DEPARTMENT OF SAILURAND FAMILY OF SAILURAND FA

CARES USER GUIDE

HOW TO APPLY ONLINE FOR A CHILD CARE FACILITY LICENSE

INTRODUCTION

This guide provides instructions on how to apply online for a license to operate a child care facility using the Child Care Administration, Regulation and Enforcement System (CARES).

You must create a **CARES** account to begin the application process. If you do not have a **CARES** account, see the **How to Create a CARES Account** guide for instructions on how to create one.

Use this guide to help navigate through the application process for child care licensure with the Department of Children and Families.

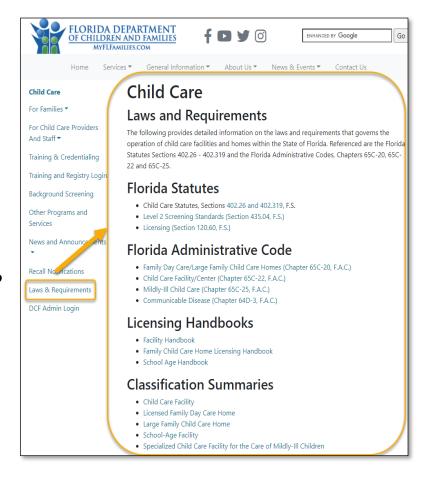
Not sure where to begin?

Visit the <u>Department of Children & Families - Child Care - Laws & Requirements website</u> to view a list of available forms.

Your local licensing counselor is available to assist with any questions you may have regarding licensing requirements or the application process.

Are you subject to licensure?

Complete the <u>Child Care Licensing</u> <u>Questionnaire</u> to find out if you are required to be licensed with DCF.

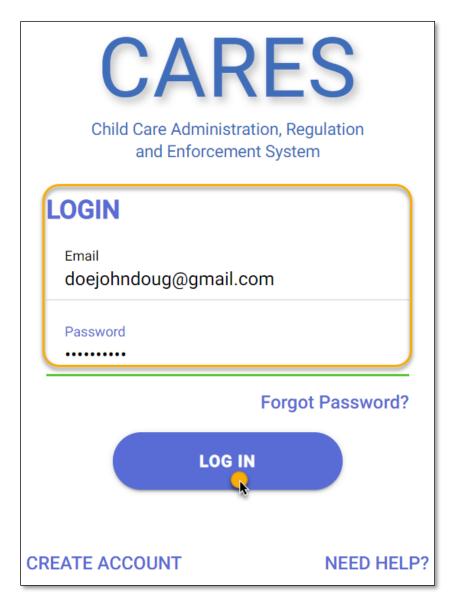


GETTING STARTED

Review the requirements for <u>Opening a Licensed Child Care Facility</u> before you begin the online application process.

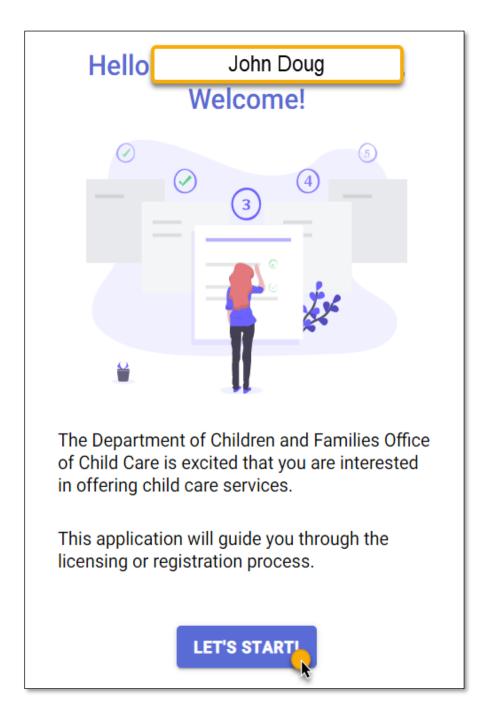
Once you are ready to fill out the online application, login in to **CARES** to access the child care facility application.

- Enter your Email address
- Enter your Password
- Select Log In



If this is your first time applying for a child care facility license, you will be greeted with a home screen to begin the process.

• Select **Let's Start** to proceed.



QUESTIONNAIRE

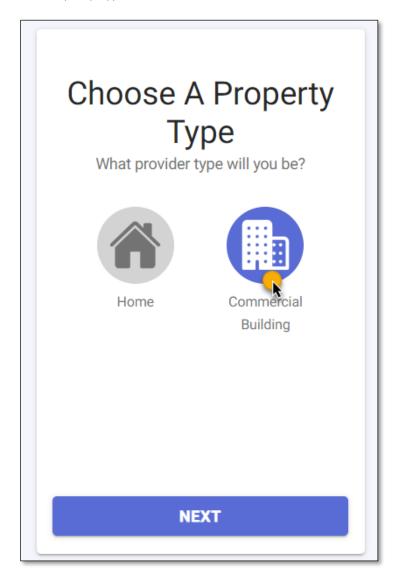
The application process begins with a **Questionnaire** consisting of four questions regarding the child care facility.

Based on responses to the **Questionnaire**, you will be provided with the recommended application for your child care facility license.

Question 1: On the Property Type page, select one of the options available for child care facility types.

• Select **Commercial Building**, if the child care facility is at a commercial setting.

