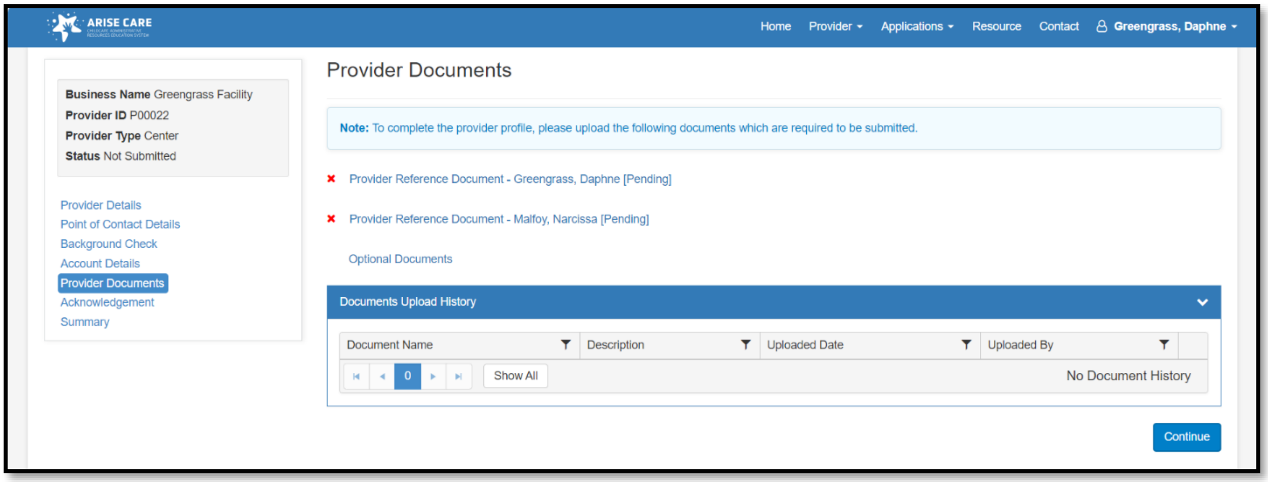


Figure 19: Provider Documents Screen

2.6 Acknowledgement

The Acknowledgement page includes a list of questions and statements that the user must respond to before they can submit their Provider Profile for approval.

How to complete the Acknowledgement Section?

1. Respond to each question by selecting either 'Yes' or 'No'
2. In case required, fill in the mandatory description box with an explanation of the response

3. Click on 'Save' to save the responses and proceed

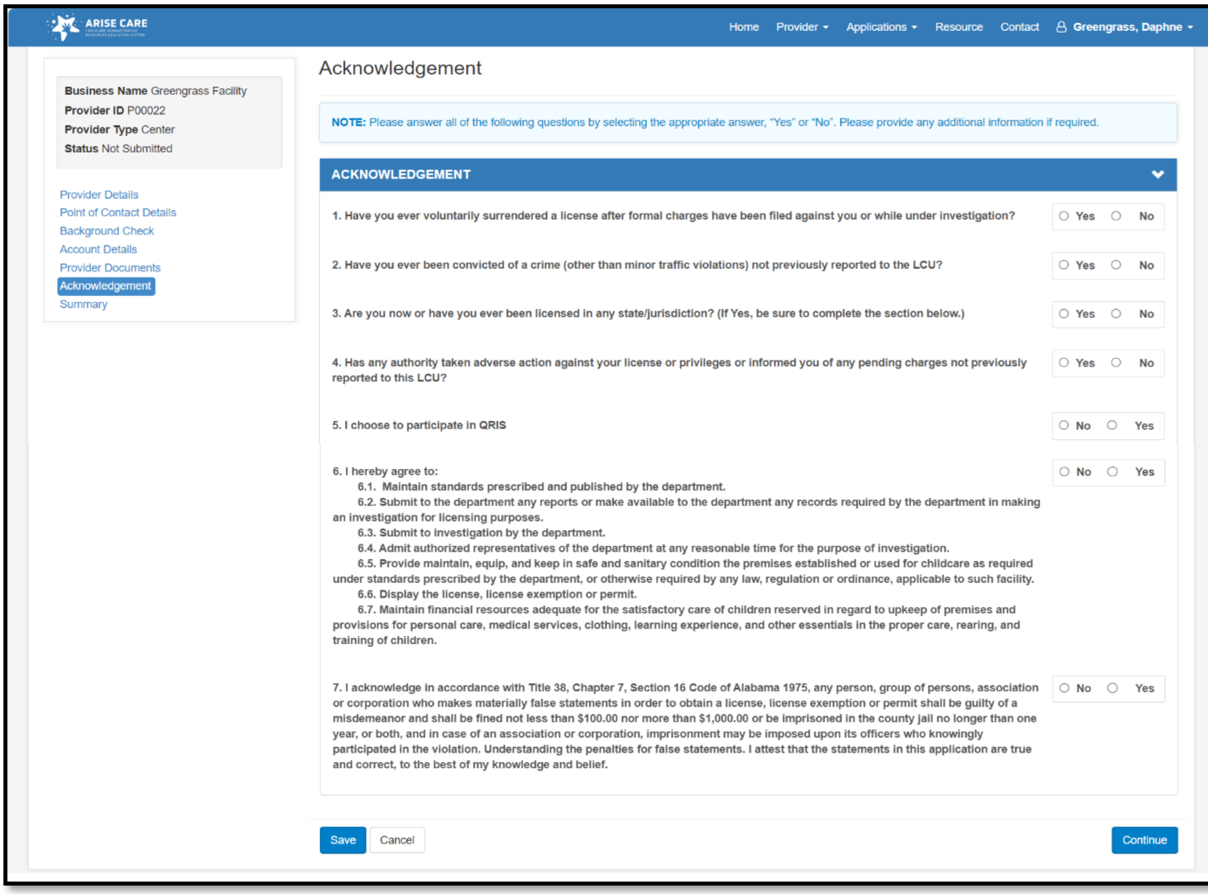


Figure 20: Acknowledgement

2.7 Summary

On the Summary screen, the user can view the necessary Action Items that are required to complete and submit your profile.

Additionally, there is an Attestation and Acknowledgment grid where user marks a checkbox to confirm that the information you provided is truthful, precise, and comprehensive. Once all previous sections have been satisfactorily completed and you have checked the Required for Profile Submission grid for each section, you can add the Provider's Signature and Date.

Visual indicators such as checkmarks and crosses are used to display the completed and incomplete sections respectively. By clicking on the hyperlink of the incomplete sections, you can complete the action required.

Finally, by clicking on the submit button, you can proceed to submit your provider profile and move on to the License or Subsidy application process.

Note:

1. Each action item is conveniently signified with intuitive visual cues for your ease. The green check mark represents completed tasks, while a red cross symbol is attributed to those yet to be completed.

2. Click on the hyperlink accompanying any pending action item, and it will redirect to the respective task awaiting completion
3. Complete all the sections in Provider Profile in order to get the profile approved

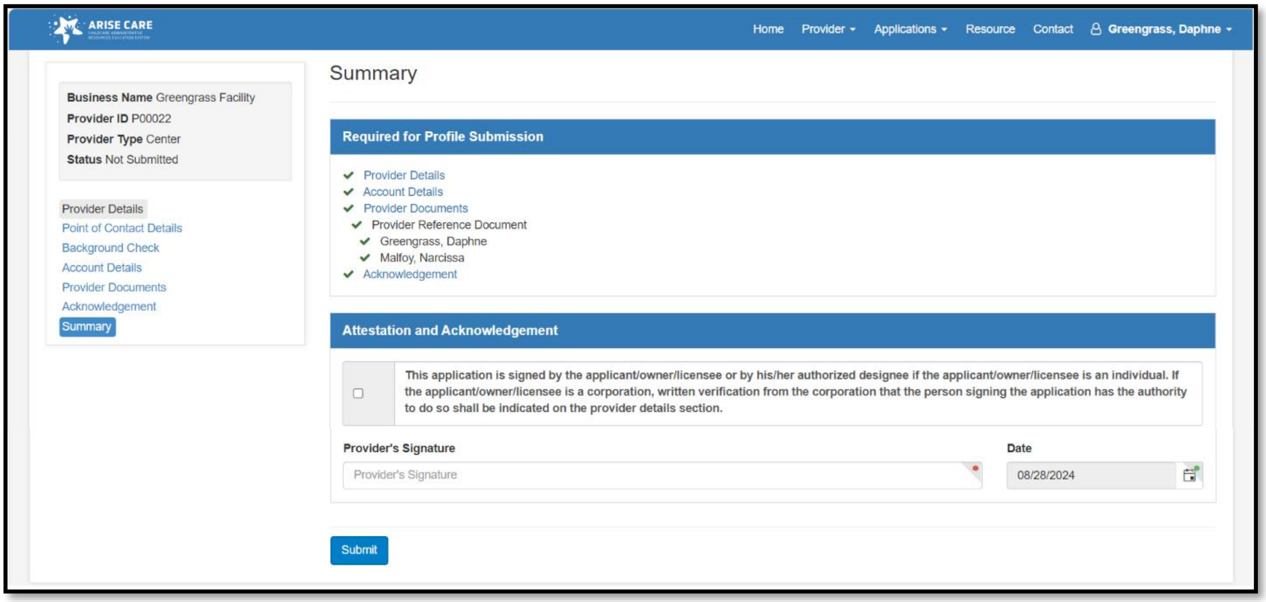


Figure 21: Summary screen

3. LICENSING APPLICATION

The initial licensing application for providers in childcare system refers to the formal process through which individuals or organizations apply for a license to operate a childcare facility or provide childcare services. This application is typically submitted to the appropriate regulatory agency at the state or local level and serves as the initial step towards obtaining legal permission to operate a childcare business.

Users can create a new application by clicking Application case menu > Facility Applications and then Create New Application button. After clicking the Create New Application button, the system will redirect the user to Facility Management screen where user has to enter Facility related information.

How to create an Initial Licensing Application?

1. Click on the 'action needed' hyperlink displayed in License Application navigation checklist

OR

2. Click on the Application module at the top of the screen
3. Select Facility Applications. You will be navigated to application summary grid screen, as follows:

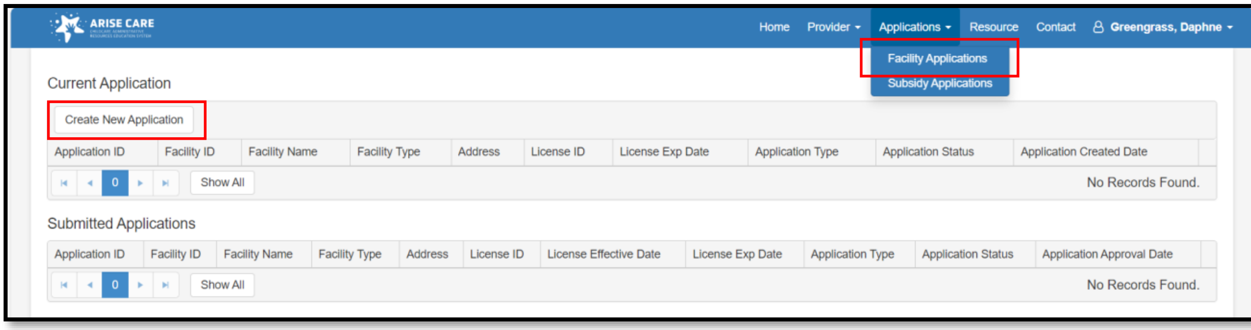


Figure 22: Licensing Application Screen

4. Click on 'Create New Application' from the current application grid. You will be navigated to screen displaying facility application fields as follows:

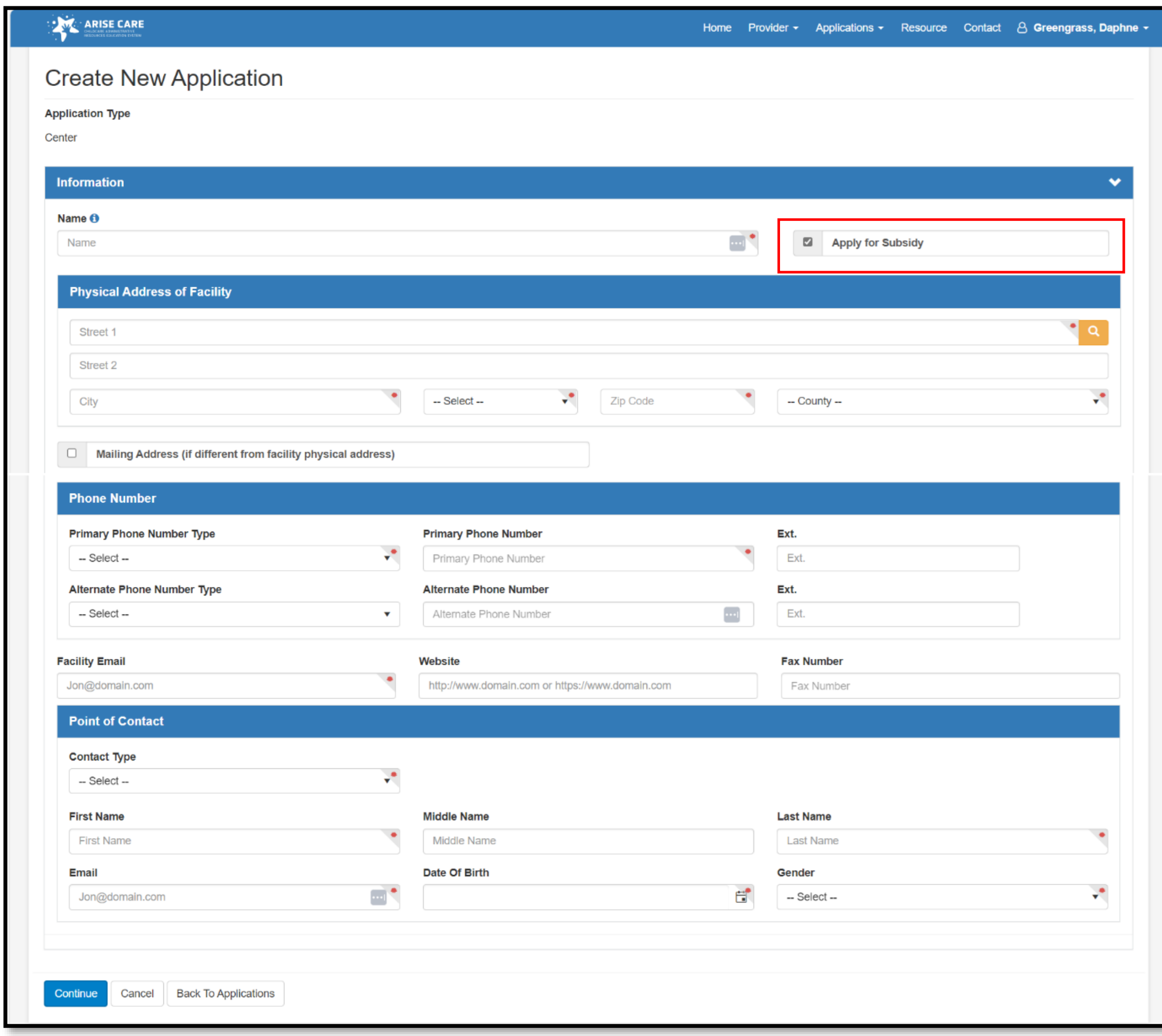


Figure 23: Create New Application form

5. Enter all the information for all mandatory fields
6. In case the user would like to apply for subsidy, select the 'Apply for Subsidy Checkbox'
7. Click on 'Continue' to proceed with the application. However, you won't be able to proceed in case of any mandatory field has not been entered.
8. Clicking on 'Continue' button will redirect user to the orientation screen

3.1 Orientation

Orientation seminars or webinars play a significant role in the initial licensing application process for providers in the US childcare industry. These orientations provide essential information and guidance to prospective providers, helping them understand the requirements, regulations, and expectations associated with running a childcare facility.

How to complete Orientation?

1. Click on the 'Click here' hyperlink below the Webinar Link to download the required material
2. Click on the Take Orientation Quiz button.
3. Attempt to respond to the questions based on the downloaded material. Users will have a maximum of 3 attempts and must score at least 80% to pass the quiz.
4. Click on Save button to submit the quiz

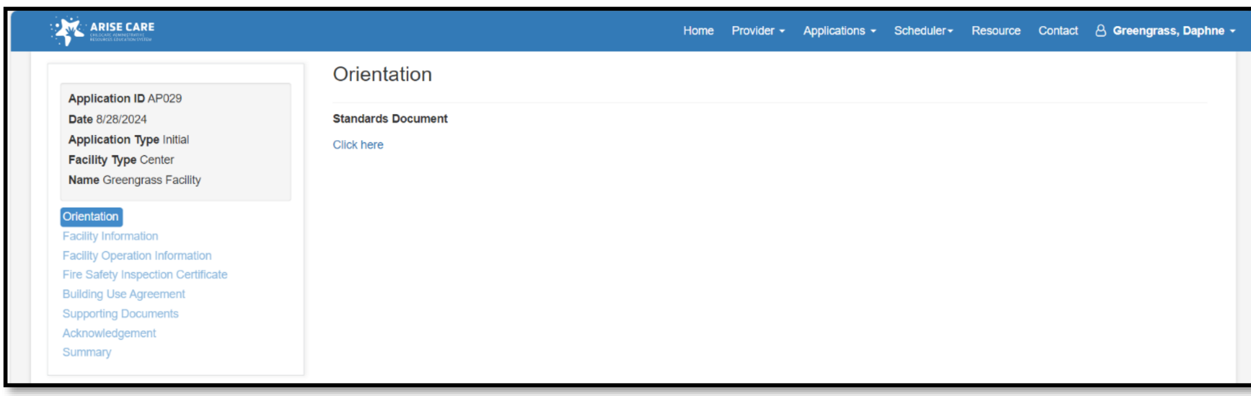


Figure 24: Orientation

On successfully completing the quiz:

5. Download Orientation Certificate button along with quiz details such as completion date, score, result etc will be displayed if user meets minimum of 80% criterion

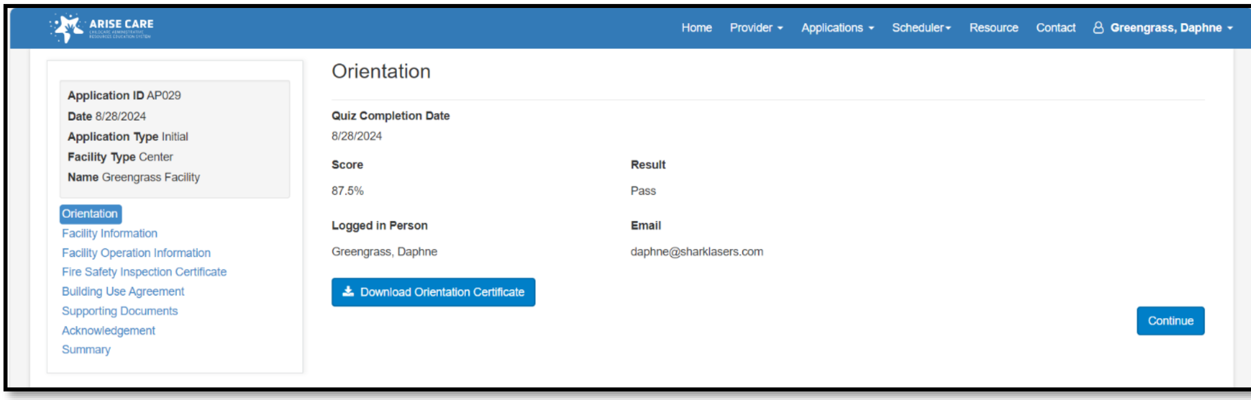


Figure 25: Orientation Quiz Results

To proceed:

6. Click on 'Facility Information' tab from the left navigation to proceed with the application. You will be navigated to screen displaying facility details entered while initiating the application.

