Online Application System

Placement and Enrollment Portal for Providers

Version 1.0

Need Help?

For help with the **Placement and Enrollment Portal for Providers**:

- Email pfa.support@multco.us
- Call 503-988-7818

Questions/Support related to **PFA Pilot Site services, policies, guidance:**

- Karissa Palmer, Preschool Partnerships Coordinator
  karissa.palmer@multco.us
  503-347-3020
- Lynsey Kemplin, Preschool Specialist
  lynsey.kemplin@multco.us
  503-988-2854

Portal Link/URL

This link should be bookmarked for quick access from your browser:

- Sign in Page: https://pfaprovider.multco.us/

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Logging In

Please log into your account using the email that is registered with the Preschool for All program. With this email, you will be able to log in with a password and one-time code sent to your cell phone number.

Logging in for the First Time

1. Locate the invitation to help manage your location that you received in an email from support@getbridgecare.com
2. Click the login code. This code will then navigate you to Sign in Page: https://pfaprovider.multco.us.
   a. You will then be promoted to enter your email address and create a password. If your first and last name are not already associated with your account, you will be asked to enter them.
3. Once you have created a password for your account, you will be prompted to enter the phone number to set up multi-factor authentication. Be sure you have access to this number, as you will be sent a login code in the next step.
   a. After entering your phone number, a 6-digit code will be sent to your cell phone.
   b. Enter the code from your phone into the provider portal when prompted.
   c. After submitting your 6-digit code, you will then be logged into your Provider Portal and sent to the Dashboard.

Note: If you need help resetting your password, contact pfa.support@multco.us or call 503-988-7818.

Set your password

New password

Confirm new password

Save and continue →

Multi-factor authentication enrollment

1. Enter the number of your SMS enabled device:

[   ]

[Send one-time passcode]

2. Enter the one-time passcode sent to your device:

[ ] [ ] [ ] [ ] [ ] [ ]

Changing the default language

You can access the action menu by clicking on the hamburger menu in the top right corner of the screen. From the action menu, you can toggle between English and Spanish.

Managing Locations

After logging in, you will be directed to the Locations page. On this page you can edit your profile and manage your PFA locations. If you manage more than one PFA location, it will appear here.

Editing Your Public Profile

You will have a public profile for each PFA location. This information will be published online as a web page and will be accessible to families when they are selecting their preschool choices.

There are some fields on your public profile that you will not be able to edit. If there is a mistake in non editable fields, please contact your PFA program lead immediately.

In addition, the following program details were confirmed as part of the seat allocation process and cannot be changed without prior approval by your PFA Preschool Partnerships Coordinator:
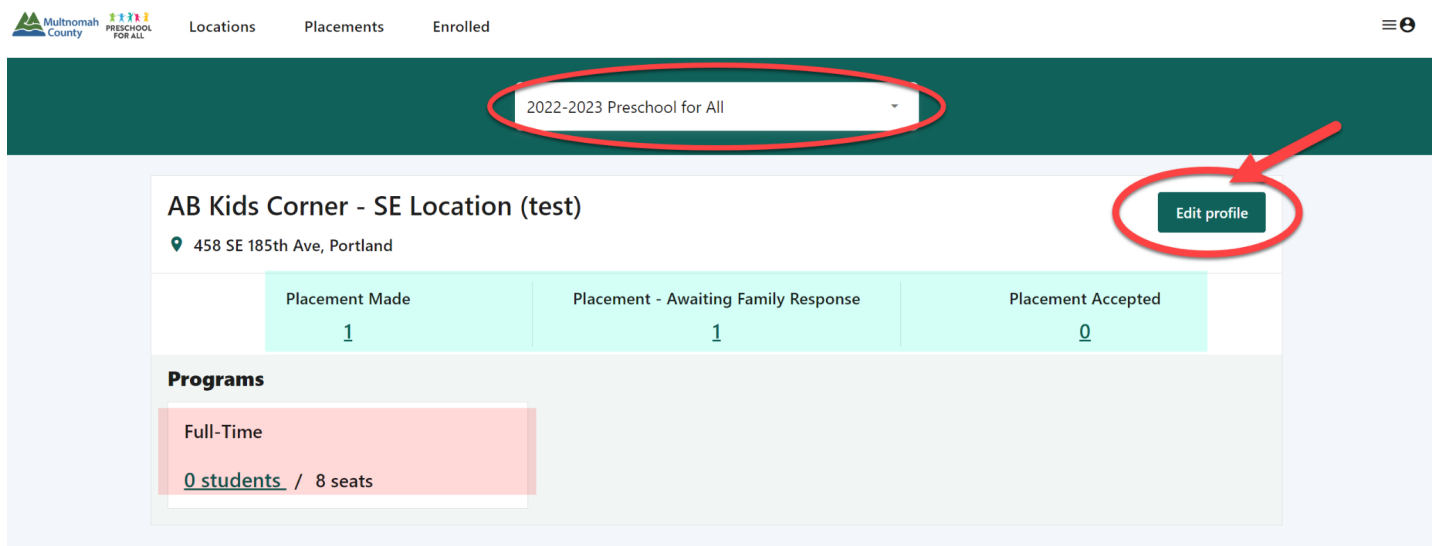
- Address, City, Zip, County
- Hours/Days
- Calendar
- Meals
- Transportation
- Setting Type