Once you have selected a **Property Type**, select **NEXT**.



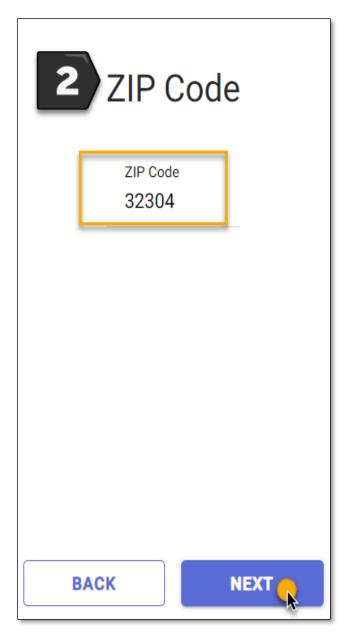
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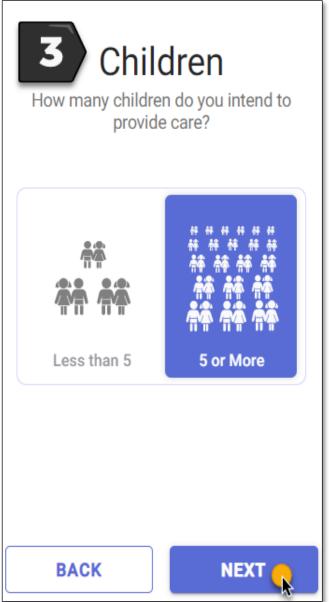
Question 2: On the Zip Code page, enter the Zip Code where the child care facility is located.

Select **NEXT**.

Question 3: On the Number of Children page, select 5 or More children as the number of children for whom you intend to provide care.

Select **NEXT**.





Question 4: Select Yes or No if you intend to care for children with disabilities.

Once you have selected an answer, select **NEXT**.



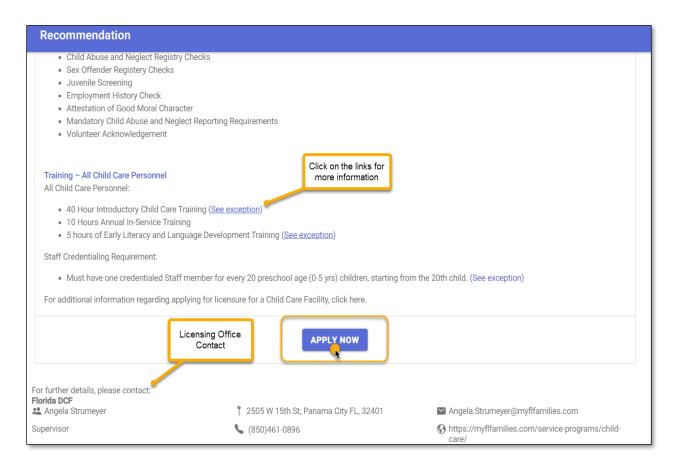
RECOMMENDATION

Base on your responses to the **Questionnaire**, the **Recommendation** page will display the appropriate application to use for a child care facility license.

The **Recommendation** page also provides a summary of requirements that must be completed in order to be licensed. For more information on what is required, see <u>Opening a Licensed Child Care Facility</u> for licensing requirements.

If you have questions regarding licensing requirements or the application, contact the **Licensing Contact** listed for your area. The **Licensing Contact** is displayed at the bottom of the **Recommendation** page.

To proceed to the application, select **APPLY NOW**.

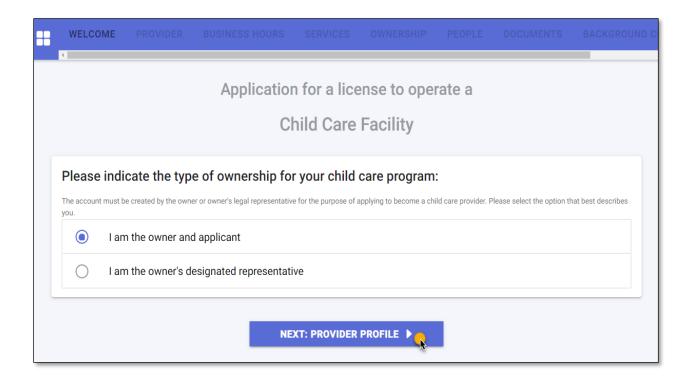


WHO IS APPLYING?

On the **Applicant** page, select <u>one</u> option to indicate who is applying for the license.

- Select, "I am the owner and applicant," if you are the owner of the child care facility.
- Select, "I am the owner's designated representative," if you are the designated representative applying on behalf of the owner(s).

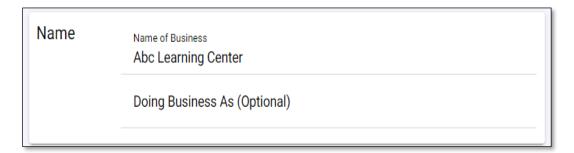
Once you have selected an option, select NEXT: PROVIDER PROFILE.