3.2 Facility Information

The Facility Information screen displays the facility details entered while initiating the application. Facility Information, Physical Address of Facility, Phone Number and Point of Contact.

Once all the mandatory fields have been filled, the user can move on to the next section by clicking on Facility Operations Information tab.

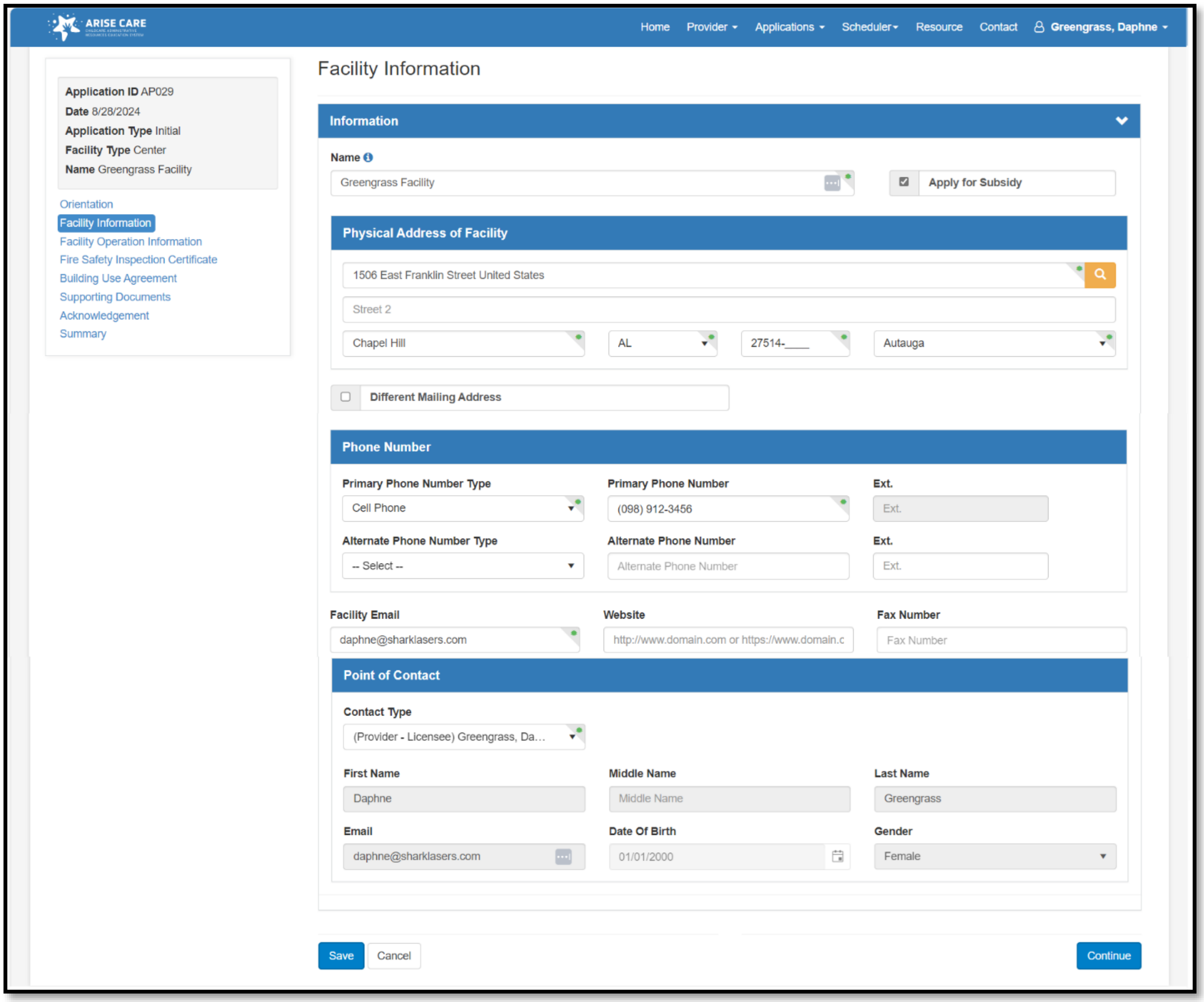


Figure 26: Facility Information

3.3 Facility Operation Information

The Facility Operation Information Page includes details of the operations times, children to be served, types of care provided, and facility closure details. The page captures all details required regarding the real-time operation of the facility.

How to add facility operation information?

1. Select 'Service Schedule' which indicates the period you will be offering services to child and youth
2. Enter 'Proposed number of children to be cared for'
3. Enter the opening time.
4. Enter the closing time.
5. Check the applicable checkboxes from 'Hours of Operation' container
6. Click the 'Select Children to be Served' drop-down menu to select, by age category, the children who will be served at the facility.
7. Select 'Care Type'

8. Select 'Program Type'
9. Click on the 'Add Closure' button to declare a holidays
10. Enter the holiday's name and date
11. Click 'Update' to save the information.
12. After completing all required fields, the user can select the Save button to save the information entered and proceed to the next section.

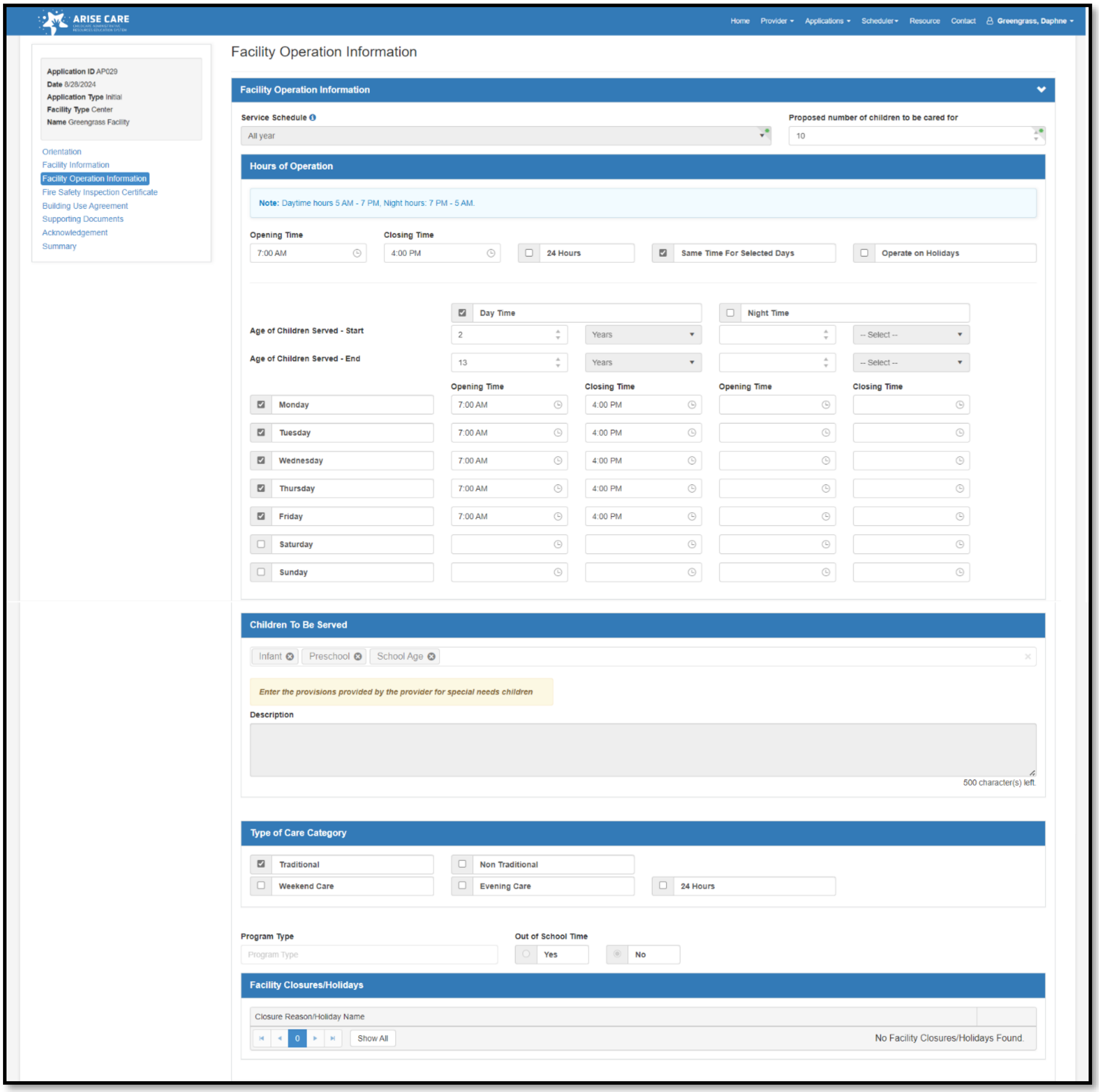


Figure 27: Facility Operation Information

3.4 Fire Safety Inspection Certificate

A fire safety inspection of the facility must be conducted before the facility can be licensed or approved. The Fire Safety Inspection Certificate allows the user to add details of the fire safety inspection and its results.

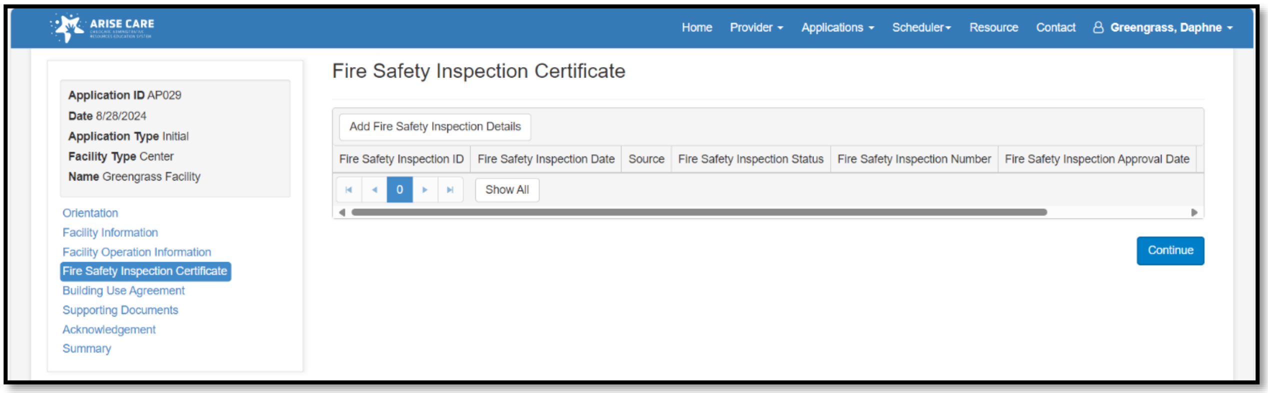


Figure 28: Fire Safety Inspection Certificate

How to Add Fire Safety Inspection Certificate?

1. Click on 'Add Fire Safety Inspection Details'. You will be navigated to screen displaying required fields for Fire Safety Inspection Certificate:

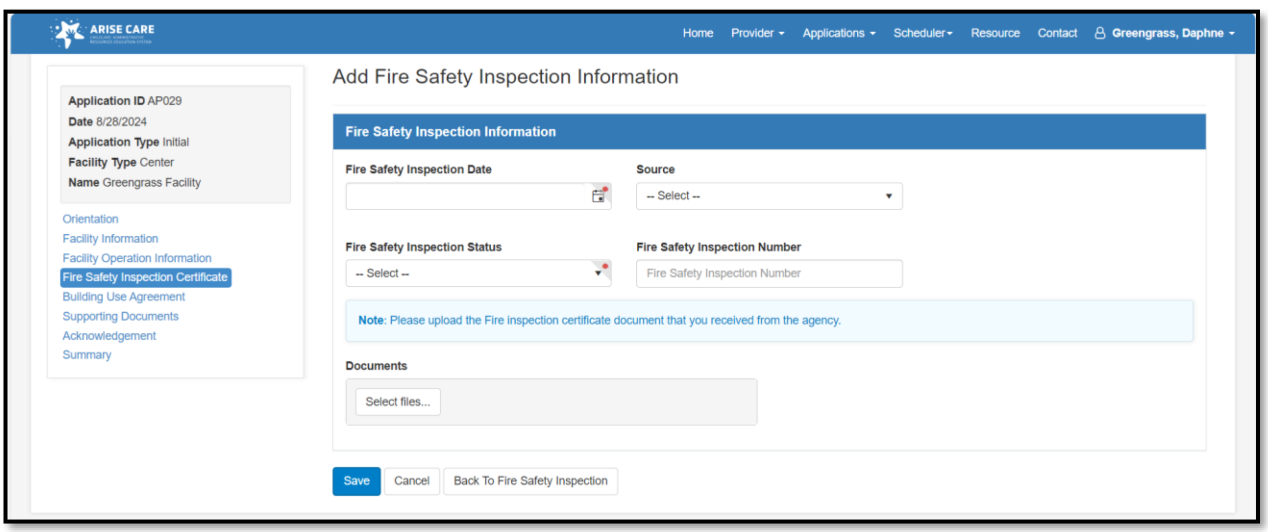


Figure 29: Fire Safety Inspection Information Form

2. Enter Fire Safety Inspection Date
3. Select Source (defaults to Department of Buildings)
4. Enter Fire Safety Inspection Status
5. Enter Fire Safety Inspection Approval Date if status is selected as 'Approved'
6. Enter Fire Safety Inspection Number
7. Upload the supporting document
8. Click on the "Save" button to save.

3.5 Building Use Agreement

A Building Use Agreement in the context of childcare refers to a legal contract or agreement between a childcare provider or organization and the owner or operator of a building or facility where the childcare services are provided. This agreement outlines the terms and conditions of the arrangement between the parties involved.

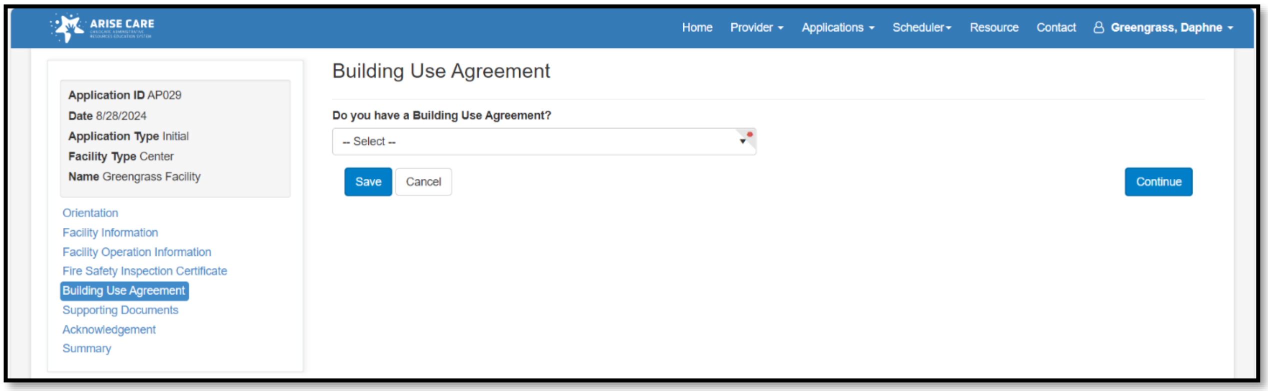


Figure 30: Building Use Agreement

How to submit a Building Use Agreement?

1. Select 'Yes' if you are willing to submit a Building Use Agreement or else 'No'. The system will load the form as per the selection
2. In case you select 'No', you will be required to upload a supporting document before you proceed.
3. In case you select 'Yes', the following form will appear:

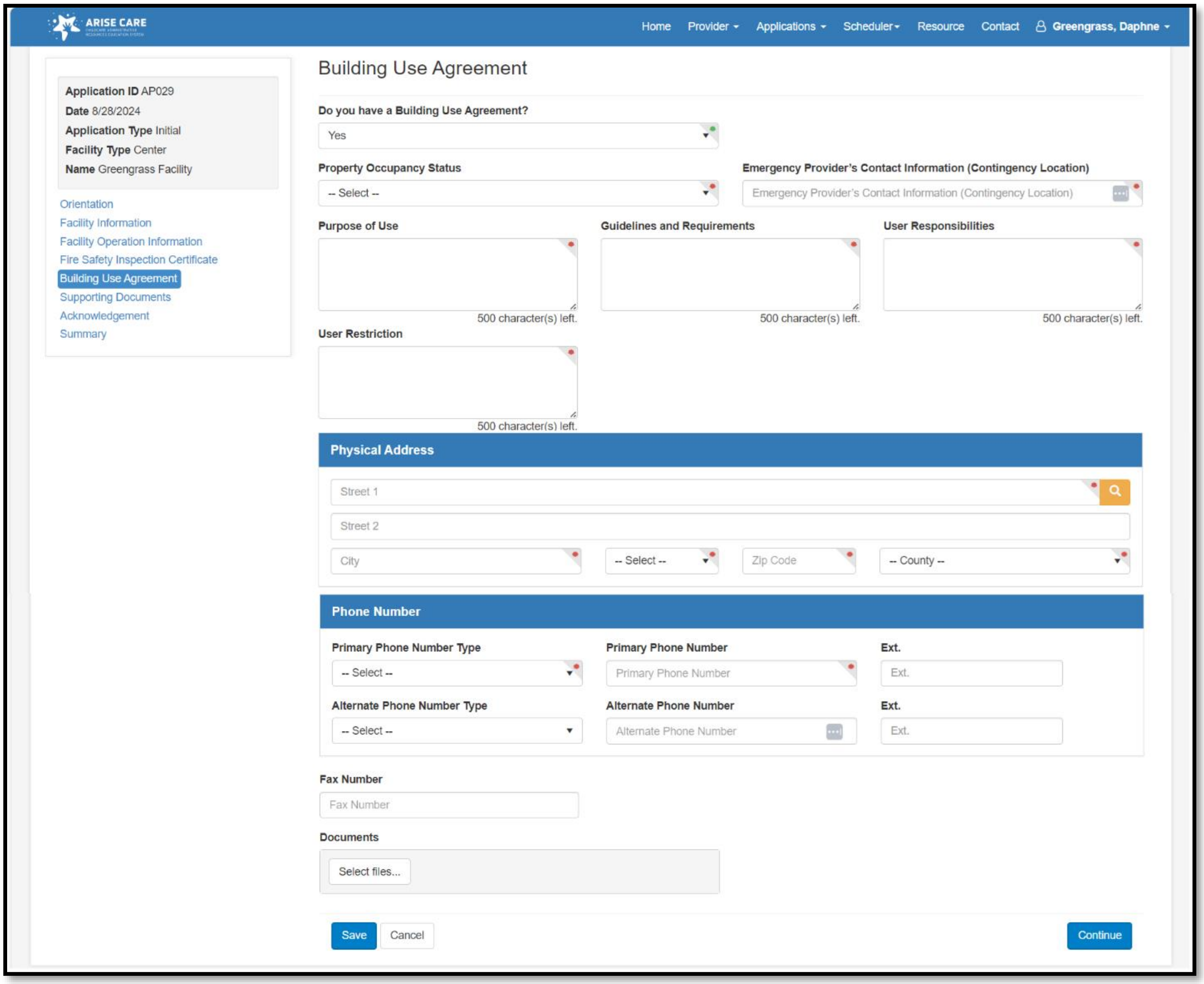


Figure 31: Add Building Use Agreement Details

4. Enter the emergency provider's contact information (Contingency Location)
5. Enter the purpose of use
6. Enter Guidelines and Requirements
7. Enter User Responsibilities
8. Enter User Restriction.
9. From the drop-down menu, choose Yes or No for the facility usage fee
10. Enter the Physical Address
11. Enter contact details
12. Click on 'Select Files" button in the Documents section to upload relevant file
13. Click on the "Upload" button to add the documents to your application
14. Save your work by clicking the "Save" button.

