



Toronto Children's Services Contract and Financial Management

Operator Onboarding Guide

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Introduction

The Contract and Financial Management (CFM) unit in Toronto Children's Services (TCS) manages the Service Agreements and funding relationships between the City and the Child Care & Early Years sector in Toronto. To support the management of Service Agreement relationships with Agencies, and the Service Sector Management as legislated by the Province of Ontario the CFM unit also completes a range of financial and contractual processes that include the following:

- Annual guidelines and forms for all funding types
- Training for new staff, Child Care Operators, EarlyON & Early Years sector staff (excluding the Board of Directors)
- Annual budget analysis to determine funding amounts
- Annual audited financial statement analysis
- Review & approval of Service Agreements and expansions
- Minor Capital approvals & payments
- Recovery Analysis and processing
- Sector payment approval & processing
- Data management

Objective

The purpose of this document is to provide new administrative and financial staff with guidance, direction and resources to support the implementation of the Service Agreement between the Agency and the City of Toronto.

After reviewing this document, an individual should be able to understand Service Agreement processes and also access and understand how to access resources to support the Service Agreement requirements.

Document Use

This document is to be used by administrative and financial staff at the Agency level as a guide to understand the Service Agreement requirements and available resources. TCS District Consultants may also use this document to support operators. The checklist outlines the resources and links that are available for review to support the requirements of a Service Agreement. These documents and resources outline the processes that are expected to be followed, the agency reporting requirements and the database training requirements as part of the terms of their agreement with the City of Toronto

Agency Information

Agency Name: _____

Location Name(s): _____

Agency Contact Name: _____

Agency Contact Role: _____

Service Agreement Start Date: _____

Service Agreement for funding type(s):

- Fee Subsidy (Schedule 1)
- Canada Wide Early Learning & Child Care (Schedule 17)
- Home Child Care (Schedule 2)
- EarlyON (Schedule 3)
- Every Child Belongs (Schedule 4)
- Provincial Wage Enhancement Grant (Schedule 12 or 13)
- Health and Safety/Minor Capital (Schedule 9)
- Operating/Start-Up Funding (Schedule 10)
- General Operating Funding (Schedule 1.3)

Resources & Tasks: What do I need to know?

Documents/Resources to be reviewed

- Service Agreement with applicable schedules has been reviewed
 - Ensure that the Agency has received the final contract between the City of Toronto and the Agency with the General Managers signature, herein referred to as the Service Agreement. A copy must be retained at the Agency office.
- [Contract & Financial Information](#)
 - Budget Guidelines
 - Child Care Operating Standards (CCOS)
 - Audit Guidelines for Agencies
 - Business Cycle
- [General Operating Funding Guidelines](#)
- [Health and Safety/Minor Capital Guidelines](#)
- [Canada-Wide Early Learning & Child Care \(CWELCC\) System- Operator Information](#)
- [PWE Guidelines](#)
- [Assessment for Quality Improvement](#)
- Reference Materials Available in the Online Portal
 - Under the Financial Landing Page Quick Links:
 - Operator Guidelines for fee subsidy
 - Under the Attendance Home Page (Tricks, Tips & Help):
 - GCC Quick Reference Card
 - FAQ For New Attendance Enrollment Module
 - Attendance Landing Page (prerequisite: Attendance User Role)
 - Under the Home Page:
 - Online Budget Application Guide
 - Document Upload Guide
 - Payment Reports Guide
 - Contact and User Management Operator Guide

Is the data setup of your Agency information complete with TCS?

- Agency User ID's for Online Portal have been assigned and are accessible
- Ensure access is available to Attendance once logged into the [Online Portal](#) with the User ID (Fee Subsidy only)
- Agency & Location contacts have been updated ([Tutorial Videos](#) available)
- [Direct Deposit Application](#) with supporting documentation has been submitted to TCS staff
- Ensure that the location information is available and accurate on the [A-Z listing](#). Updates to the location information can be reported directly to the District Consultant.

Operator Online Access

Online services is a secure site for provider of early learning and child care services to do business with the city.

The following activities can be completed through Online Services:

- attendance processing for children receiving Fee Subsidy
- childcare budget and wage grant transactions
- Every Child Belongs special needs service requests
- updating board members, signing officers and select childcare registry information

To access the Online Services Login page, go to: **www.toronto.ca/community-people/community-partners/early-learning-child-care-partners/online-services**

Training

- Contract and Finance Service Agreement Requirements (provided by TCS)
 - Required for agencies that have not been in compliance with the Service Agreement (recommended by the Consultant)
 - Required for new agencies
- Budget Training (provided by TCS)
 - "How to complete a budget"
 - Required for all newly assigned Budget Preparer and Signing Authority roles
- Budget Support Sessions 1-on-1 (multiple sessions provided annually from October to November)
 - Hands-on opportunity for operators to attend and complete their budget submissions with a TCS staff present

- Training Videos (available on the Online Portal)
 - Attendance Enrollment Module (Videos 1, 2 & 3)
 - Financial Document Upload
 - Insurance Document Upload
 - Contact and User Management