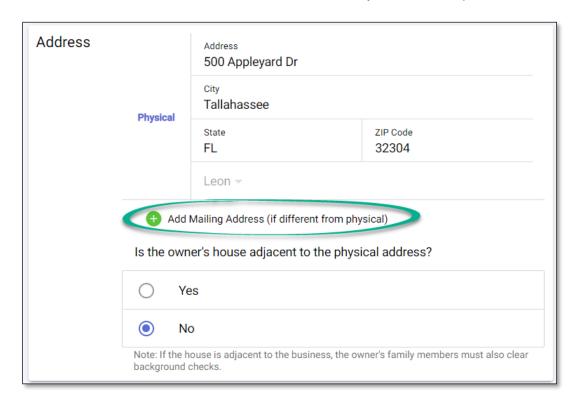
PROVIDER

On the **Provider** page, enter the child care facility details in the required fields.

• Enter the Name or Doing Business As of the child care facility.

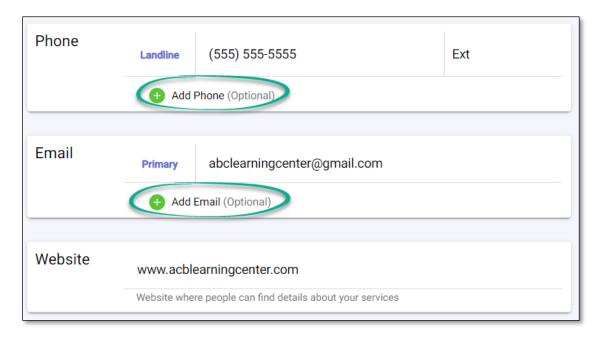


- Enter the Physical Address of the child care facility. Select the (+) icon to add a Mailing Address, if
 the address is different from the Physical Address. Addresses will be verified to ensure accuracy
 based on SmartyStreets' recommendations. SmartyStreets is a USPS and international address
 validation service.
- Select Yes or No on the question- Is the owner's house adjacent to the Physical Address?

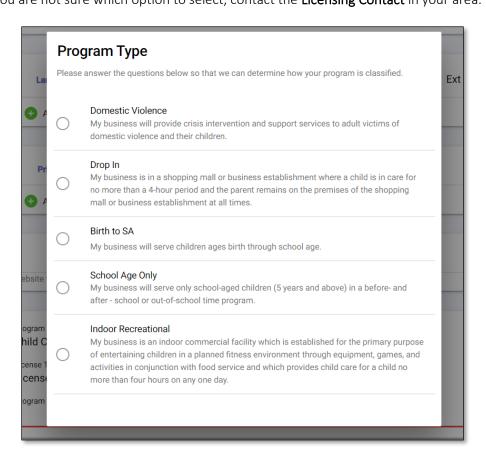


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- Enter the **Landline** phone number of the child care facility. Select the **(+)** icon to provide additional phone numbers such as cell phone, work phone, or fax number.
- Enter the **Primary Email Address** of the child care facility. Select the **(+)** icon to provide additional email addresses.
- If the child care facility has a **website**, enter the website's URL.



On the Program Sub-Type section, select <u>one</u> option that best describes the child care facility.
 If you are not sure which option to select, contact the Licensing Contact in your area.



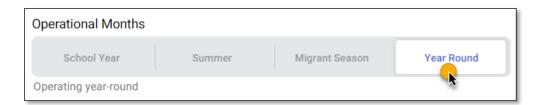
Once you have selected a Program Sub-Type, select SAVE & CONTINUE.



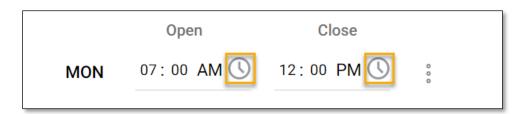
BUSINESS HOURS

On the **Business Hours** page, select <u>one</u> option for **Operational Months** to indicate when the child care facility will be open.

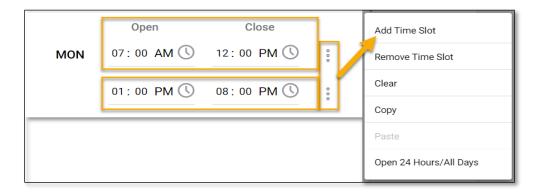
- Select **School Year**, if the child care facility is open and serving children during the School Year only and fewer than 12 months.
- Select **Summer**, if the child care facility is open and serving children during the Summer months only and fewer than 12 months.
- Select **Migrant Season**, if the child care facility is open and serving children during a Seasonal period only and fewer than 12 months.
- Select **Year Round**, if the child care facility is open and serving children year-round (12 months).



• Enter the operational hours of the child care facility for each day. Use the clock icon or manually enter the open and close hours of the child care facility.

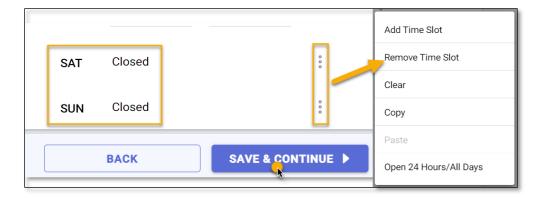


• If the child care facility opens and closes on different timeframes during the day, select the ellipsis next to the **Days and Hours** field and select **Add Time Slot**.



• If the child care facility is closed on specific days, select the ellipsis next to the **Days and Hours** field and select **Remove Time Slot**.

Once you have entered the child care facility's operating days and hours, select **SAVE & CONTINUE**.