3.7 Supporting Documents

The Supporting Documents screen displays the list of mandatory documents that the user must upload to complete their licensing application.

Visual cues such as green checkmarks and red crosses indicate whether a required document has been successfully uploaded or not. Users will also be able to see an application upload history where they will be able to access all the documents that are uploaded.

How to upload a document?

1. Click on the respective document's hyperlink
2. Select the file to be uploaded
3. Click on 'Upload Document

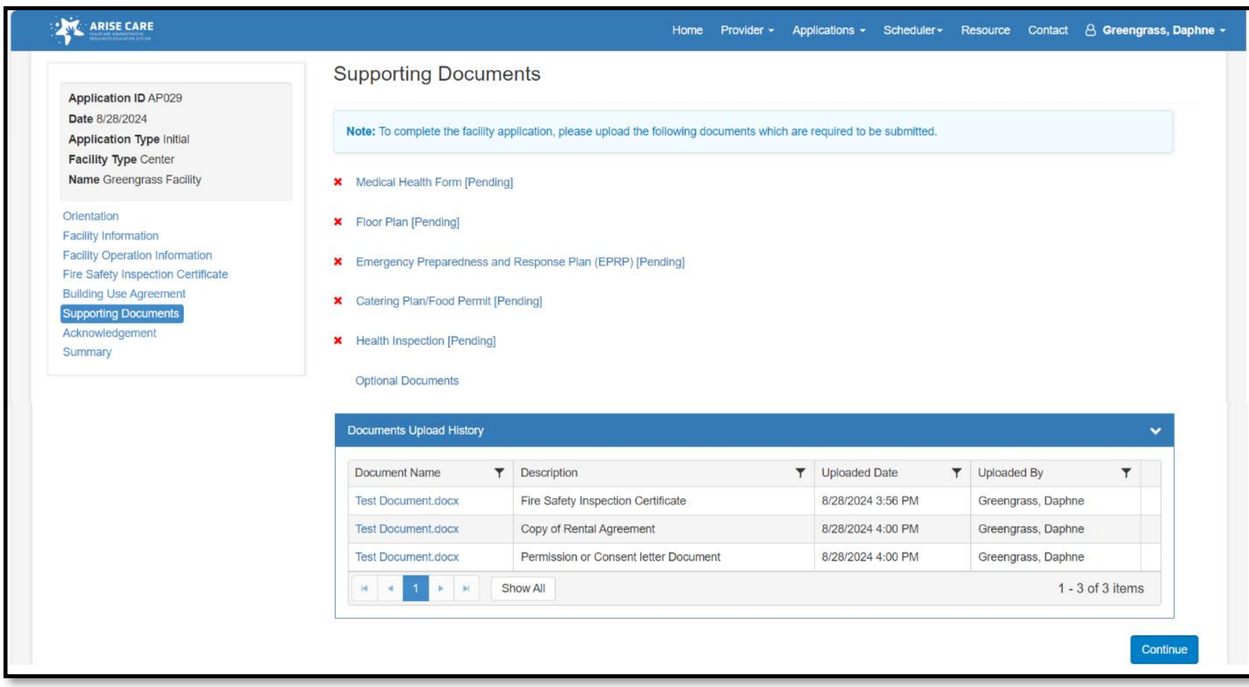


Figure 32: Supporting Documents

3.8 Acknowledgement

The Acknowledgement screen presents a series of questions, each with a Yes or No option. The user must answer all questions by selecting the appropriate option and then click on the save button to store the entered details.

If required, the user must also fill in a mandatory description box to explain their responses.

Clicking on the Acknowledgement section of the left navigation pane will direct the user to the following screen:

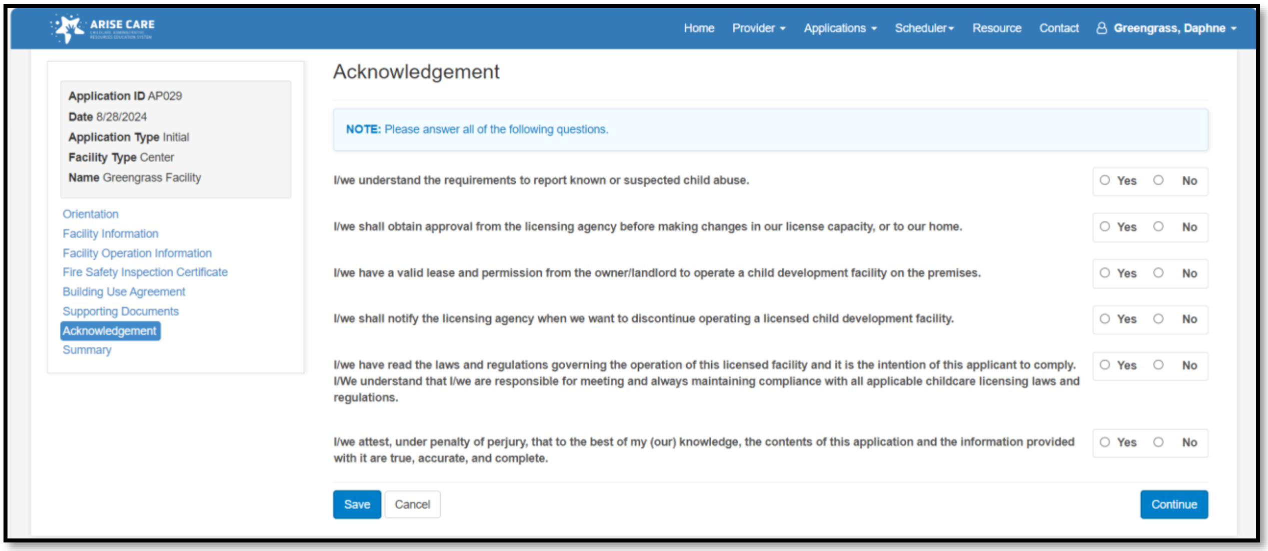


Figure 33: Acknowledgement Screen

3.9 Summary

The Summary screen includes an Action Items grid. Each action item is conveniently indicated with intuitive visual cues for your ease. The green check mark represents completed tasks, while a cross symbol is attributed to those yet to be completed.

Simply click on the hyperlink accompanying any pending action item, and it will smoothly guide you to the respective task awaiting completion.

How to to Attest, Acknowledge and Submit the application?

1. Check if all the required action items are green ticked
2. Click on 'here' hyperlink to download Rights and Responsibilities document
3. Check the Rights and Responsibilities checkbox
4. Check the acknowledgement checkbox
5. Add Signature
6. Submit the Application

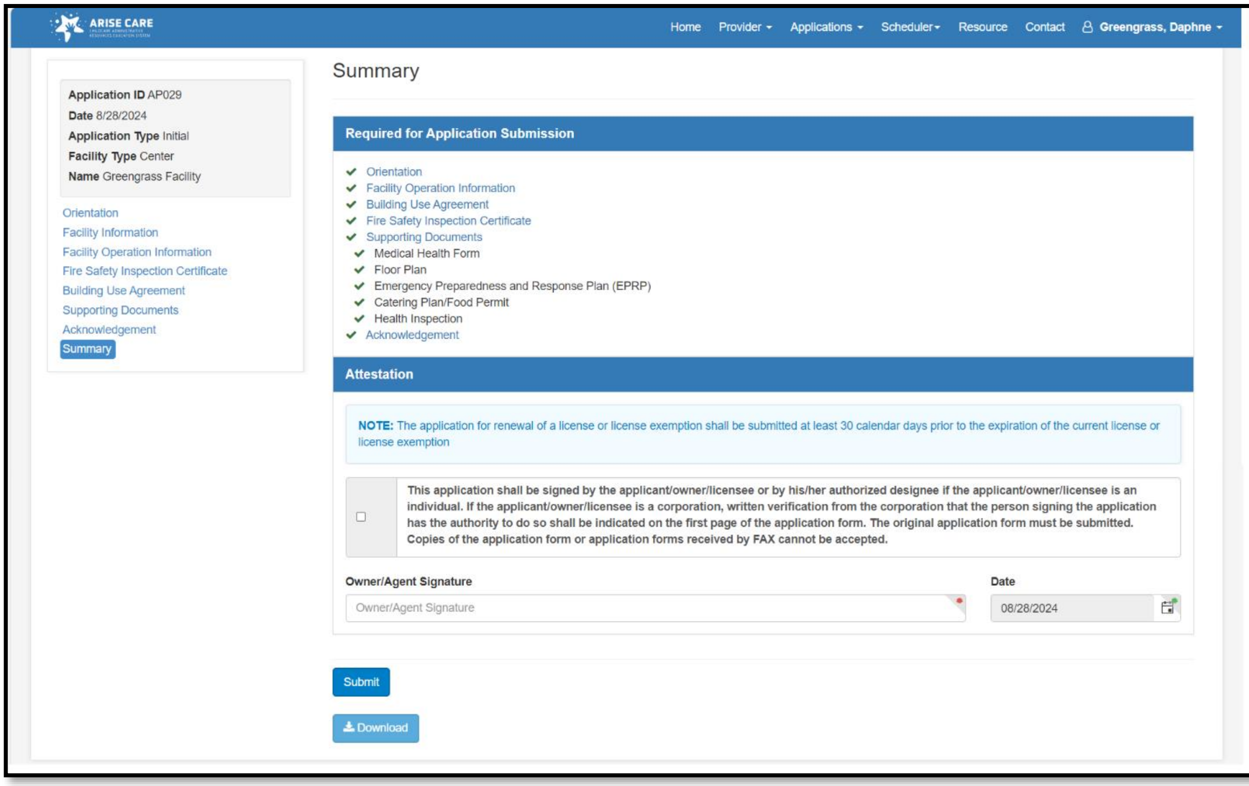


Figure 34: Summary

4. INSPECTIONS AND LICENSE APPROVAL

Once the provider's initial license application has been submitted and accepted, a facility inspection will be conducted to determine whether the facility meets the prescribed standards.

In order for the inspection to be conducted, the provider will need to complete a few more steps and provide Classroom, Staff, Capacity, and Background Check information that will be reviewed and assessed during the inspection. These steps will automatically appear on the provider's dashboard once their initial application has been accepted, as follows:

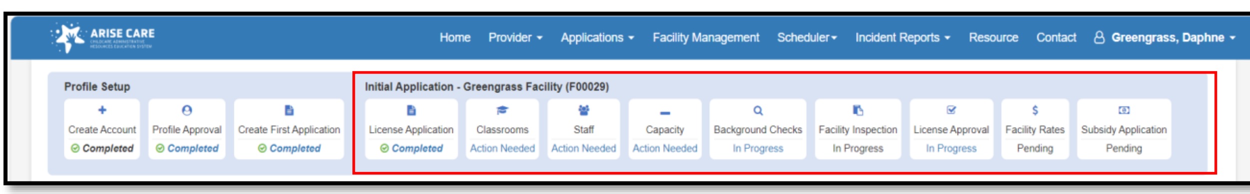


Figure 35: New Steps once Initial Application has been Accepted

4.1 Classrooms

The classrooms section will allow the user to add details of all planned classrooms, staff members responsible for each classroom, and the care level that will be catered to in the classroom. These details will be recorded and evaluated during the inspection.

To proceed, the user will need to click on the 'Action Needed' link in the 'Classrooms' step on the application wizard. This will navigate you to the following screen:

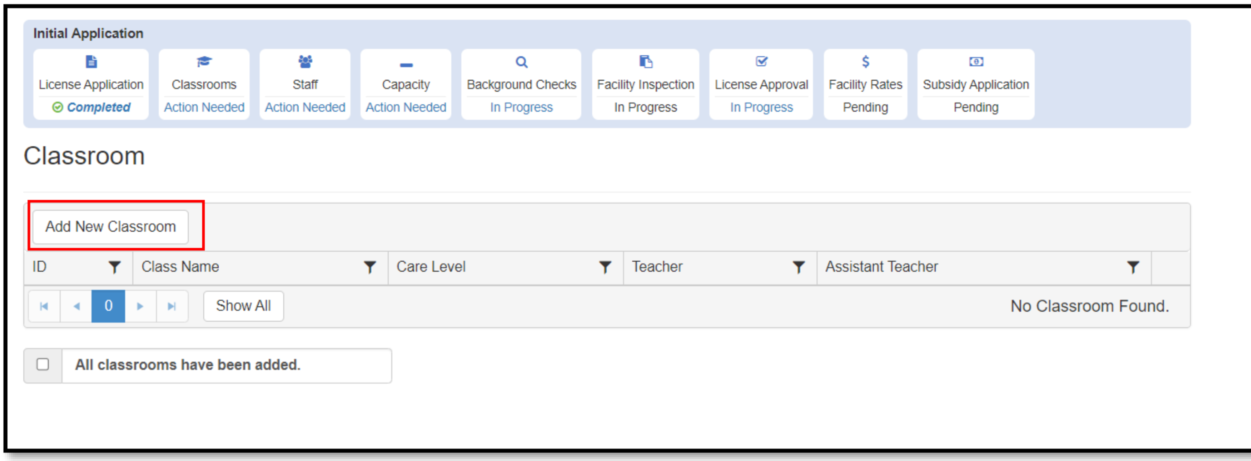


Figure 36: Classrooms

How to add Classroom Details?

1. Click on the 'Add New Classroom' button to be directed to the following page:

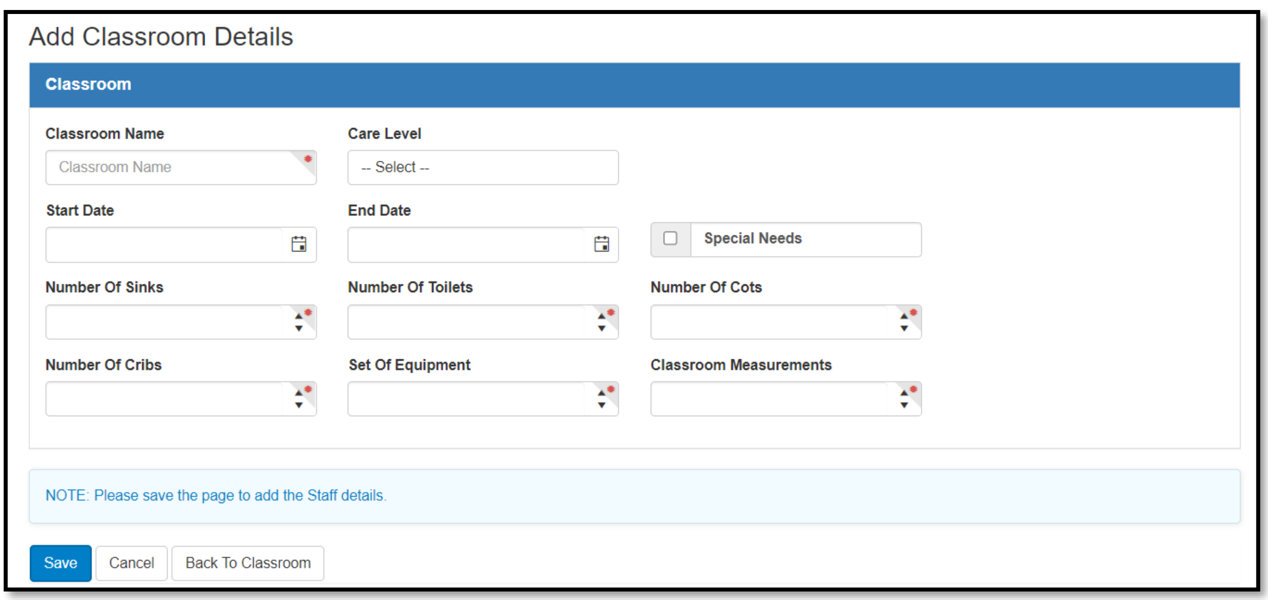


Figure 37: Add Classroom Details

2. Fill in all mandatory details
3. Save the page to enable the staff form as follows:

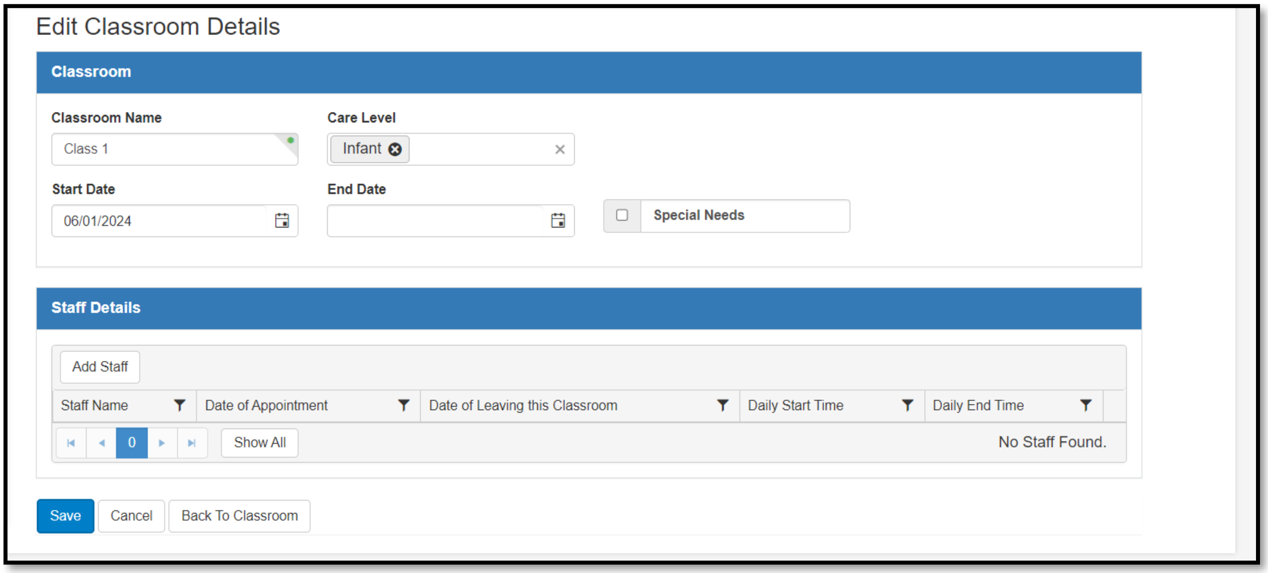


Figure 38: Staff Details

4. Click on 'Add Staff' to access the Staff form:

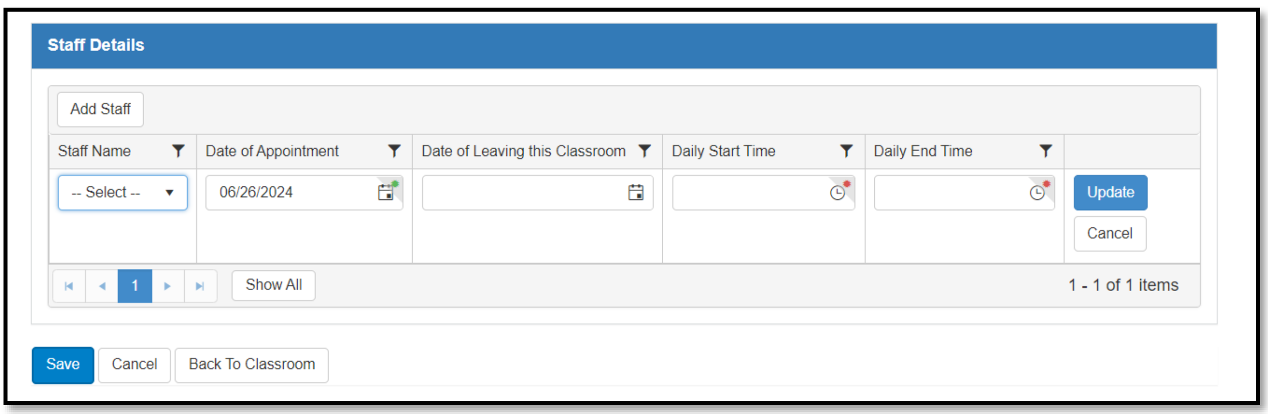


Figure 39: Add Staff Details

5. Enter all mandatory details about the staff member
6. Click on 'Update' to update staff information to the classroom details
7. Click on 'Save' to save the information and proceed
8. Click on 'Back to Classroom' to be directed back to the Classrooms page (Figure 36)
9. Repeat the process until all classrooms have been added
10. Select the checkbox to indicate that all classrooms have been added, once complete.

