Subsidy Agreement Renewal Application (SARA) Provider User Guide

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Version 1.5

Office of the State Superintendent of Education (OSSE)
Government of the District of Columbia
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1.0 Welcome to SARA

The Subsidy Agreement Renewal Application (SARA) web site is designed to simplify and expedite subsidy application renewals. SARA will offer downloadable forms and list all documents that need uploading by Providers to comply with renewal requirements. Providers will be able to submit their renewal application online and attach all required documentation. An application status feature allows providers to track the progress of their application through the approval process.

New Online Approval Process

1. The SARA application starts out with an application status of **Draft**. After all the required documents and forms are uploaded to SARA, providers click the Submit button in the application. If all the required items are not uploaded, SARA displays a Validate button. After clicking Validate, SARA will list the missing items within the application. Once these are added, the Submit button will replace Validate. The application status becomes **Submitted**.

2. Monitors will then review the affirmations and attached documents online. They will be able to **Approve** or **Reject** the application through the use of action buttons.

    a. If rejected, monitors will click the **Reject** button and contact providers with the reason for the rejection and allow changes to the application. They can also add notes explaining exactly what in the application needs updating. Notes will be visible to the provider. The application status returns to **Draft**. After providers edit the application, they will once again submit the application which changes the application status to **Submitted** and generates an email alert to the assigned monitor.

    b. If approved, monitors will click the **Approve** button and the application will be available for Supervisors to review and give their final approval. The application status changes to **Monitor Reviewed.**

3. Supervisors will then review the affirmation and attached documents online. They will be able to Approve or Reject the application through the use of action buttons.

    a. If rejected, supervisors will click the Reject button. Supervisors can add additional notes at the time of rejection that will be visible to both monitors and providers. Concurrently, an automatic email will be sent to the provider's assigned monitor alerting them that the application was rejected by the supervisor. Application status changes to **Submitted**. Monitors will review and validate the reason for the rejection by the supervisor, call the provider and reject the application to allow providers to make changes. Application status returns to **Draft**. After providers edit the application, they will once again submit the application which changes the

application status to Submitted and generates an email alert to the assigned monitor.

b. If approved, supervisors will click the Approve button which will generate an automatic email to the provider's monitor alerting them that the application was approved by the supervisor. Application status will show **Supervisor Approved**.

4. After all approvals are logged in SARA, the Child Care Subsidy agreement will be generated. Monitors will contact providers to come into OSSE to sign the agreement. Once signed, the application status in SARA will be updated by monitors to **Agreement Accepted**.

Note: *Paper submissions will not be accepted for Child Care Subsidy renewals. All renewals must be completed online.*

2.0 Accessing SARA

SARA is a web-based application that can be accessed with browsers Internet Explorer 8 and above or Firefox. All users will be required to have a pre-assigned ID and Password. To access SARA type URL https://sara.osse.dc.gov/home in your browser address line.

Figure 1 – Sample SARA URL

3.0 Logging into SARA

Upon entry to the SARA site, Providers can view site information and download forms and documents without formally logging into the SARA system. However, Providers will not be able to complete their renewal application without first logging into the site.

Login

Users must log into SARA before viewing information, editing fields, uploading application documents or submitting their final application. Pre-assigned IDs and passwords must be used. Upon initial log in, SARA will prompt you to change your password. Passwords must be a minimum of six (6) characters including one number and one special character i.e. #$%&.

If you forget your password, click the **Reset Password** link to request it be reset by the SARA System Administrator. You will receive an email with your temporary password.

1. Click the **Application** Link.

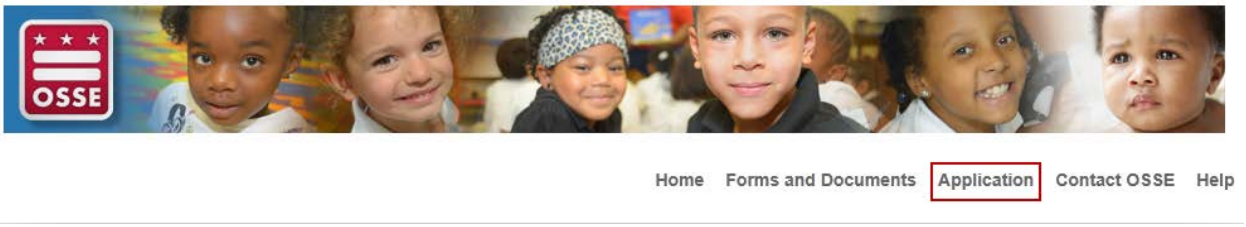


Figure 2 – Sample Select Application Option

2. Enter assigned ID and Password; and then click the **Login** button.
3. Click the **Remember Login** checkbox to have SARA remember your password for future logins.

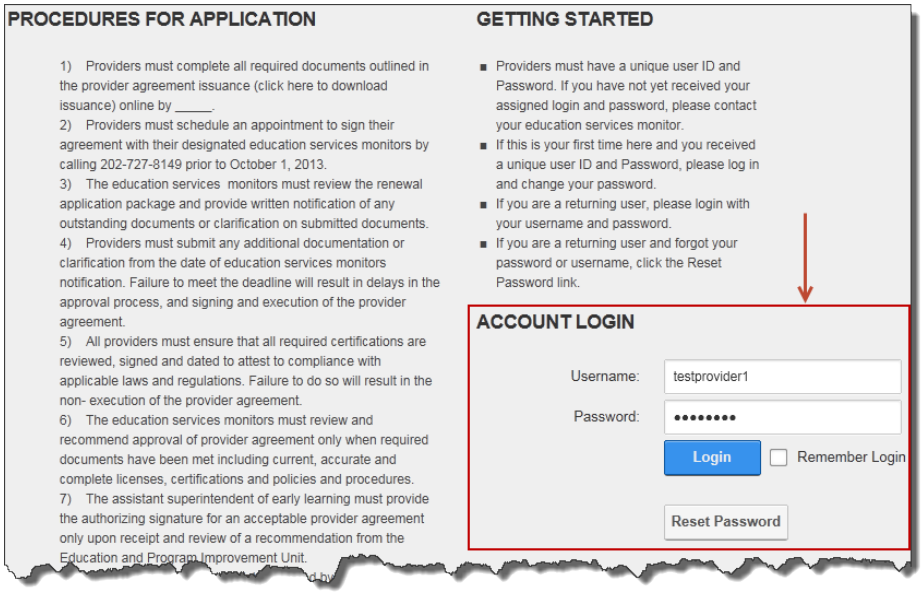


Figure 3 – Sample Application Logon Screen

4. After the log in is accepted, the display will list the provider Center name, address, phone and fax.

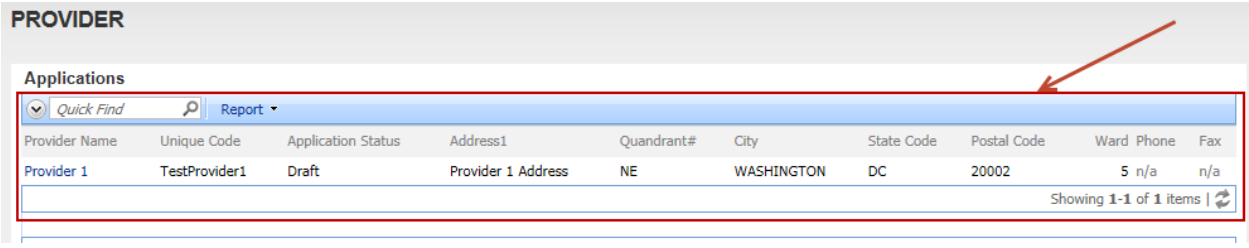


Figure 4 – Sample Provider Site List

Note: *If your center is not displayed, contact your Licensing specialist immediately.*

Password Reset

At any time, Providers can reset their passwords in the SARA system.

1. Click the **Application** Link.
2. Click the **Reset Password** button.

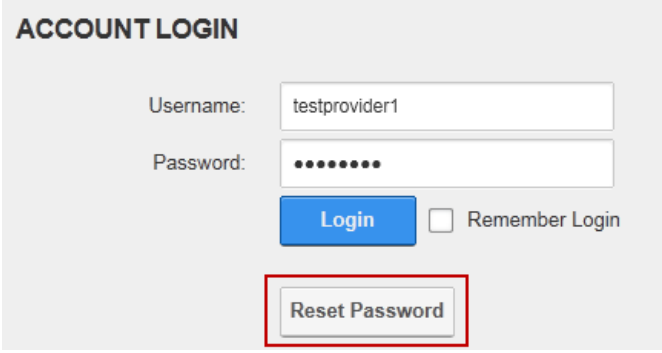


Figure 5 – Sample Select Reset Password Screen

3. Type your user name in the field provided.

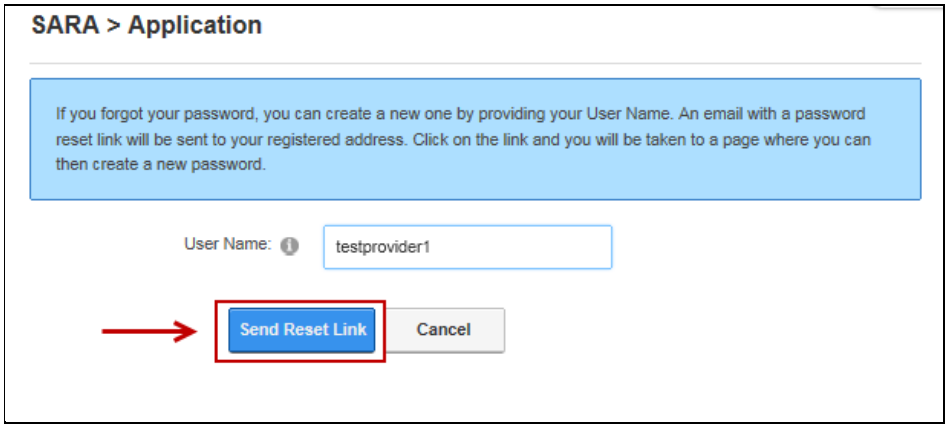


Figure 6 – Sample Reset Text and Send Reset Link Screen

4. Click **Send Reset Link** button to receive an email with a reset link. Follow the instructions to reset your SARA password.
5. Click the **Cancel** button to cancel the reset function.

Note: *The Reset email will be sent to the provider on record for that child development center or home. If there is a change of ownership or SARA contact, providers will need to make an appointment with their Education Services Monitor and receive the new Password in person.*

Logout

Providers can log out of the SARA system by clicking the **Logout** button at the top of the web page. This button will then change to login to allow providers to log back into SARA from this command or click the **Application** link as suggested in this manual.

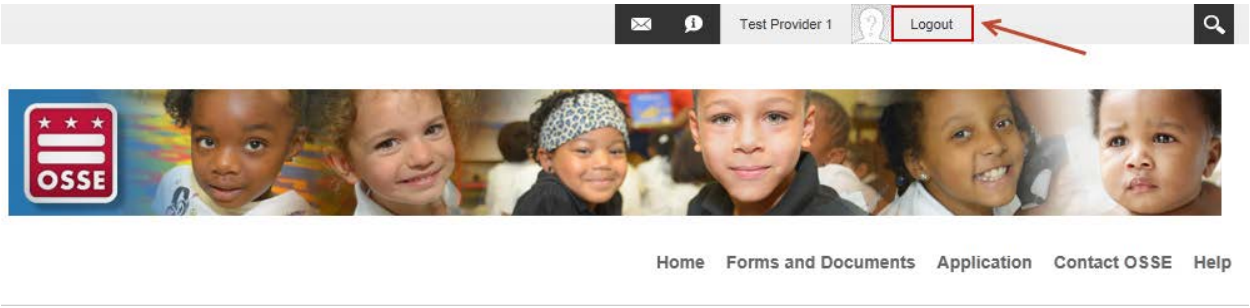


Figure 7 – Sample Logout Button

Close the SARA window using the in the upper right corner of the screen.

Important: if at any time you close the SARA window you will need to login again. For security reasons, SARA does not retain login information.

4.0 Navigating SARA Pages

The SARA Home page will be displayed upon entry to the site (launching the URL). Providers will see Subsidy Information, News and Upcoming Events as well as links to popular Child Care Resources. From this page you can also choose one of the SARA site options from the menu bar; and login to the Application.

Home Page

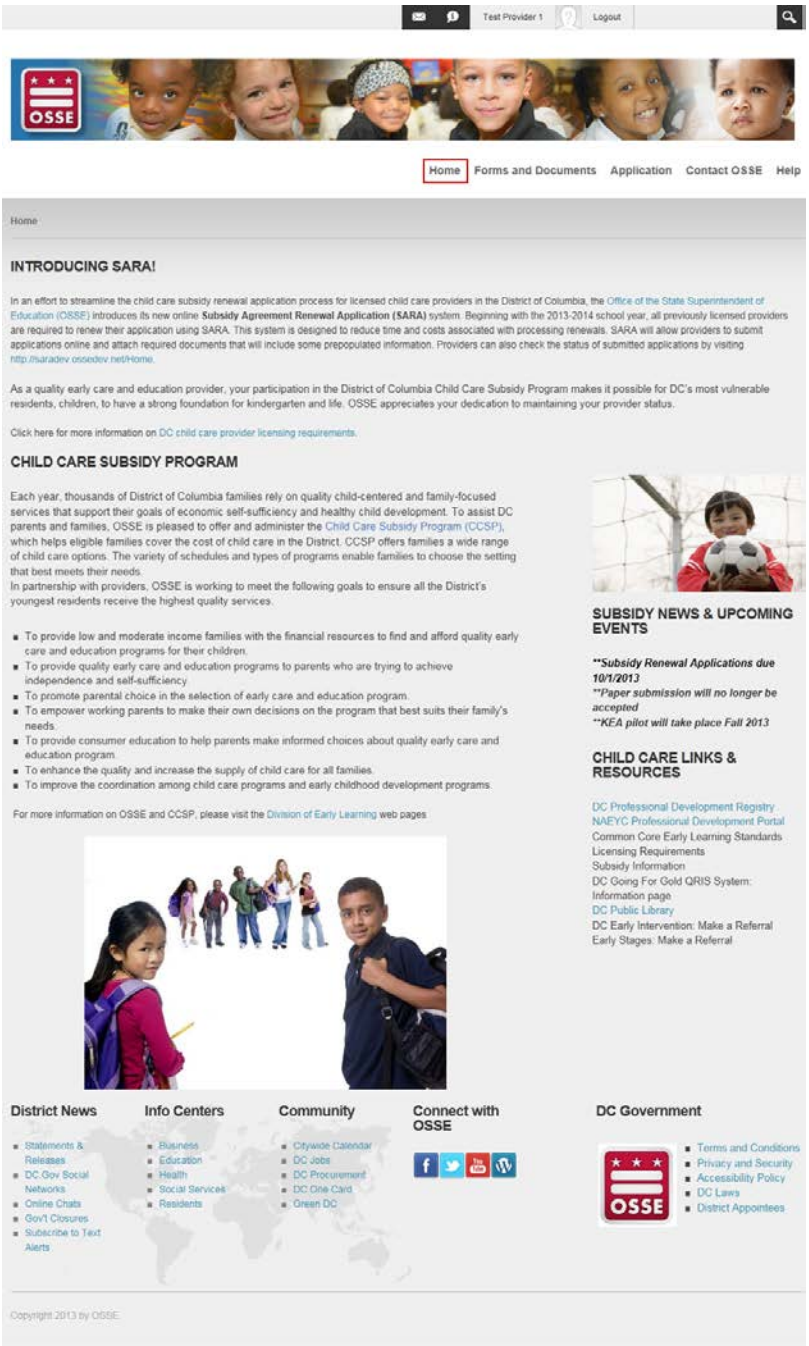


Figure 8 - Sample SARA Home Page

1. The menu bar lists the site options available to users.

Figure 9 – Sample SARA Application Options Screen

a. **Home** is the current screen with information to OSSE and DC Government sites.

b. **Forms and Documents** link Providers to all downloadable documents needed to complete the Subsidy Renewal Application.

c. **Application** is the link to begin review of current information and upload of required forms to complete the Subsidy Renewal Application. If not previously logged in, you must enter your assigned ID and Password to see provider information.

d. **Contact OSSE** allows providers to learn more about OSSE and the Subsidy Team.

e. **Help** launches the SARA User Guide.

2. To view one of the resource sites on the **Home** page:

   a. Click the **name link** for the site.

Figure 10 – Sample Link Select

   b. The site will launch in a separate window from SARA.

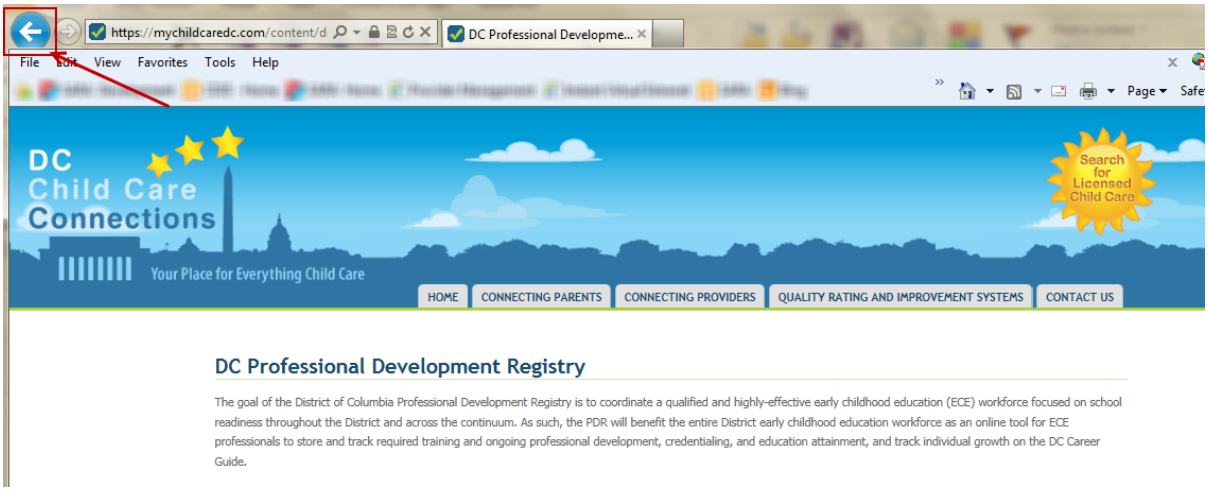


Figure 11 – Sample Launched Screen Link

c. To return to the SARA application, click the found in the upper right corner of the screen or use the if available.

Forms and Documents Page

This SARA page offers Providers forms and documents to download and save to their computer, fill out offline, and upload when filling out the online application. Providers do not need to login to SARA to see this page and download the forms. The download instructions appear on the page and SARA offers the link to Adobe Acrobat Reader for Providers to install and use when filling out the forms.

The download shows the form applicable to Provider or Site. There are specific places to upload based on this designation. (See Filling Out the Renewal Application later in this document.)

