



The Commonwealth of Massachusetts

Department of Early Education and Care

Procedure Bulletin 2018 - July

EEC Licensing Procedure
LPRO-18-005

Title: EEC LEAD Provider Portal Accommodation Request Procedure

For use by: Family Child Care, Group and School Age Child Care, Residential and Placement

Effective date: July 25, 2018

Supersedes: New Procedure

Purpose:

EEC has developed the Licensing and Education Analytic Database (“LEAD”) in order to electronically process all aspects of the licensing process, including visits and investigations, for EEC-licensed programs. To do so, EEC offers providers the EEC LEAD Provider Portal (“LEAD Portal”).

The LEAD Portal offers providers the most efficient way to submit applications for licensure, license renewal, increases and decreases in licensed capacity, and all other licensing transactions. In addition, providers can use the LEAD Portal to respond to visits and investigations and to interact with his or her licensor. Communication through the LEAD Portal is instant and is documented electronically, and transactions submitted through the LEAD Portal can be tracked by the provider. Use of the LEAD Portal will dramatically reduce the administrative and data entry burden for EEC licensors and administrative staff.

However, EEC understands that, in certain circumstances, a provider may not be able to use an electronic system to interact with EEC. As a result, EEC is providing an accommodation request process for providers seeking to use a paper process to interact with EEC in lieu of using the LEAD Portal.

Procedure:

For providers who are unable to use the LEAD Portal, the provider must submit an accommodation request in order to be permitted to use a paper process in lieu of the LEAD Portal. Otherwise, EEC expects that providers will use the LEAD Portal to submit all transactions for processing by EEC.

Gathering accommodation requests from providers will allow EEC to track the specific reasons why providers are unable to use the LEAD Portal, so that EEC can address as many barriers as possible. In addition, accommodation requests will allow EEC to continue to improve LEAD Portal accessibility for all users.

If a provider requests to submit a transaction not using the LEAD Portal, the licensor must provide a copy of the attached accommodation request form to the provider. The provider must complete the accommodation request form and set forth the reasons for why using the LEAD Portal would be an undue hardship for the provider. The provider must then return the completed accommodation request form to the licensor, who shall provide it to his or her supervisor for review and approval.

Once the supervisor approves the accommodation request, then the provider will be permitted to submit all applications, renewals, and transactions, as well as responses to statements of non-compliance, through the alternative paper process. If the provider is already using the LEAD Portal, the request can be denied. Providers will not be permitted to use the LEAD Portal for certain transactions and not for others; it is an all-or-nothing decision to be provided an accommodation from the LEAD Portal.