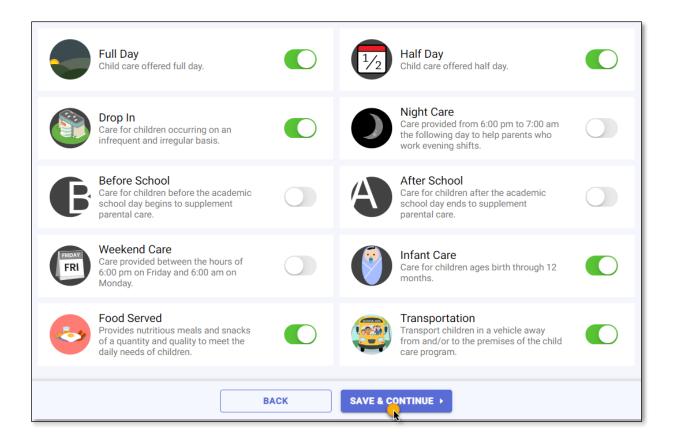


SERVICES

On the **Services** page, you must select at <u>least one</u> service you intend to provide from the available options.

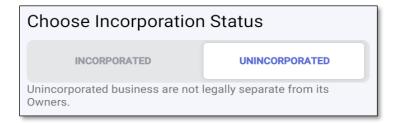
• Toggle the icon to the right to indicate that you will be providing the service.

Once you have indicated the service(s) you intend to provide, select **SAVE & CONTINUE**.



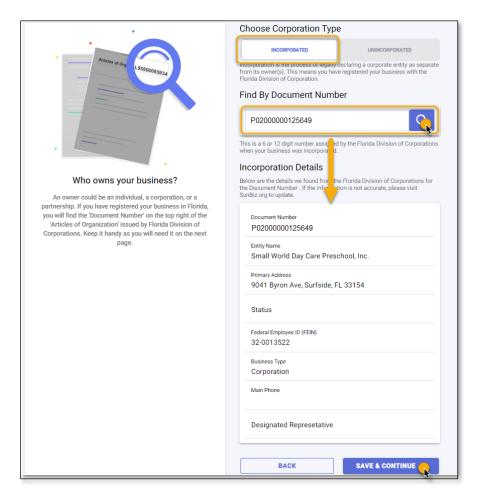
OWNERSHIP

On the **Ownership** page, select **Incorporated** or **Unincorporated** as the **Incorporation Status** of the child care facility.

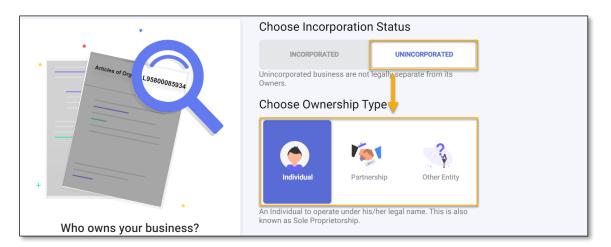


If the child care facility is **Incorporated** and registered with the <u>Department of State - Division of Corporations</u>, enter the **Document Number** on the search bar and select **Search** to find the business details. If the business details are not found, manually enter the information.

Once you have entered the details, select SAVE & CONTINUE.

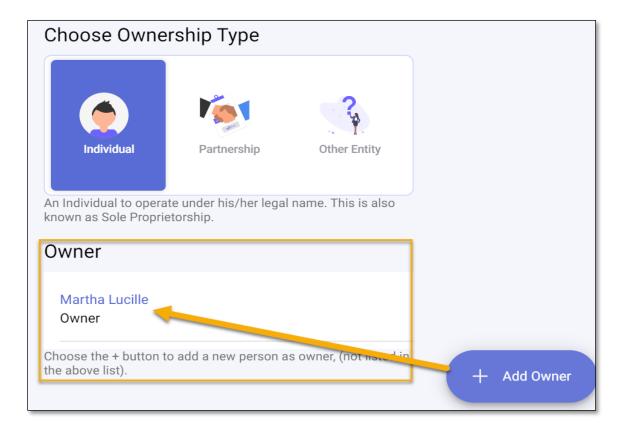


If the child care facility is **Unincorporated**, select **one Ownership Type**.



If the child care facility is owned by a single person, select **Individual** as the **Ownership Type** and enter the owner(s) details.

• Select the Add Owner (+) icon and provide the owner's information on the Person Detail page.

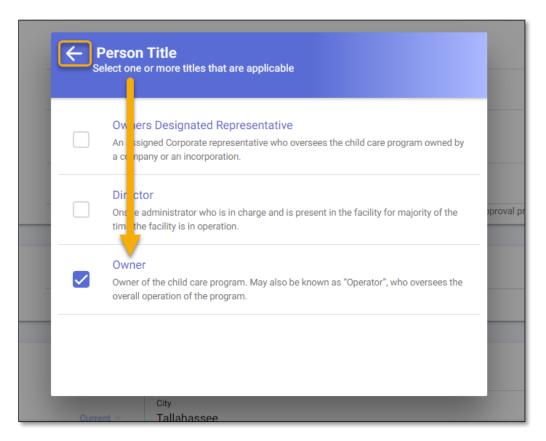


On the **Person Detail** page, enter the owner's information on the required fields.