Guide to Editing Your Profile

Open your public profile in the PFA Provider Portal: https://pfaprovider.multco.us

Within the portal landing page you will see program location and statuses.

Click on the top right green button "Edit Profile"

Adding Photo/Video to Provider Profile

Note: Please make sure you have photo and/or video releases for children shown in photos or videos uploaded to your profile.

1. Navigate to the Photo or Video section where you want to upload the files with any of the following acceptable formats:
   a. JPG - Photo
   b. PNG - Photo
   c. HEIC (Photo format compatible with MAC Apple Computers).
   d. MP4 - Video format compatible with all media players.
      i. We recommend you upload videos up to 6 minutes long or 80 MB max.
2. Click the green "+upload" button in the upper right.
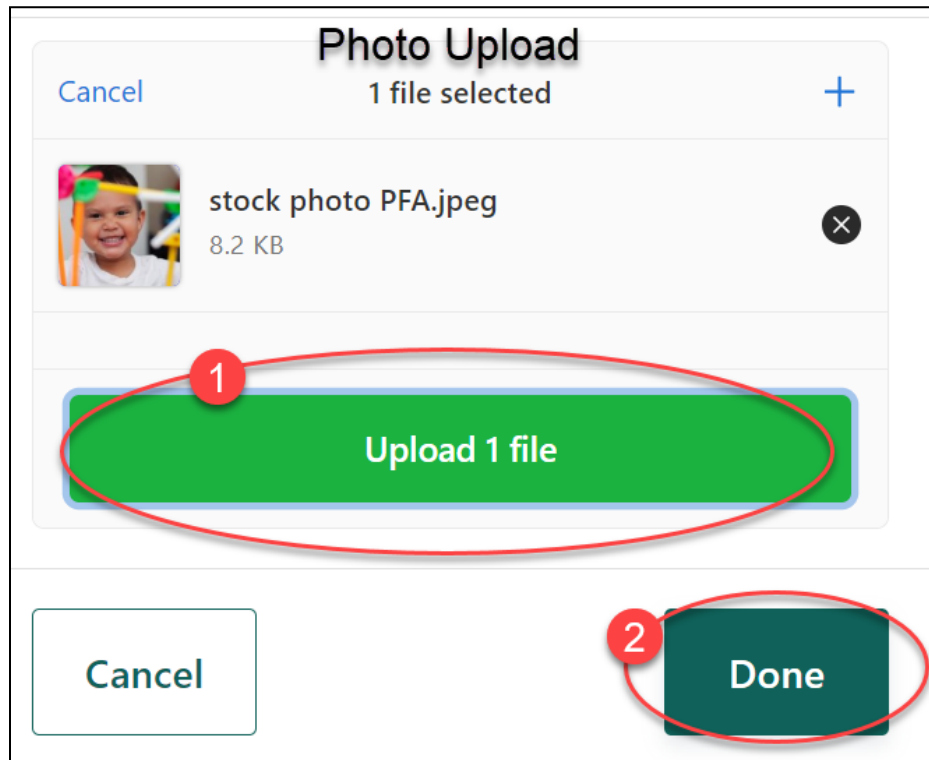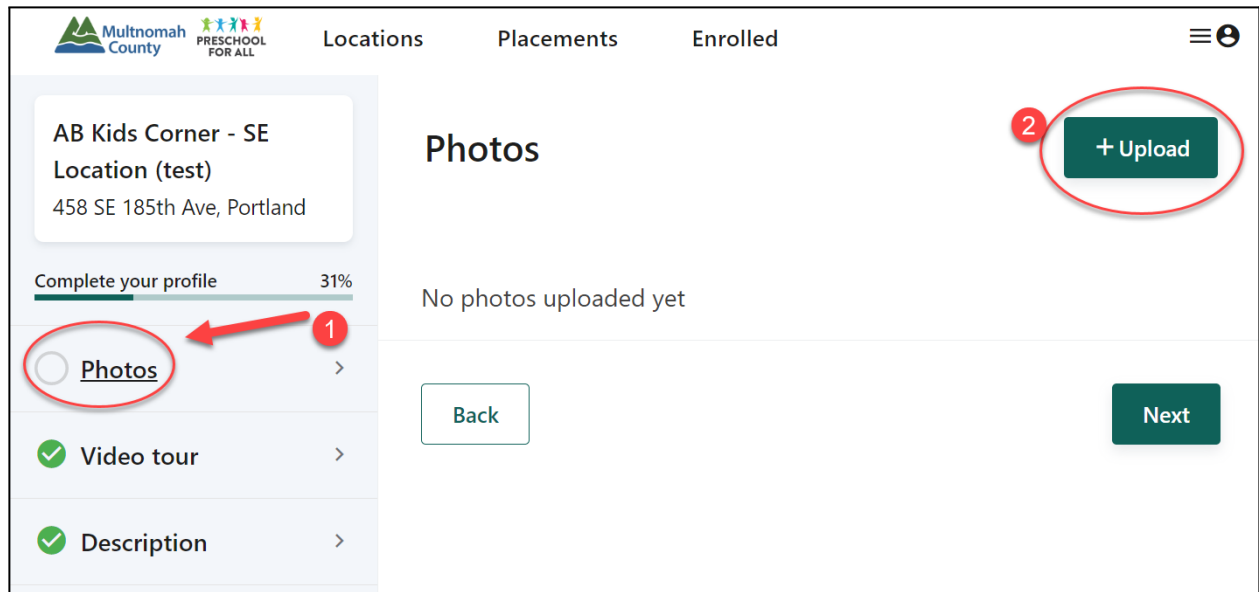
3. Use the "browse files" link to select the files from your computer.
4. Click "open" to begin the upload process.
5. In the "Upload" window, click on the green "Upload File" button after selecting your files.
6. Wait for the upload to complete.
7. Once finished, the files will be live on the website for others to see.
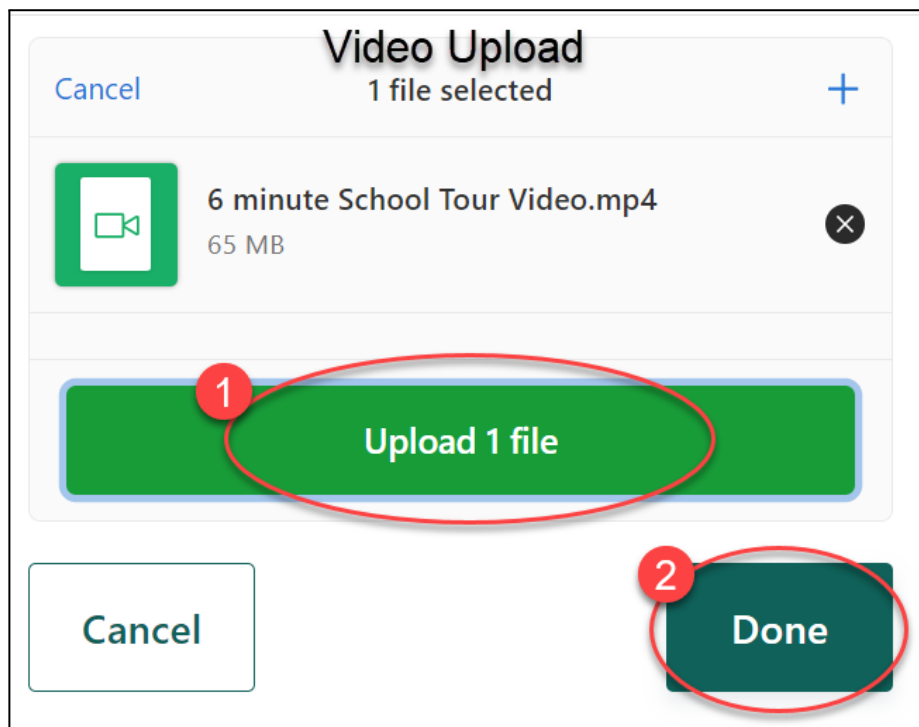
Description of Program