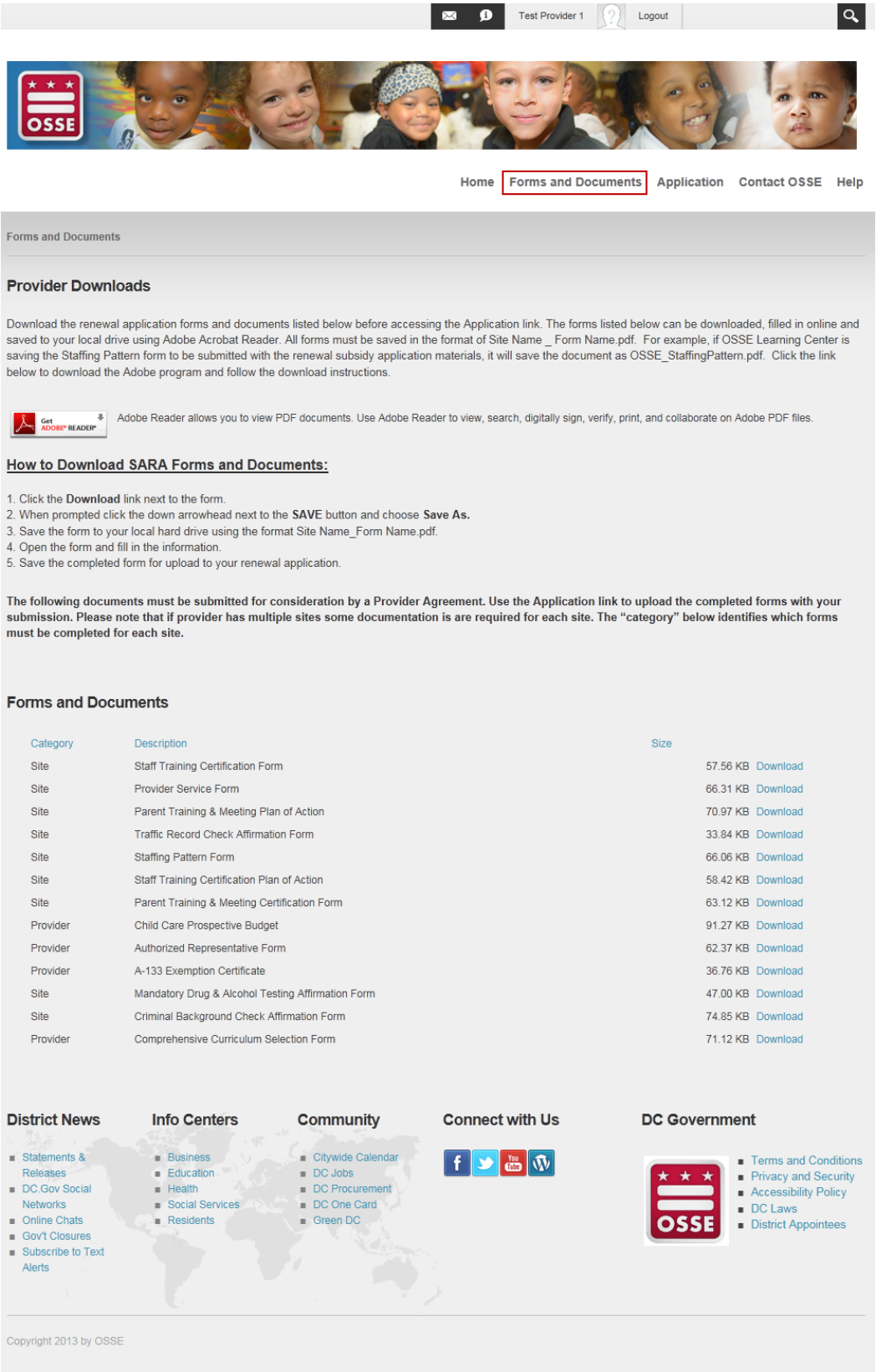


Figure 12 – Sample SARA Forms and Documents Page

Application Page

The Application page is where providers fill out their online renewal application. Included within the page are procedures for submitting applications. Please review these procedures carefully. At any time when filling out the application, providers can exit SARA and all information will be saved.

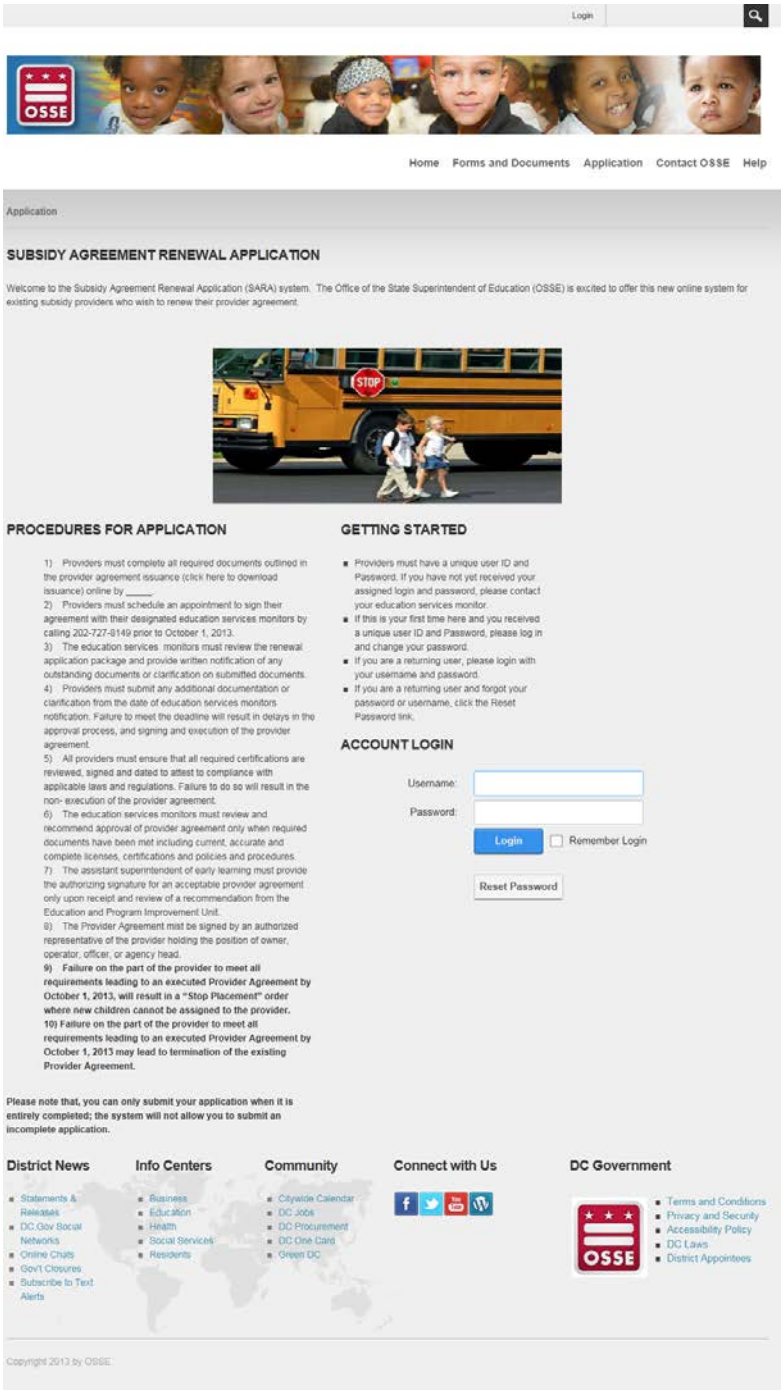


Figure 13 – Sample SARA Application page

1. If already logged into SARA

   a. Select **Provider Renewal** in the drop-down to see your center.

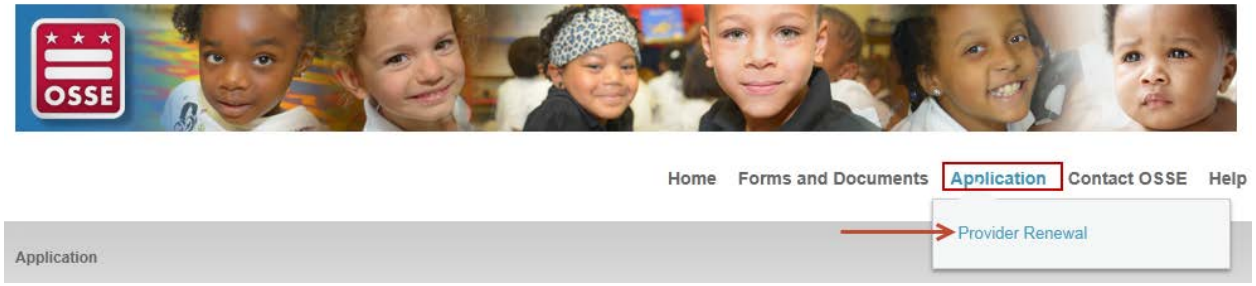


Figure 14 – Sample Provider Renewal Selection

   b. Provider center information will display.

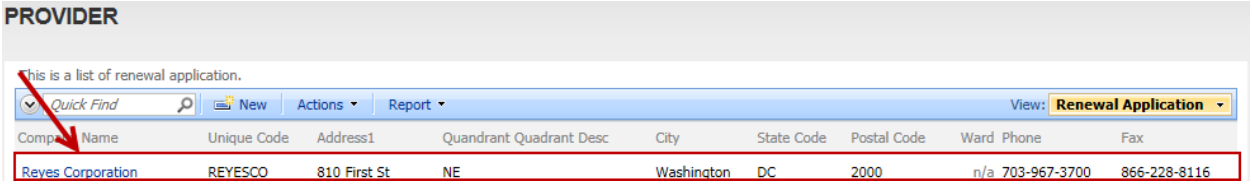


Figure 15 – Sample Provider List

   c. To review the information on the Application page, click the **Application** link only.

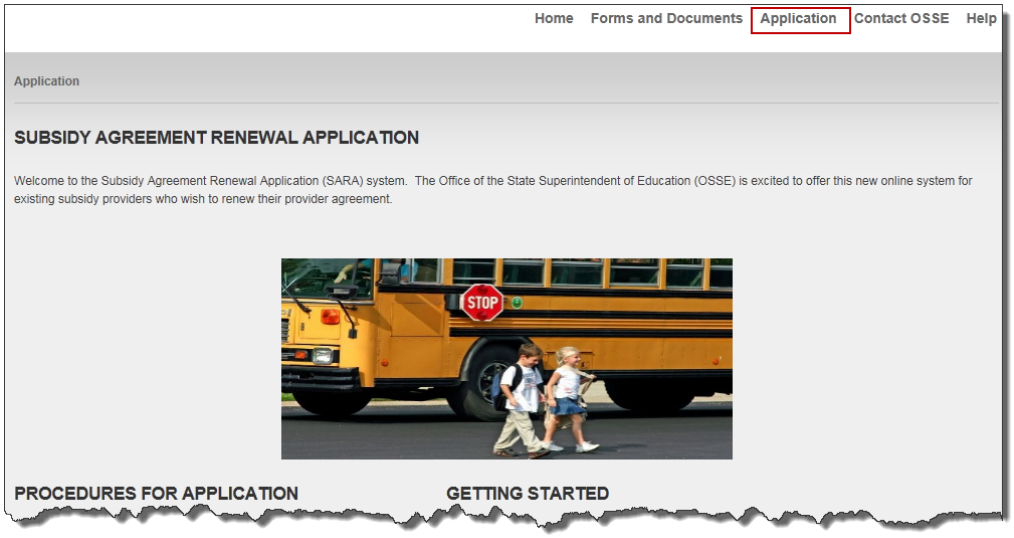


Figure 16 – Sample Application Information Screen

2. If not yet signed in

   a. Click the **Application** link

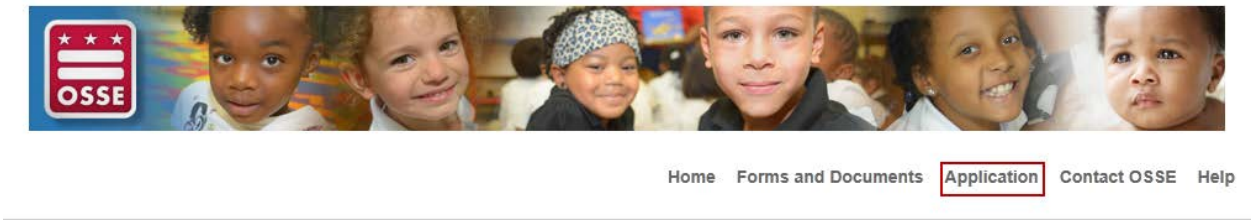


Figure 17 – Sample Application Link without Provider Renewal Selection

b. Review the application procedures then log into SARA.

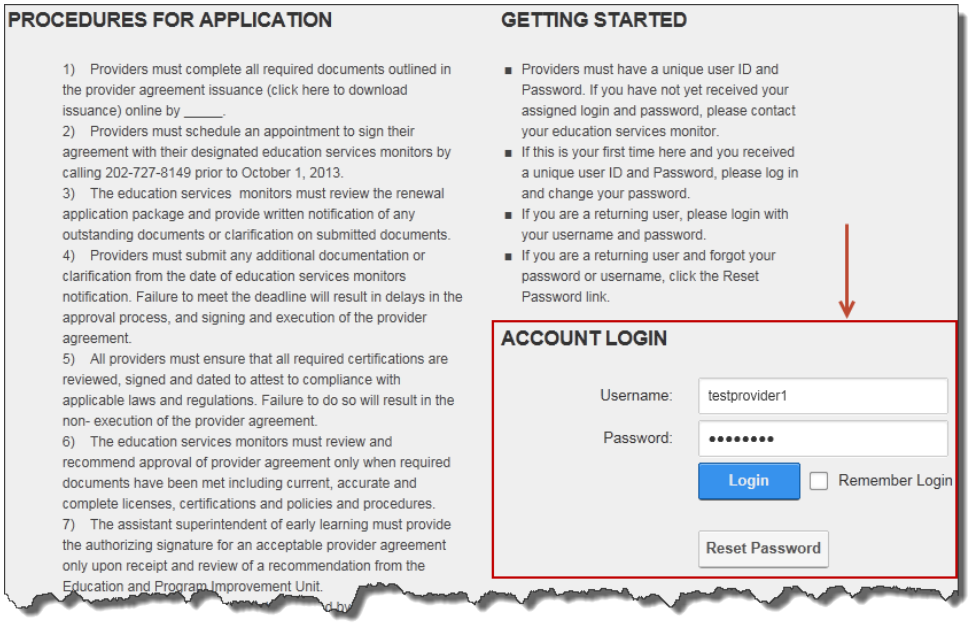
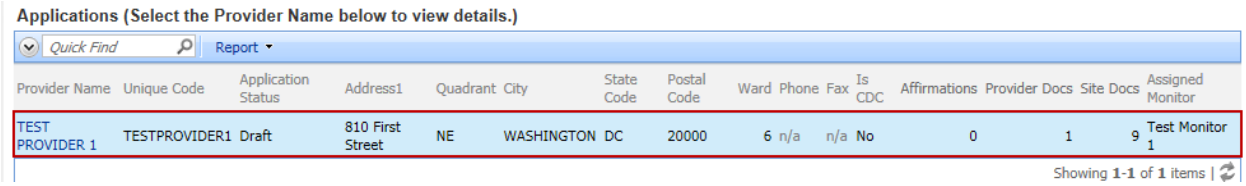


Figure 18 – Sample Applications Procedures Screen

c. Provider information will display.



Provider Name	Unique Code	Application Status	Address1	Quadrant	City	State Code	Postal Code	Ward	Phone	Fax	Is CDC	Affirmations	Provider Docs	Site Docs	Assigned Monitor
TEST PROVIDER 1	TESTPROVIDER1	Draft	810 First Street	NE	WASHINGTON	DC	20000	6	n/a	n/a	No	0	1	9	Test Monitor 1

Figure 19 – Sample Provider Display

Contact OSSE Page

This page contains information on the Office of the State Superintendent of Education charter and programs; details the Division of Early Learning (DEL) purpose and vision; and lists the Subsidy contacts phone and email information.

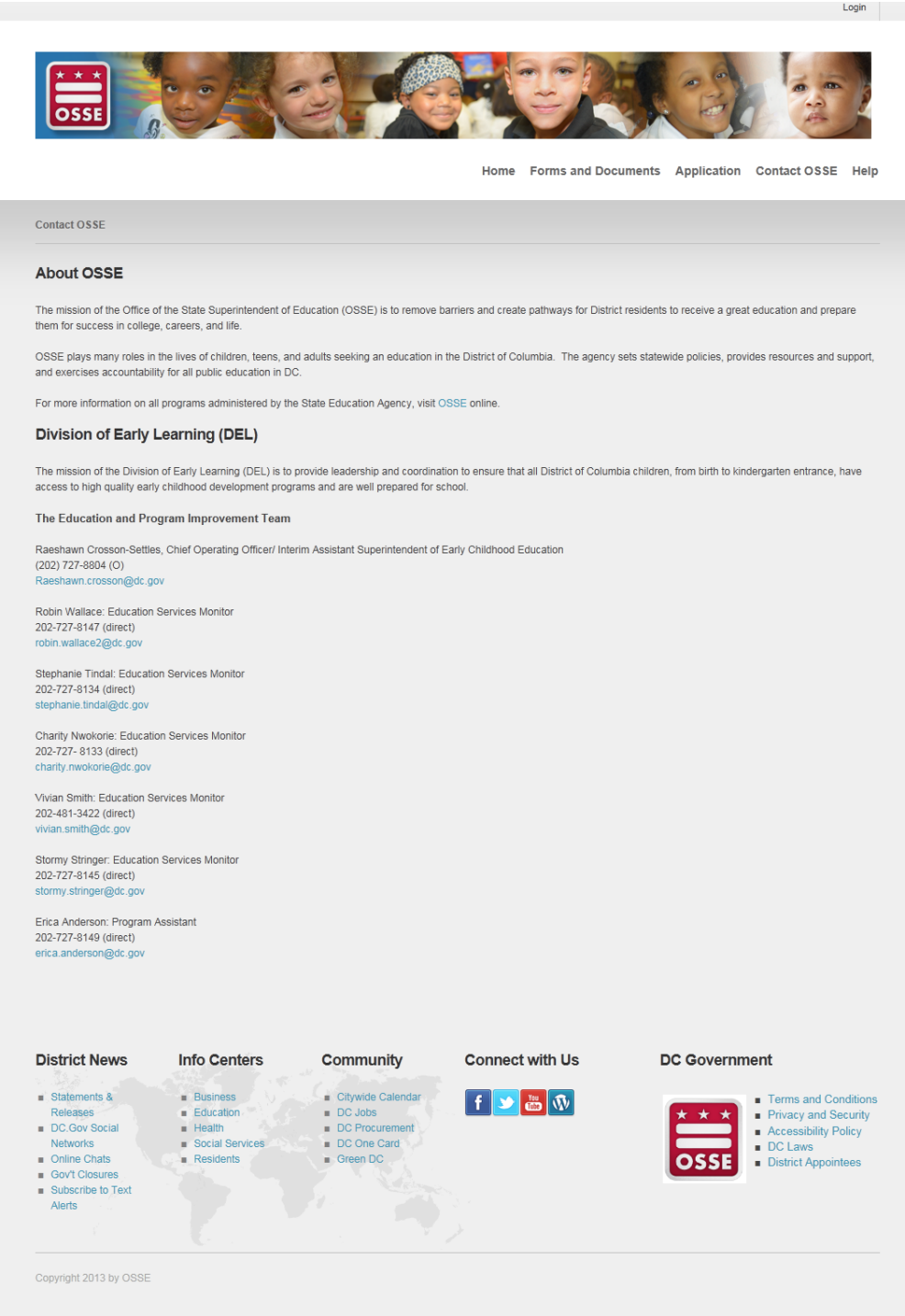


Figure 20 – Sample SARA Contact OSSE page

Help

This option links Providers to the online version of this User Guide with the Table of Contents linked to the pages of information. Users simply click the topic to review the instructions. The OSSE Call Center telephone number will also be listed here.

5.0 The SARA Story

The SARA Story will assist Providers in understanding the process behind the submission of an online application. The steps below describe the four phases of the subsidy application renewal process.

Providers Create

1. Provider logs into SARA and downloads writable documents and forms.
2. Provider completes the forms offline.
3. Provider logs into SARA and validates provider & site information and completes all online affirmations.
4. Provider uploads documents and forms following the attachment lists for provider & site.
5. Provider clicks the **VALIDATE** button.
    a. If after clicking the **VALIDATE** button a message appears stopping the submission, the provider will review the application to ensure all attachments have been uploaded and affirmations completed.
    b. If after clicking the **VALIDATE** button a message confirms that all documents are attached and affirmations confirmed, the provider clicks the **SUBMIT** button. A certification screen appears, the provider certifies the information being submitted to Subsidy is correct and true by clicking the **ACCEPT** button. Application status changes to **SUBMITTED.** An email is generated and sent to the monitor alerting them of a submitted application and a note is generated in the Notes area of SARA.

Monitors Review

1. Monitors review SARA providers for **SUBMITTED** applications.
2. Monitors review provider & site information, online affirmations, and uploaded documents and forms.
3. Monitors Approve or Reject the application
    a. If Rejected, monitors call provider and add notes explaining why application was not approved. Application status changes to **DRAFT** and providers will need to **SUBMIT** the application again. A note is generated in the Notes area of SARA.
    b. If Approved, monitors can also add notes. Application status changes to **MONITOR REVIEWED**.

Supervisors Approve

1. Supervisors review SARA providers for **MONITOR REVIEWED** applications.
2. Supervisors review provider & site information, online affirmations, and uploaded documents and forms.
3. Supervisors Approve or Reject the application
    a. If Rejected, Supervisors notify Monitors to contact Providers explaining why the application was not approved. Monitors Reject application and add supervisor comments to notes. Application status changes to **DRAFT** and providers will need to **SUBMIT** the application again. An email is sent to monitors alerting them that the application has been rejected by the supervisor.
    b. If Approved, supervisors can add notes and the Application status changes to **SUPERVISOR APPROVED**. An email is sent to monitors alerting them that the application has been approved and they should generate the agreement and contact the provider to come into OSSE to sign the agreement.

Providers/Monitors Accept

1. Provider signs the agreement at OSSE.
2. Monitor updates SARA status to **AGREEMENT ACCEPTED**.

6.0 Using SARA for Online Subsidy Application Submissions

Downloading SARA Forms and Documents

The first step in the online subsidy application renewal agreement process is to download the forms and documents needed for provider and site attachments. Providers should download the renewal application forms and required documents before accessing the Application link.