- Enter the person's **First** and **Last** name
- Enter the person's Date of Birth
- Enter the person's Social Security Number

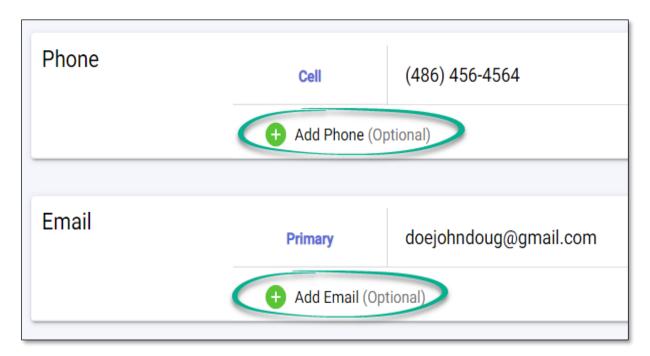


• Select **Owner** as the person's **Title** and select the back arrow to return to the **Person Detail** page.

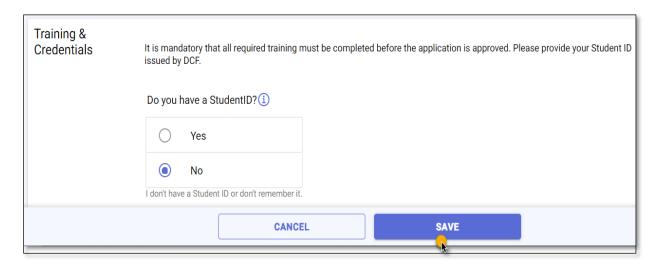


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- Enter the person's **Phone** number. Select the plus (+) icon to provide additional phone numbers.
- Enter the person's **Email** address. Select the plus (+) icon to provide additional email addresses.

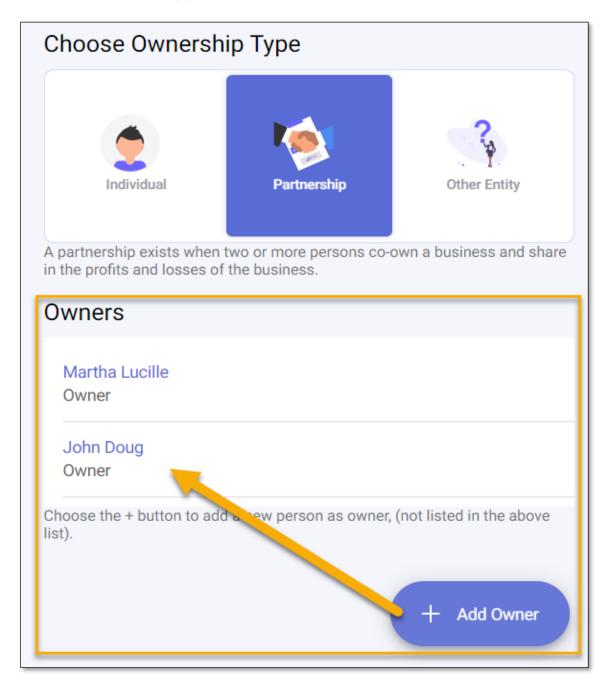


• Select **Yes** or **No**, if the person has a child care training account with DCF.



If the child care facility has two or more owners, select **Partnership** as the **Ownership Type** and enter the details.

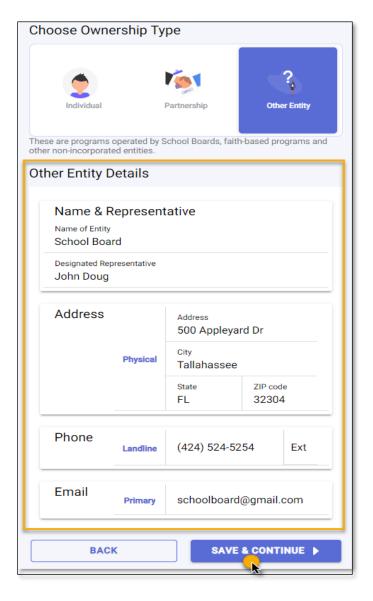
• Select the Add Owner (+) icon and provide each owner's information on the Person Detail page.



If the child care facility is owned by an organization such as a School Board or Religious Entity, select **Other Entity** as the **Ownership Type**.

- Enter the Name of the Entity
- Enter the Name of the Designated Representative
- Enter the entity's Address
- Enter the entity's **Phone** number
- Enter the entity's **Email** address

Once you have entered the child care facility's ownership details, select **SAVE & CONTINUE**.



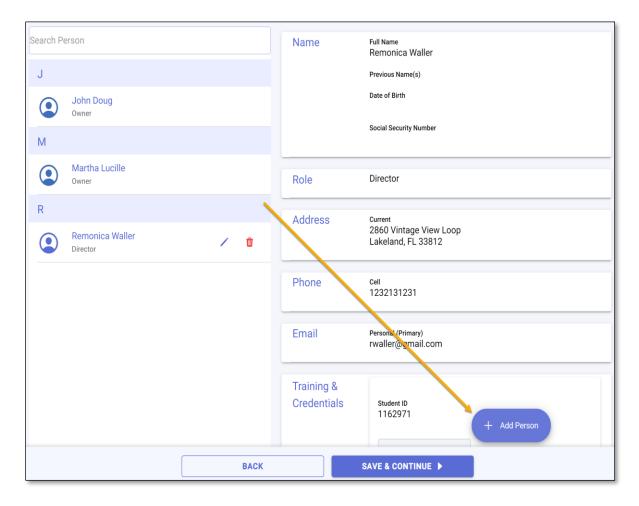
PEOPLE

On the **People** page, add the individuals who are employed at the child care facility.