Tell us about your program, you're welcome to reference the Sample Provider Profile in Appendix A: Profile Guide and Sample.

You may want to include a mission statement, a small bulleted list of unique things about your program, and other relevant important information in the Description section.

How to write a mission statement:

A mission statement is a brief statement that defines the purpose and values of a company or organization. To write a mission statement, follow this template:

EXAMPLE

At [Preschool Name], we provide a [adjective] and [adjective] environment for children to [Verb] and [verb]. Our [adjective to describe teachers] and [adjective to describe teachers] teachers strive to create a [adjective to describe classes] and [adjective to describe classes] experience for every child.

Contact

Please include a contact for your center that the public and families can use to contact you regarding your program.

Contact Name:

Contact Phone:

Contact Email:

Highlights

Our team pre-uploaded some of the information within Highlights on your behalf. Review your program information to make sure it is accurate.

Meals Provided:

- ☐ Breakfast Included
- ☐ Morning Snack Included
- ☐ Lunch Included
- ☐ Afternoon Snack Included
- ☐ Dinner Included
- ☐ Evening Snack Included

Transportation
Immersion Languages

Spoken Languages

Staff Members

Families are interested in learning about those who will be caring for their children. Upload a [photo](#) and a short bio about each of your team members.

>If you already have a staff section on your website, please consider adding a team picture instead. Include a reference to your website in the "Contact" section.

>"Please visit our website [insert website link] to learn more about our team."

Sample Teacher Bio outline:

>Name: Sarah Johnson

>Education: Bachelor's in Early Childhood Education

>Experience: 5 years as a Preschool teacher, 2 years as Assistant teacher

>Personal Statement: Dedicated to creating a safe and nurturing learning environment for young children. Strong belief in the importance of early years for a child's development, fostering a love of learning and promoting inclusivity through play-based activities.

>Interests: Spending time with family, reading, and traveling.

>Picture: [Insert Picture of Teacher]

Managing Student Status

Viewing multiple program years

From the Locations dashboard, you will see three columns displaying the number of Placements Made, Placements Accepted, and Placement - Awaiting Family Response students.

Using the selector at the top of the page you can switch between program years. For example, changing the year to 2022-2023 Preschool for All will display the total children within each status for that program year.

You can click on any of these numbers to view a list of all students with that status. The lists of Placements and Enrolled students can also be accessed in the navigation at the top of the page.

Statuses

You will see the following statuses within the Online Application System:

Status	Description
Placement Made	Placement offer is shared with provider. Family is not yet notified.
Placement - Awaiting Family Response	Family notified of Placement Offer. Provider can contact family to share program information and answer questions.