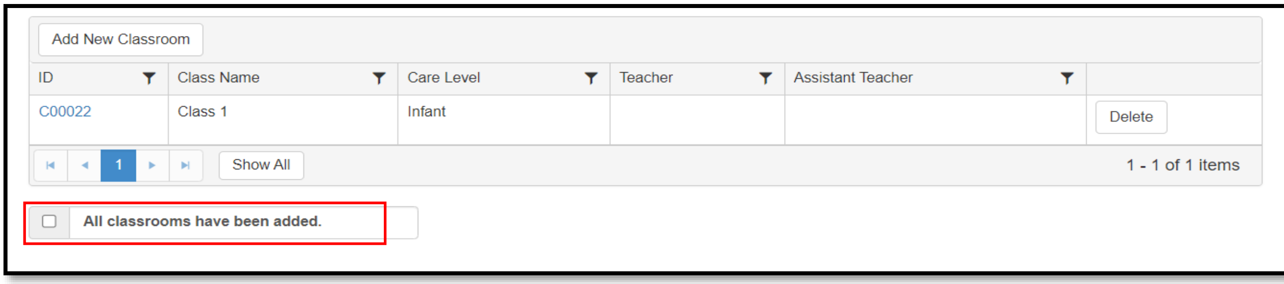


Figure 40: 'All classrooms have been added' Checkbox

4.2 Staff

The staff section will allow the user to add details of all staff members. These details will also be recorded and evaluated during the inspection.

To proceed, the user will need to click on the 'Action Needed' link in the 'Staff' step on the application wizard. This will navigate you to the following screen:

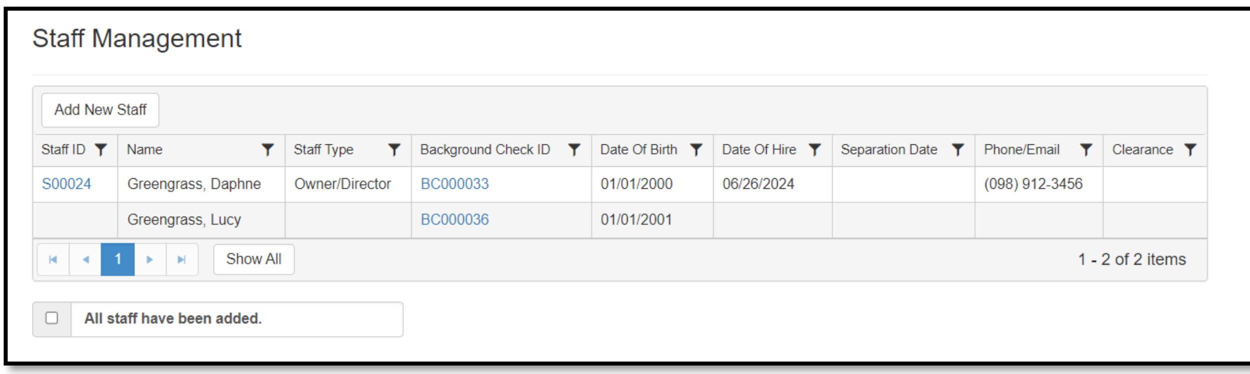


Figure 41: Staff Management

The screen will already display the staff details that had been added via the classroom form, as well as any point of contact details added during the provider profile submission. Users will also be able to add additional staff members from this screen.

How to add Staff Details?

1. Click on the 'Add New Staff' button to be navigated to the following page:

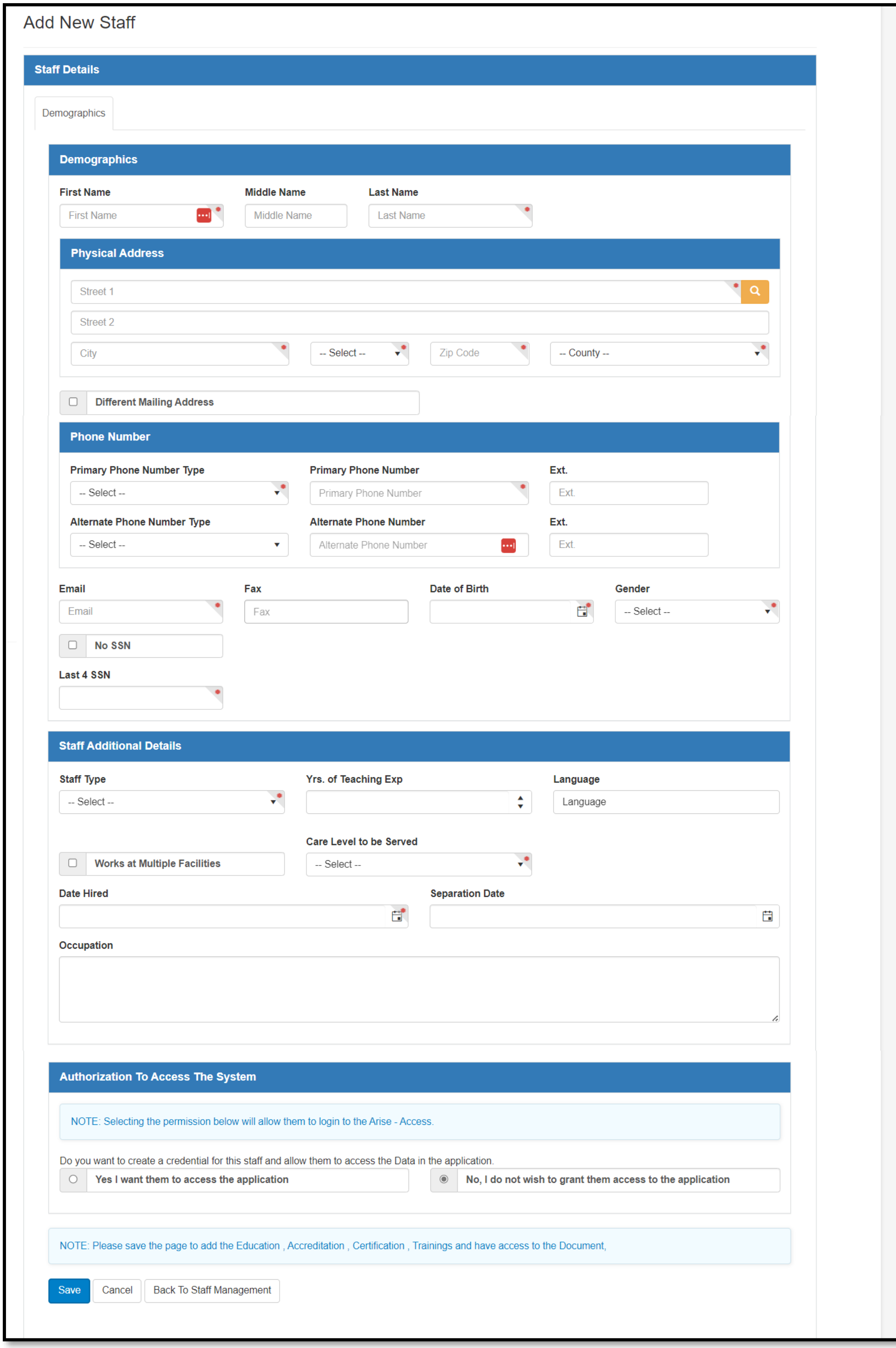
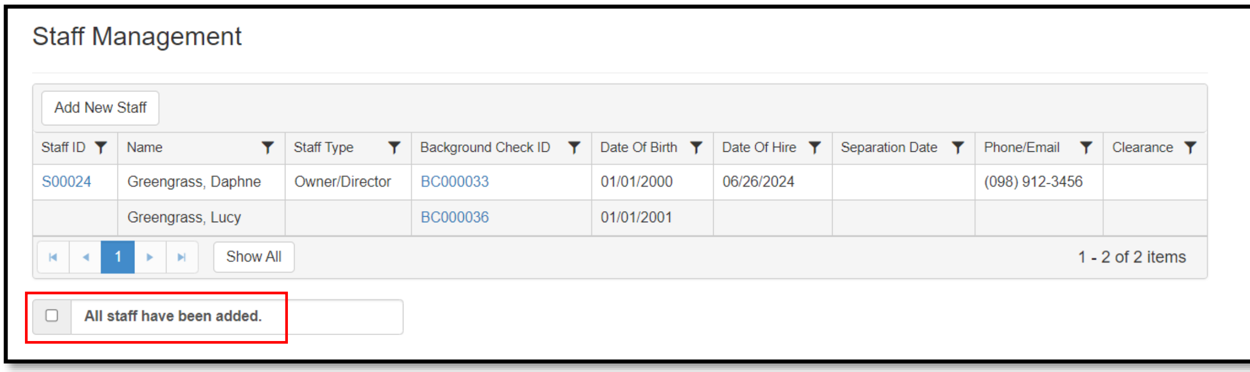


Figure 42: Add Staff Details

2. Fill in all mandatory details (marked by a red asterisk on the top right corner of the field)
3. Select the checkbox to determine whether you would like to give this particular staff member access to the application and provider portal
4. Click on 'Save' to save the details and access the forms required to add the staff member's education details, accreditation, certification, training, and documentation, as required
5. Fill in all required details
6. Click on 'Save' to save your information
7. Click on 'Back to Staff Management' to be directed back to the Staff Management page (Figure 41)
8. Repeat the process until all staff members have been added
9. Select the checkbox to indicate that all staff have been added, once complete.


Staff Management

Add New Staff

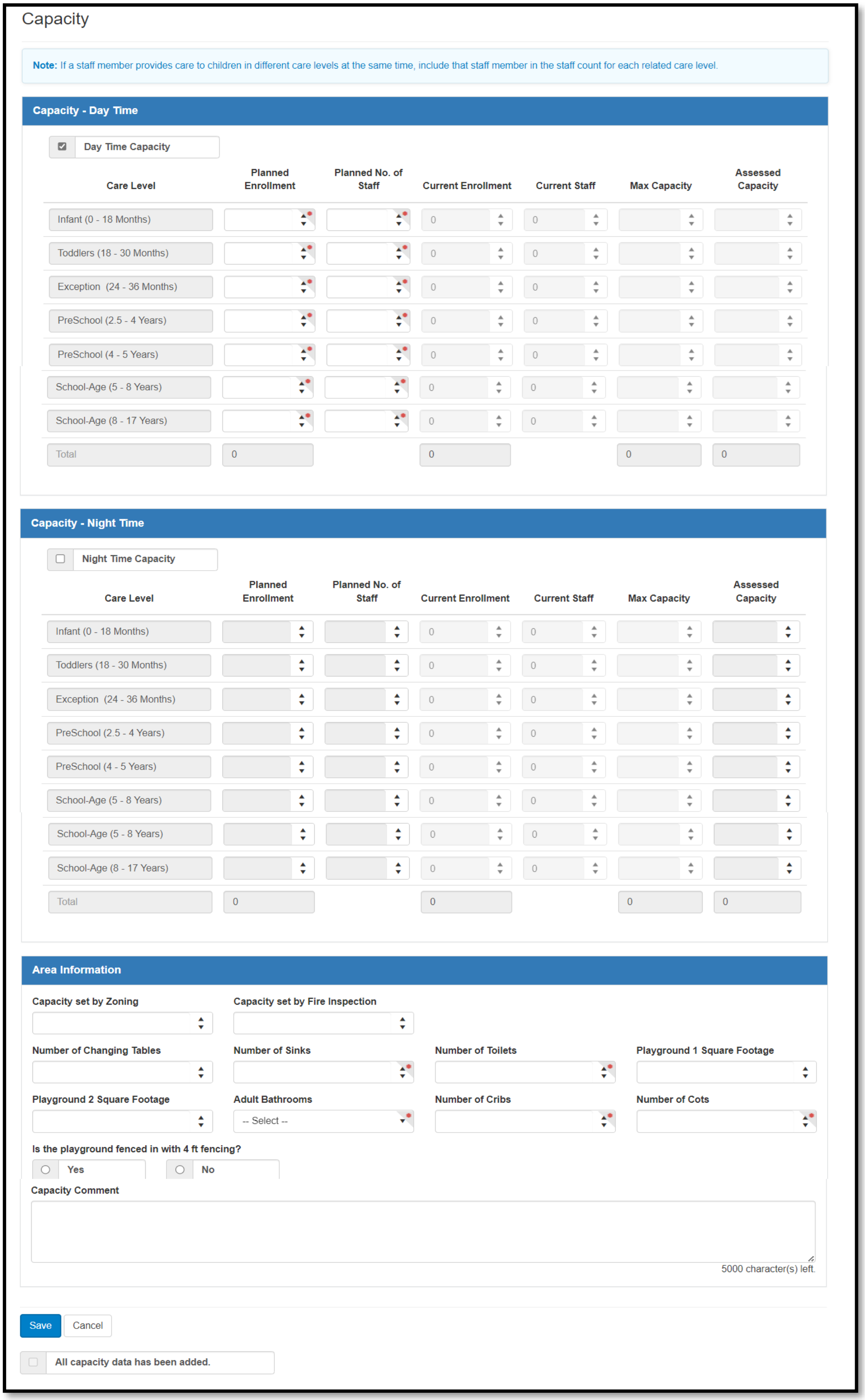
Staff ID	Name	Staff Type	Background Check ID	Date Of Birth	Date Of Hire	Separation Date	Phone/Email	Clearance
S00024	Greengrass, Daphne	Owner/Director	BC000033	01/01/2000	06/26/2024		(098) 912-3456	
	Greengrass, Lucy		BC000036	01/01/2001				

Figure 43: 'All staff have been added' checkbox

4.3 Capacity

The capacity section allows users to add details regarding the facility's capacity. This includes the number of planned enrollments and staff to manage those enrollments at different care levels, as well as physical capacity such as square footage, the availability of toilets and other infrastructure, and more. All these details will also be evaluated during the facility inspection.

To proceed, the user will need to click on the 'Action Needed' link in the 'Capacity' step on the application wizard. This will navigate you to the following screen:



Capacity

Note: If a staff member provides care to children in different care levels at the same time, include that staff member in the staff count for each related care level.

Capacity - Day Time

☑ Day Time Capacity

Care Level	Planned Enrollment	Planned No. of Staff	Current Enrollment	Current Staff	Max Capacity	Assessed Capacity
Infant (0 - 18 Months)			0	0		
Toddlers (18 - 30 Months)			0	0		
Exception (24 - 36 Months)			0	0		
PreSchool (2.5 - 4 Years)			0	0		
PreSchool (4 - 5 Years)			0	0		
School-Age (5 - 8 Years)			0	0		
School-Age (8 - 17 Years)			0	0		
Total	0		0		0	0

Capacity - Night Time

☐ Night Time Capacity

Care Level	Planned Enrollment	Planned No. of Staff	Current Enrollment	Current Staff	Max Capacity	Assessed Capacity
Infant (0 - 18 Months)			0	0		
Toddlers (18 - 30 Months)			0	0		
Exception (24 - 36 Months)			0	0		
PreSchool (2.5 - 4 Years)			0	0		
PreSchool (4 - 5 Years)			0	0		
School-Age (5 - 8 Years)			0	0		
School-Age (5 - 8 Years)			0	0		
School-Age (8 - 17 Years)			0	0		
Total	0		0		0	0

Area Information

Capacity set by Zoning

Capacity set by Fire Inspection

Number of Changing Tables

Number of Sinks

Number of Toilets

Playground 1 Square Footage

Playground 2 Square Footage

Adult Bathrooms: -- Select --

Number of Cribs

Number of Cots

Is the playground fenced in with 4 ft fencing?

○ Yes ○ No

Capacity Comment

5000 character(s) left.

Save Cancel

☐ All capacity data has been added.

Figure 44: Capacity Details

How to add Capacity Details?

1. Fill in all mandatory information
2. Click on 'Save' to save your information
3. Select the 'All capacity data has been added' checkbox once the form has been completed

4.4 Background Check

In order to complete the final step before the facility inspection, the user will need to add background check details of all staff members who have been added on the staff management page (if any).

To complete this section, the user may follow the same process that was followed when submitting the provider profile (refer to section 2.3).

5. INSPECTION

Once the user has completed the steps leading up to the inspection, an inspection will be scheduled. Once the inspection has been scheduled, the user will have the option to select one of three scheduled dates for the inspection to be conducted.

How to select an Inspection Date?

