



WHO: Parents of children on the ELC's School Readiness Wait List

WHAT: Invitation to Enroll in the ELC's School Readiness Program

WHEN: Online through the Family Portal

Q: I have not received a *Notice of School Readiness Funding* from the state's Family Portal (from email DONOTREPLY@oel.myflorida.com) so what are my next steps?

A: If you have not received a *Notice of School Readiness Funding* from the state's Family Portal, log onto your account in the Portal to view the status of your application. If you are unsure what your application status means, email crr@elcbigbend.org or phone 1.866.973.9030 to ask.

Q: I have received a *Notice of School Readiness Funding* from the state's Family Portal (from email DONOTREPLY@oel.myflorida.com) so what are my next steps?

A: If you received a **Notice of School Readiness Funding** from the state's Family Portal, you must follow the below steps to submit a completed Eligibility Verification (EV) wizard to be reviewed for services.

- Log into your Family Portal account :
<https://familyservices.floridaearlylearning.com/Account/Login>
- Under the School Readiness Application, click on the **Update Eligibility** blue button.
- The Portal will then direct you to the EV wizard. Click **Start** to begin the process.
- Upload documents in each section of the EV wizard.
- At the end of the application, type in your name exactly as it appears on the application and click **Submit Eligibility Verification**.

Q: What happens if I do not complete the EV wizard and submit the Eligibility Verification by the deadline on the Notice of School Readiness Funding?

A: The state's system will automatically inactivate your wait list application. This means you will need to start from the beginning and reapply.

Q: What happens after I complete the EV wizard and submit the Eligibility Verification on time?

A: You will receive an **Eligibility Verification Wizard – Submission Confirmation** email. Law then gives the ELC ten (10) days to review your household information and documents.

Q: What happens if the ELC rejects my household information and documents?

A: The state's system will send you a **School Readiness Eligibility - Rejected** email. You can continue editing the EV wizard and uploading new documents until the deadline in the **Notice of School Readiness Funding**.

Q: What happens if the ELC approves my household information and documents?

A: The state's system will send you a **School Readiness Eligibility - Approved** email. That email will give you instructions on how to proceed next.

Q: Will I receive a reminder email or phone call?

A: No. The state's system sends only one email about School Readiness funding.

Q: Do I need to make an eligibility appointment with the ELC?

A: No. You can provide all needed information through the Family Portal. However, if you prefer an appointment, you can request one by calling 850.552.7345 and the ELC will help you complete the EV wizard in the state's system.

Thank you,

The Early Learning Coalition of the Big Bend Region