Placement Accepted	Family accepts the placement offer. Provider should contact family with instructions for enrolling.
Enrolled	All enrollment documents are completed, including PFA's Attestation Form.

Note: If a family declines their placement offer at your location, the child's record will be removed from your provider portal.

Enrolling a child

You will only be able to confirm enrollment for children whose placement offers have been accepted. The status must be Placement Accepted.

To confirm enrollment for a student, you'll need to click on their name in the list. A pop-up will display the child's name and birthdate, along with the date they were placed. To change their status to Enrolled, click on the dropdown below the date and click the green "Enrolled" button.

Zoe Zebra

×

Birthdate: September 4, 2018

📍 AC Kids Corner - SW Location (test)

🖥 March 3, 2023

Placement Accepted ⌄

Family

Mummy Zebra   daylis.torres+familytest13@multco.us

Notes

Done

Once a family has accepted placement, the only option you will have is to Enroll the child using the "Enrolled" button

Status   ✕

Placement Made

Placement - Awaiting Family Response

Placement Accepted   ✓

Enrolled

Select the location where the student will be Enrolled, and use the date dropdown to enter the date the child will start attending. If you only manage one location, only one location will be available to select from the dropdown list.

Enrolled Zoe Zebra

What location will they enroll in?

AC Kids Corner - SW Location (test)   ▾

Cancel   **Enrolled**

Start Date *

Enter the date the child will start attending your program. This date cannot be earlier than the start of the PFA program year: September 1, 2023.

| Month ⌄ | Day ⌄ | Year ⌄ |

Back   Next

Confirm that the enrollment requirements have been completed, and that eligibility documentation has been verified.

By selecting "Enrollment Completed", I confirm that all enrollment requirements have been completed by the parent/legal guardian for this child. I also confirm that eligibility documentation has been verified for the address and child's date of birth, and an attestation form has been completed.
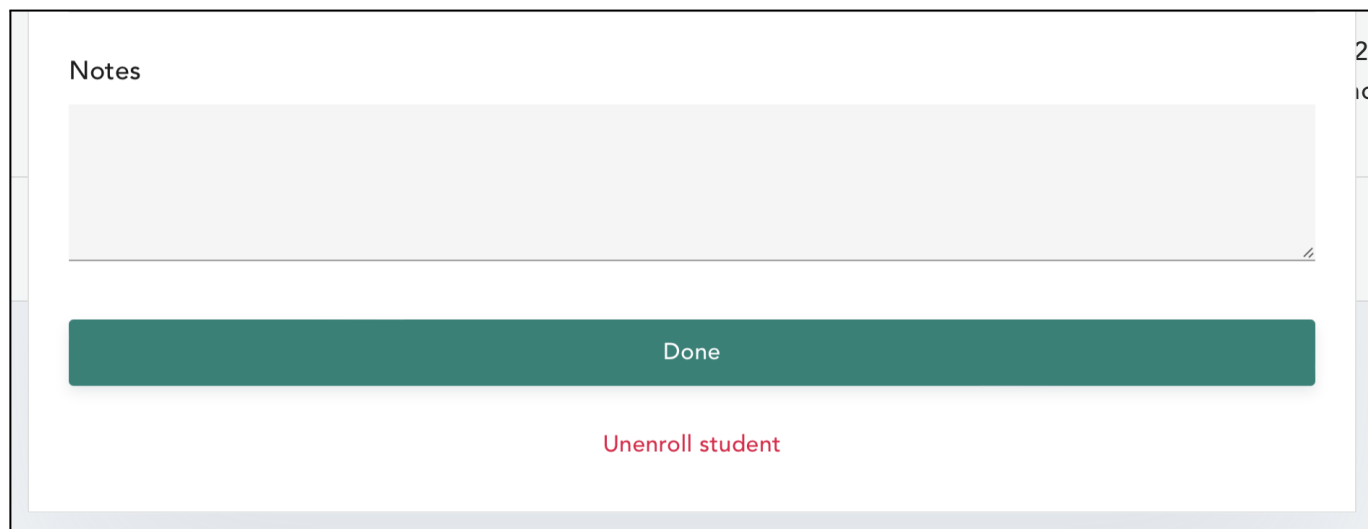
☑ Enrollment Completed

Back   Next

Unenrolling a child

IMPORTANT:

● When you unenroll a child from your program using these instructions, you will no longer see the child's record in your Provider Portal.