To view the inspection date options, the user may either click on the notification that they will receive in the Tasks and Notices section of their dashboard

OR

1. Navigate to the Scheduler Module at the top of the screen
2. Select the 'Licensing Scheduler' option from the drop-down menu to be directed to the following screen:

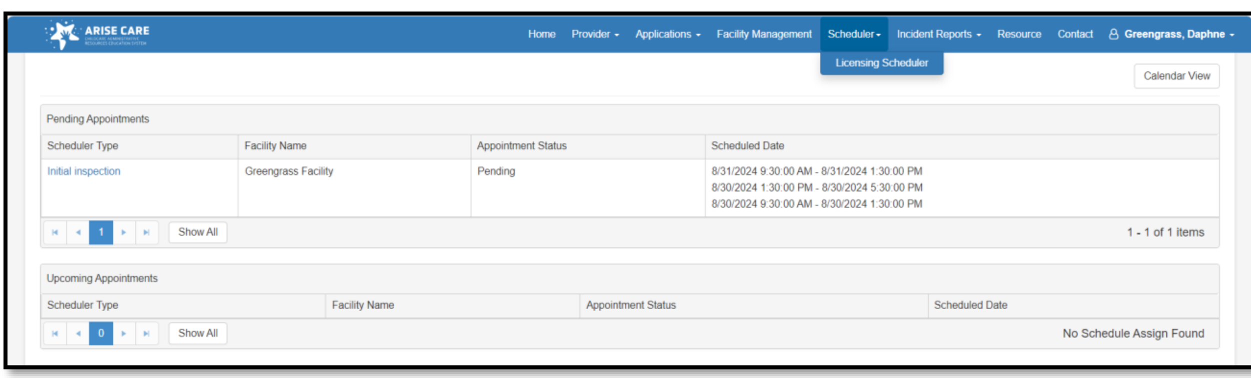


Figure 45: Scheduler

3. Click on the scheduler type link (refer to Figure 45) to view the schedule details and select a date and time:

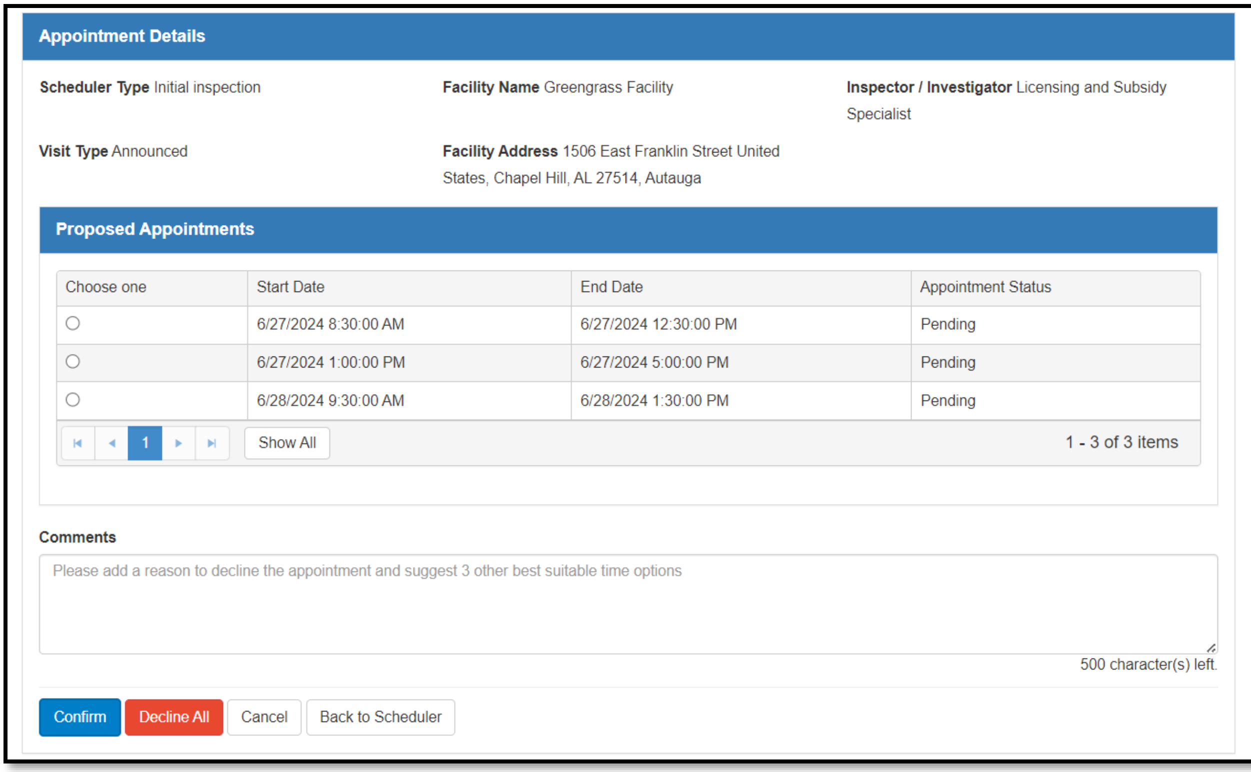


Figure 46: Schedule Date Selection

4. Select a date and time from the options given
5. Click on 'Confirm' to confirm your selection

The facility inspection will be conducted at the selected date and time accordingly

6. LICENSE APPROVAL

Once the facility inspection has been successfully completed, if no deficiencies are identified, the facility will be approved and licensed.

The user will receive a notification regarding the approval and licensing of their facility in the Tasks and Notices section of the dashboard.

7. AMEND APPLICATION

Once a license application has been submitted and approved, a licensed provider can make changes in the submitted application and go through the complete approval process of licensing once again, if required. The process is very similar to the 'Initial Licensing Application'. The potential reasons behind amending a license application can be:

a. Expansion or Modification
b. Change in Ownership or Management
c. Ensuring Updated Information

How to Initiate Amend Application?

1. Log in to the Provider Portal
2. Select 'License Status' from the Provider Module drop-down menu:

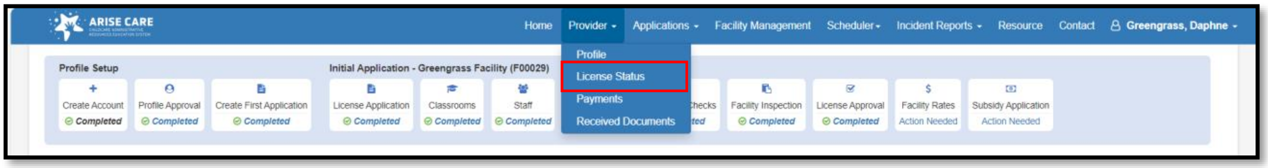


Figure 47: Provider Module – License Status

You will be navigated to the following screen displaying a list of 'Licensed Facilities':

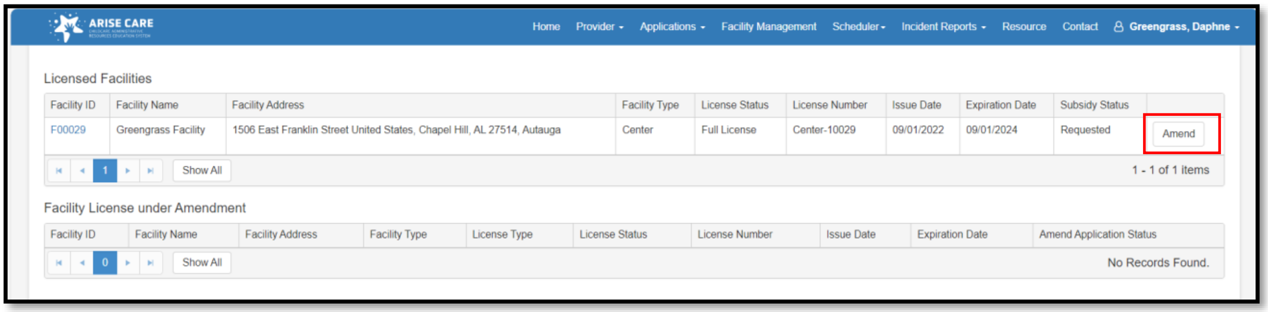


Figure 48: Create Amend Application

3. Click on the 'Amend' button to the facility you wish to make changes to
4. Click on 'OK' to confirm. You will be redirected to Application screens where a record for amendment is displayed in the 'Current Application' grid with status as 'Pending'

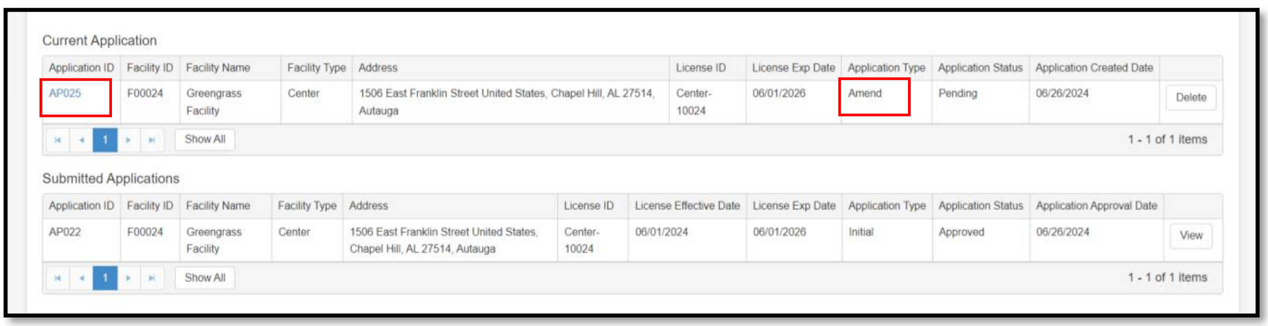


Figure 49: Current Application

5. Click on the hyperlink to get started with an 'Amend Application'.
6. Make the changes as required.
7. Complete the pending action items, to submit the application.
8. Click on 'Submit' to submit the application.

8. RENEWAL APPLICATION

The issued license expiration date is 3 years from the date of issuance of the license. The renewal application hyperlink gets generated in license application screen 90 days before the expiration date. The providers who wish to continue providing services to the children and youth are required to submit the renewal application adhering to the expiration date. All the trigger values for e.g., 3 years, 90 days etc are configurable values and can be modified as per state requirements.

How to Initiate a Renewal Application?

1. Log in to Provider Portal
2. Click on License Applications from Applications drop down.
3. Click on 'Application ID' hyperlink which is generated 90 days prior to expiration of license in 'Current Application' grid.

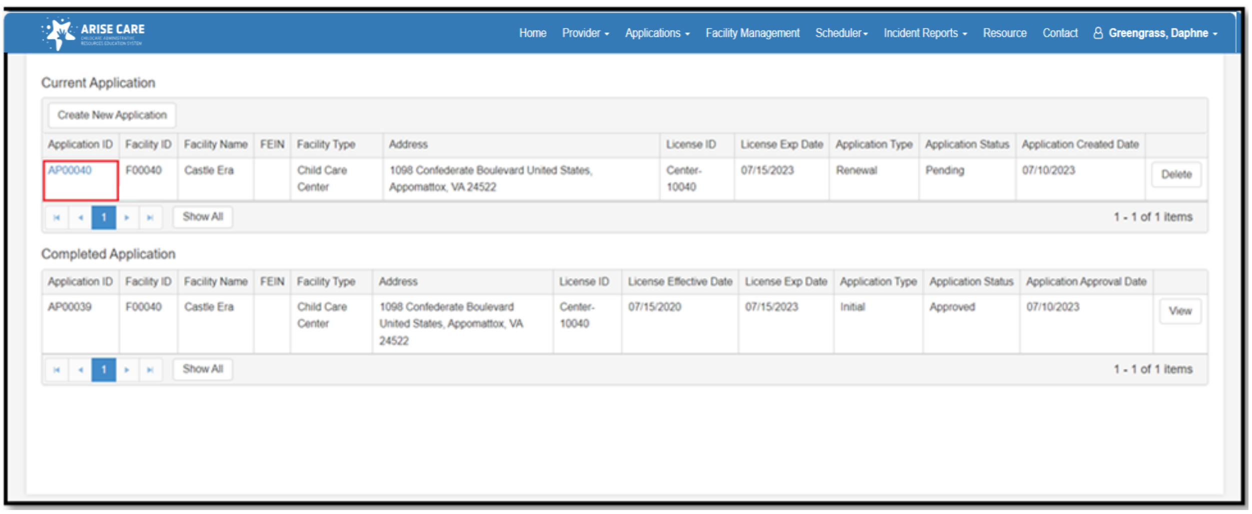


Figure 50: Renewal Application Record Generated

4. The renewal application consists of information spilled over from the initial licensing application, update the information (if required)
5. Click on 'Summary' tab from left navigation
6. Complete all the action items, Required for Application Submission

   Note: Follow the steps explained in the Initial Licensing Application

7. Acknowledge, that the provided information is accurate, true and complete
8. Add Signature
9. Submit the application

9. SUBSIDY APPLICATION

The subsidy application procedure entails submitting financial information to determine eligibility, such as income verification for the provider and the people they assist. The exact criteria for subsidy eligibility and the amount of financial help provided can vary based on the program and the individual circumstances of the provider and the families they support.

Applying for subsidy programs allows licensed childcare providers to offer discounted rates or sliding-scale fees to qualifying families, allowing them to access excellent childcare services that they might not otherwise be able to afford. These subsidies are intended to improve general childcare accessibility and cost, as well as to promote early childhood development and aid families in managing work and family commitments.

How to Apply for Subsidy?

To apply for subsidy, the foremost criterion for the providers is, they should be Licensed.

1. Log in to Provider Portal
2. Click on 'Subsidy Applications' from the Applications drop down menu. You will be navigated to screen displaying Current Subsidy Application

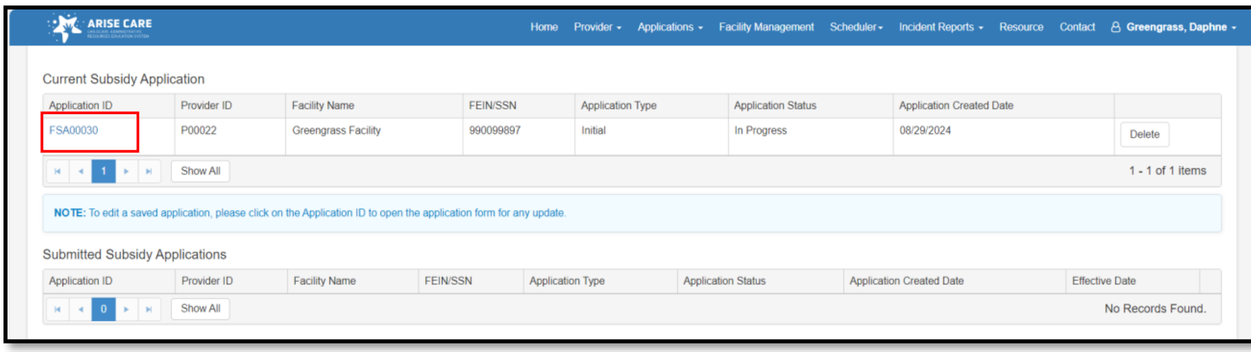


Figure 51: Provider Subsidy Application

3. Click on Application number hyperlink to initiate the provider subsidy application and be directed to the following page:

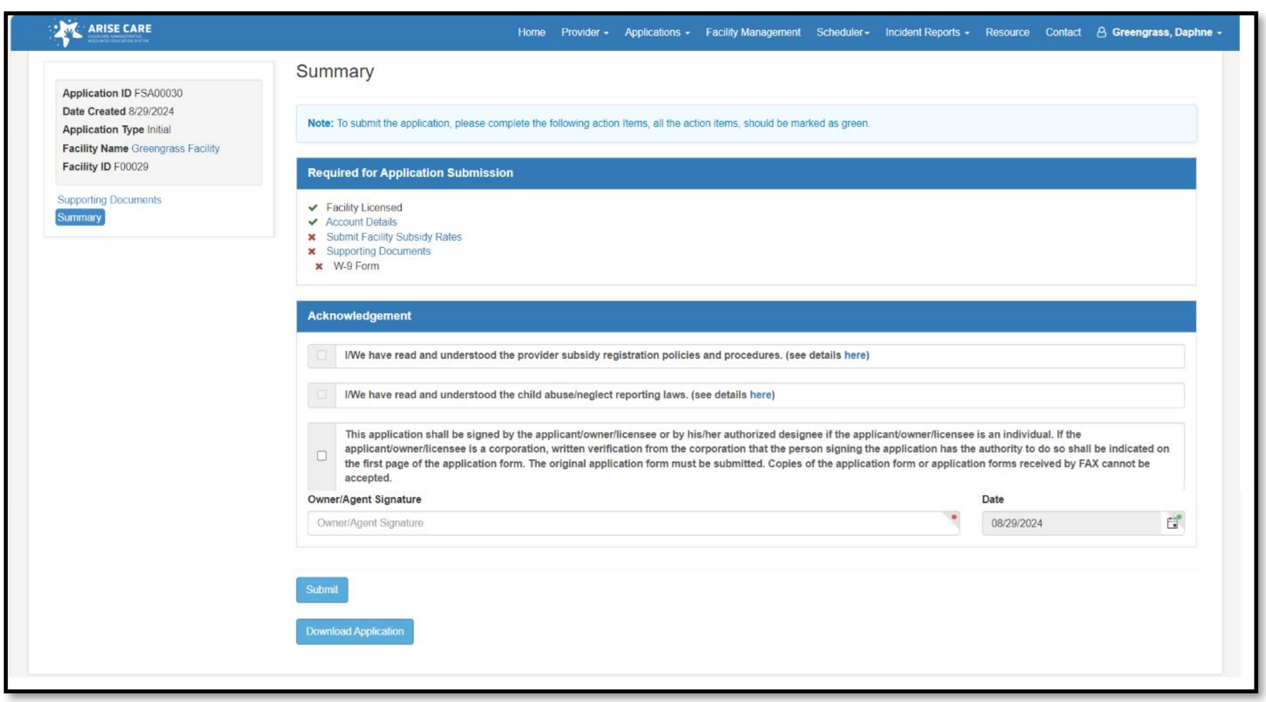


Figure 52: Provider Subsidy Summary Page

9.1 Supporting Documents

The supporting Documents screen displays the list of mandatory documents that user must upload to complete the subsidy application.

How to upload a document?

1. Click on the respective document's hyperlink
2. Select the file to be uploaded
3. Click on 'Upload Document

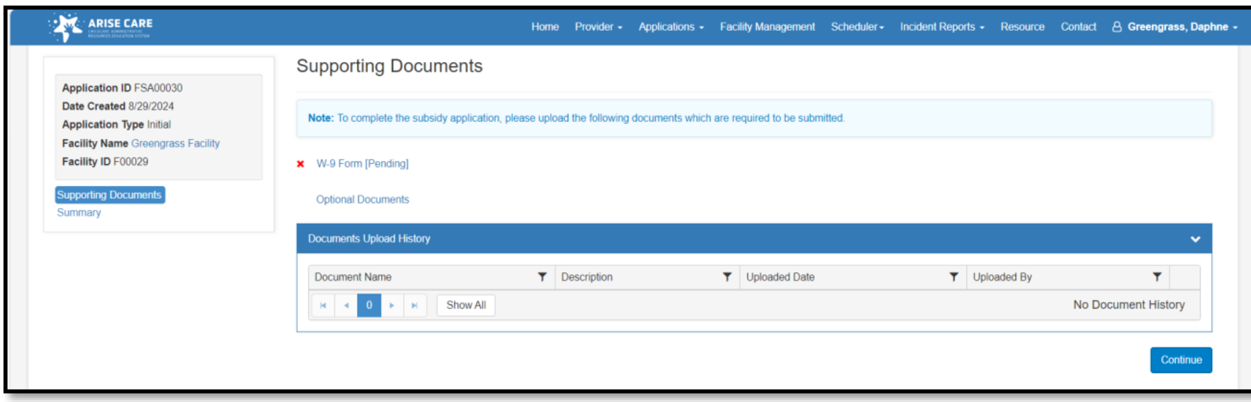


Figure 53: Subsidy Supporting Documents

9.2 Summary

On the Summary screen, user can view the necessary Action Items that are required to complete and submit your profile.

Visual indicators such as checkmarks and crosses are used to display the completed and incomplete sections respectively. By clicking on the hyperlink of the incomplete sections, you can complete the action required. Finally, by clicking on the submit button, the user can proceed to submit their Subsidy application.