<u>IMPORTANT NOTE:</u> Individuals who are required to be background screened must have their background screening completed in order to submit the application. See <u>Opening a Licensed Child Care Facility</u> for more information on who is required to be background screened.

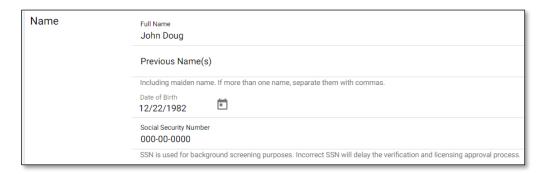
<u>IMPORTANT NOTE:</u> A licensed child care facility is required to have a **Director** with an active Director's Credential (not expired). See <u>Director Credential</u>, for more information on Director requirements and how to apply for or renew a credential.

• Select the Add Person (+) icon to add an employee.

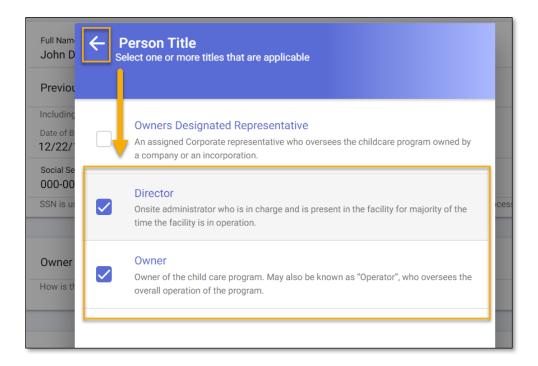


On the **Person Detail** page, enter the employee's information in the required fields.

- Enter the person's **First** and **Last** name
- Enter the person's Date of Birth
- Enter the person's Social Security Number



• Select the person's **Title** and select the back arrow to return to the **Person Detail** page. If the person has multiple **Titles**, select all that apply.



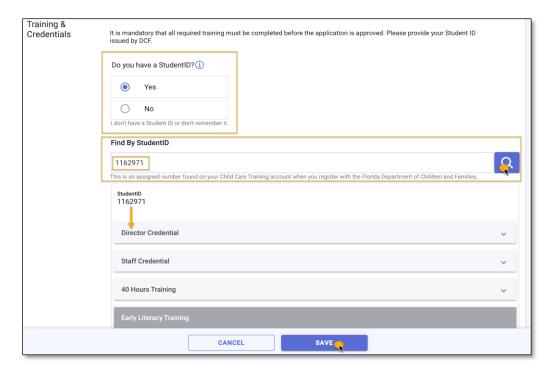
- Enter the employee's training information on the **Training & Credentials** section.
- Enter the employee's (student) <u>DCF Child Care Training Account</u> **Student ID** on the search bar.
- Select **Search** to locate the employee's training information.

TRAINING NOT FOUND?

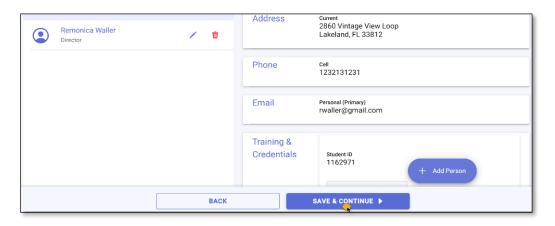
If the employee's training information cannot be found, ensure the **Student ID** number matches the number on the employee's <u>DCF Child Care Training Account</u>.

If the number is correct and the information is still not found, contact the **Child Care Training Information**Center at 1 (888) 352-2842 for assistance.

• Select **SAVE** to return to the **People** page.



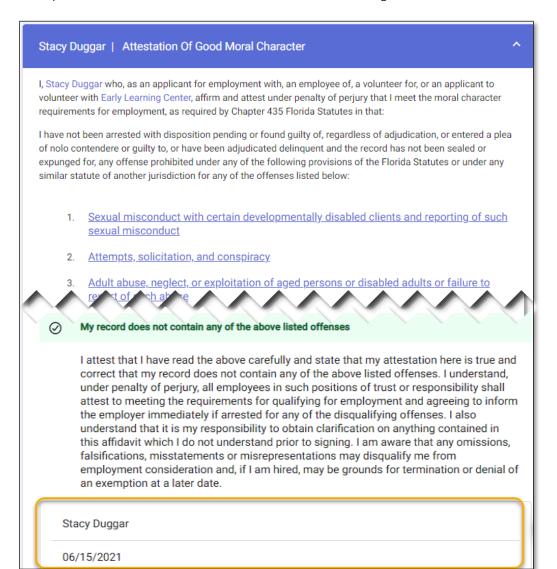
Once all personnel and training information is entered, select SAVE & CONTINUE.



DOCUMENTS

Each owner and employee entered on the **People** page must acknowledge the **Attestation of Good Moral Character** and the **Child Abuse & Neglect Reporting** forms in order to proceed with the application process. These documents serve as part of the background screening process for licensure.