● When you unenroll a child from your program, the seat will be immediately open for PFA to fill. Unenroll a child only when they are no longer attending.

● If you have questions about PFA policies related to when to unenroll a child, contact Karissa Palmer at karissa.palmer@multco.us or 503-347-3020 or Lynsey Kemplin at lynsey.kemplin@multco.us or 503-988-2854.

● If you confirmed enrollment for a child by mistake (i.e. enrollment was not actually completed for the child), do NOT use this function to correct the mistake. Contact pfa.support@multco.us or call 503-988-7818 correct the mistake.

Instructions

If you need to unenroll a student, click on "Enrolled" in the top navigation bar. Click on a student's name, scroll to the bottom of the pop-up, and click on the red text that says "Unenroll student."

You will see another pop-up that asks you to confirm unenrollment. Click OK and select the reason for unenrollment.

Reason for Unenrollment: *

☐   Family moved

☐   Accepted into Head Start or Preschool Promise

☐   Accepted into another program

☐   Child not attending and/or unable to contact the family

☐   Other, please specify in the next question.

Back   Next

One more pop-up will appear to confirm unenrollment.

By submitting this form, you are confirming that this child is no longer enrolled in your program. You are also confirming that this is not a result of suspension or expulsion from the program.

This unenrollment will open up a seat and notify PFA of this opening. PFA will work to fill this seat and will be in contact with you if there is any additional assistance or information needed.

☐ I confirm this unenrollment

Back   Next

Unenroll student

Filtering

You can use filters to sort through the list of students by location or status. To use a filter, click on either the "Location" or "Status" dropdowns located in the upper right corner above the list of students.

Export List

You can download lists of Placements or Enrolled students by clicking on the three dots next to the Location and Status dropdowns. Both CSV (comma-separated values) and XLSX are available.
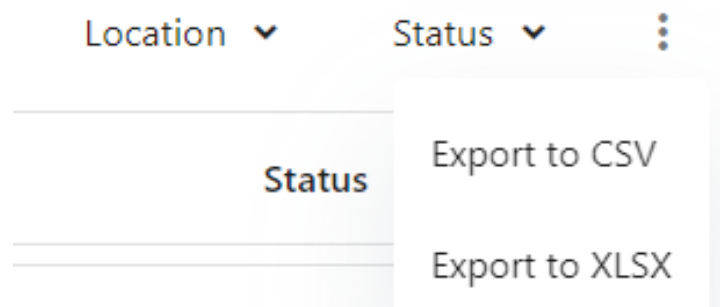
Navigating the Action Menu

You can access the action menu by clicking on the hamburger menu in the top right corner of the screen. From the action menu, you can access the settings page, edit your profile, and