The forms listed can be downloaded, filled in online and saved to your local drive using Adobe Acrobat Reader. All forms must be saved in the format of **Site Name _FY15_Form Name.pdf**. For example, if OSSE Learning Center is saving the Staffing Pattern form to be submitted with the renewal subsidy application materials, it will save the document as **OSSE _FY15_Staffing Pattern.pdf**.

The forms designated as site will be needed as separate uploads for multiple sites. You can edit in Adobe Reader and save as different file names after downloading the initial document.

Forms Available for Download

Form	Provider/Site	Notes
Authorized Representative Form	Provider	Fill out online with Adobe Reader
A-133 Exemption Certificate	Provider	**Important:** Fill out online with Adobe Reader. If applicable, use this certificate of exemption with the <500K budget form listed in Provider Attachments.
Child Care Prospective Pages 1 and 2	Provider	Fill out online with Adobe Reader
Comprehensive Curriculum Selection Certification Form	Provider	**Important**: Fill out online with Adobe Reader. Providers will upload this form and also attach a Written Description of Curriculum Components Used in Program as listed in Provider Attachments.
Provider Service Form	Site	Fill out online with Adobe Reader
Staffing Pattern Form with Director's Hours Included	Site	Fill out online with Adobe Reader
Staff Training Certification Form	Site	Fill out online with Adobe Reader
Staff Training Certification Plan of Action	Site	Fill out online with Adobe Reader

Parent Training & Meeting Certification Form	Site	Fill out online with Adobe Reader
Parent Training & Meeting Certification Plan of Action	Site	Fill out online with Adobe Reader
Criminal Background Check Affirmation Form	Site	Fill out online with Adobe Reader
Mandatory Drug & Alcohol Testing Affirmation Form	Site	Fill out online with Adobe Reader
Traffic Record Check Affirmation Form	Site	Fill out online with Adobe Reader

Figure 21 – SARA Downloadable Forms List

The form column headers can be used to sort the forms display.

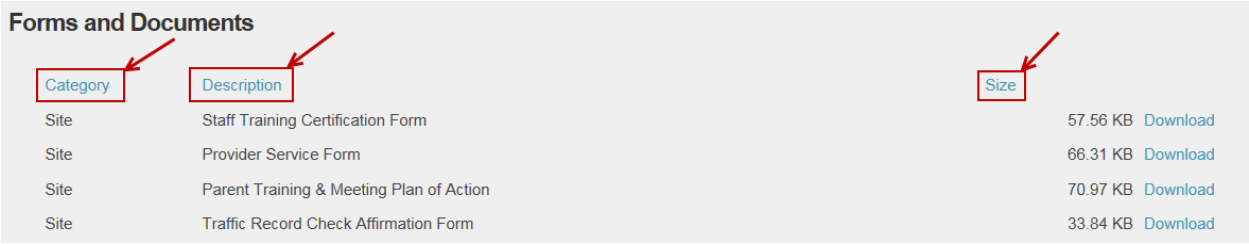


Figure 22 – Sample Form Columns

How to Download SARA Forms

1. Launch SARA and click the **Forms and Documents** link.

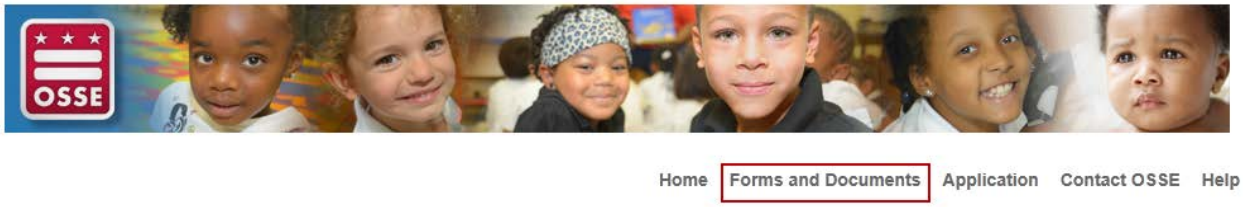


Figure 23 – SARA Forms and Documents Link

IMPORTANT! When naming files for download, use the format **Site Name _ FY15_Form Name.pdf**. You can download the files multiple times with different site names or one time and after filling them out you can use Save As in Adobe Reader to separate by site.

1. Click the **Download** link next to the form for download.

Figure 24 – Sample Start Downloading SARA Forms

2. Click the down arrow when the File name appears at the bottom of the screen.

Figure 25 – Sample SAVE Download Controls

3. Select **Save as** from the dropdown.

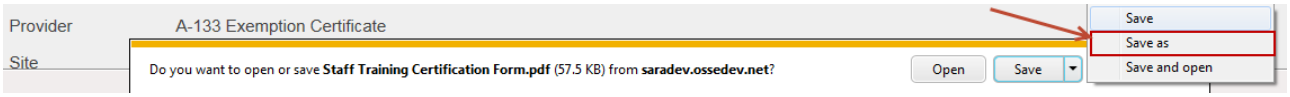


Figure 26 – Sample Save as Download Form

4. Edit the form name using the format **Site Name _FY15_Form Name.pdf**.

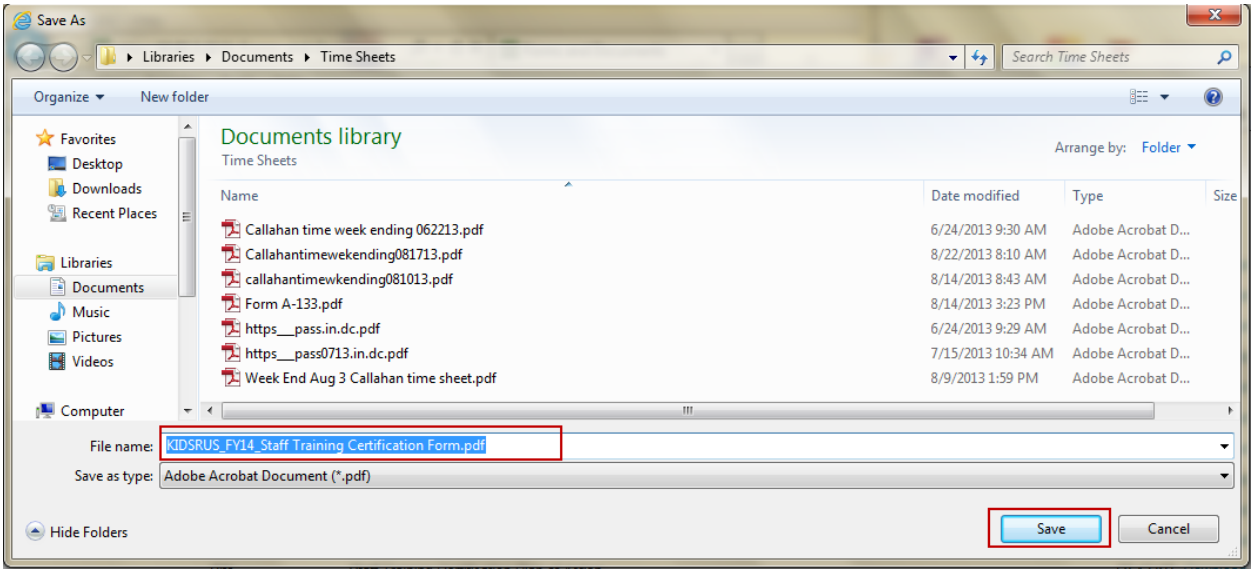


Figure 27 – Sample Document Name

5. Click **SAVE** to save the file.
6. Click the **X** to close the download pop-up.

Figure 28 – Sample Close Download Controls

7. Continue downloading the remaining forms.

How to Fill Out the SARA Forms using Adobe Reader

1. Launch **Adobe Acrobat Reader**.
2. Click **File/Open** in the Menu bar.

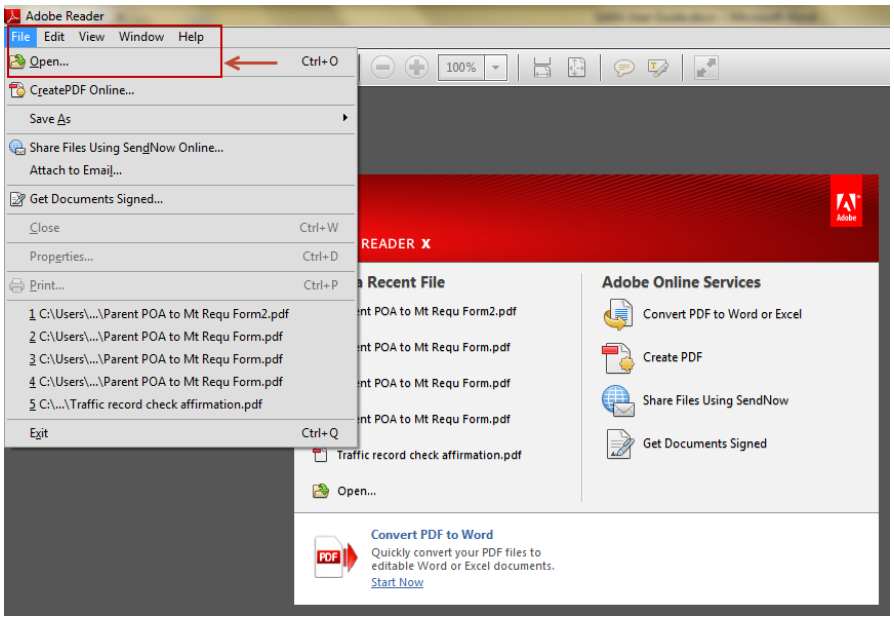


Figure 29 – Sample Adobe Open SARA Form

3. **Double click** the document name or highlight the document and click the **Open** button.

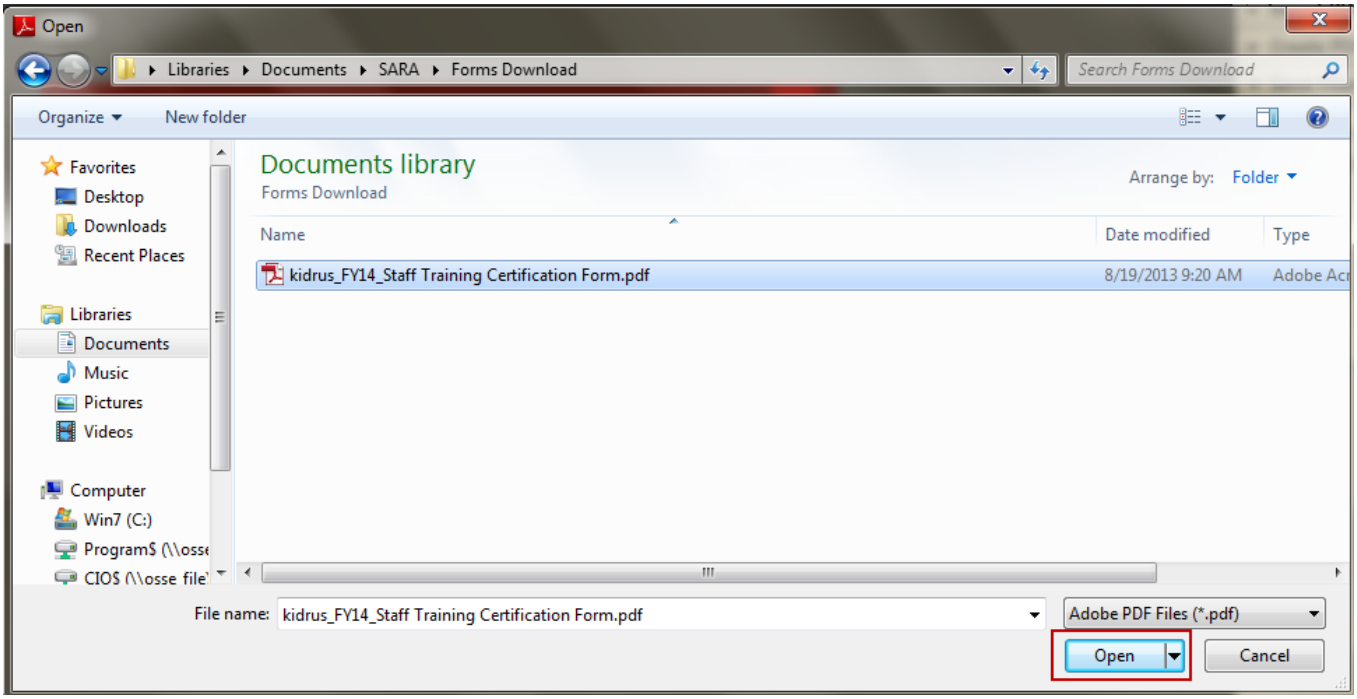
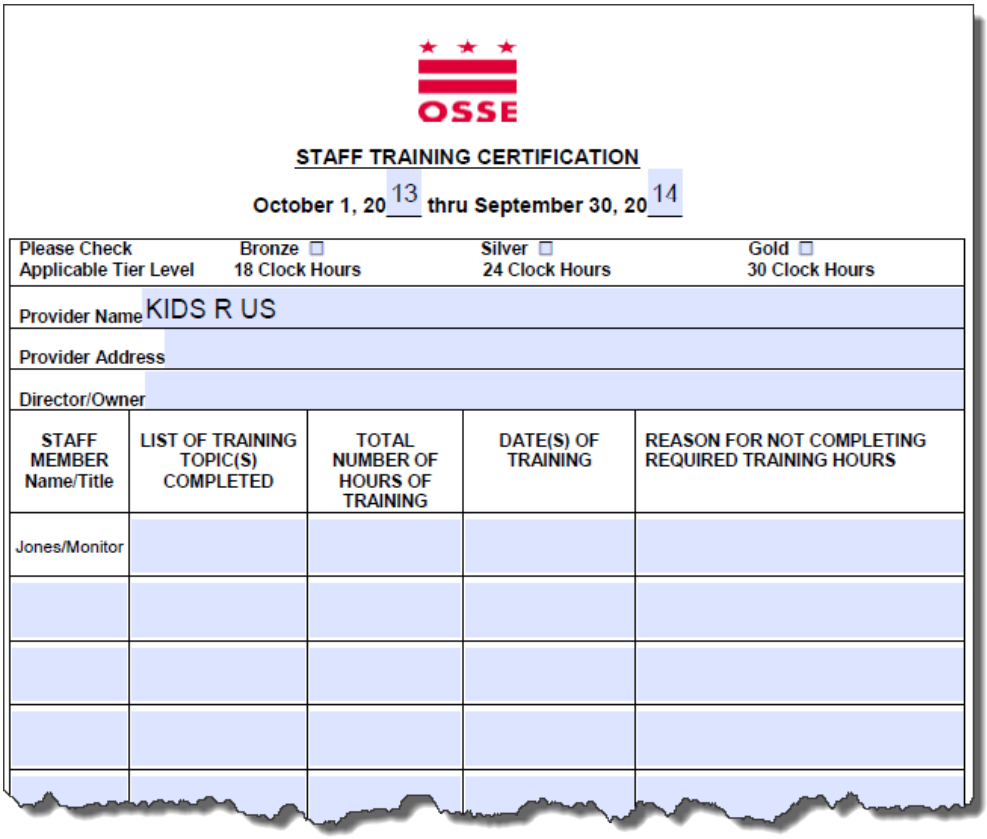


Figure 30 – Sample Open SARA Form

4. Click in the blue highlighted areas of the form to add text.



OSSE

STAFF TRAINING CERTIFICATION

October 1, 20 13 thru September 30, 20 14

Please Check Applicable Tier Level	Bronze ☐ 18 Clock Hours	Silver ☐ 24 Clock Hours	Gold ☐ 30 Clock Hours
Provider Name KIDS R US			
Provider Address			
Director/Owner			

STAFF MEMBER Name/Title	LIST OF TRAINING TOPIC(S) COMPLETED	TOTAL NUMBER OF HOURS OF TRAINING	DATE(S) OF TRAINING	REASON FOR NOT COMPLETING REQUIRED TRAINING HOURS
Jones/Monitor				

Figure 31 – Sample Add Form Text

5. Click **File/Save** in the Menu bar.

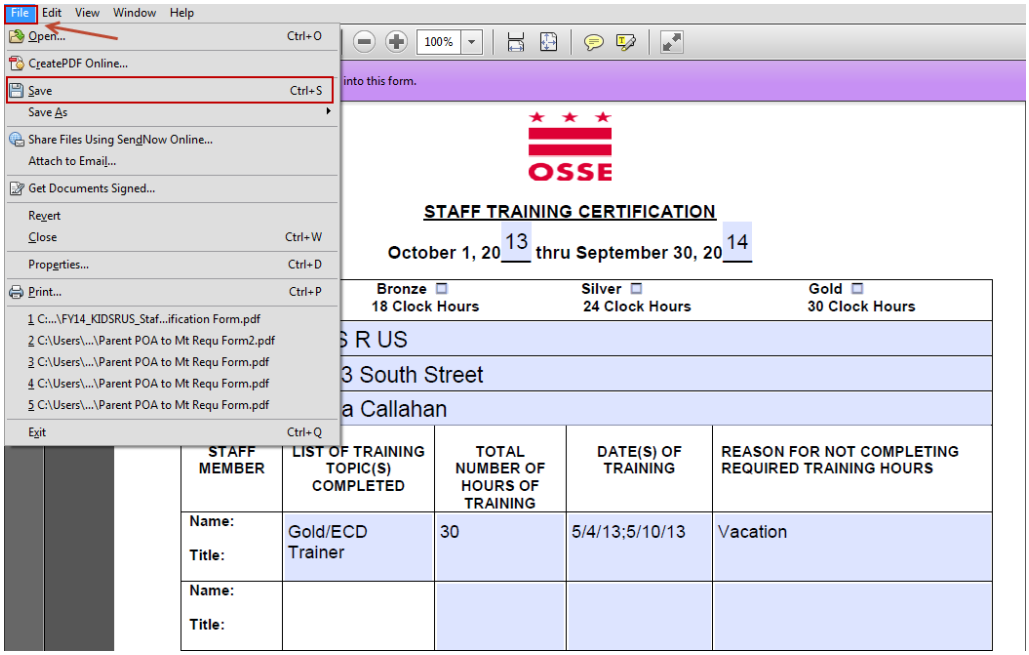


Figure 32 – Sample Select SAVE

6. Click the **Save** button to overwrite the blank form.

Note: *If this form will be replicated for multiple sites, use **Save As** and type in a new name for the form to keep the original document blank.*

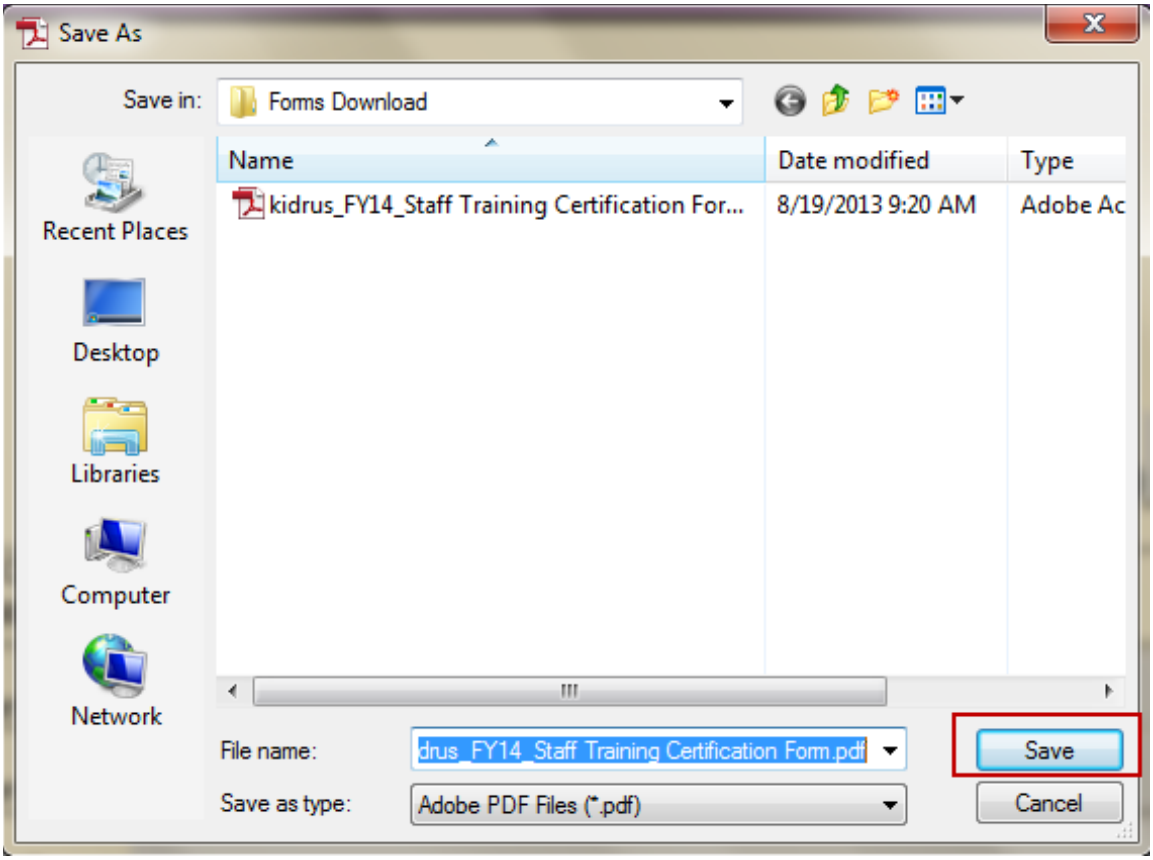


Figure 33 – Sample Click Save

6. Click **Yes** to overwrite the blank form.

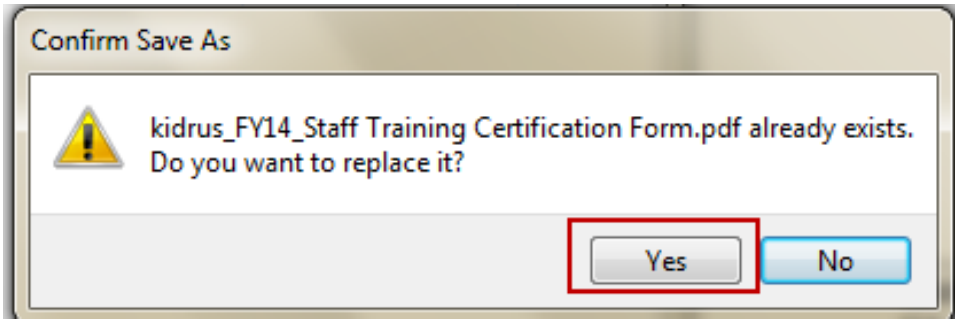


Figure 34 – Sample Overwrite Blank Form

7. Click **File/Print** to print a copy of the form for **your** records.

Note: *Remember, paper forms will not be accepted in the renewal process.*

Filling Out the Renewal Application

Provider Information

When all documents from the Forms and Documents link have been downloaded and completed, enter the Application link and begin to fill out the online subsidy renewal application.

