

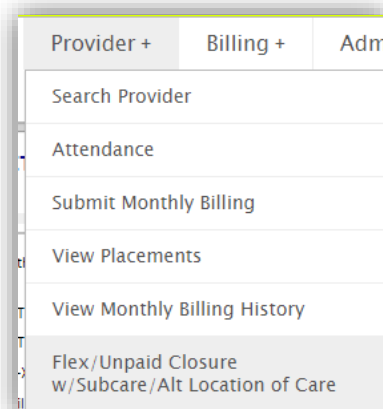
# Flexible Closure for Family Child Care and Relative in Relative's Home ICC providers

Flexible Closures with substitute care replaces the PTO closures for Family Child Care and Relative in Relative home ICC providers. Here is an overview of how to enter and manage these requests.

## Adding a Flexible Closure with substitute care for FCC and In-Relative Home ICC providers:

### a. Submitting a closure request

1. Login with a profile that has access to submit and manage substitute care closure requests for your organization.
2. Navigate to Provider menu and select the sub menu "Flex/Unpaid Closure w/Subcare/Alt Location of Care"
3. Start Date has been moved to the top of the page because the types of closures available will be based on the start date of the closure.
4. Enter Start Date



- a. Select Request type 'Flexible Closure' (default)
- b. Select the provider
- c. Optional Information -  
*Entering this would help identify when the provider notified the admin organization about the closure*

Flex (with/without Sub Care) or Unpaid Closure Day with Sub Care - Family Child Care Providers  
Placement at Alternative Location of Care - Center Based Programs

Request Start Day: \* 10/18/2024

Request Type: \* Flexible Closure

Admin Org: \* [selected]

Provider: \* 1 of 319 selected

Provider Selected: [selected]

Reported On: 10/07/2024

Comments: Flex Day

Note: Substitute Care/Alternate Location of Care requests cannot be canceled after submission.

Submit Request Cancel

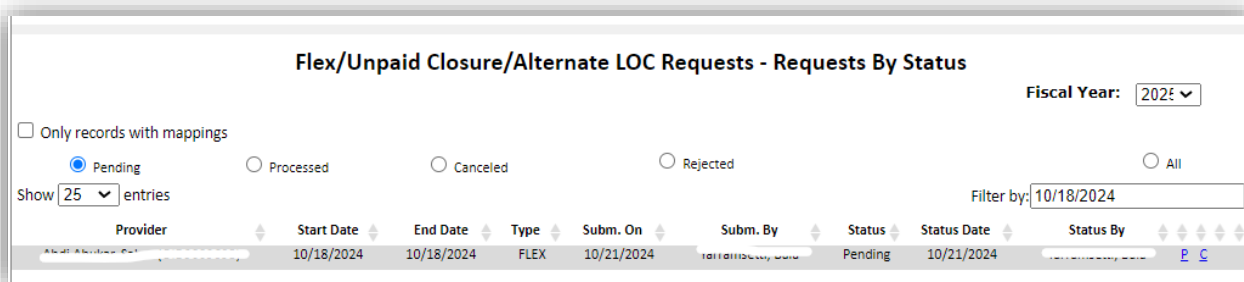
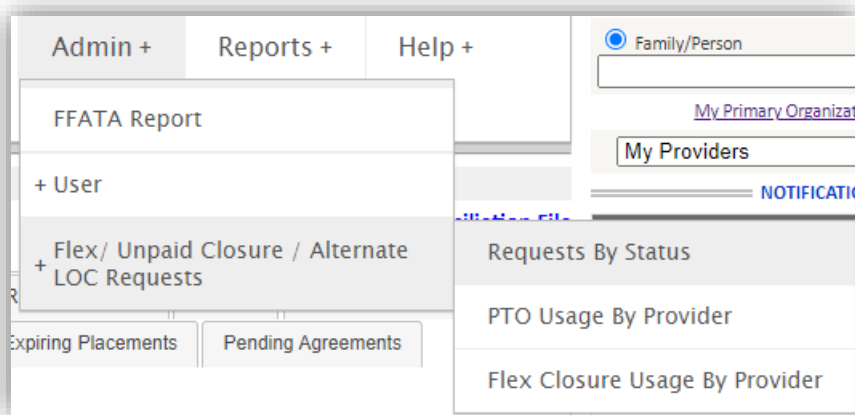
- i. Reported On (date)
- ii. Comment

5. Click Submit Request.
6. Repeat Steps 3 and 4 for any additional closure request(s).



## b. Managing a closure request

1. If the profile you are using has access to manage substitute care closure requests, you can do so by navigating to Admin menu and selecting the following sub menu option
  - a. "Flex / Unpaid Closure / Alt LOC Requests"
    - i. "Requests by Status"
2. Once on the page you have the following options to view the requests
3. By Fiscal Year (FY)
  - a. Defaults to current FY
  - b. User can select any FY up to 2 fiscal years in the past and one future FY
4. By Request Status within the FY selected
  - a. Defaults to Pending
  - b. User can change the status to the following
    - i. Processed
    - ii. Cancelled
    - iii. Rejected
    - iv. All
  - c. Filter can be used to filter for any data on the requests dashboard (Provider Name/OID/Type/Dates)
5. Managing a substitute care closure request consists of the following options:



- a. P (Process) – Approve a request for closure that was submitted
- b. C (Cancel) – Cancel a closure request that was submitted and/or processed
  - i. Only available within the cancellation window
- c. A (Assign) – Assign subcare for all the placements at the provider that is closed.
  - i. Only available after processing a request.



### c. Assigning Substitute care placements

Assigning Substitute care or marking the children as Parent Refused/Subcare Not Available is the last step for successfully completing the closure request processing. Without this the provider will not be able to generate ledgers for billing.

1. Select substitute provider or the option 'Parent Refused/Subcare not Available
2. Click on Select
3. Select one or more children from the 'Unassigned Placements' section and move them over to Assigned Placements by clicking on the >> button
4. If a child needs to be moved from Assigned back to Unassigned select the child under Assigned and click on the << button.

**Assign Substitute Care**

**Provider Information**

<b>Provider</b> Abdul Abulbar C-1 (018000000) - 100 Northampton Ave., Springfield	<b>Children Placed</b> 0 <b>Children Unassigned</b> 2
<b>Trans. Status</b> <input checked="" type="checkbox"/>	
<b>Request Start Date</b> 10/18/2024	
<b>Request End Date</b> 10/18/2024	

Child Name	Person ID	Substitute Provider	Program Type	Transport Eligible
Ahmed B...	1175600		FCCSUnder2	Transport Ineligible
Ahmed B...amin	1175600		FCCS2Over	Transport Ineligible

**Select Substitute Provider**

**Substitute Provider** 1 of 288 selected Select

**Map Substitute Care**

Unassigned Placements		Assigned Placements
Ahmed B... (Regular)	>>	
Ahmed B...amin(Regular)	<<	

Save

5. Once all children have been assigned you will see a message "Substitute placement(s) have been created for all the assigned children at the selected substitute provider or have been marked as Parent Refused/Substitute Care Not Available."
6. Deleting a substitute care assignment
  - a) Click on 'Delete' next to the child's record.
    - i) Deletion is allowed if there is no attendance/billing tied to the substitute care placement.
    - ii) If there is attendance or billing associated with the substitute placement, please submit a helpdesk ticket to void the substitute care placement.