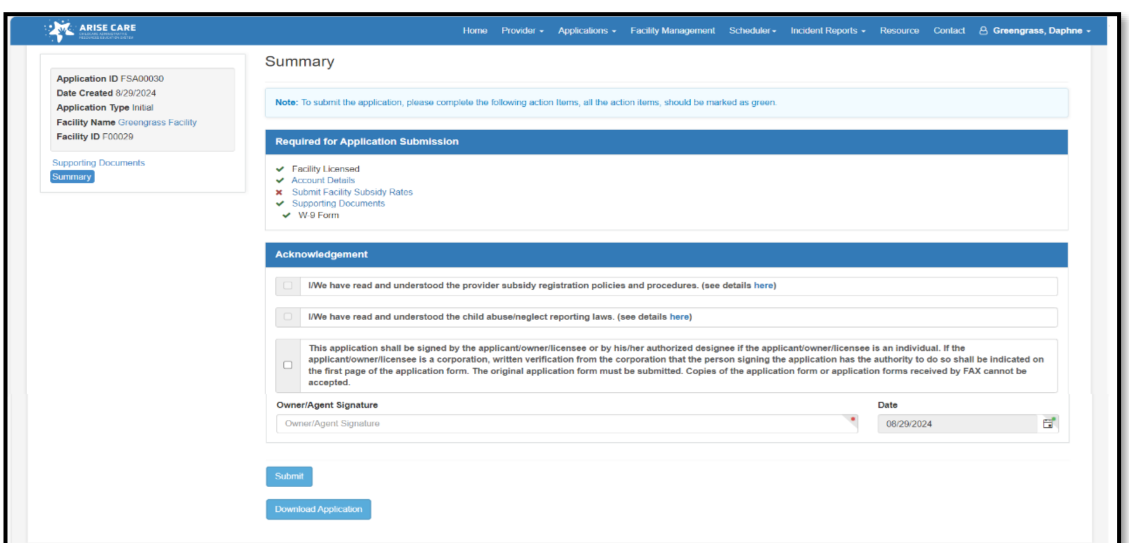


Figure 54: Summary

9.3 Submit Facility Subsidy Rates

Creating Facility Rates is essential for Subsidy Application submission. This feature allows users to create a rate set for the services they provide at their facility.

How to create a new rate set?

1. Click on 'Submit Facility Subsidy Rates' hyperlink under Summary section of the Subsidy application, to be redirected to the following screen:

Figure 55: Facility Subsidy Rates

2. Click on the 'Create New Rate Set' button to be directed to the following page:

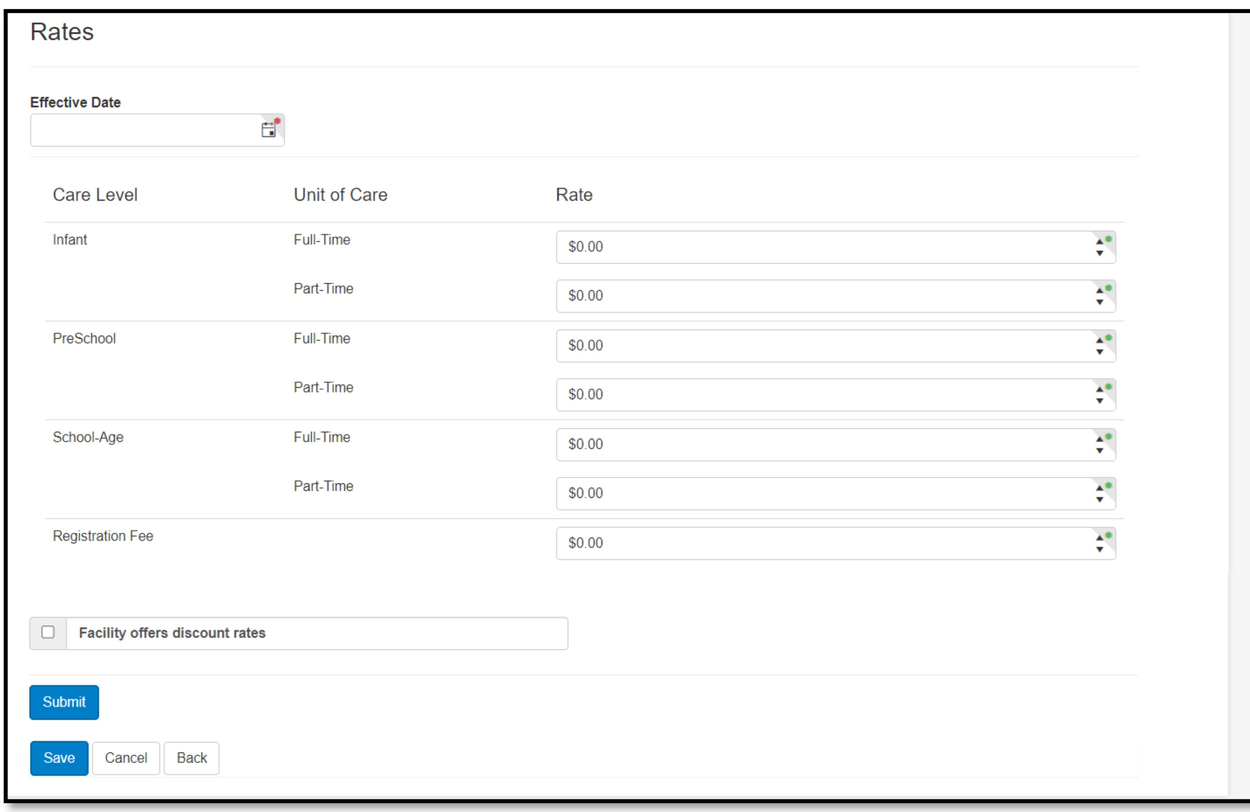


Figure 56: Create Rate Set

3. Enter 'Effective Date'

4. Enter Rates for each Care Level
5. If the facility offers discounts, enter the discount percentage.
6. Click on 'Save'

10. FACILITY MANAGEMENT

The facility management module allows licensed providers to manage their licensed facilities and navigate to the required sections to perform all facility management functions.

Clicking on the Facility Management Module leads to the following page where the user will be able to see a grid of all licensed facilities:

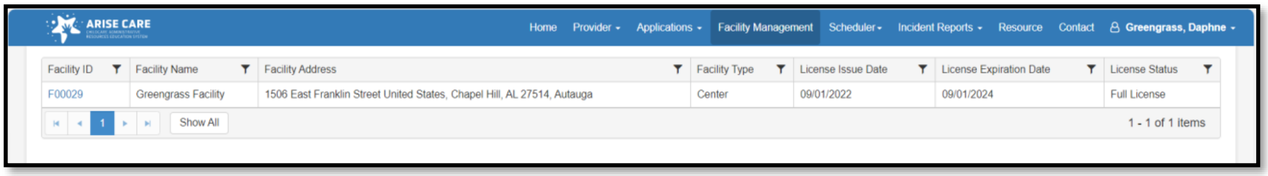


Figure 57: Facility Management Module

From the page, the user will be able to navigate to any of their licensed facilities by clicking on the Facility ID on the extreme left of the grid. Clicking on the ID will lead to the following page:

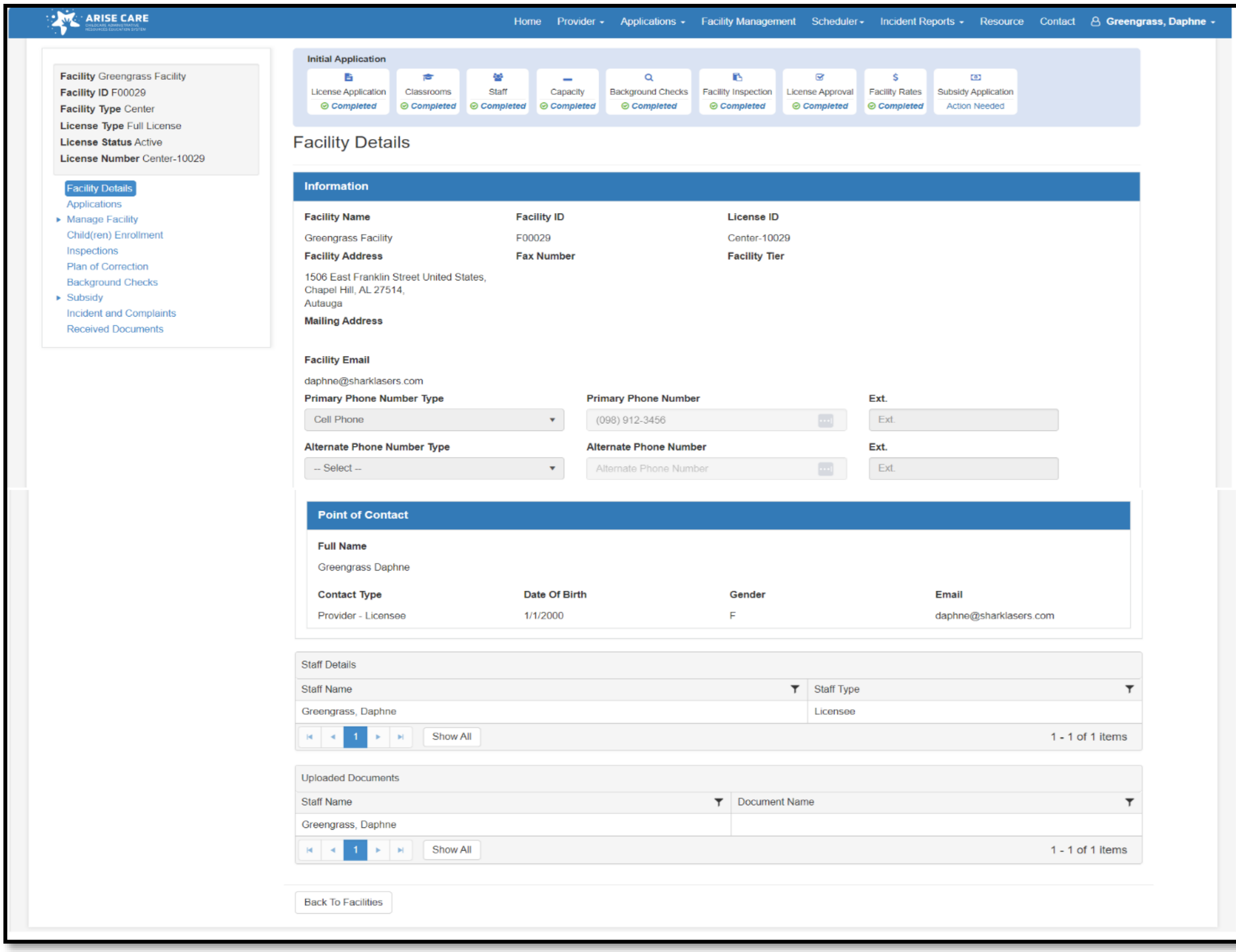


Figure 58: Facility Details

On this page, the user will be able to see a comprehensive overview of their facility details, while on the left-hand side of the page is the navigation pane that can be used to access the various facility management options and sections.

The navigation pane includes the following options:

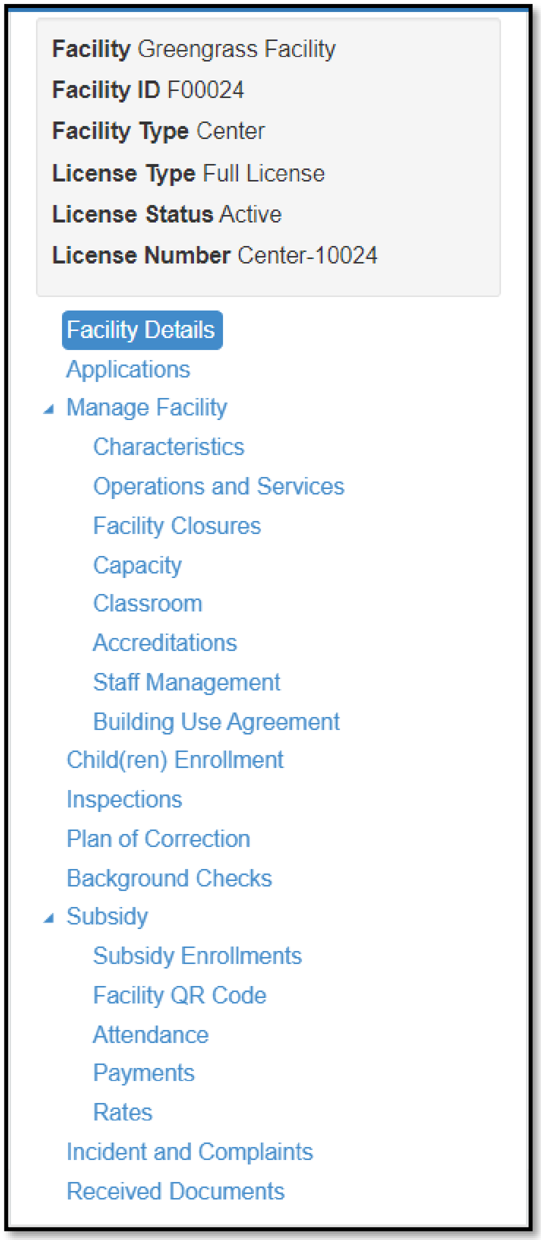


Figure 59: Facility Management Navigation Pane

The first set of sections under the 'Manage Facility' sub-heading reflect the information entered during the license application process. These sections can be used to amend or update details as required.

10.1 Child(ren) Enrollment

The Child(ren) Enrollment section can be used to view and manage all children placed or enrolled at the facility. Clicking on the link will lead the user to the following page:

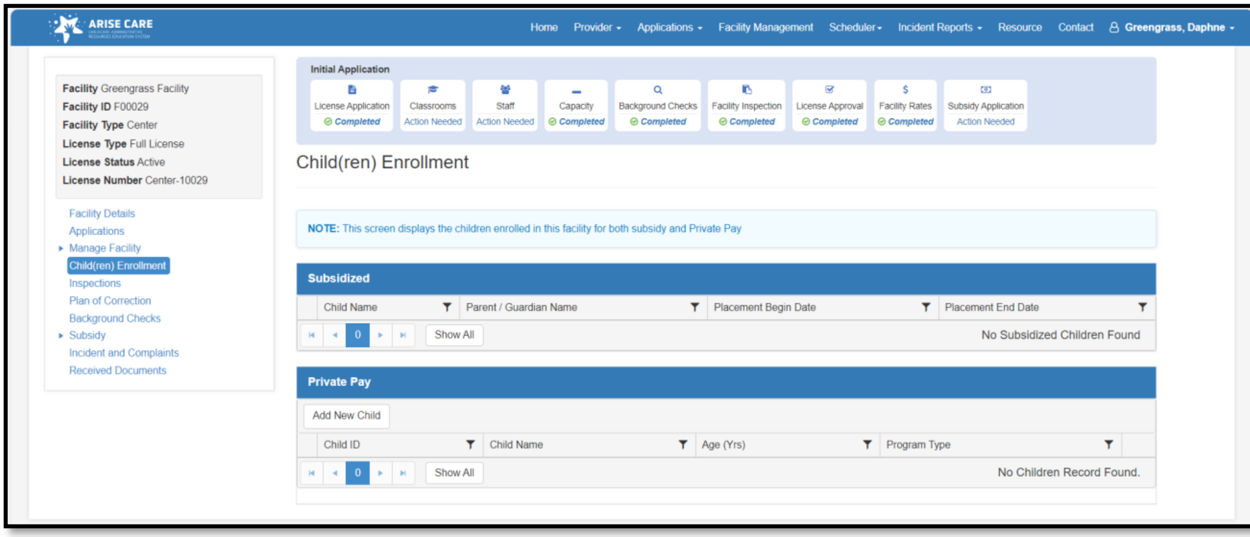


Figure 60: Child(ren) Enrollment

On this page, the user will be able to see all children requesting placement at their facility under the subsidized category. Additionally, users will also be able to add records of any children being enrolled at their facility under the private pay category.

How to add Details of Children under Private Pay?

1. Click on the 'Add New Child' button to be directed to the following page:

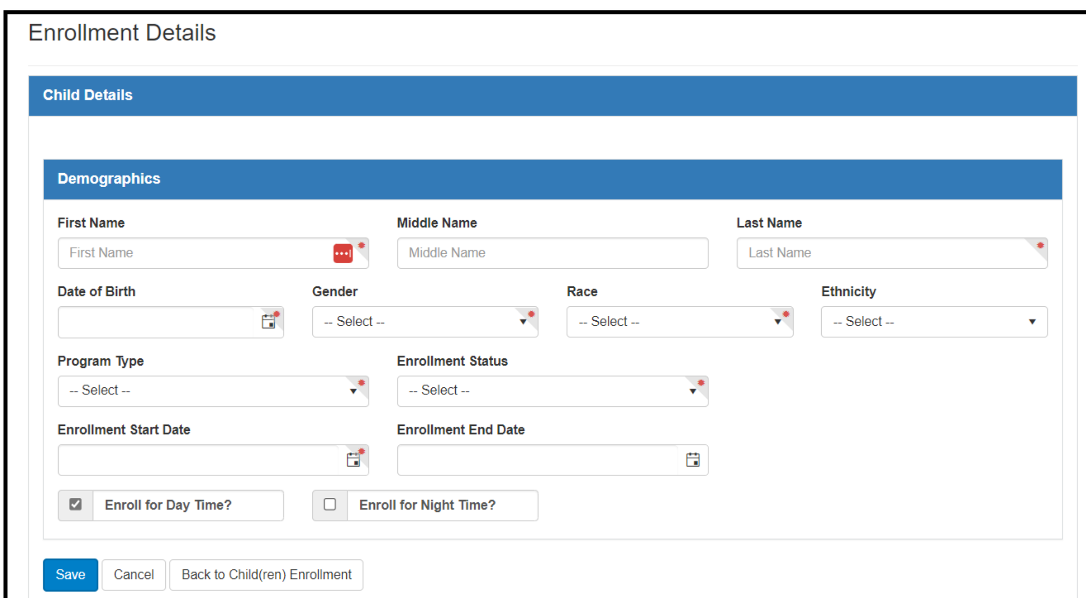


Figure 61: Add New Child Form

2. Fill in all mandatory information
3. Click on 'Save' to save the record

10.2 Inspections

The inspections section of the facility management navigation pane will allow users to view records of all inspections that have been conducted or scheduled at the facility.

The inspection grid also allows users to view details and the status of an inspection that has been conducted.

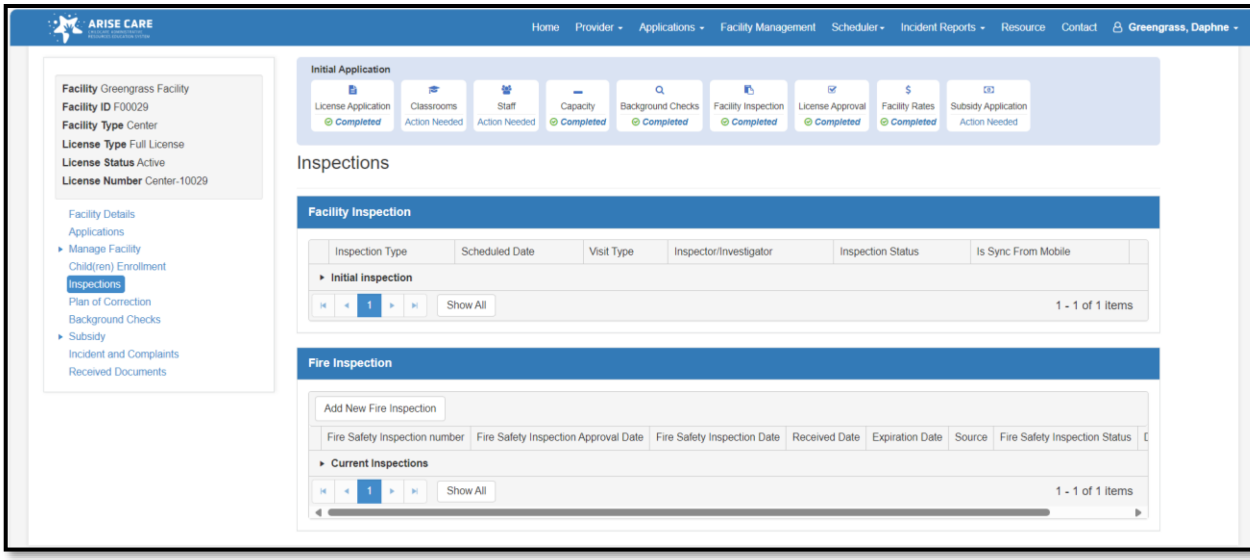


Figure 62: Inspections

10.3 Plan of Correction

In case a deficiency has been identified during the facility inspection, the user will be able to see a record of the deficiency on the plan of correction page.