1. Launch SARA and click the **Application** link.

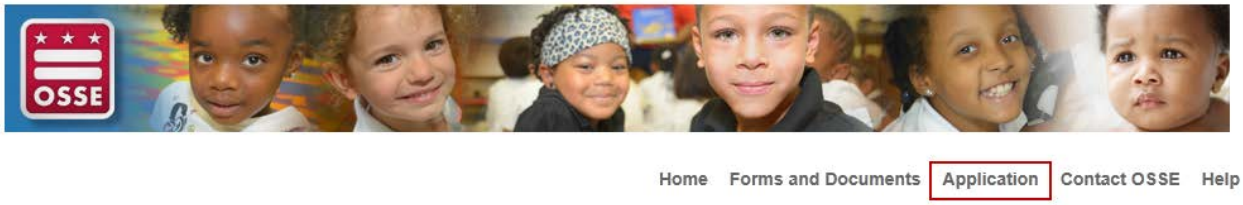


Figure 35 – Sample Application Link

2. Log into SARA with your assigned ID.
   a. You will see **ONLY** your provider listed.
   b. When the application progresses through its approval process the Application Status seen below will be updated.
   c. Application Notes may be added by Monitors and Supervisors as they approve or reject the application.

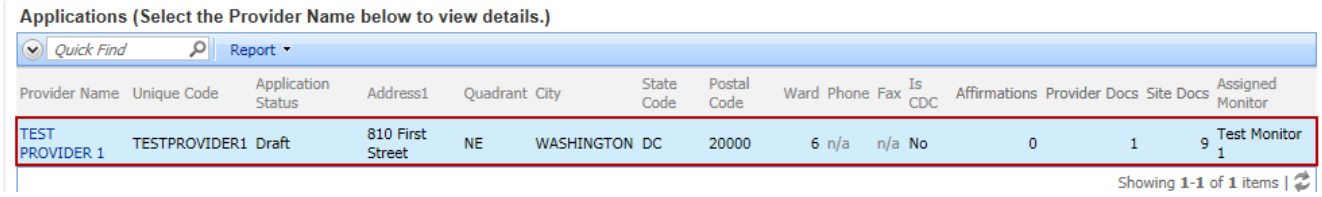
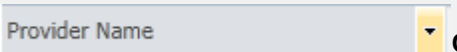
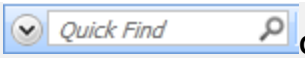


Figure 36 – Sample Provider List

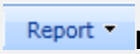
Screen Options and Commands:



Column Sort – All column headings can be used to sort Provider information – **Monitors Only**

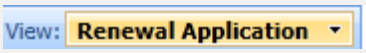


Quick find – search by various criteria to find providers – **Monitors Only**



Report – export provider list into a .pdf or word document – **Monitors Only**

Items per page – select number of providers displayed – **Monitors Only**



View – Lists current screen view

3. Click on your **Provider Name** in the table.
4. Review the **Provider information** and confirm that it is correct.

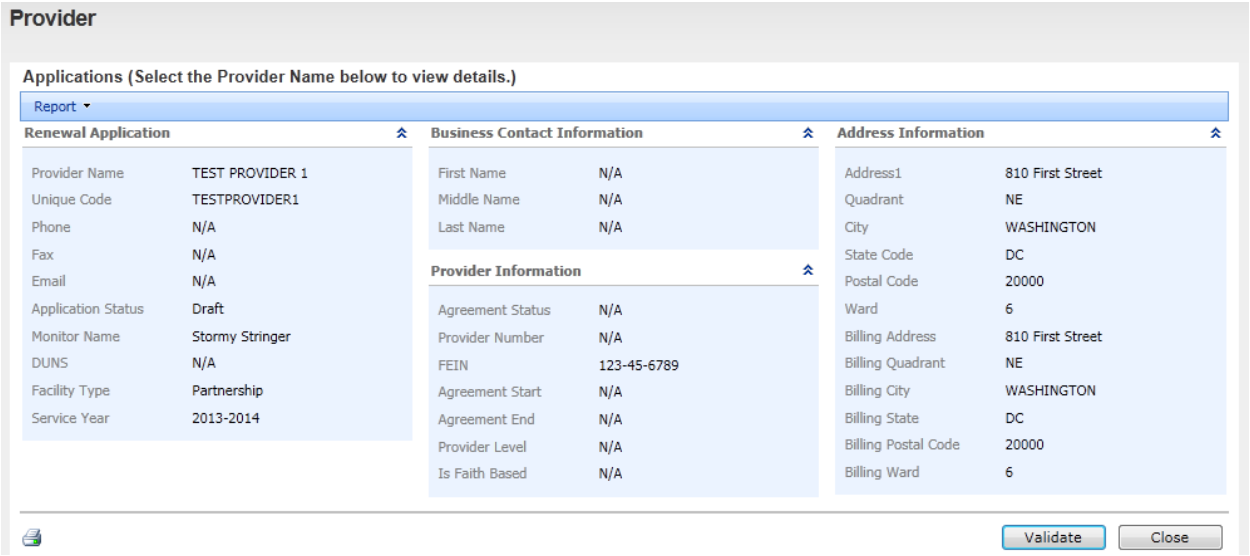
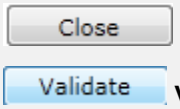


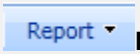
Figure 37 – Sample Provider Information Screen

Screen Options and Commands:



Close Button – Close provider information and return to provider list.

Validate Button – Providers will be able to Validate the application after all information is compete.



Report – export provider information to an Excel or .pdf file

Double Arrows Up – Collapse information

Double Arrows Down – Expand information

Arrow up and Arrow Down – Scan through all providers – **Monitors Only**

Printer Icon – Print current screen display

Note: *If any information within this screen is incorrect, please contact your Licensing specialist.*

Provider Affirmations

All providers are required to view and accept the online affirmations in SARA.

Figure 38 – Provider List of Affirmations

Screen Options and Commands:

Report **Report** – export affirmation list to Excel or create a .pdf file.

1. Click the name of the **Affirmation** to read and accept the certification.

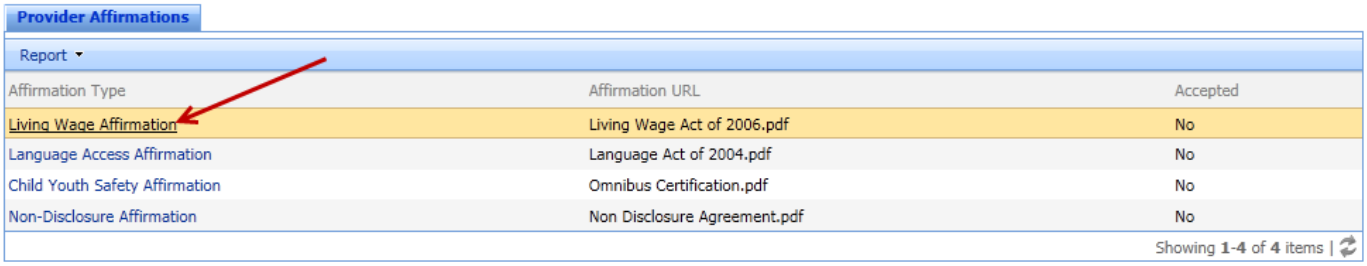


Figure 39 – Sample Review Document for Affirmation

2. Click the link below to view the text of the document.

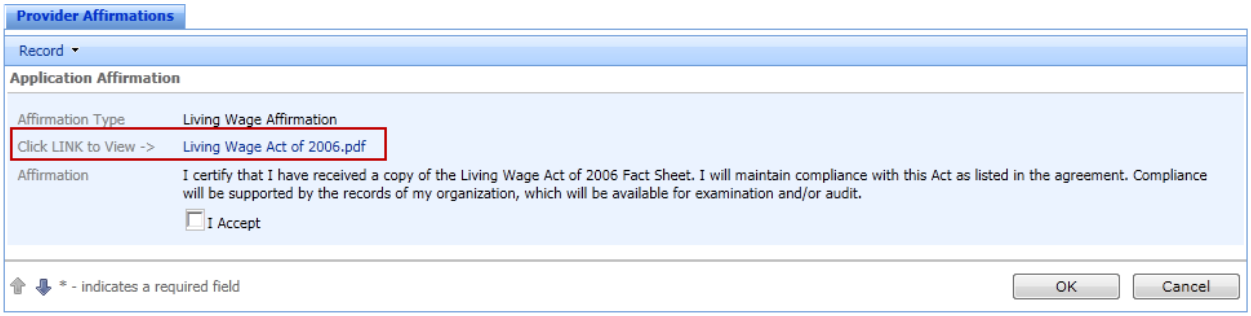
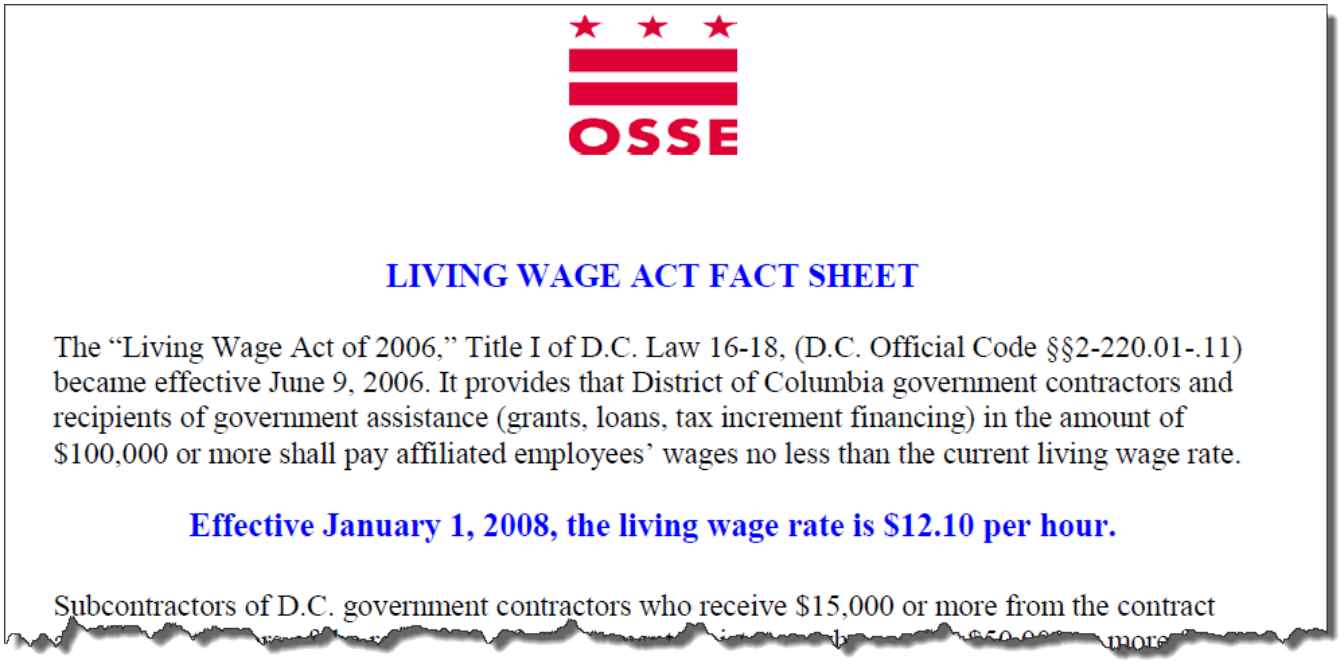


Figure 40 – Launch Document to Affirm

Note: *Providers can certify multiple affirmations and then click the OK button when finished. Use the Up and Down arrows to scan through the affirmation list from this screen.*

3. Read the document.



OSSE

LIVING WAGE ACT FACT SHEET

The "Living Wage Act of 2006," Title I of D.C. Law 16-18, (D.C. Official Code §§2-220.01-.11) became effective June 9, 2006. It provides that District of Columbia government contractors and recipients of government assistance (grants, loans, tax increment financing) in the amount of $100,000 or more shall pay affiliated employees' wages no less than the current living wage rate.

Effective January 1, 2008, the living wage rate is $12.10 per hour.

Subcontractors of D.C. government contractors who receive $15,000 or more from the contract

Figure 41 – Sample Affirmation Document

4. Click the in the upper right corner to close the document; and then click the Close current tab button.

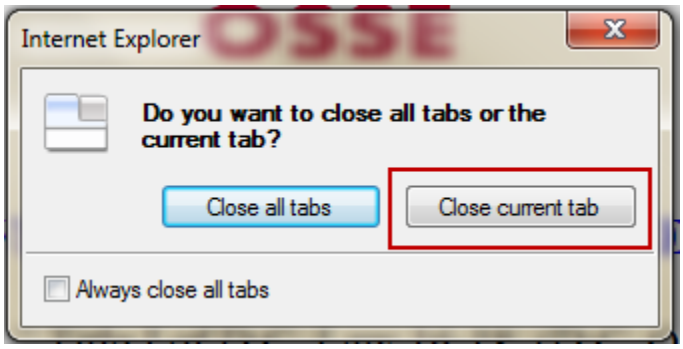


Figure 42 – Close Affirmation Text Link

5. Read the affirmation text and click on the **I Accept** check box; then click OK to save your entry.

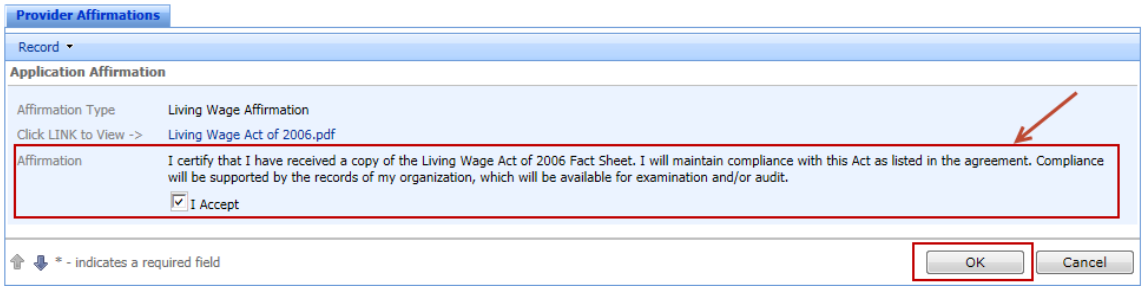


Figure 43 – Certification of Reading and Accepting Affirmation

6. Continue reviewing and accepting the remaining affirmations.

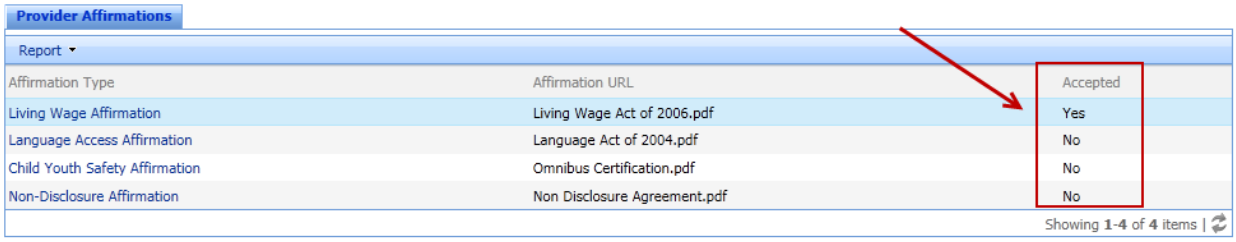


Figure 44 – List of Affirmations after I Accept

Note: *Provider should ensure all affirmations show "Yes" to be able to SUBMIT the application.*

Provider Attachments

The provider attachments include the forms and documents downloaded from the SARA site as well as additional information needed to process the renewal application. Providers must upload all required documentation to be able to SUBMIT the application. Providers do not have to fill out the forms in this order but the packet will not be complete if all information is not included.

Provider Attachment Forms Review

Provider Attachment	CDC Required	CDH Required
Authorized Representative Form	X	X
D.C. Office of Chief Financial Officer, Office of Tax and Revenue Certificate of Good Standing (Clean Hands Certificate)	X	X
A-133 Exemption Certificate (uploaded with Certified Financial Statement below)		
OMB Single Audit Report (providers with income $500,000 or more)		
Certified Financial Statement (providers with income under $500,000)		
Tax Registration Status Affirmation		
Child Care Prospective Budget Form pages 1 and 2	X	
Comprehensive Curriculum Selection Certification Form	X	
Written Description of Curriculum Components Used in Program	X	

Figure 45 – List of Provider Attachments and Required Documents

The display will also include the name of the uploaded file, its size and status. To assist providers in tracking their documents through the review process, there is also a column that shows the Review Status of the document. When the application is first submitted, the status will be pending. As Monitors review the information this status will change to valid or invalid depending on the completeness of the information.

IMPORTANT! When naming files for upload use the format **Site Name _ FY15_Form Name.pdf**.

How to Upload Provider Attachments

1. Click on the name of the Attachment to upload.

Provider Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size (bytes)	View File
Authorized Representative Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
D.C. Letter of Chief Financial Officer, Office of Tax and Revenue Certificate of Good Standing	Pending	Pending	Yes	Yes	n/a	n/a	n/a
A-133 Exemption Certificate	Pending	Pending	No	No	n/a	n/a	n/a
OMB Single Audit Report (providers with income $500,000 or more)	Pending	Pending	No	No	n/a	n/a	n/a
Certified Financial Statement (providers with income under $500,000)	Pending	Pending	No	No	n/a	n/a	n/a
Tax Registration Status Affirmation (Required for Non-Profit only – Upload 501 C Letter)	Pending	Pending	No	No	n/a	n/a	n/a
Child Care Prospective Budget Form pages 1 and 2	Pending	Pending	Yes	No	n/a	n/a	n/a
Comprehensive Curriculum Selection Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Written Description of Curriculum Components Used in Program	Pending	Pending	Yes	No	n/a	n/a	n/a

Figure 46 – Sample Select Document to Upload

Screen Options and Commands:

Report **Report** – export attachment list to Excel or create a .pdf file.