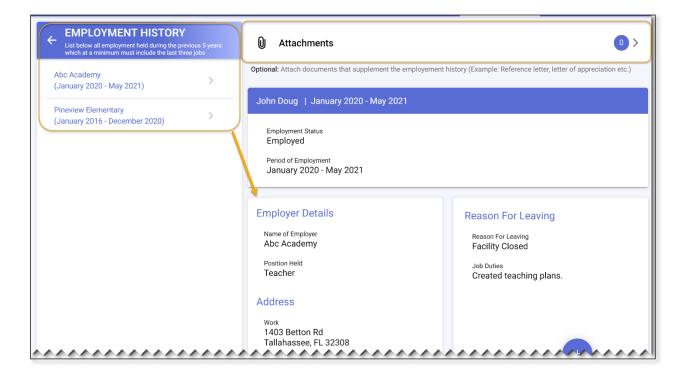
- Select each form to view the form details.
- Enter your name and the date it was reviewed and acknowledged.



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Employment History. You must provide employment history for each person entered on the **People** page. This can be done by completing the online form or by uploading employment history information.

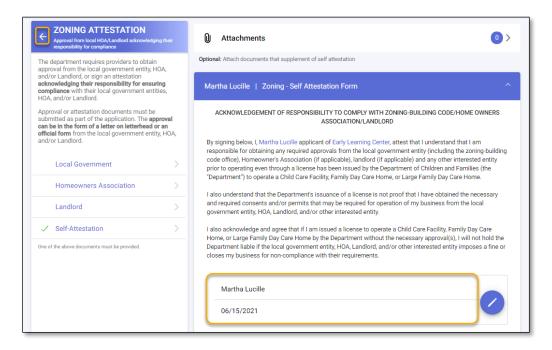
- Select the Employment History form for each person and provide their employment history.
- Enter the Employment Start and End Date, if applicable.
- Enter the previous employer's name, address, phone and email as well as the position held and the supervisor information.
- Enter the reason for leaving along with a brief description of the job duties.



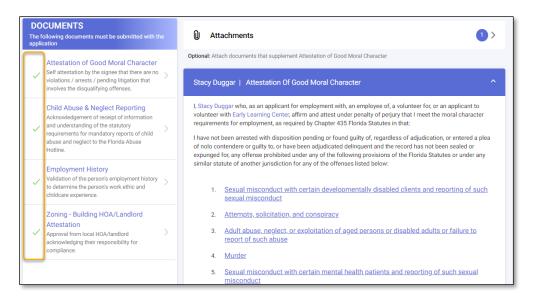
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Local Zoning Approval. You must provide proof of local zoning approval. You may attest that your facility's zoning is approved by uploading an approval document from the local government entity or attesting that you have obtained such documents by digitally signing the self-attestation.

Once you have selected and completed one of the options, select the back arrow to return to the Documents page.



<u>IMPORTANT NOTE:</u> All forms must have a green check mark to move to the next section of the application.



BACKGROUND CHECK

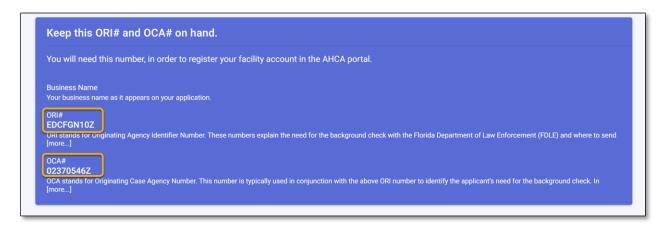
You must provide the background screening results on the **Background Check** page for each person required to be background screened.

The **Background Check** page provides answers to frequently asked questions regarding the background screening process and provides a list of locations where you can get fingerprinted.



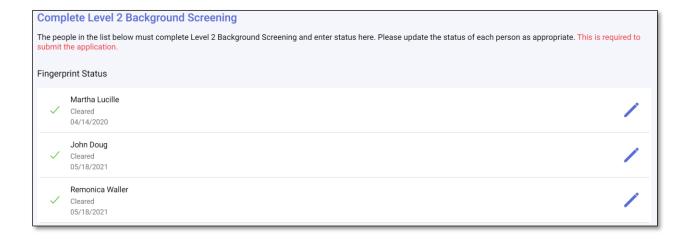
The **Background Check** page also provides you with the ORI and OCA numbers needed to complete the background screening process for you and your employee(s). You will need these numbers in order to register an account for your child care facility using the **Agency for Health Care Administration's** (AHCA) website and complete the background screening process.

For more information on Background Screening, see the <u>Background Screening Website</u> or call the Background Screening Center to speak to an agent.



Once you have the results for you and your employee(s), enter the background screening status and the completed date for each person listed.

Once you have entered the results for each person, select **NEXT: SUMMARY**.



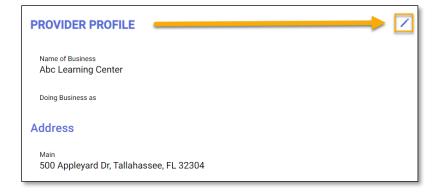
APPLICATION REVIEW AND ACKNOWLEDGEMENT

Review the information entered on each section to ensure it is correct and complete.

<u>IMPORTANT NOTE:</u> You <u>will not</u> be able to proceed to the **Application Submission** page, if a section(s) is not complete.