toggle between English and Spanish. You can also view the terms of service and privacy policy, or log out from the action menu.
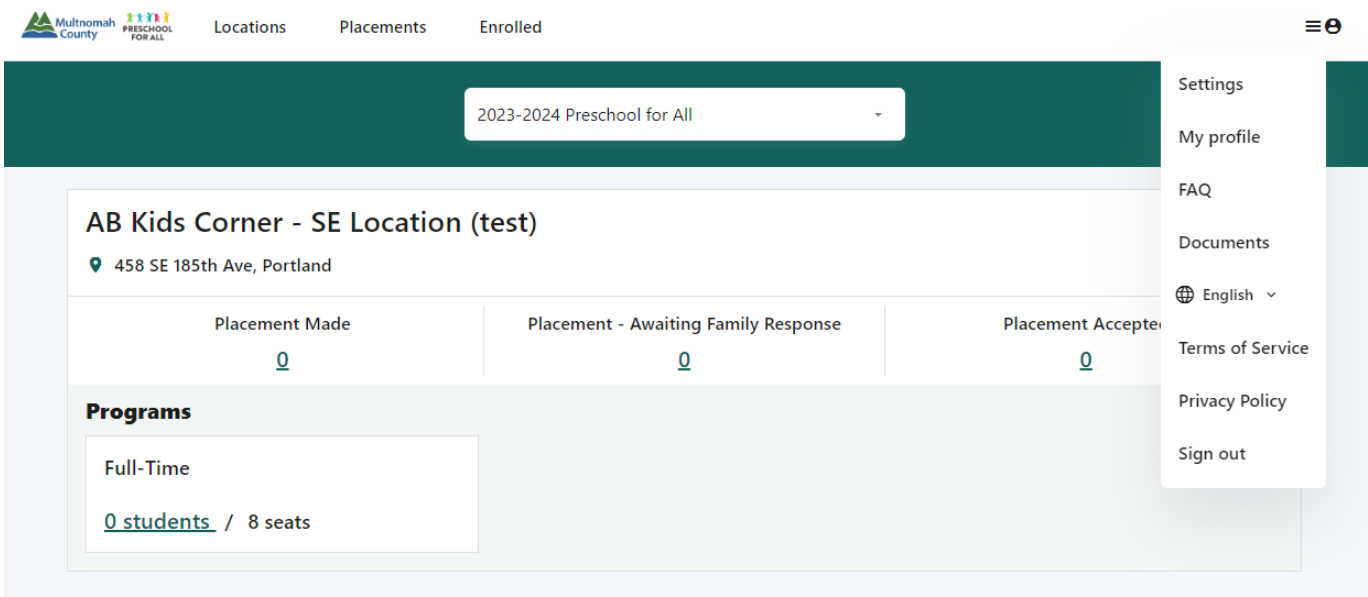
FAQ

On the "FAQ" page, PFA technical support contact information is listed along with a quick guide to application statuses, PFA Attestation Form, check address eligibility tool and this handbook in English and Spanish.

My Profile

On the "My Profile" page, you can update your name, the email address associated with your account, and cell phone number.

My information

First name

Last name

Email

Cell phone

☐ I consent to receive communication by text message to the cellphone number provided above.

Update profile

Documents

Within settings, there is a space to upload documents. **Note:** You will not be required to upload any documents. The Preschool for All program will not be using this functionality so please do not upload any documents here.

Appendix A: Profile Guide and Sample

Sample PFA Provider PUBLIC Profile Description

Welcome to [preschool program], providing a nurturing and stimulating environment for children ages 3 and 4 living in Multnomah County. Our mission is to provide a safe and joyful environment for children to learn and grow. Our experienced and dedicated teachers strive to create a fun and interactive learning experience for every child.

Our program hours are Monday to Friday, 8am to 3pm. We offer small class sizes to ensure individualized instruction and our teachers are highly qualified and dedicated to providing a safe and positive learning experience.

Some of the benefits of our program include:
- Small class sizes for individualized instruction.
- Experienced and dedicated teachers.
- A curriculum that is aligned with the State of Oregon's Early Learning & Kindergarten guidelines, and promotes a love of learning and exploration.
- A safe and positive learning environment.
- Meals throughout the day.
- Experience serving children with disabilities.
- Something unique about our program is …

We encourage all families to visit our center before submitting an application.

Prior to applying:

1. Explore our website

We've provided information about our philosophy and offerings to help you decide if our program may be right for your family.

2. Tour our program

You can request or schedule a tour by email or phone to visit our offices. Come see what makes [Insert Preschool Program Name] unique. At this meeting, we can talk about care needs, schedules, [Preschool Program Name] curriculum, and future goals.

3. Add our program as a Preschool For All choice

If you would like to be considered for our program through Preschool For All, select our program as one of your choices.