2. Providers can add document notes if needed.
3. Click the **here** link.

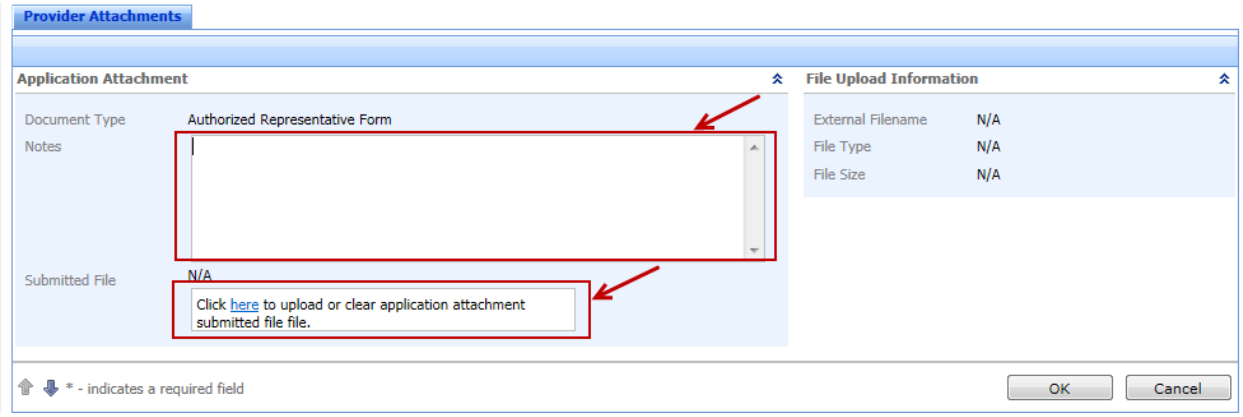


Figure 47 – Sample Upload Screen

4. Click the **Browse** button.

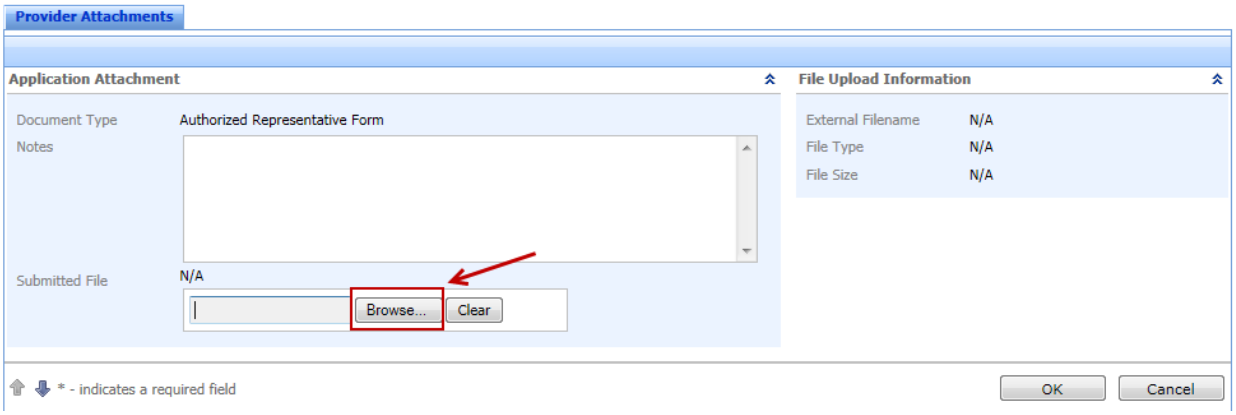


Figure 48 – Sample Browse for Document to Upload

5. Find the form on your local drive.
6. Double click the form name or click the **Open** button.

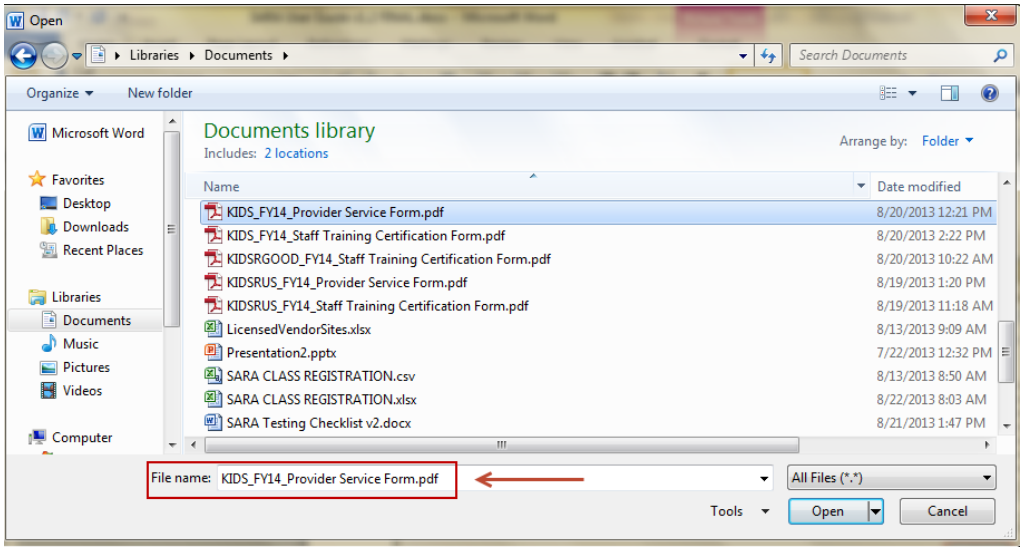


Figure 49 – Sample Open Document to Upload

7. Review the upload confirmation at the top of the screen.

Confirmation: application attachment external doc has been uploaded successfully. **It may take up to 5 minutes for the thumbnail to reflect the uploaded content.**

8. Click **OK** to complete the upload or click **Cancel** to return to the attachment list.

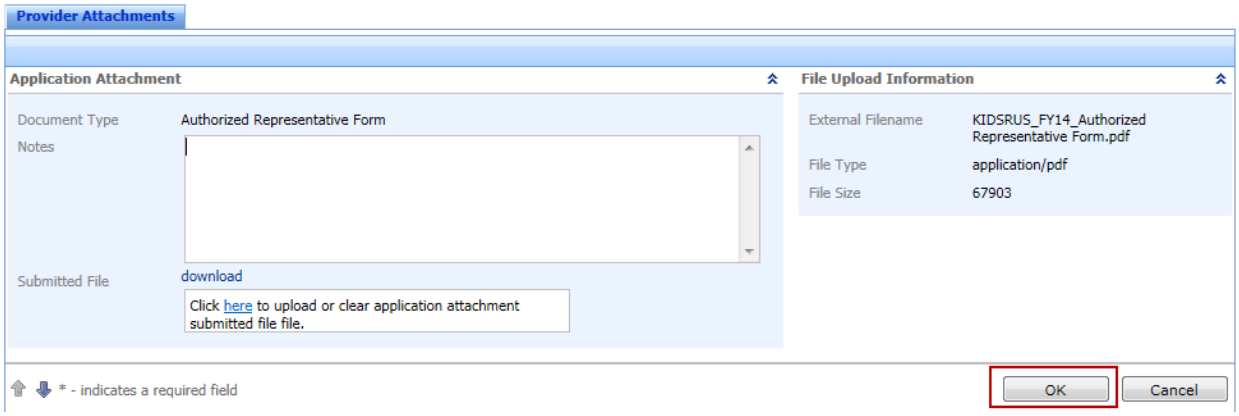
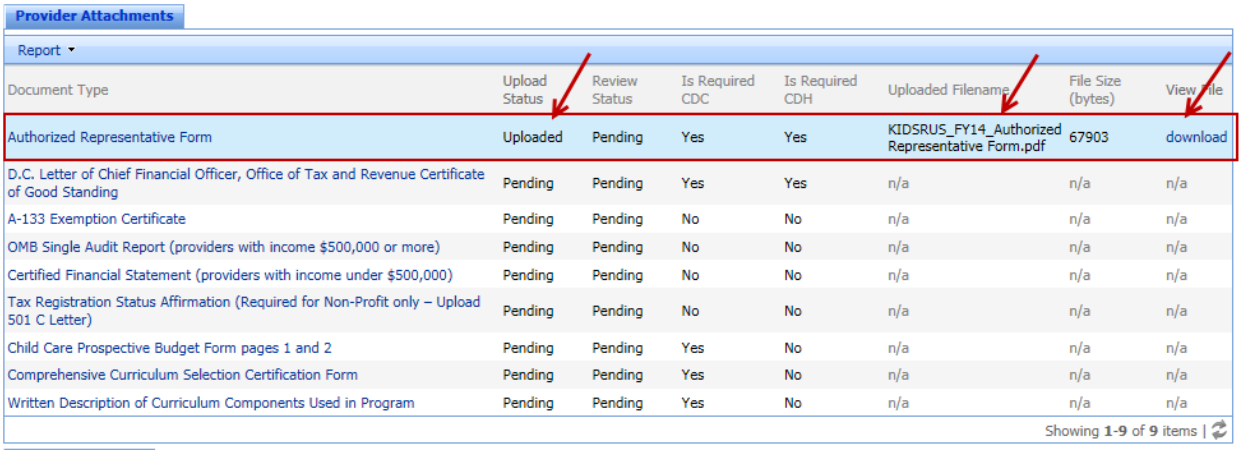


Figure 50 – Sample Complete Document Upload Process

Note: *Providers can upload multiple documents and click the OK button when finished. Use the Up and Down arrows* ⇧ ⇩ *to scan through the attachment list from this upload screen.*



Provider Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size (bytes)	View File
Authorized Representative Form	Uploaded	Pending	Yes	Yes	KIDSRUS_FY14_Authorized Representative Form.pdf	67903	download
D.C. Letter of Chief Financial Officer, Office of Tax and Revenue Certificate of Good Standing	Pending	Pending	Yes	Yes	n/a	n/a	n/a
A-133 Exemption Certificate	Pending	Pending	No	No	n/a	n/a	n/a
OMB Single Audit Report (providers with income $500,000 or more)	Pending	Pending	No	No	n/a	n/a	n/a
Certified Financial Statement (providers with income under $500,000)	Pending	Pending	No	No	n/a	n/a	n/a
Tax Registration Status Affirmation (Required for Non-Profit only – Upload 501 C Letter)	Pending	Pending	No	No	n/a	n/a	n/a
Child Care Prospective Budget Form pages 1 and 2	Pending	Pending	Yes	No	n/a	n/a	n/a
Comprehensive Curriculum Selection Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Written Description of Curriculum Components Used in Program	Pending	Pending	Yes	No	n/a	n/a	n/a

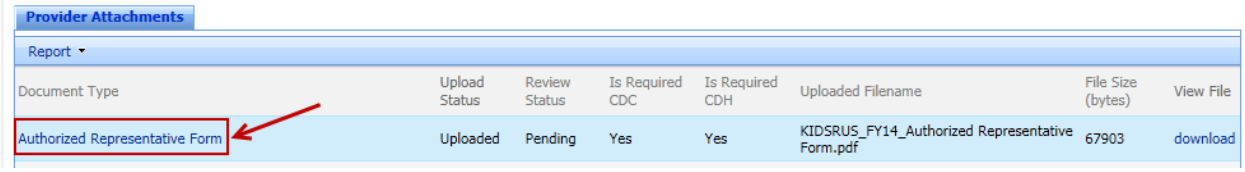
Showing 1-9 of 9 items

Figure 51 – Sample Uploaded Document

9. Continue uploading the remaining documents listed in Provider Attachments.

How to Remove Uploaded Attachments

1. Click on the uploaded document name.



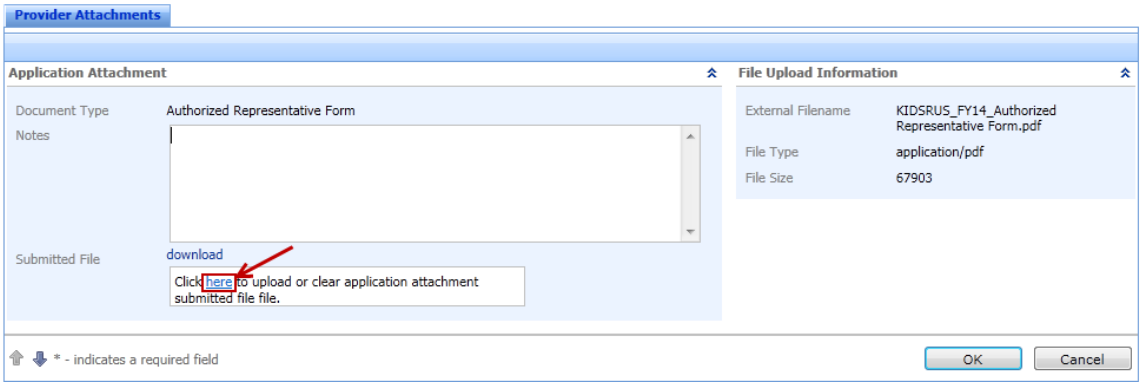
Provider Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size (bytes)	View File
Authorized Representative Form	Uploaded	Pending	Yes	Yes	KIDSRUS_FY14_Authorized Representative Form.pdf	67903	download

Figure 52 – Open Uploaded Document to Remove

2. Click the **here** link.



Provider Attachments

Application Attachment

Document Type: Authorized Representative Form

Notes

Submitted File: download

Click here to upload or clear application attachment submitted file file.

File Upload Information

External Filename: KIDSRUS_FY14_Authorized Representative Form.pdf

File Type: application/pdf

File Size: 67903

* - indicates a required field

OK Cancel

Figure 53 – Sample Remove (Clear) Document Screen

3. Click the **Clear** button.

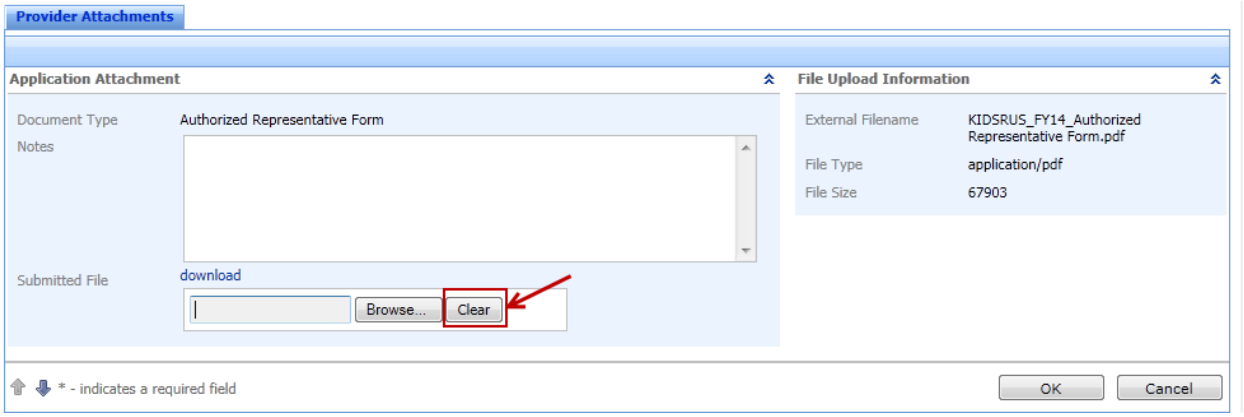


Figure 54 – Sample Clear Document Screen

4. Click **OK** to confirm removal of the attachment; or click **Cancel** to abort the remove function.

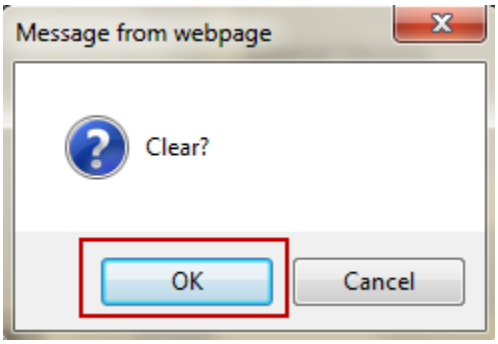


Figure 55 – Sample Confirm Removal of Document from Provider Attachment List

5. Click **here** and the Browse button to upload a new document or click **Cancel** to return to the Provider Attachment list.

Site Information

After confirming that the provider documents and affirmations are complete, click on the site link to continue the online application process. All provider sites will be listed in SARA. If a provider has multiple sites, these will be listed separately in the site information portion of the application. Documents must be uploaded individually to the multiple sites.

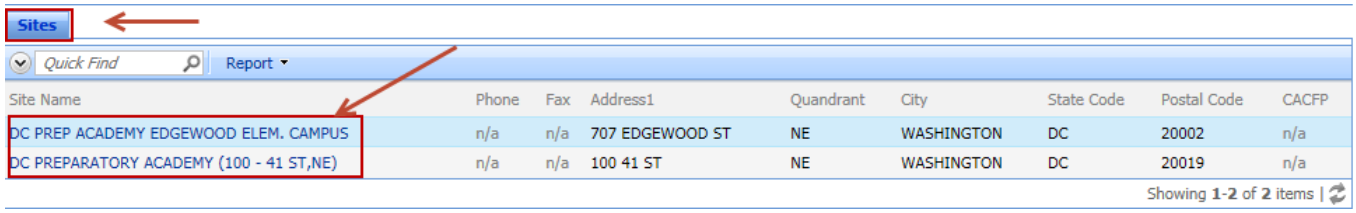
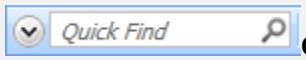
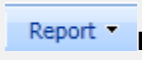


Figure 56 – Sample Site List in SARA

Screen Options and Commands:



Quick find – Search for a specific site.



Report – export site list to Excel or create a .pdf file.

1. Click on the **Site** name.

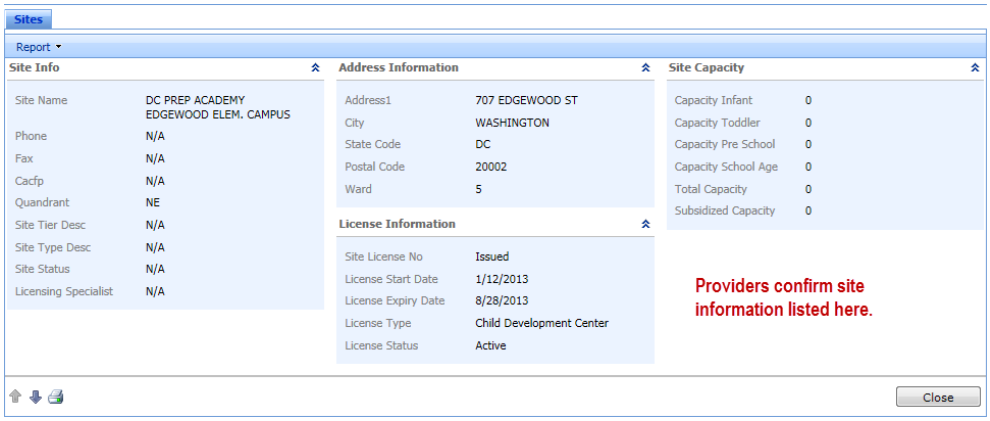
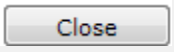


Figure 57 – Sample Site Information for Validation

Arrow up and Arrow Down – Scan through all sites

Printer Icon – Print current screen display.



- Close the site information and return to the site list.

2. Ensure all the site information is correct.

Note: *If any information within this screen is incorrect, please contact your Licensing specialist.*

Site Attachments

The site attachments include the forms and documents downloaded from the SARA site as well as additional information needed to process the renewal application. Providers must upload all required documentation to be able to SUBMIT the application. The order of the forms listed below is the order needed for the review process and determine if the document is required for a CDC or CDH or both.

