ELC Provider Services Committee Meeting
December 19, 2019 2:00 p.m.
ELC Board Room
415-655-0003 meeting # 731 411 795

I. Welcome & Introductions
   Rick Beasley

II. Approval of Minutes
   Rick Beasley

   A. Motion to approve November 2019 Minutes.

III. COI Proposal Update
    Bob de la Fuente

IV. The Children’s Place Child Care
    Bob de la Fuente

V. Kiddie City Academy
    Bob de la Fuente

VI. Public Comments
    Rick Beasley

VII. Adjourn
     Rick Beasley

Mission: To promote high-quality school readiness, voluntary pre-kindergarten and after school programs, thus increasing all children’s chances of achieving future educational success and becoming productive members of society. The Coalition seeks to further the physical, social, emotional and intellectual needs of Miami-Dade and Monroe County children with a priority toward the ages before birth through age 5.
I. Welcome and Introductions

Rick Beasley

II. Approval of Minutes

Rick Beasley

- Motion to approve by L. Chant.
- Motion seconded by A. Rodriguez.
- Motion unanimously passed.

III. Magic Moments Child Care & Preschool

Bob de la Fuente

- B. de la Fuente stated that Magic Moments Child Care & Preschool the provider’s general liability policy expired 8/13/2019. On 9/19/2019, Provider submitted a renewed policy effective 9/16/2019 and stated they switched insurance companies.

- B. Alvarez stated that the provider spoke to the insurance provider in August and they were going to send a quote at that time, after several calls seeking information, the company never sent quote. B. Alvarez stated that they contacted the owner of agency because of the delay and were told that she would take care of it. On 08/16, they received the last page of the contract to sign but were unable to see the complete contract. The provider asked the insurance provider to send the complete contract and again were promised that they would receive it. Once the complete contract was received the policy had increased drastically, after speaking to the insurance provider, they were promised a new quote. This quote was never sent to them and the insurance provider was unresponsive. The provider attempted to call the insurance company directly but were told that all information need to come through the agency. After that day, they began looking for a new agency. The provider found two agencies that came out
to inspect and on 09/13 signed a new contract and on 09/16 received the insurance. B. Alvarez stated that in 15 years in business this had never happened.

- After reviewing all documents and hearing the providers’ testimony, the committee, voted to place the provider on a six month Corrective Action Plan. The provider must submit insurance verification monthly. The provider will returns monies received during the time insurance was lapsed. In addition, if the provider receives any class 1 or 2 violation or lapses in insurance during the CAP period, they void the right to appeal and will have eligibility revoked for 5 years.
  - Motion to approve by A. Rodriguez.
  - Motion seconded by L. Chant.
  - Motion was not unanimously as R. Beasley did not agree.

IV. **Celia Gonzalez Family Day Care Home**  

- B. de la Fuente stated that Celia Gonzalez Family Day Care Home - Per the insurance company, the general liability policy was canceled on 06/28/2019 due to non-payment. After the provider requested a hearing, supporting documentation of a liability insurance were submitted with an effective date of 10/19/2019 -10/19/2020, resulting in a 4-month gap.

- R. Beasley stated that this provider had no SR or VPK children when this occurred. E. Torres stated that the providers must have insurance from moment they signed the contract regardless of the amount of children attending the center.

- L. Chant stated that this was a new provider and they immediately violate the contract and this is not a good contract for the ELC.

- A. Rodriguez stated that due to having no children there is no income to pay for insurance.

- R. Beasley asked when was the contract executed; V. Aguilera responded that it was in June.

- After reviewing all documents and hearing the providers’ testimony, the committee, voted to terminate the current contract with no revocation. In order to reapply the provider must attend The Business and Leadership Institute for Early Learning.
  - Motion to approve by L. Chant.
  - Motion seconded by J. Roig.
  - Motion unanimously passed.
V. **Gentle Hugz Preschool and Childcare**  

B. de la Fuente stated that Gentle Hugz Preschool and Childcare on 10/09/2019, the insurance carrier confirmed that provider had a lapse in coverage between 7/23/2019 - 08/21/2019 due to non-payment. On 10/08/2019, Provider provided an updated General Liability policy with a new effective date of 08/22/2019- 08/22/2020.

B. de la Fuente stated that staff had changed their recommendation to place the provider on CAP, they verified with the insurance company and the provider did not receive payment book due to this they are now on auto pay.

After reviewing all documents and hearing the providers’ testimony, the committee, voted to place the provider on a six month Corrective Action Plan. The provider will returns monies received during the time insurance was lapsed. In addition, if the provider receives any class 1 or 2 violation or lapses in insurance during the CAP period, they void the right to appeal and will have eligibility revoked for 5 years.

- Motion to approve by A. Rodriguez.
- Motion seconded by L. Chant.
- Motion unanimously passed.

VI. **The Children’s Place Child Care**  

B. de la Fuente stated that The Children’s Place Child Care the providers liability policy was due to expire 3/13/2019, when staff reached out to the insurance company they confirmed the Provider canceled the policy on 5/3/2018. Provider renewed insurance on 4/12/2019.

B. Hetfeld stated that the provider received an email stating insurance had been canceled but had made all payments. It was discovered that the bookkeeper delegated to make these payments had misdirected the payments.

The committee requested extra documentation before voting. The provider was given a week to turn in the evidence. They will be seen at the next meeting.

VII. **The Teaching Heart Foundation**  

B. de la Fuente stated that The Teaching Heart Foundation had a gap in liability coverage from 8/10/2019 to 10/6/2019. On 10/3/2019, Provider was asked to submit a copy of the certificate of insurance with the ELC revised suite number and copied the insurance company. On 10/10/2019, the insurance company confirmed the policy was cancelled effective 8/9/2019. On 10/11/2019, The Provider submitted a certificate of insurance with an effective date of 10/7/2019 and ending 10/7/2020 under a different insurance company.
The provider stated that they are new providers learning along the way, working with different companies to get a better rate, 90% in foster homes or live in shelters. As a result of not receiving payments on time Paid the policy in full.