The page includes a deficiency summary grid that displays all deficiencies that have been identified. Additionally, the user will also be able to view deficiency details and add a plan of action to address each of these deficiencies within the prescribed timeframe.

Target dates and plans of action can be added to the deficiency summary, while actions can also be marked complete prior to the required follow-up inspection.

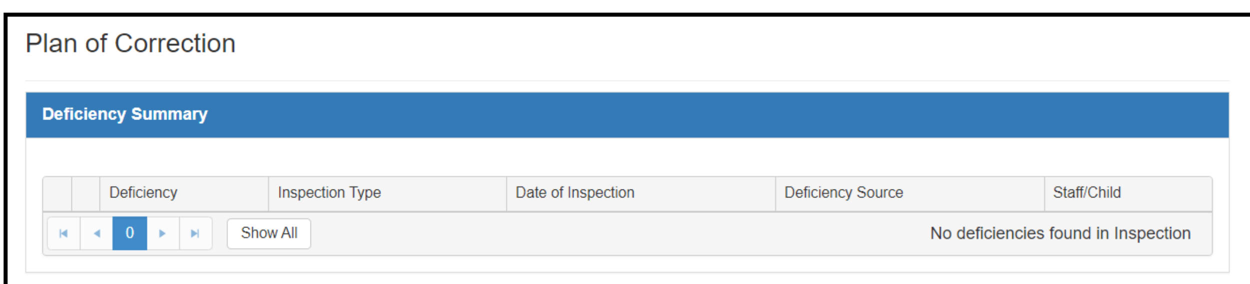


Figure 63: Plan of Correction

10.4 Subsidy Enrollments

The Subsidy Enrollments section on the navigation pane will lead the user to the following screen, where you will be able to see the details of all subsidized children placed or pending placement at the facility. The grid on this page only displays children enrolled in the subsidy category:

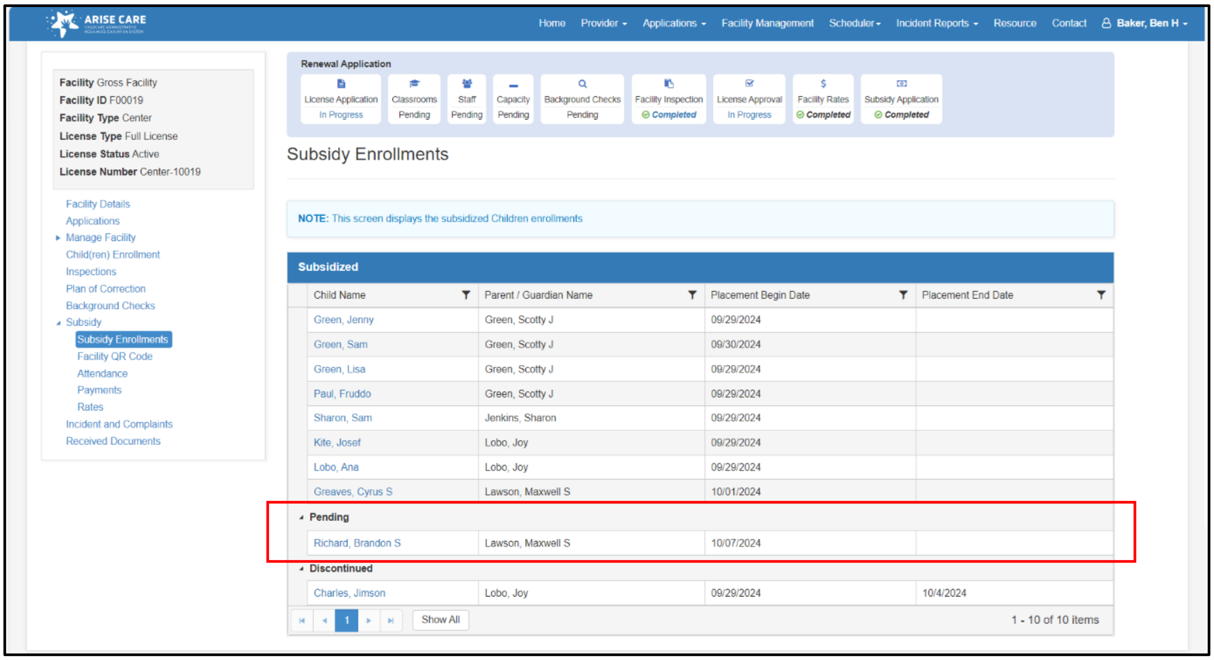


Figure 64: Subsidy Enrollments

On this page, users will not only be able to view all children in the subsidized category who are enrolled at their facility, but also all children whose placements have been requested at the facility. These placement requests will be in the "Pending" section of the grid as seen in the figure above.

From the list of pending placements, they will be able to approve or reject placements, as per their capabilities. Additionally, the name of each child (enrolled and pending) will be clickable, and the user will be able to simply click on the child's name to view further details regarding the enrollment.

How to Approve a Placement Request?

To approve a placement request:

1. Click on the name of the child requesting placement, to be directed to the following page:

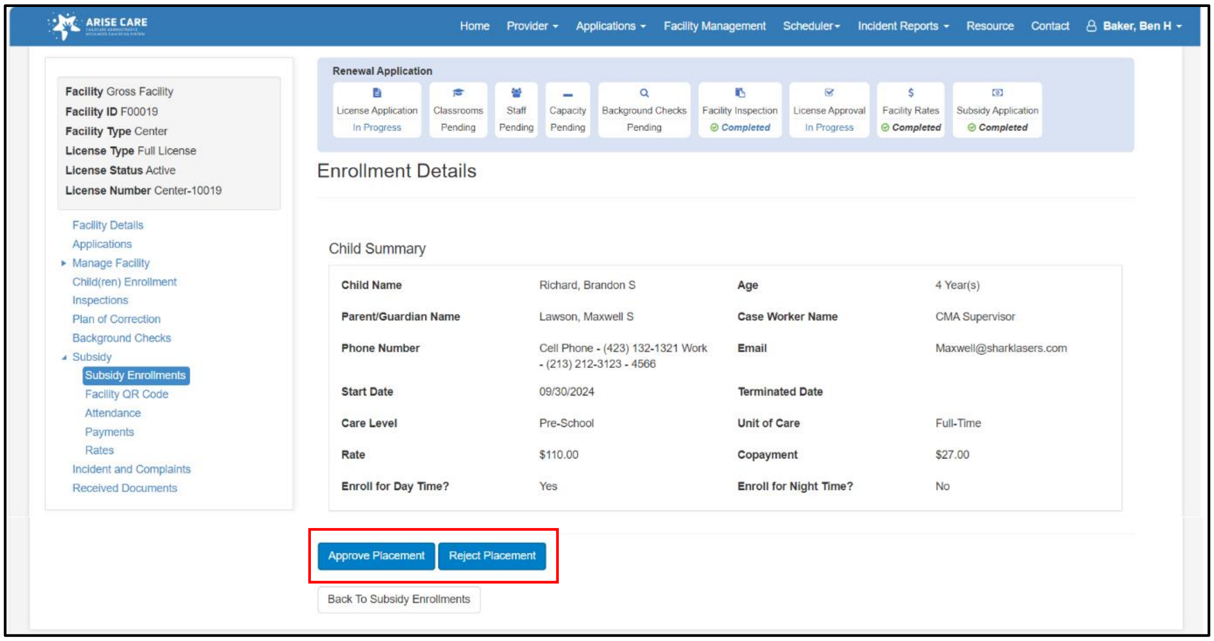


Figure 65: Enrollments Details

2. Click on the “Approve Placement” button to accept the request.

How to Reject a Placement Request?

To reject a placement request:

1. Click on the child’s name under the “Pending” section of the grid (refer to Figure 64), to be directed to the Enrollment Details page (refer to Figure 65)
2. Click on the “Reject Placement” button. This will result in the following mandatory text box appearing:

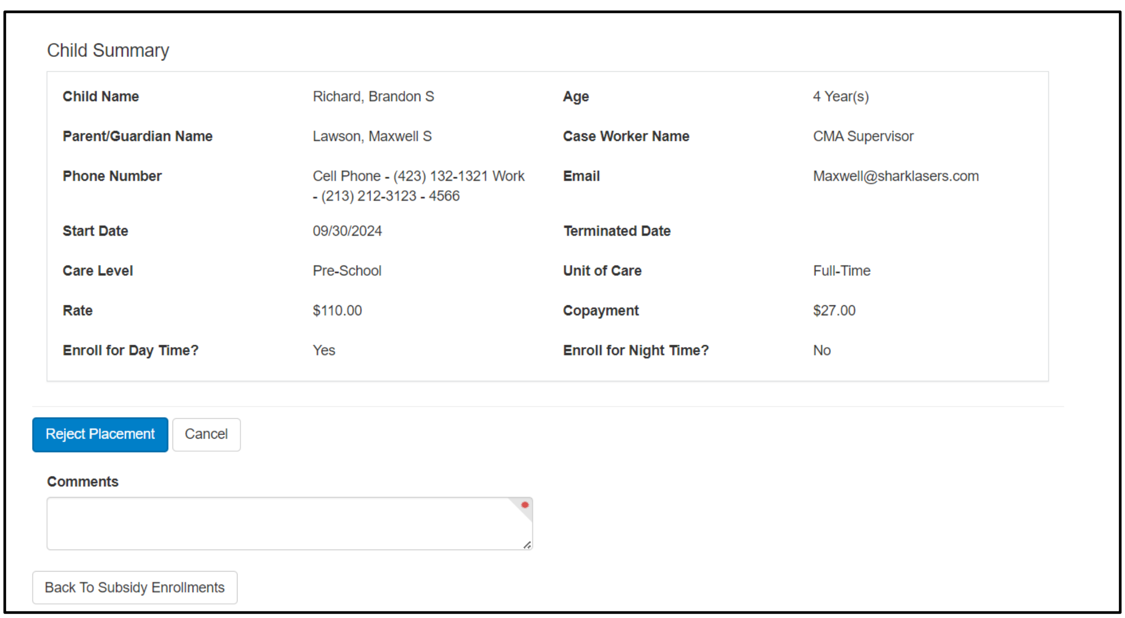


Figure 66: Reject Placement Textbox

3. Add a comment providing a reason as to why you are rejecting the placement request
4. Click on the "Reject Placement" button

How to Request Termination of a Placement?

To request termination of a placement:

1. Click on an enrolled child's name in the subsidized category (refer to Figure 64), to be directed to the following page:

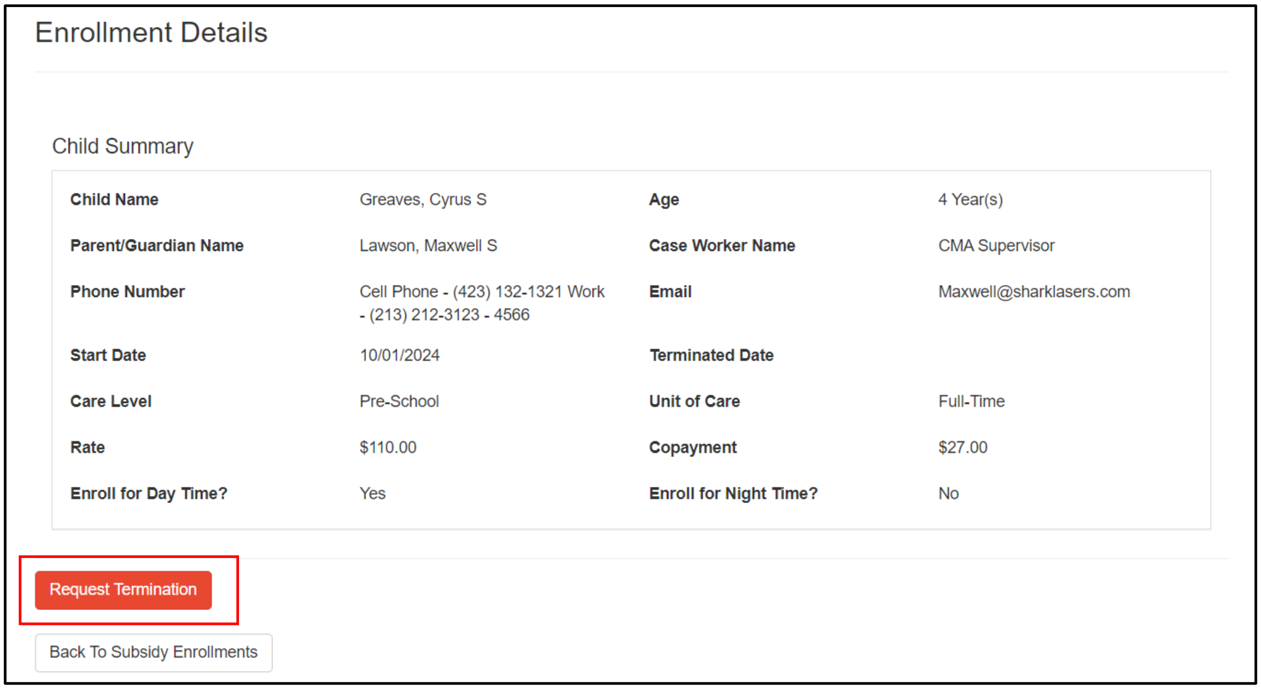


Figure 67: Request Termination

2. Click on "Request Termination"

Once the request is approved, the child's enrollment at the facility will be revoked.

10.5 Facility QR Code

The Facility QR Code section of the facility management navigation pane will lead the user to the following page:

Figure 68: Facility QR Code

Using this page, the provider will be able to generate a unique QR code every day, as required. A generated QR code will only be valid for a single day and a fresh QR code must be generated every day. Once generated, the provider will also be able to print the QR code, if needed.

Parents and guardians of children enrolled at the facility will then be able to scan this QR code using a mobile application, to check their child in and out of the facility and thereby automatically mark their attendance.

10.6 Attendance

Parents and guardians of enrolled children will be able to mark attendance by scanning the facility QR code, as described in section 10.5. Scanning the code to check the child in and out of the facility will directly lead to attendance records being created.

These records will then be automatically synced to the provider portal where the provider will be able to access and review them as required.

Clicking on the attendance section of the navigation pane will lead to the following page, where the provider will be able to see the service periods that have been completed:

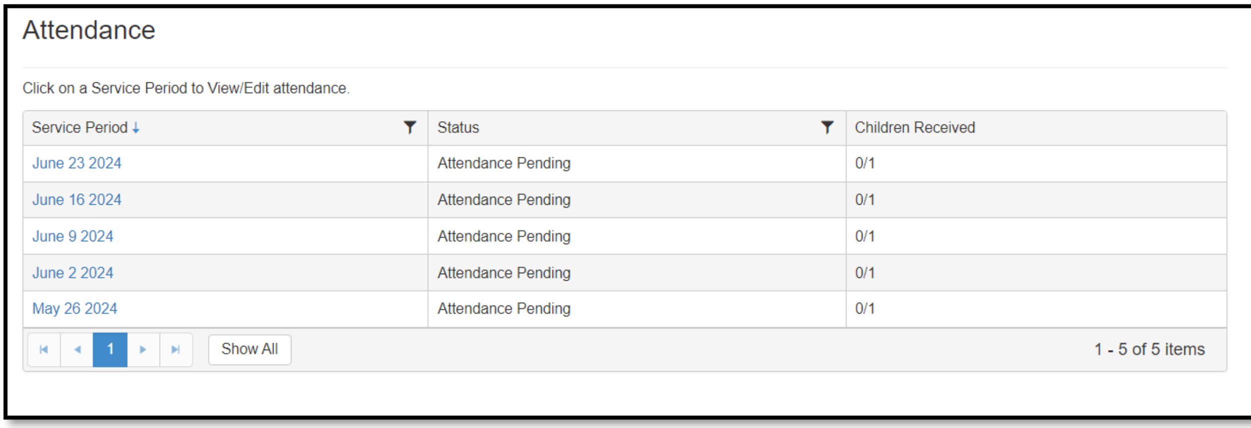


Figure 69: Attendance Service Periods

On this page, clicking on any of the service periods will lead to a complete account of the attendance of all children enrolled at the facility for that service period, as follows:

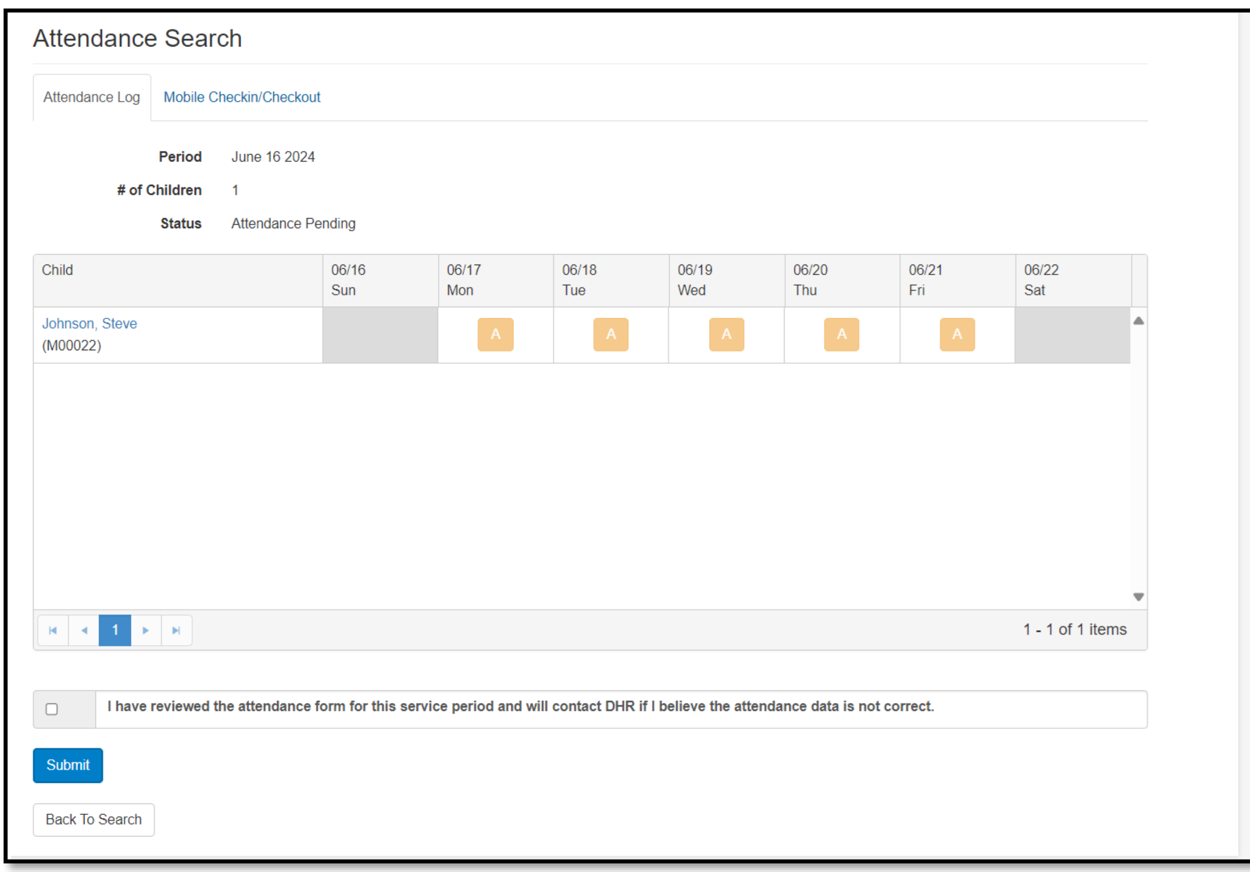


Figure 70: Attendance Details for a Specific Service Period

The provider will be able to review and submit attendance records, if required, from this page, by selecting the checkbox indicating that they have reviewed the attendance (refer to Figure 67).

