

**FAMILY CENTRAL, INC.
DEPARTMENT PROTOCOL**

SUBJECT: PROCESS TO COLLECT OVERPAYMENT DUE TO
UNEARNED FUNDS, VOLUNTARY
PREKINDERGARTEN (VPK), CHILD CARE
PROVIDERS

DEPARTMENT/FACILITY: VOLUNTARY PREKINDERGARTEN; BROWARD

DISTRIBUTION: VOLUNTARY PREKINDERGARTEN; BROWARD

DATE: JUNE 8, 2009

PURPOSE: Inform all schools/child care providers of the process to be followed in order to collect overpayment due to unearned funds or as a result of error or funds disallowed under the VPK Provider Agreement..

ACTION STEPS:

1. The Provider must return to Family Central, Inc. (FCI) any overpayment due to:
 - a. Unearned funds,
 - b. As a result of error, or
 - c. Funds disallowance.
2. If a provider discovers an overpayment, the Provider must notify FCI immediately, and repayment of funds will be made by issuing a payment to FCI or FCI will process an adjustment to withhold the funds during the Provider's next reimbursement period.
3. If FCI discovers any overpayment, the Provider will be notified and a repayment of funds will be requested. The Provider will determine how the repayment will be made: 1) The Provider will send the repayment by a previously established date or 2) FCI will process an adjustment to withhold the funds during the Provider's next reimbursement period.

Signed original on file.

**FAMILY CENTRAL, INC.
DEPARTMENT PROTOCOL**

SUBJECT: ATTENDANCE AND PAYMENT VERIFICATION PROCESS, VOLUNTARY PREKINDERGARTEN (VPK), CHILD CARE PROVIDERS

DEPARTMENT/FACILITY: VOLUNTARY PREKINDERGARTEN; BROWARD

DISTRIBUTION: VOLUNTARY PREKINDERGARTEN; BROWARD

DATE: JUNE 4, 2009

PURPOSE: Inform all schools/child care providers of the process to be followed in order to certify the paid hours of attendance for each child enrolled during the VPK School Year program and VPK Summer Program. Verify the annual cumulative attendance of each child based on the monthly attendance submitted by each provider to the Coalition's vendor, Family Central, for payment.

ACTION STEPS:

1. The annual VPK Attendance and Payment Verification Report (see Attachment 1) will be run in EFS after the closure of the last reimbursement period of the VPK program and the VPKS program. The Verification Report will be printed, attached to the VPK Attendance and Payment Verification Notification letter (see Attachment 2), and mailed to each provider.
4. The VPK Attendance and Payment Verification Report (Attachment 1) will show the name of the school/child care provider, each child name, date of birth, months served, hours paid, dollars paid, total hours absent, unpaid hours absent, paid hours absent, and hours attended.
5. Each provider is to review and compare the information contained in the Verification Report (Attachment 1) against their own records: total number of payments made for the instructional hours rendered, total paid and unpaid absences, and the total amount received for each child.
6. If the provider disagrees with any of the information, a correction request is required. Provider needs to mark the needed corrections on the VPK Attendance and Payment Verification Report (Attachment 1) and return the report to FCI's VPK Department, attention VPK Provider Liaison, within the timeframe specified in the VPK Attendance and Payment Verification Notification letter (Attachment 2). Discrepancy support documentation needs to be included (examples below):

Exhibit C

- a. Child Attendance and Parental Choice Certificate (AWI-VPK03S or AWI-VPK03L)
 - b. Copy of the attendance sheet in question.
 - c. Certificate of Eligibility.
 - d. Absence documentation.
 - e. Daily Attendance Logs.
7. The VPK Department will research each item in dispute to determine if it is justifiable or not, and will notify the provider of the outcome. If the dispute is found justified, an adjustment reflecting this result will be processed in EFS. The provider will be notified of the adjustment. The adjustment will be reflected in the following month's reimbursement report.
 8. If the provider agrees with the information contained in the VPK Attendance and Payment Verification Report (Attachment 1), the agreement response is to be certified by signing and dating the bottom part of the VPK Attendance and Payment Verification Notification letter (Attachment 2) and returning it to the VPK Department, attention VPK Provider Liaison, within the timeframe specified.
 9. Failure to comply with the VPK Attendance and Payment Verification process will result in the withholding of the provider's next payment as per State requirement.
 10. All steps in the VPK Attendance and Payment Verification Process will be tracked using the VPK Attendance and Payment Verification Process Tracking Log for School Year (see Attachment 3) and Summer (see Attachment 4).
 11. The VPK Attendance and Payment Verification Process Tracking Log for School Year (Attachment 3) and Summer (Attachment 4) and all backup documentation will be maintained by the VPK Manager.

Signed original on file.