VIII. Corrective Action Plan Proposal

Bob de la Fuente

B. de la Fuente stated that the Policy recommendation is if the gap exceeds 30 days it will be sent to the committee, under 30 days ELT will place the provider on a CAP with the stipulation that they cannot get any violations or lapse in insurance.

IX. Public Comments

Rick Beasley

X. Adjourn

Rick Beasley
**Early Learning Coalition Review Hearing Committee**

**December 19, 2019**

**The Children’s Place Child Care Center- C11MD2561**

6521 NW 2nd Avenue, Miami, Fl. 33150

**Action Requested:** The Executive Leadership Team recommends termination of the SR Contract for the 2019-2020 FY and revocation of eligibility for a period of five (5) years subject to provider testimony and verification of supporting documentation submitted by provider.

---

### Background

<table>
<thead>
<tr>
<th>The Children’s Place Child Care Center</th>
<th>Issues Non-renewal of Liability Policy</th>
</tr>
</thead>
<tbody>
<tr>
<td>License Capacity: 78</td>
<td>Provider’s liability policy was due to expire 3/13/2019, when staff reached out to the insurance company; they confirmed the policy was canceled on 5/3/2018.</td>
</tr>
<tr>
<td>Care Level offered: 1 month to 12 Years</td>
<td>Provider renewed insurance on 4/12/2019.</td>
</tr>
<tr>
<td>Approximate Children enrolled for VPK: N/A</td>
<td>Comments:</td>
</tr>
<tr>
<td>Number of providers within the same zip code offering SR: 16</td>
<td>• 2018-2019 Contract was certified on: 7/2/2018</td>
</tr>
<tr>
<td>Accreditations/Gold Seal: N/A</td>
<td>o COI was canceled by insurance due to non-payment on 05/03/2018 and ELC was notified of the cancelation on 4/11/2019.</td>
</tr>
<tr>
<td>Provider has offered services since: 2004</td>
<td>o Provider sent e-mail on 4/12/2019 explaining the issue and submitted renewed COI; however, the gap of approx. 11 months remained.</td>
</tr>
<tr>
<td>2018-2019 Approximate reimbursements: $23,996.88</td>
<td>• Presented to ELT on 5/13/2019</td>
</tr>
</tbody>
</table>

---

## Comments:
- 2018-2019 Contract was certified on: 7/2/2018
  - COI was canceled by insurance due to non-payment on 05/03/2018 and ELC was notified of the cancelation on 4/11/2019.
  - Provider sent e-mail on 4/12/2019 explaining the issue and submitted renewed COI; however, the gap of approx. 11 months remained.
- Presented to ELT on 5/13/2019
- Termination Notice sent on 5/16/2019
  - Provider Appealed on 5/24/2019
- 2019-2020 Contract was certified on: 6/26/2019
Issues

Non-renewal of Liability Policy

- Per the payment specialist, the Provider didn’t submit attendance from November 2018- August 2019
- Per Finance, after August 2019 provider submitted attendance, however provider was mistakenly placed on hold since April. Payment was released 11/21/2019.

- Provider has not had any previous CAP’s, terms, or non-compliances.
- Provider is not currently offering VPK.
Action Requested: The Executive Leadership Team recommends termination of the SR and VPK contract for the 2019-2020 FY and revocation of eligibility for a period of five (5) years subject to provider testimony and verification of supporting documentation submitted by provider.

Background

Kiddie City Academy Inc.

- License Capacity: 112
- Care Level offered: 6 weeks to 12 years Old
- Approximate Children enrolled for SR: 5
- Approximate Children enrolled for VPK: 6
- Approximate Number of providers within the same zip code offering SR: 16
- Approximate Number of providers within the same zip code offering VPK: 13
- Accreditations/Gold Seal: N/A
- Provider has offered services since: 2018
- 2018-2019 Approximate reimbursements: $47,559.52

Issues

Provider Submitted Altered Certificate of Insurance

- On 11/01/2019, the insurance company was contacted in an attempt to obtain the revised Certificate of Insurance to include the new suite number.
- On 11/05/2019, in an e-mail received by Doug Levy, Chief Operating Officer from BB Insurance Marketing, Inc. states “As you can see, the certificate we issued shows a different named insured, a different location address, and a different certificate holder, indicating that that information on the certificate that you received was changed after the certificate was issued by our system. We do not insure Kiddie City Academy, Inc. at 1550 NE 168th St Suite 1000N, North Miami Beach, FL 33162. The certificate that you received below was not issued in that format by our agency and is NOT VALID. E-mail attached.
- On 11/05/2019, the Provider was contacted by the assigned Contract Manager and advised that the Certificate of Insurance that was uploaded to the portal was incorrect.
On 11/07/2019, Doug Levy, Chief Operating Officer from BB Insurance Marketing, Inc. sent another e-mail in which he states, “We do not insure Kiddie City Academy, Inc. and is still investigating how a certificate of insurance for a different client (Kiddie City Early Education Center, Inc., which is under different ownership) was altered and submitted as proof of insurance for Kiddie City Academy Inc. The certificate received appeared to be altered without the insurance agency’s knowledge or permission, and they will be notifying the Florida Department of Financial Insurance Fraud Division about this matter. E-mail attached.


Provider has no prior CAP’s, Violations or Terminations.

VPK 2019-2020 Contract was certified on 06/24/2019

SR 2019-2020 Contract was certified on 06/24/2019

Provider has not had any previous CAP’s, terms, or non-compliances.