10.7 Payments

The payments screen will allow providers to view a detailed account of all pending and paid payments, based on the enrollments, automatically calculated by the system.

Clicking on the payments section will lead the user to the following page where they will be able to view the details of every service period and the payment or reimbursement associated with that period:

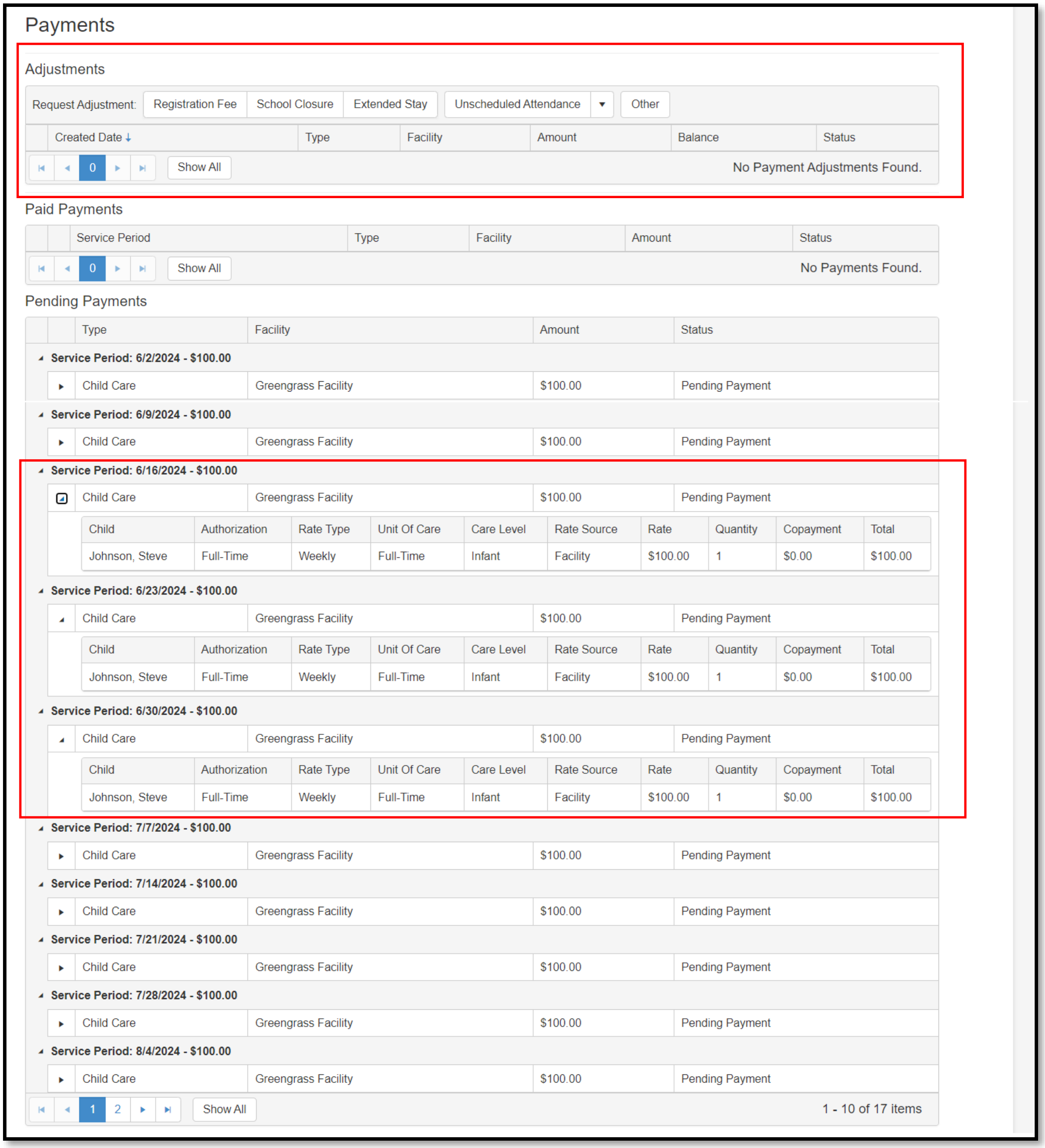


Figure 71: Payments

Users will also be able to submit adjustment requests on the same page, by selecting an adjustment type from the adjustment grid at the top of the screen (refer to Figure 68) and filling out the associated form, as follows:

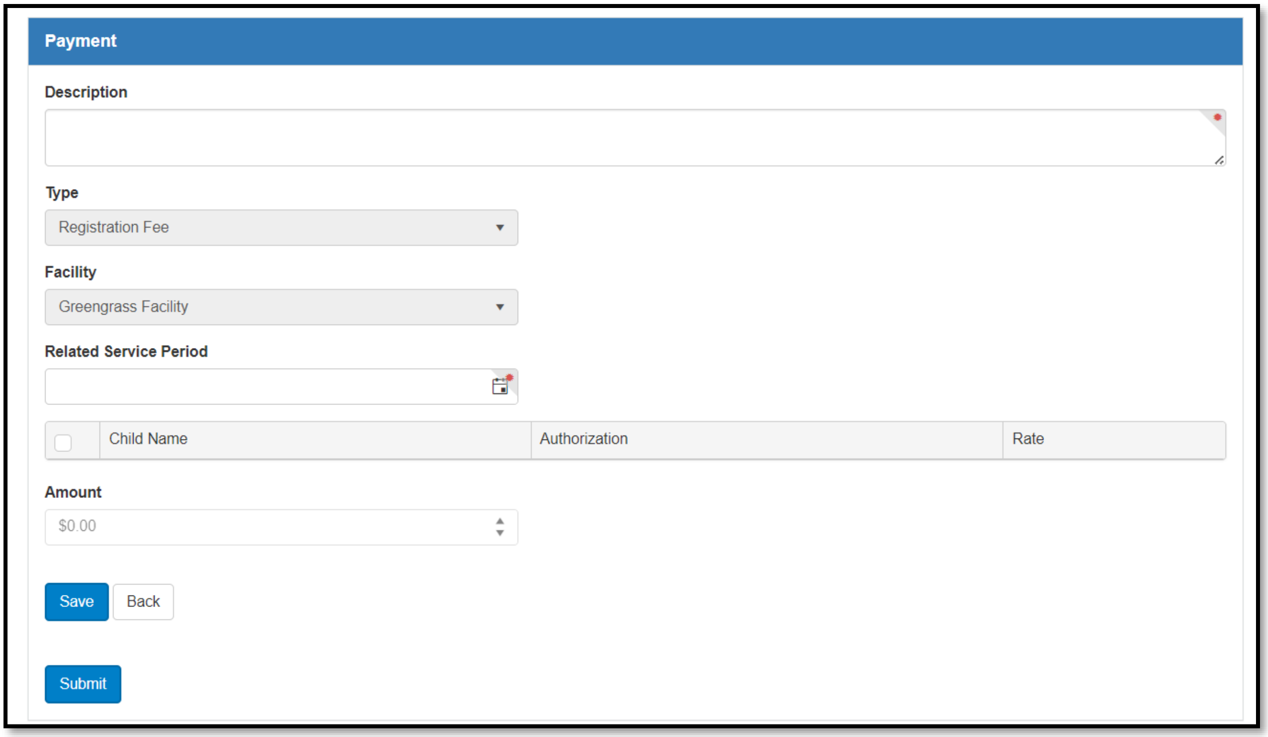


Figure 72: Adjustment Request Form

Once the adjustment request form has been submitted and approved, the adjustment will also be automatically reflected in the pending payments section of the page.

10.8 Incidents and Complaints

The incidents and complaints section of the facility management navigation pane will lead the user to the following page:

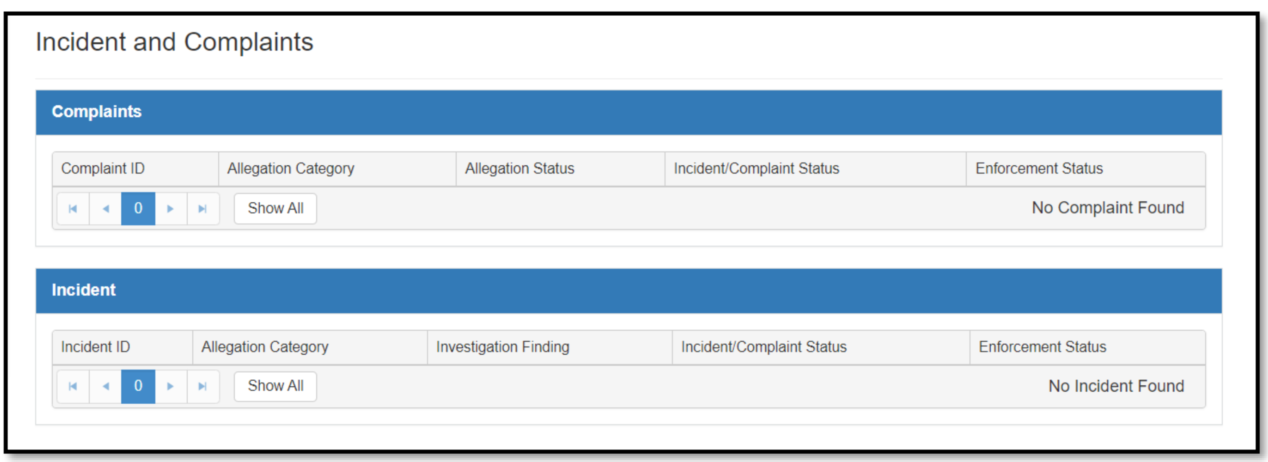


Figure 73: Incident and Complaints

On this page, the provider will be able to view an account of all incidents or complaints that have been reported against the facility. Clicking on the Incident or Complain ID will also allow the user to view further details regarding the report.

10.9 Received Documents

The Received Documents section is a repository of all documents that the provider has received from the State, and all documents that they have been requested to submit. Clicking on the 'Received Documents' section will lead to the following page where all these documents will be visible and accessible:

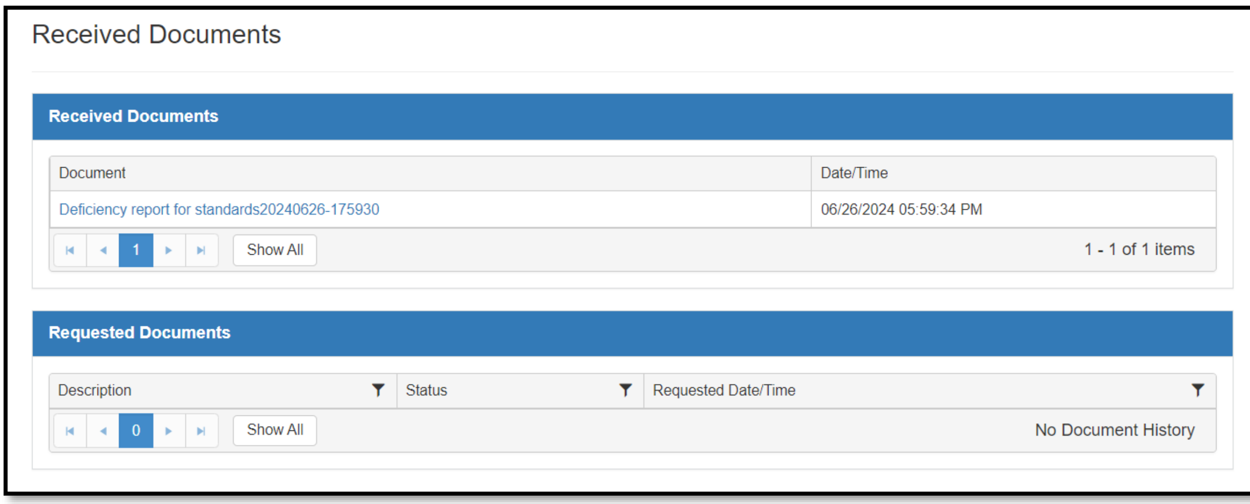


Figure 74: Received Documents

On this page, users will also be able to download all required documents by clicking on the document link. This will automatically download the document into the user's system where they will then be able to access it as required.

11. INCIDENT REPORTS

The Incident Reports Module at the top of the screen allows users to report any incidents or log a complaint against the facility.

To report an incident or log a complaint, the user would be required to use the Incident Reports module drop-down menu and select the Incident Reports option as follows:

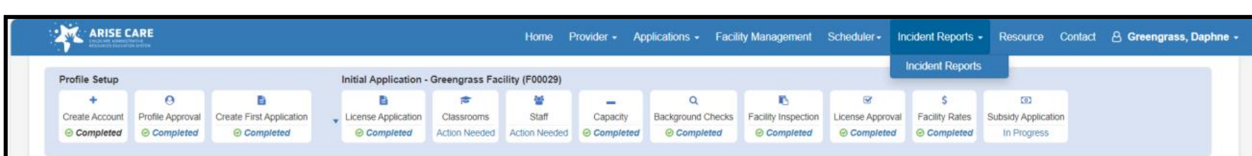


Figure 75: UIR & Complaints

Clicking on Incident Reports will direct the user to the following page:

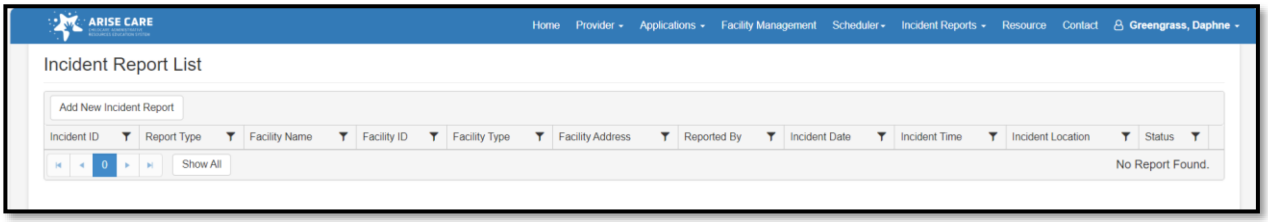


Figure 76: Incident Report Form

On this page, a user will be able to create an incident report by clicking on the 'Add New Incident Report' button. Clicking on this button will lead them to the following page:

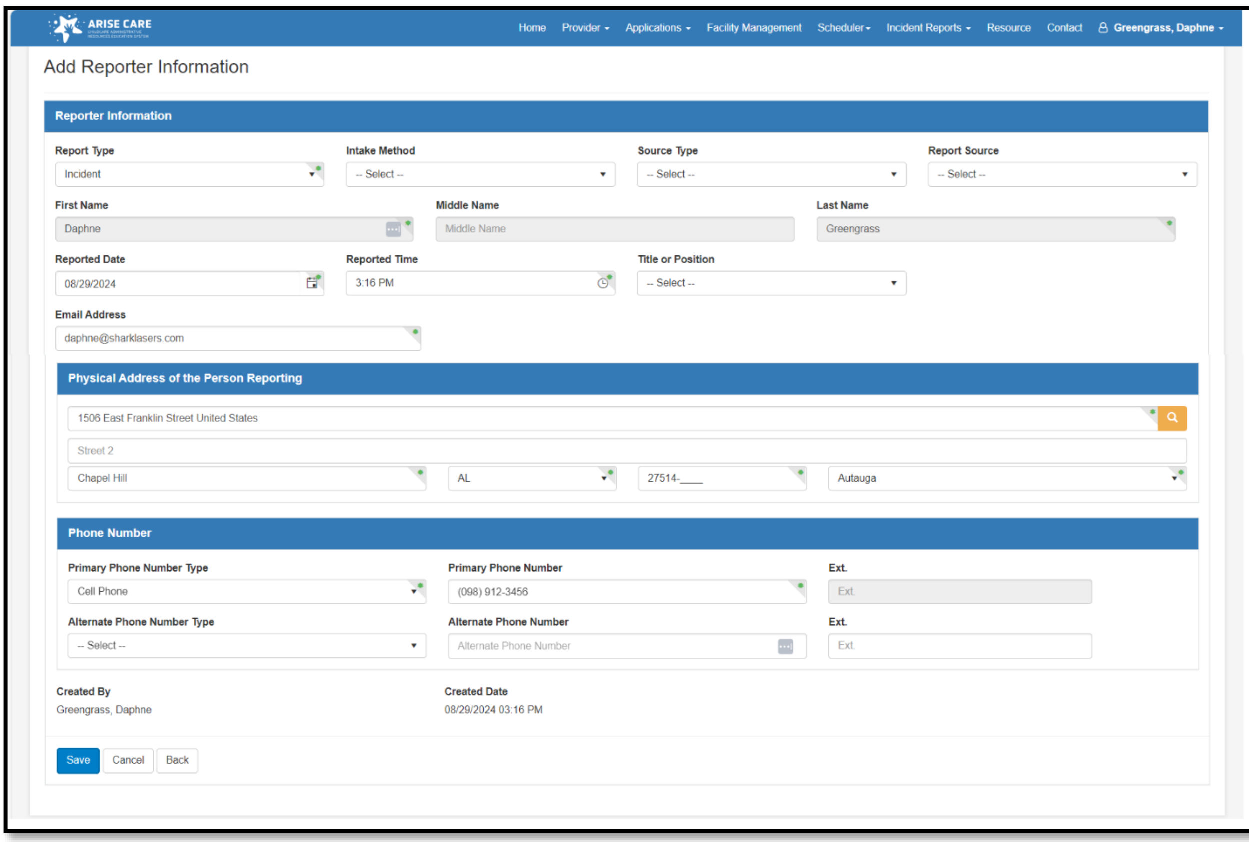


Figure 77: Incident Report Form

On this page, a user with access to the provider portal will be able to record details of an incident or complaint by filling in the provided form. Filling in all mandatory details (marked with a red asterisk on the top right corner of the field) and clicking on 'Save' will allow the user to submit the form and carry out to process of reporting an incident or logging a complaint.

12. RESOURCE

The Resource Module at the top of the screen includes a set of training videos and material that can be used for guidance, should the user require any assistance while using the Provider Portal.

13. CONTACT

In case any additionally support is required, the user will be able to access support contact information via the Contact Module at the top of the screen.

14. CONCLUSION

As seen above, using the modules and functions that are available on the Arise Provider Portal, users will be able to complete the various steps required to create and submit their license or license exemption applications, as well as their subsidy applications. Additionally, they will also be able to manage their facilities and enrollments, renew their licenses and perform all other facility management functions using the Provider Portal.