

Florida Department of Education  
Division of Early Learning  
Child Care Resource and Referral State Network  
2025 CCR&R Provider Profile Update FAQs – Technical Assistance

Rule 6M-9.300(8), Florida Administrative Code, requires each CCR&R organization to ensure that information for each legally operating contracted and non-contracted provider is updated and approved between January 1 and May 31 each calendar year in the Division of Early Learning’s (DEL) single statewide information system. Providers seeking to provide School Readiness (SR), or Voluntary Prekindergarten (VPK) services must have updated and approved information prior to contract execution.

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**Provider Profile Update Timeframes**

- 1. What is the provider profile update period?**  
Legally operating providers update their profiles in the single statewide information system or [Provider Services Portal](#) between January 1 and May 31 each year.
- 2. Will provider profiles updated outside of January 1 through May 31 be included in the Provider Profile Update Report?**  
No. Only providers completing updates between January 1 and May 31 are included in the Provider Profile Update Report.
- 3. If a provider with an existing SR and/or VPK contract(s) decides not to renew its contract(s), must coalitions ask the provider to update a 2025 profile?**  
Yes. Coalitions must contact the provider and are encouraged to make at least three requests of any provider to update its profile annually. If a provider refuses to update its information, enter the REF (Refused to Update) code and inactivate the account.

**General Provider Profile Update Questions**

- 4. Is a coalition responsible for approving a provider profile update for a provider physically located outside of the coalition’s service area who is contracted with the coalition?**  
No. The provider’s home coalition is responsible for reviewing and approving the provider’s profile.
- 5. Are CCR&R units within coalitions responsible for ensuring contracted providers’ profiles are updated and approved?**  
Yes. Coalitions’ CCR&R units must ensure provider profiles are updated and approved prior to SR and VPK contract execution in accordance with Rule 6M-9.300(8), F.A.C.

**6. When is the provider profile update considered complete?**

A provider profile update is considered complete once all information entered has been fully approved, the provider profile status is set to “Active” or “Inactive” by the coalition and saved. Profiles marked “Coalition Reviewing” or “Rejected” are not considered a complete update.

**Please note:** Setting the new provider profile to “Active” status identifies that the annual provider profile update is complete. The UP (Complete Update) code is not a true indicator of a completed annual profile update. DEL encourages coalitions to use the NLOG (CCR&R Provider Notes Log) code to capture notes (i.e., communication with the provider, changes made to the profile, reason for profile edits, etc.) in the profile.

**7. What provider profile update reason code must be added to the provider profile to satisfy the requirement for a complete update when the profile is not updated and where do coalitions add the notes/comments?**

To satisfy the requirement for a complete update when a profile is not updated, use one of the following codes:

- UTC (Unable to Contact) indicates a provider that the coalition is unable to contact after multiple attempts.
- REF (Refused to Update) indicates that a provider does not wish to participate.

To add provider notes, select the profile → Provider Notes → Add Provider Note → Reason code.

**8. What are the reasons the coalition may inactivate a provider’s profile?**

Select the Change Profile Status tab to inactivate a provider’s profile for the following reasons:

- Provider has not responded to the update notifications.
- Provider is closed and no longer in business (ensure all VPK/SR attendance records are submitted before inactivating). Use the provider note code “CLOSE” and the provider will be excluded from the Provider Profile Update Report.
- Provider does not wish to contract with the coalition or participate in the update process.
- Refer to the Coalition User Guide, available in DEL’s SharePoint Coalition Zone, for additional instructions and other reasons (i.e., revoked licensed/registration per DCF, child care facility located outside of the coalition’s service area, etc.)

**9. How and when will coalitions collect the cost of care data?**

Providers will submit the average annual cost of curriculum and materials, regulatory fees, salaries and benefits, and all other operational costs per child through the Provider Portal during the annual provider profile update (January 1 - May 31).

**Provider Profile Update Report and Coalition User Guide**

**10. Which report assists with monitoring provider profile update progress?**

Coalitions may track and monitor provider profile update progress using the CCR&R Update Report (CCR&R Dashboard) located in DEL’s Tableau report system. To locate this report, type “CCRR Update Report” in the search window.

**11. How do coalitions access the Tableau Report?**

Contact your Tableau administrator or management for approval before submitting a request to DEL’s Service Desk at [Service.Desk@del.fldoe.org](mailto:Service.Desk@del.fldoe.org). After DEL processes the request, login credentials are the same as SharePoint credentials. The link to review the report is <https://prod-useast-b.online.tableau.com/#/site/doedelinternalsite/views/CCRRUpdateReport/CCRRDashboard>.

**12. Where is detailed guidance for reviewing and approving provider profiles in the Early Learning Portal?**

Coalitions must use the latest guidance for the Early Learning Portal on DEL's SharePoint. Go to Coalitions Zone → Application & Data Services → EFS Modernization Project → Guidance & Training → User Guides → *Coalition User Guide and/or Provider Portal User Guide*.

**13. How do CCR&R staff access DEL SharePoint?**

Contact your SharePoint administrator or management for approval before submitting a request to DEL's Service Desk at [Service.Desk@oel.myflorida.com](mailto:Service.Desk@oel.myflorida.com).

**14. Who do we contact to report issues with the Provider Portal?**

Each coalition has an EFS Mod point of contact. Locate the contact for your organization to report portal issues.

**Promoting Provider Profile Updates**

**15. Should our coalition promote the Provider Portal and annual provider profile update in our county?**

Yes. DEL strongly encourages coalitions to promote the Provider Portal and annual provider profile update in their area. Coalitions may do so via social media, provider newsletters, email blasts, sending new providers a welcome letter and more. To promote the Provider Portal or annual provider profile update, use the *Potential Provider Sample Cover Letter* or DEL's *Provider Profile Update Flyer* located on SharePoint. Go to *SharePoint Coalitions Zone* → *CCRR, VPK, & School Readiness* → *CCRR Resources* → *CCRR Forms-Reports* → *CCR&R Forms and Reports 2024-25*.

**16. What are some tips on communicating with resistant providers?**

- Explain how families receive child care listings of active provider profiles in the Provider Portal.
- Share the number of customers seeking child care your organization has served through CCR&R each month and/or year.
- Send a detailed provider listing with a letter explaining the update's importance to encourage providers to submit updated information.

**Contact the CCR&R State Network at 866-357-3239 for questions regarding the provider profile update process or email directly to:**

- Audia Bradwell, 850-717-8596, [Audia.Bradwell@del.fldoe.org](mailto:Audia.Bradwell@del.fldoe.org)
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