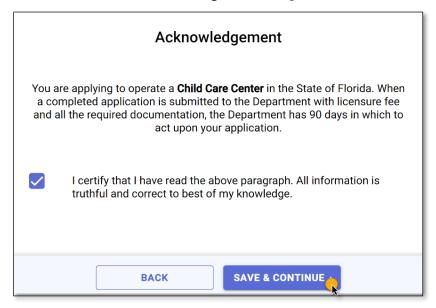
If you need to edit a section, select the **Pencil** icon next to the section you wish to revise.

Once all sections are complete, select **SAVE & CONTINUE** for each section(s) you revised.



In order to submit the application, you must first acknowledge that the information you have provided is true and correct to the best of your knowledge.

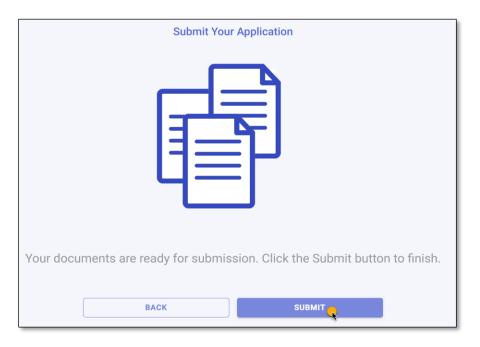
• Select the check box to acknowledge the message and select SAVE & CONTINUE.



APPLICATION SUBMISSION & TRACKING

To submit the application to the licensing office in your area, select the **SUBMIT** option on the **Application Submission** page.

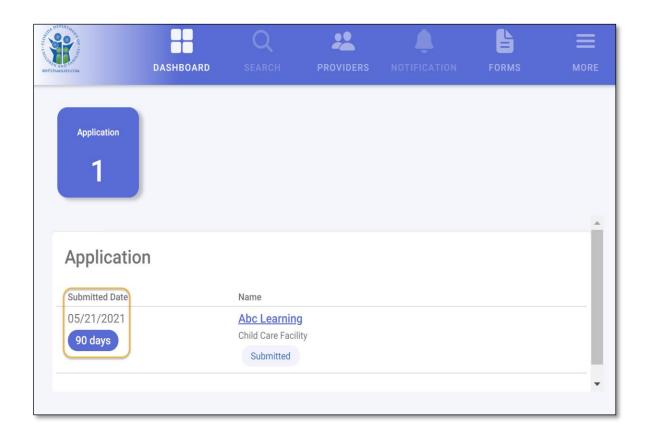
IMPORTANT NOTE: Once you submit your application, you will not be able to make any edits.



Once you have submitted your application, you will be able to track its progress from your account **Dashboard.**

The **Dashboard** displays the number of application(s) you have created, the date you submitted the application, the number of days it has been since you applied, and the application status.

If you have questions regarding the application process or your application status, contact the local licensing office and speak to a licensing counselor.



ONLINE PAYMENTS

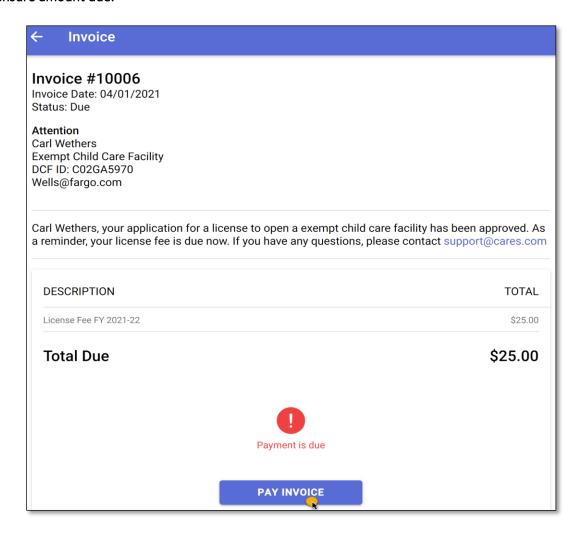
Once your application is determined to be complete, the final step is to pay the licensure fee.

When the licensing office is ready for your payment, you will receive a notification that a payment is due.

To make a payment online with a credit/debit card, login into your CARES account and select the **PAY** option next to your application.

You will be routed to the **Invoice** page, which shows a summary of the amount due. To proceed, select **Pay Invoice**.

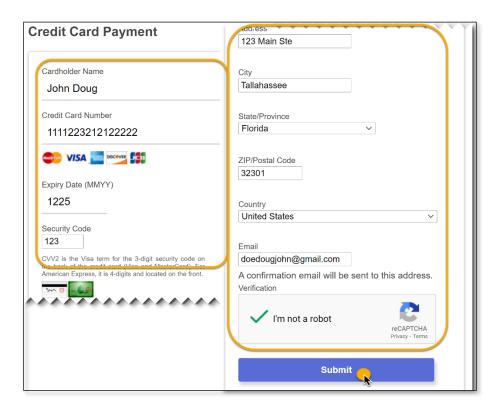
<u>IMPORTANT NOTE:</u> Online payment amounts include an automatic convenience fee of 1% of the total licensure amount due.



Select the option to make a payment with debit/credit card.



Enter the debit/credit card information in the required fields and select **Submit**.



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Once you submit your payment, you will receive a confirmation number along with an email confirming your payment is processed. Once your licensure fee payment is made, the licensing office will contact you regarding your child care facility's license.