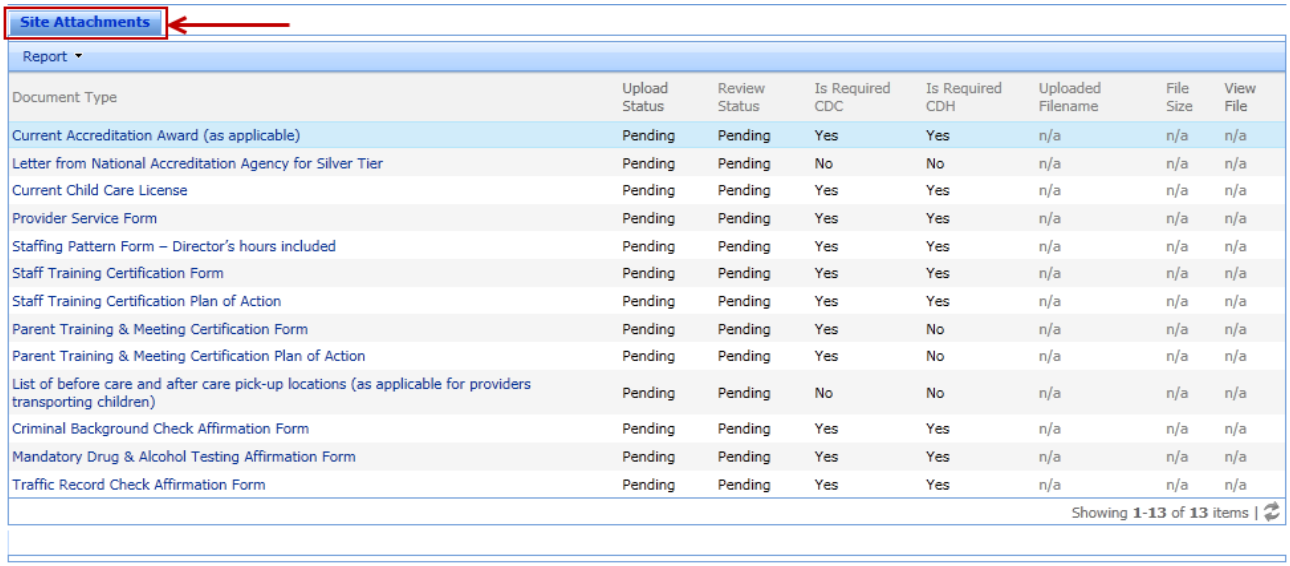
Site Attachment Forms Review

Site Attachment	CDC Required	CDH Required
Current Accreditation Award (as applicable)		
Letter from National Accreditation Agency for Silver Tier		
Current Child Care License	X	X
Provider Service Form	X	X
Staffing Pattern Form – Director's hours included	X	X
Staff Training Certification Form	X	X
Staff Training Certification Plan of Action		
Parent Training & Meeting Certification Form		
Parent Training & Meeting Certification Plan of Action		
List of before care and after care pick-up locations (as applicable for providers transporting children		
Criminal Background Check Affirmation Form	X	X
Mandatory Drug & Alcohol Testing Affirmation Form	X	X
Traffic Record Check Affirmation Form	X	X

IMPORTANT! When naming files for upload use the format **Site Name _ FY15_Form Name.pdf**.

How to Upload Site Attachments

The attachment display will also include the name of the uploaded file, its size and status. To assist providers in tracking their documents through the review process, there is also a column that shows the Review Status of the document. When the application is first submitted, the status will be pending. As Monitors review the information this status will change to valid or invalid depending on the completeness of the information.



Site Attachments

Report

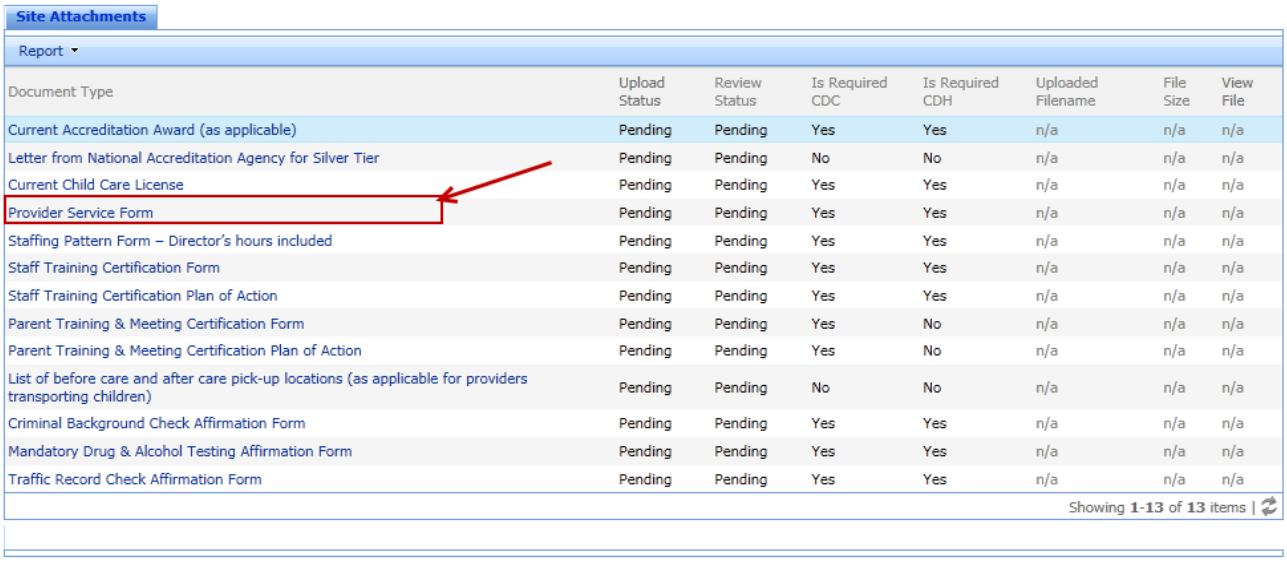
Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size	View File
Current Accreditation Award (as applicable)	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Letter from National Accreditation Agency for Silver Tier	Pending	Pending	No	No	n/a	n/a	n/a
Current Child Care License	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Provider Service Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staffing Pattern Form – Director's hours included	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Plan of Action	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Parent Training & Meeting Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Parent Training & Meeting Certification Plan of Action	Pending	Pending	Yes	No	n/a	n/a	n/a
List of before care and after care pick-up locations (as applicable for providers transporting children)	Pending	Pending	No	No	n/a	n/a	n/a
Criminal Background Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Mandatory Drug & Alcohol Testing Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Traffic Record Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a

Showing **1-13** of **13** items

Figure 58 – Sample List of Site Attachments

Note: *Providers with multiple sites, be sure to open or highlight the site before uploading documents to ensure they are attaching to the correct facility.*

1. Click on the **Name** of the attachment to Upload.



Site Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size	View File
Current Accreditation Award (as applicable)	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Letter from National Accreditation Agency for Silver Tier	Pending	Pending	No	No	n/a	n/a	n/a
Current Child Care License	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Provider Service Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staffing Pattern Form – Director's hours included	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Plan of Action	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Parent Training & Meeting Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Parent Training & Meeting Certification Plan of Action	Pending	Pending	Yes	No	n/a	n/a	n/a
List of before care and after care pick-up locations (as applicable for providers transporting children)	Pending	Pending	No	No	n/a	n/a	n/a
Criminal Background Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Mandatory Drug & Alcohol Testing Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Traffic Record Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a

Showing **1-13** of **13** items

Figure 59 – Sample Upload Site Attachment

2. Providers can add document notes if needed.
3. Click the **here** link.

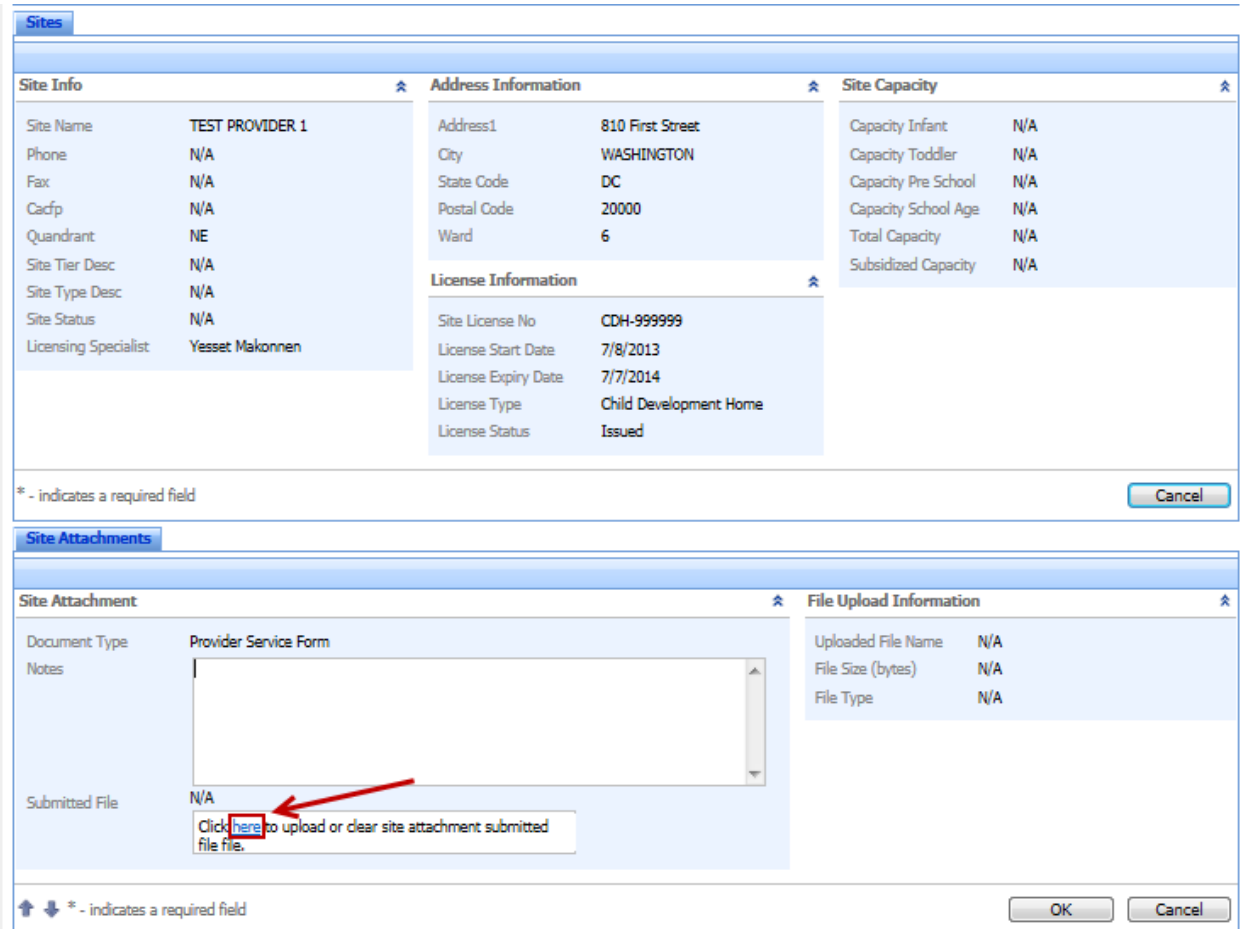


Figure 60 – Sample Upload Site Attachment

4. Click the **Browse** button.

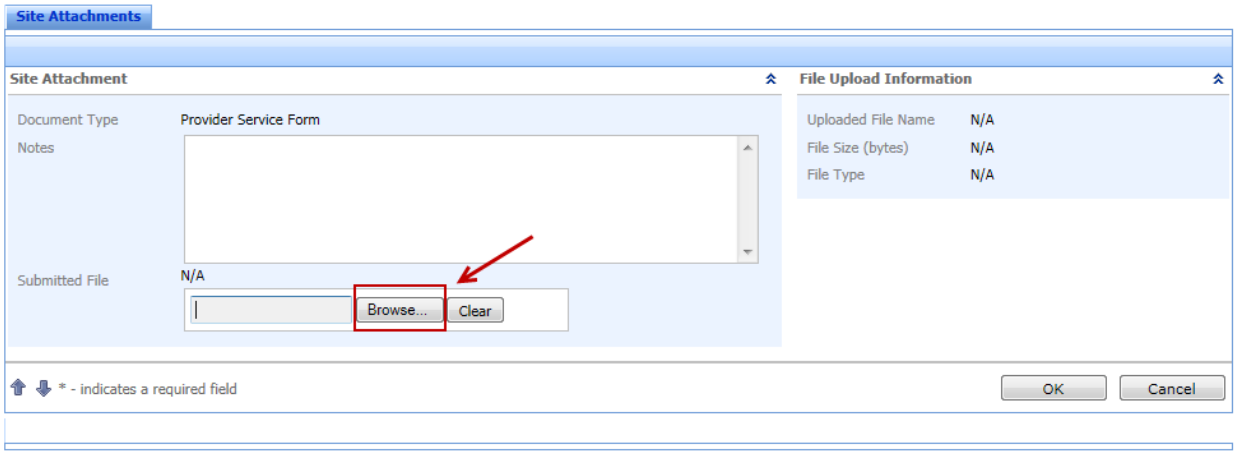


Figure 61 – Sample Browse to Upload Site Document

5. Find the Form or Document on your local drive.

6. Double click the form name or click the **Open** button.

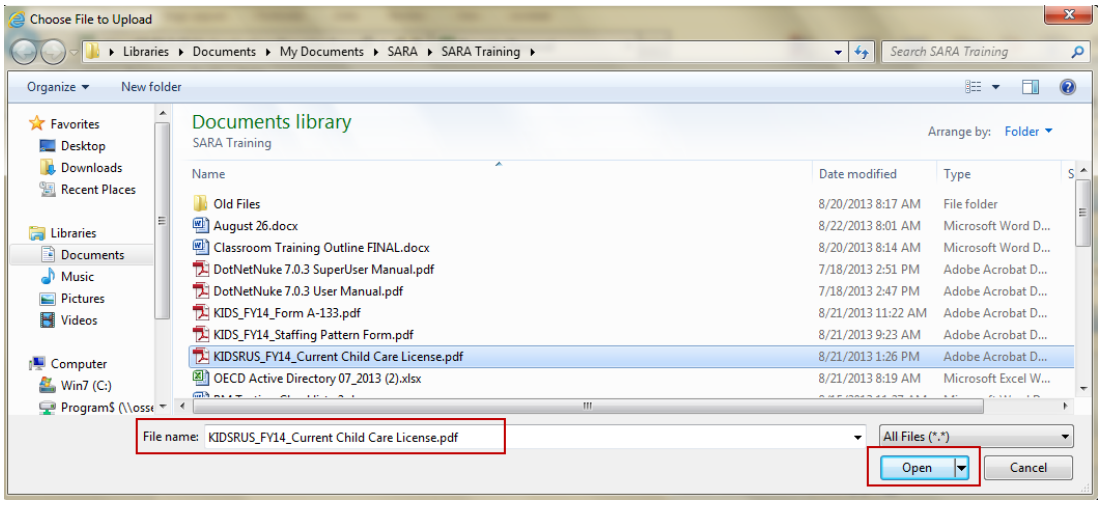


Figure 62 – Sample Find Site Document for Upload

7. Review the upload confirmation at the top of the screen.

Confirmation: site attachment external doc has been uploaded successfully. **It may take up to 5 minutes for the thumbnail to reflect the uploaded content.**

8. Click the **OK** button to complete the upload.
9. Click the **Cancel** button to return to the site attachment list.

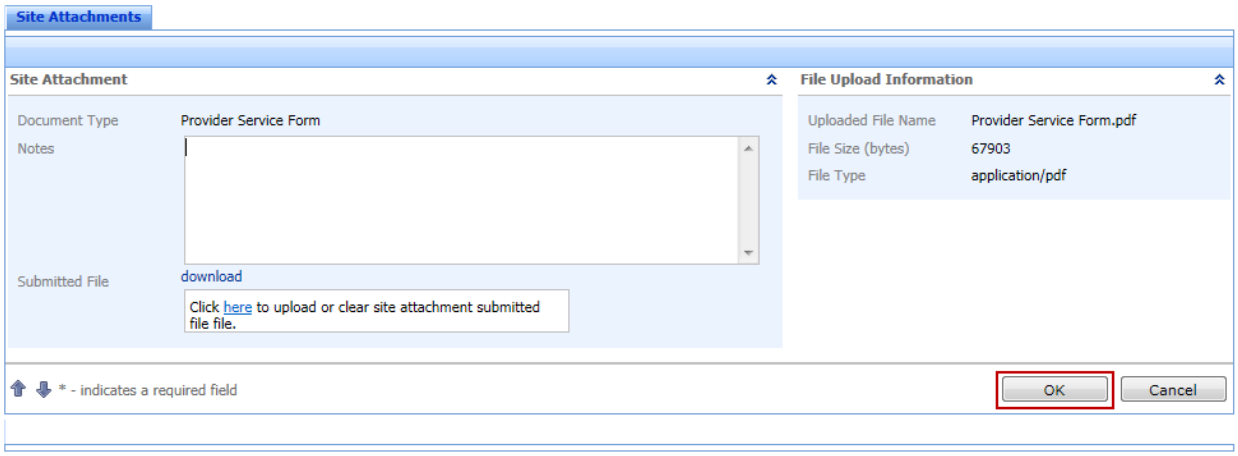
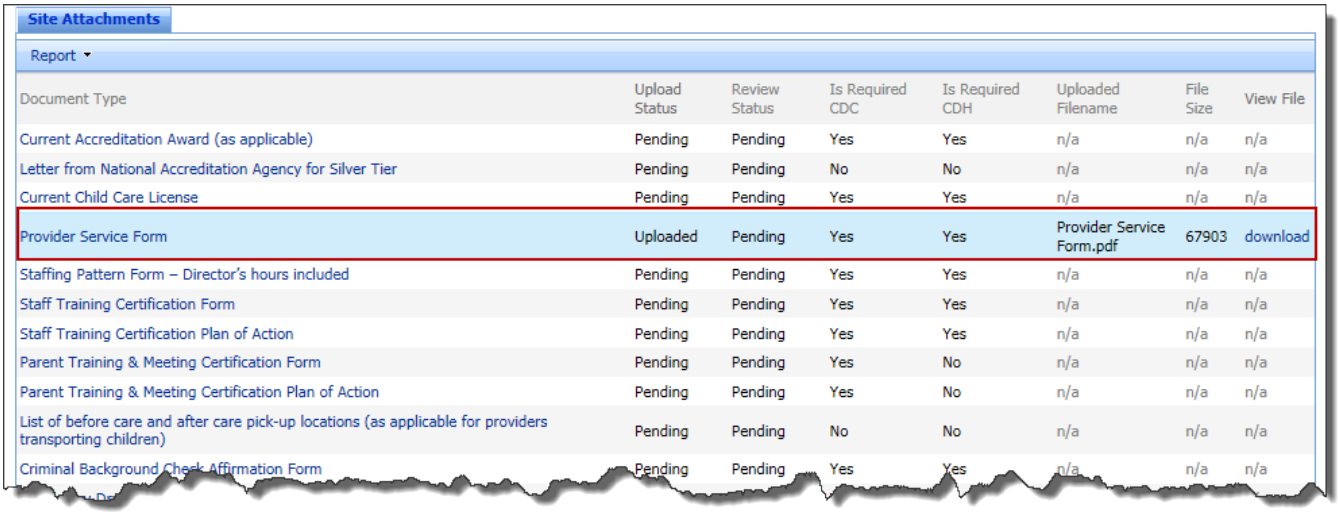


Figure 63 – Sample Complete Upload Process

Note*: By using the Use the Up and Down arrows* ⇧ ⇩*, providers can upload more than one attachment before clicking OK.*



Site Attachments

Report

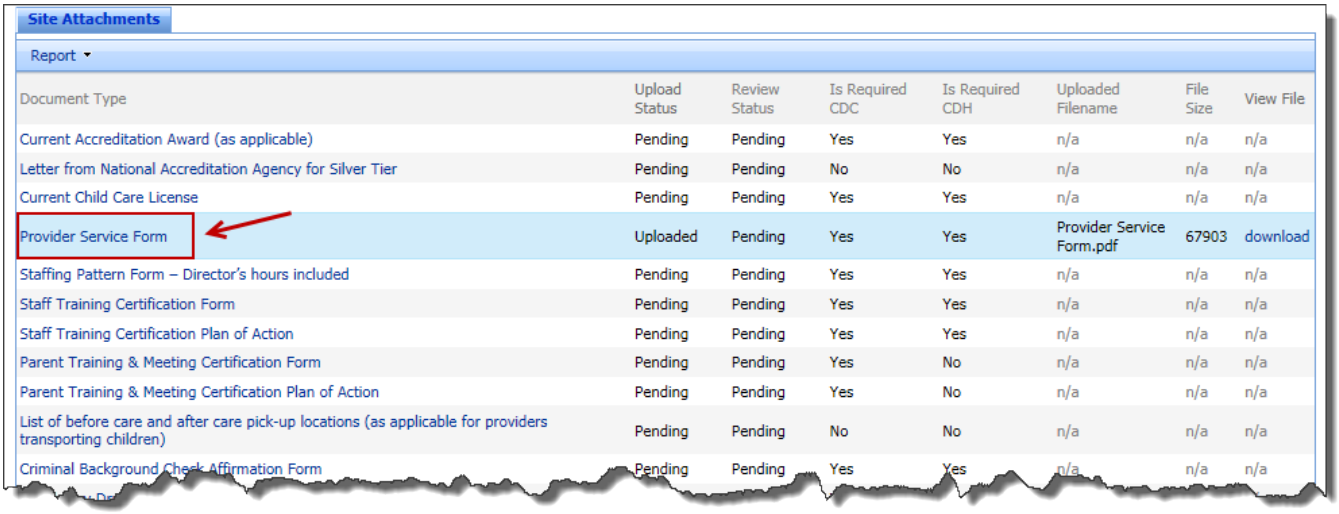
Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size	View File
Current Accreditation Award (as applicable)	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Letter from National Accreditation Agency for Silver Tier	Pending	Pending	No	No	n/a	n/a	n/a
Current Child Care License	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Provider Service Form	Uploaded	Pending	Yes	Yes	Provider Service Form.pdf	67903	download
Staffing Pattern Form – Director's hours included	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Plan of Action	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Parent Training & Meeting Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Parent Training & Meeting Certification Plan of Action	Pending	Pending	Yes	No	n/a	n/a	n/a
List of before care and after care pick-up locations (as applicable for providers transporting children)	Pending	Pending	No	No	n/a	n/a	n/a
Criminal Background Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a

Figure 64 – Sample Site Attachment Document Uploaded

10. Continue to upload site attachments as listed.

How to Remove Uploaded Attachments

1. Click on the uploaded document name.



Site Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size	View File
Current Accreditation Award (as applicable)	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Letter from National Accreditation Agency for Silver Tier	Pending	Pending	No	No	n/a	n/a	n/a
Current Child Care License	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Provider Service Form	Uploaded	Pending	Yes	Yes	Provider Service Form.pdf	67903	download
Staffing Pattern Form – Director's hours included	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Plan of Action	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Parent Training & Meeting Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Parent Training & Meeting Certification Plan of Action	Pending	Pending	Yes	No	n/a	n/a	n/a
List of before care and after care pick-up locations (as applicable for providers transporting children)	Pending	Pending	No	No	n/a	n/a	n/a
Criminal Background Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a

Figure 65 – Open Uploaded Document to Remove

2. Click the **here** link.

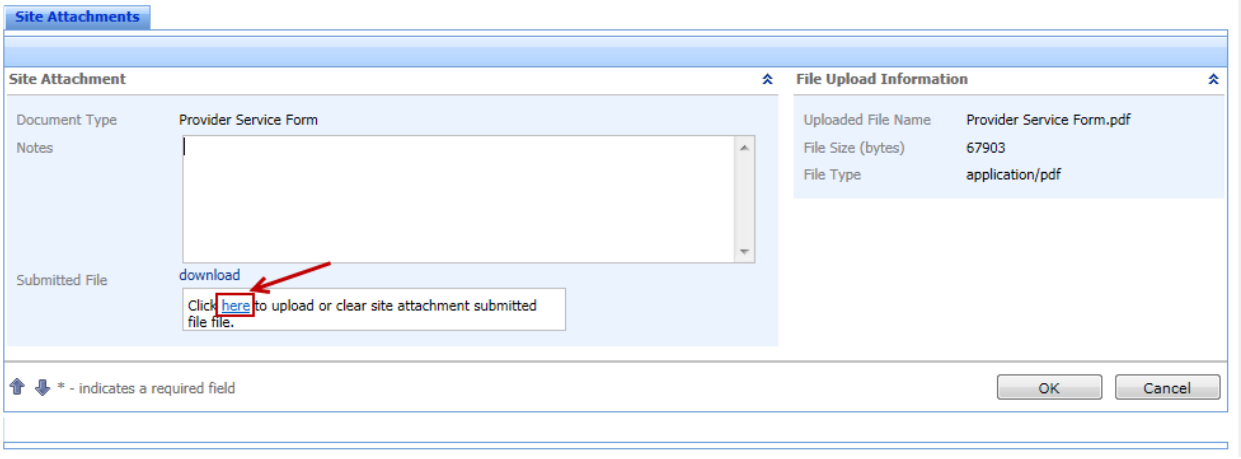


Figure 66 – Sample Remove (Clear) Document Screen

3. Click the **Clear** button.

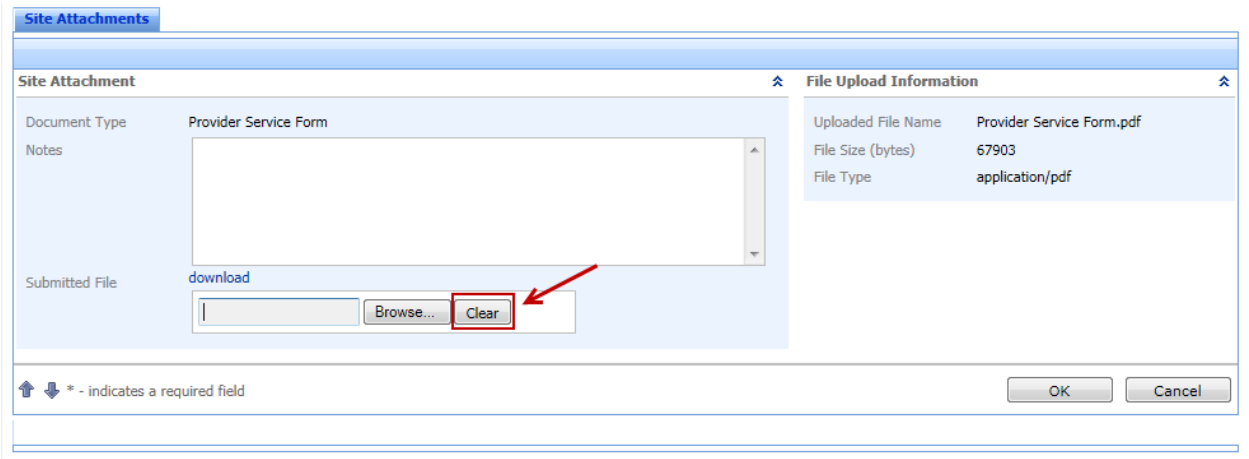


Figure 67 – Sample Clear Document Screen

4. Click **OK** to confirm removal of the attachment; or click **Cancel** to abort the remove function.

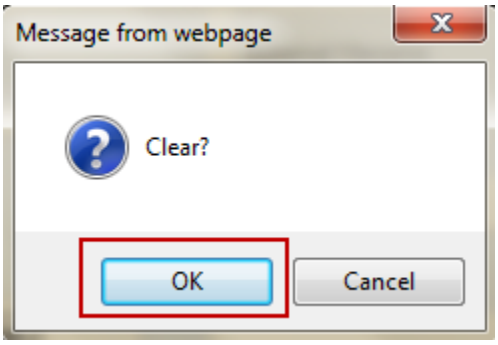


Figure 68 – Sample Confirm Removal of Document

5. Click **here** to upload a new document or click **Cancel** to return to the Site Attachment list.

7.0 Submitting the Renewal Application

Restrictions

The online Subsidy Application Renewal can be submitted when all required documents have been uploaded to the SARA site and all online affirmations have been accepted. When all information is complete, providers will click the SUBMIT button to release the application. If the provider has not attached all required documents then a VALIDATE button will display. Within the message SARA will tell the provider where the missing documents are located. Once these are added, the SUBMIT button will be available.

1. Log into SARA.
2. Go to the **Applications** link.
3. Click on your center or home license name.

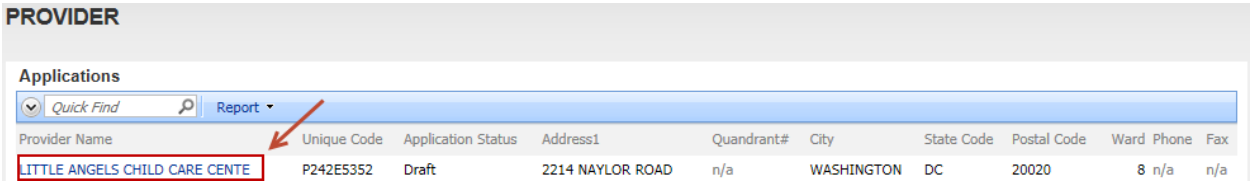


Figure 69 – Sample Choose Provider

<u>Validate Button</u>

4. Click the **Validate** button. ***(If this button appears, then there are missing items in the application.)***

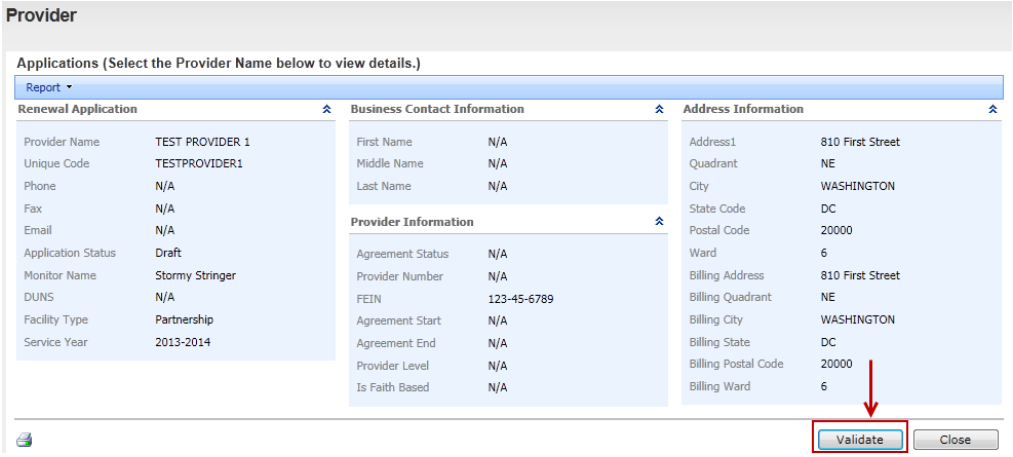


Figure 70 – Sample Validate Application

5. SARA will display the following message; noting the location of the missing attachments and/or affirmations.

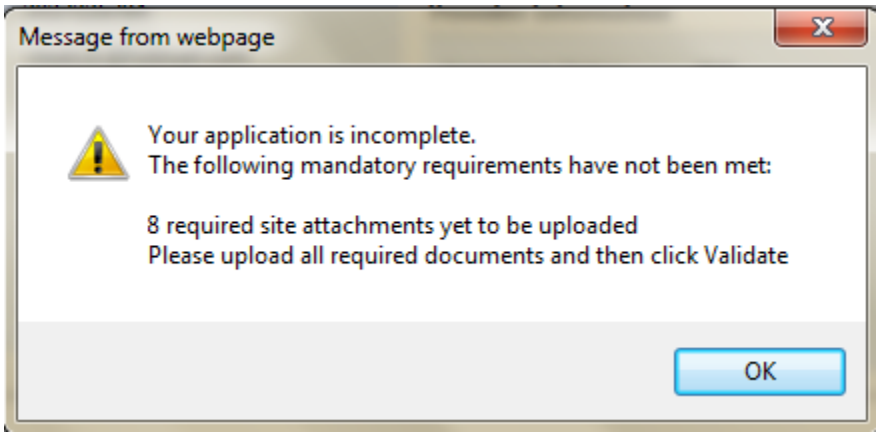


Figure 71 – Sample Validate Shows Missing Items Screen

6. Click **OK** to return to the application and add the missing items.

Submit Button

7. Click the **Submit** button. ***(If this button appears, SARA has determined that there are no missing items in the application.)***

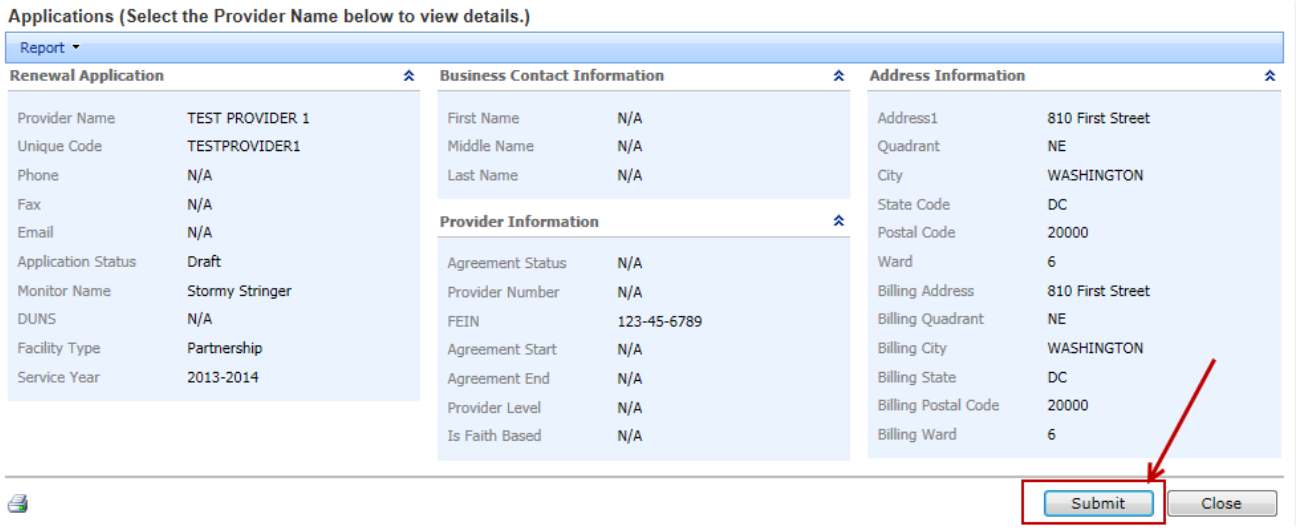


Figure 72 – Sample Submit Button

8. Click **Submit** and a certification screen will display. When the certification screen appears read the certification, add notes if you want, then click **Accept** to confirm your submission of the application; or click **Decline** to stop the submission process.

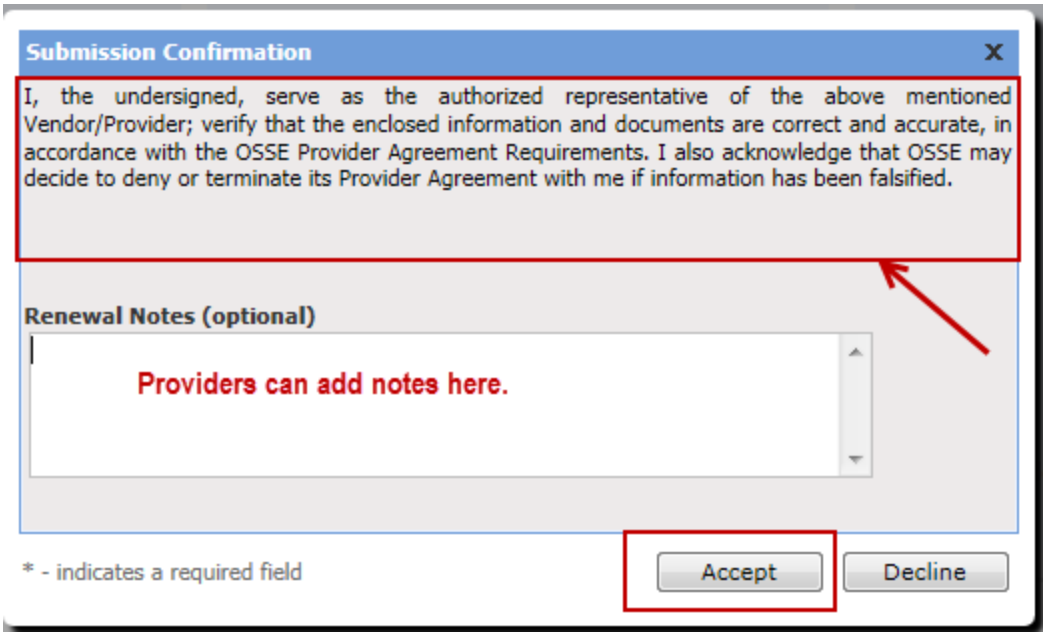


Figure 73 – Sample Submit Certification Screen

9. Click **Close** to close the provider detail information.
10. The application status changes to **Submitted** when viewing the provider list.

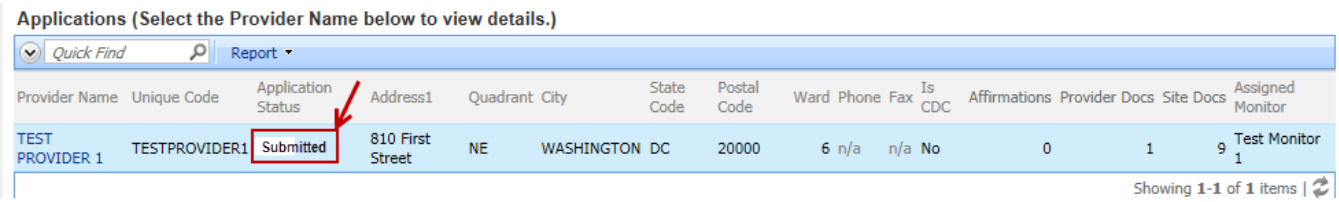


Figure 74 – Sample Application with Status of Submitted

Note: *Once the application is submitted, providers cannot add/remove/delete/edit any information contained within SARA.*

Status Check

Application Status

At any time throughout the approval process, providers can log into SARA to find the status of their application.

1. Log into **SARA**.

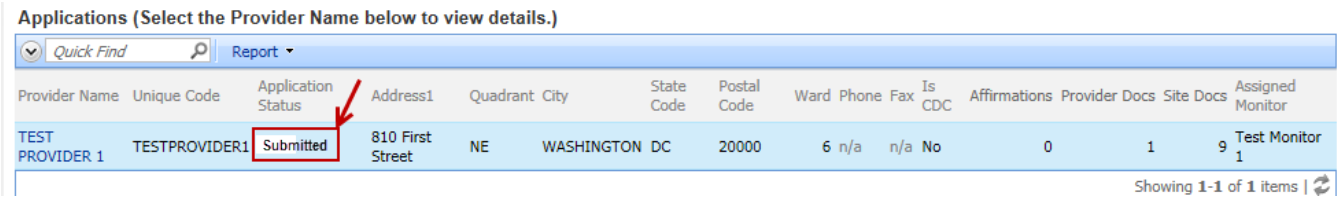


Figure 75 – Sample Application Status Screen

2. Review the **Application Status** column.

Application Status Codes

Draft	Providers are allowed to edit or add application information.
Submitted	Application under review by monitors, providers cannot edit or add application information.
Monitor Reviewed	Monitors have approved the application and have forwarded it to supervisors.
Supervisor Approved	Supervisors have approved the application and the agreement can be signed.
Agreement Accepted	The agreement is signed.

3. Log off SARA.

Document Upload Review Status

Providers can also track the review status of the documents and forms uploaded to provider and site attachments in SARA.

1. Log into SARA.
2. Click on the name of your center or home provider name.

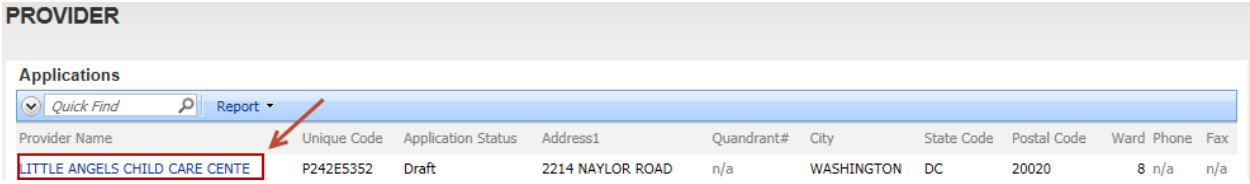


Figure 76 – Sample Select Provider Screen

3. Scroll to the **Provider Attachments** section.

Provider Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size (bytes)	View File
Authorized Representative Form	Uploaded	Pending	Yes	Yes	EIMS-SARA Test Completion Report v1.0.docx	315026	download
D.C. Letter of Chief Financial Officer, Office of Tax and Revenue Certificate of Good Standing	Uploaded	Pending	Yes	Yes	Training Help.docx	14852	download
A-133 Exemption Certificate	Pending	Pending	No	No	n/a	n/a	n/a
OMB Single Audit Report (providers with income $500,000 or more)	Pending	Pending	No	No	n/a	n/a	n/a
Certified Financial Statement (providers with income under $500,000)	Pending	Pending	No	No	n/a	n/a	n/a
Tax Registration Status Affirmation (Required for Non-Profit only – Upload 501 C Letter)	Pending	Pending	No	No	n/a	n/a	n/a
Child Care Prospective Budget Form pages 1 and 2	Uploaded	Pending	Yes	No	Training Help.docx	14852	download
Comprehensive Curriculum Selection Certification Form	Uploaded	Pending	Yes	No	Training Help.docx	14852	download
Written Description of Curriculum Components Used in Program	Uploaded	Pending	Yes	No	Parent POA to Mt Requ Form.pdf	78401	download

Showing **1-9** of **9** items

Figure 77 – Sample Provider Document Status Screen

4. Review the status of uploaded provider documents.

Document Status Codes

Pending Document has not yet been opened and read by monitors.

Valid Document has been read and accepted for the application

Invalid Document has been read and is not acceptable for the application.

5. Scroll to **Site Attachments**
6. Click on the **Site Name** to see the status of the uploaded site document reviews.

Site Attachments

Report

Document Type	Upload Status	Review Status	Is Required CDC	Is Required CDH	Uploaded Filename	File Size	View File
Current Accreditation Award (as applicable)	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Letter from National Accreditation Agency for Silver Tier	Pending	Pending	No	No	n/a	n/a	n/a
Current Child Care License	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Provider Service Form	Uploaded	Pending	Yes	Yes	Provider Service Form.pdf	67903	download
Staffing Pattern Form – Director's hours included	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Staff Training Certification Plan of Action	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Parent Training & Meeting Certification Form	Pending	Pending	Yes	No	n/a	n/a	n/a
Parent Training & Meeting Certification Plan of Action	Pending	Pending	Yes	No	n/a	n/a	n/a
List of before care and after care pick-up locations (as applicable for providers transporting children)	Pending	Pending	No	No	n/a	n/a	n/a
Criminal Background Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Mandatory Drug & Alcohol Testing Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a
Traffic Record Check Affirmation Form	Pending	Pending	Yes	Yes	n/a	n/a	n/a

Showing **1-13** of **13** items

Figure 78 – Sample Site Document Status Screen

8.0 Editing a Rejected Application

If any part of the renewal application is unacceptable due to incomplete or incorrect forms or document uploads, monitors will contact providers to discuss why it was rejected. Concurrently, they will click a Reject button in SARA to place the application back in a Draft Status to allow providers to make changes.

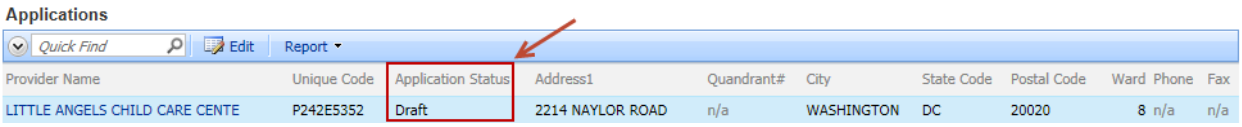


Figure 79 – Sample Application Status

When an application is rejected, monitors will also have the opportunity to add notes. These will be visible to providers after they select their center in SARA.

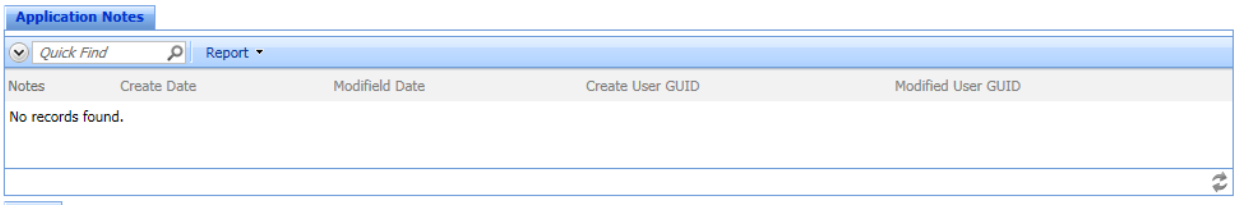


Figure 80 – Sample Notes Area in SARA

Providers should review the notes added by monitors and check the provider and site attachments list for Invalid statuses. Remove the document uploaded by clicking on the document type, then click the **here** link and use the **Clear** button; or simply replace the existing document by selecting the **Browse** button to overwrite the existing uploaded document.

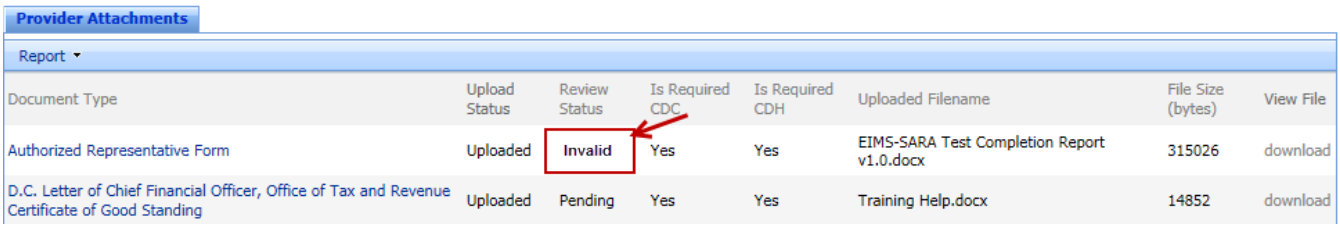


Figure 81 – Sample Invalid Document Review Status

Once the updates to the application have been made, providers will again click **Submit** to submit the application and certify the content.

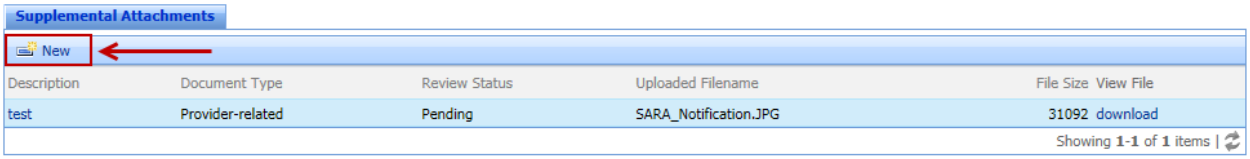
9.0 Renewal Agreement

Providers will be contacted by their monitors when the application is **Supervisor Approved** to schedule a meeting at the OSSE building at 810 First Street NE.

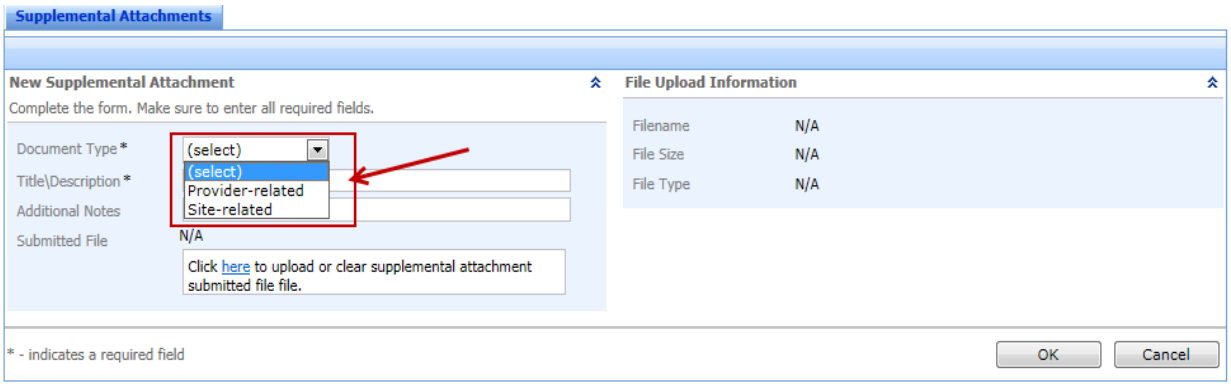
10.0 Adding Supplemental Attachments

The Supplemental Attachment area in SARA will be visible only after the application has the Status of Submitted. Supplemental attachments can be added by providers, monitors and supervisors. Monitors will be alerted via email whenever a provider enters a supplemental attachment. If these attachments are added by monitors or supervisors on behalf of the provider, no alert will be generated.

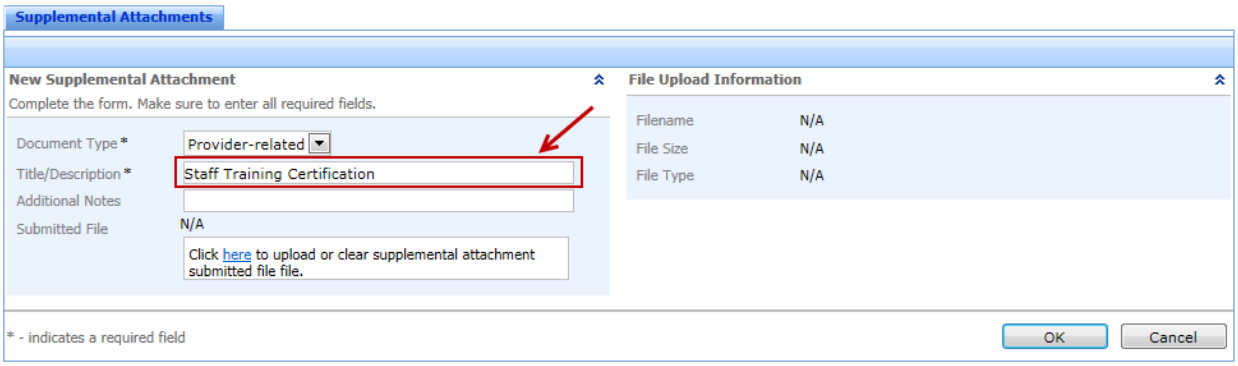
1. Click "**New**" to upload a supplemental document.



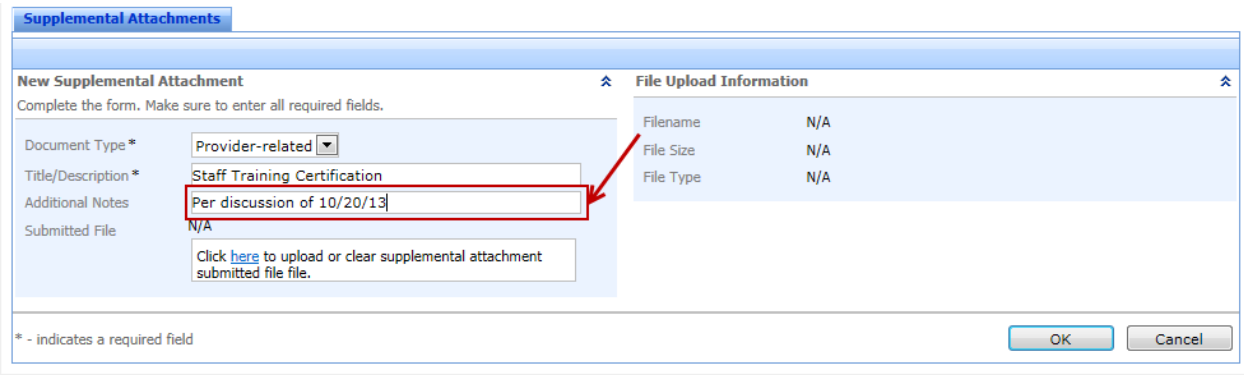
2. Define the **Document Type** as Provider or Site related. This designation becomes the **Document Type** in the list of supplemental attachments. Document Type is mandatory.



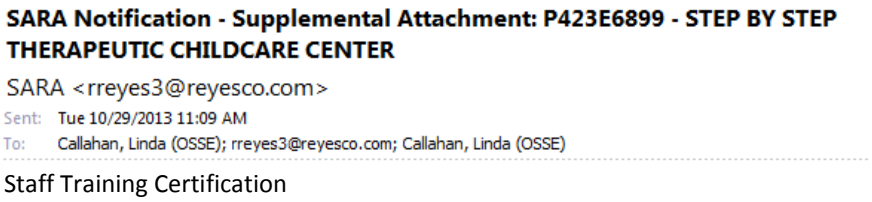
3. Add a **Title\Description** of the document which will appear in the **Description** field of the displayed uploads and in the message portion of the automatic email to a provider's monitor. Title\Description is mandatory.



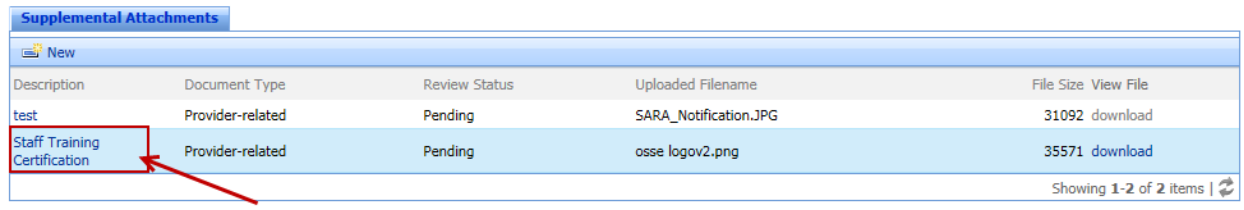
4. Add **Notes** to the upload to enhance the file name if needed. Notes are not mandatory.



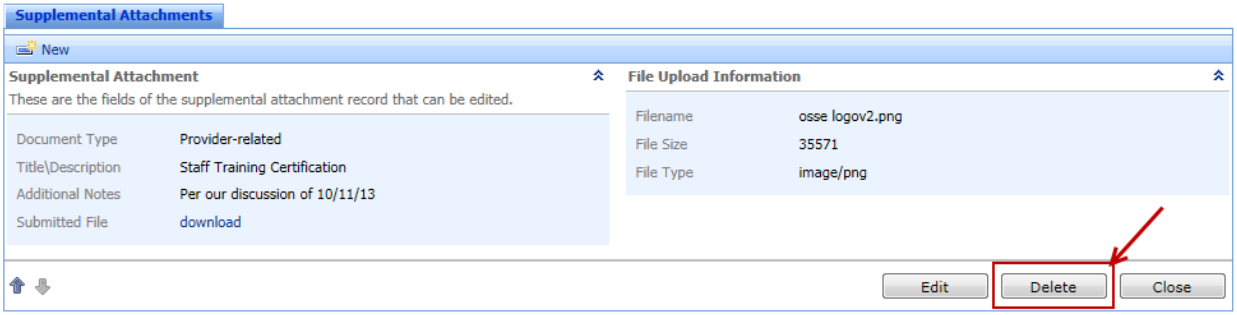
5. The remaining functions are identical to the document attachment upload process currently used in SARA i.e. click the **here** link then browse your local drive; select a document and then click the **OK** button to save the upload. A message will be sent to the assigned monitor that a supplemental attachment has been added with the title/description entered by the provider as the message contents.



6. Supplemental attachments can be **removed** from the list before they are validated by monitors. Click the **Description** of the document from the list.



7. When the upload window appears, click the **Delete** button then **OK** to confirm the removal of the document from the Supplemental Attachments list.



8. To **<u>replace</u>** an existing document in the list, users will click the **Description**; then when the upload window appears, they will click the **Edit** button. The remaining functions are identical to the document attachment upload process currently used in SARA i.e. click the **here** link then browse your local drive; select a document and then click the **OK** button to save the upload. In addition, providers can change the Title/Description and Document Type using the Edit button without uploading a new document.

We hope you enjoyed your journey through SARA. Please check the SARA Help link for a copy of this manual and our OSSE Call Center phone number.

Attachment A – Public Computers and Printing Resources

Public Computers and Printing Resources

The DC Public Library (DCPL) provides computers to patrons on a walk-in, first-come first-served basis. Each patron must use his/her own library card to reserve a computer. Use of another person's card number is not allowed. Each patron is allowed up to a total of 140 minutes per day throughout the DCPL system. Adults are allowed two 70-minute sessions (unless using a 15-minute express station), and children are allowed four 35-minute sessions. If there is no one waiting, session lengths are automatically extended.

District of Columbia Public Library Computer Lab Resources		
Anacostia Library **1800 Good Hope Road SE** **Washington, DC 20020** **202-715-7707,** **202-715-7708** **Metro Stop: Anacostia** **Hours of Operation** **Sunday: Closed** **9:30AM-5:30PM (M,W,F, S)** **1:00PM-9:00PM (T, Th)**	**Capitol View Library** 5001 Central Ave. SE Washington, DC 20019 202-645-0755 **Metro Stop:** Benning Road **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	**Chevy Chase Library** 5625 Connecticut Ave. NW Washington, DC 20015 202-282-0021 **Metro Stop:** Friendship Heights **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)
Cleveland Park Library **3310 Connecticut Ave. NW** **Washington, DC 20008** **202-282-3080** **Metro Stop: Cleveland Park** **Hours of Operation** **Sunday: Closed** **9:30AM-5:30PM (M,W,F, S)** **1:00PM-9:00PM (T, Th)**	**Deanwood Library** 1350 49th St. NE Washington, DC 20019 202-698-1175 **Metro Stop:** Deanwood **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	**Dorothy I. Height/Benning** 3935 Benning Rd. NE Washington, DC 20019 202-281-2583 **Metro Stop:** Minnesota Ave. **Hours of Operation** Sunday: Closed 9:30AM-5:30PM (M,W,F, S) 1:00PM-9:00PM (T, Th)
Francis A. Gregory Library **3660 Alabama Ave. SE** **Washington, DC 20020** **202-698-6373** **Metro Stop: Naylor Road** **Hours of Operations** **Sunday: Closed** **1:00 PM - 9:00 PM (M,W)** **9:30 AM - 5:30 PM (T, Th, F, S)**	**Georgetown Library** 3260 R St. NW Washington, DC 20007 202-727-0232 **Metro Stop:** Dupont Circle **Hours of Operation** Sunday: Closed 9:30AM-5:30PM (M,W,F, S) 1:00PM-9:00PM (T, Th)	**Juanita E. Thornton / Shepherd Park Library** 7420 Georgia Ave. NW Washington, DC 20012 202-541-6100 **Metro Stop:** Takoma **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)

District of Columbia Public Library Computer Lab Resources		
Lamond-Riggs Library **5401 South Dakota Ave. NE** **Washington, DC 20011** **202-541-6255** **Metro Stop: Fort Totten** **Hours of Operation** **Sunday: Closed** **9:30AM-5:30PM (M,W,F, S)** **1:00PM-9:00PM (T, Th)**	**Martin Luther King Jr. Memorial Library** 901 G St. N.W. Washington, DC 20001 202-727-0321 **Metro Stop:** Gallery Place, Metro Center **Hours of Operation** Sunday: Closed 9:30AM-5:30PM (M,W,F, S) 1:00PM-9:00PM (T, Th)	**Mt. Pleasant Library** 3160 16th St. NW Washington, DC 20010 **Metro Stop:** Columbia Heights 202-671-3121 Sunday: Closed Monday: 1:00 PM - 9:00 PM Tuesday: 9:30 AM - 5:30 PM Wednesday: 1:00 PM - 9:00 PM Thursday: 9:30 AM - 5:30 PM Friday: 9:30 AM - 5:30 PM Saturday: 9:30 AM - 5:30 PM
	Northwest One Library 155 L St. NW Washington, DC 20001 **Metro Stop:** Mt. Vernon Square/7th St.-Convention Center 202-939-5946 **Hours of Operation** Sunday: Closed 9:30AM-5:30PM (M,W,F, S) 1:00PM-9:00PM (T, Th)	**Palisades Library** 4901 V St. N.W. Washington, DC 20007 202-282-3139 **Hours of Operation** Sunday: Closed 9:30AM-5:30PM (M,W,F, S) 1:00PM-9:00PM (T, Th)
Parklands-Turner Library **1547 Alabama Ave. SE** **Washington, DC 20032** **Metro Stop: Congress Heights** **202-645-4532** **Hours of Operations** **Sunday: Closed** **1:00 PM - 9:00 PM (M,W)** **9:30 AM - 5:30 PM (T, Th, F, S)**	**Petworth Library** 4200 Kansas Ave. NW Washington, DC 20011 **Metro Stop:** Georgia Ave.-Petworth 202-243-1188 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	**Rosedale Library** 1701 Gales St. NE Washington, DC 20002 **Metro Stop:** Stadium-Armory 202-727-5012 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)
Southeast Library **403 7th St. SE** **Washington, DC 20003** **Metro Stop: Eastern Market** **202-698-3377** **Hours of Operation** **Sunday: Closed** **9:30AM-5:30PM (M,W,F, S)** **1:00PM-9:00PM (T, Th)**	**Southwest Library** 900 Wesley Place SW Washington, DC 20024 **Metro Stop:** Waterfront 202-724-4752 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	**Takoma Park Library** 416 Cedar St. NW Washington, DC 20012 **Metro Stop:** Takoma 202-576-7252 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)

District of Columbia Public Library Computer Lab Resources		
Tenley-Friendship Library **4450 Wisconsin Ave. NW** **Washington, DC 20016** **Metro Stop: Tenleytown-AU** **202-727-1488** **Hours of Operations** **Sunday: Closed** **1:00 PM - 9:00 PM (M,W)** **9:30 AM - 5:30 PM (T, Th, F, S)**	**Watha T. Daniel-Shaw Library** 1630 7th St. NW Washington, DC 20001 **Metro Stop:** Shaw-Howard 202-727-1288 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	**West End Library** 1101 24th St. NW Washington, DC 20037 **Metro Stop:** Foggy Bottom-GWU 202-724-8707 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)
William O. Lockridge/Bellevue Library **115 Atlantic St. SW** **Washington, DC 20032** **202-243-1185** **Hours of Operation** **Sunday: Closed** **9:30AM-5:30PM (M,W,F, S)** **1:00PM-9:00PM (T, Th)**	**Woodridge Library** 1801 Hamlin St. NE Washington, DC 20018 **Metro Stop:** Rhode Island Ave.-Brentwood 202-541-6226 **Hours of Operations** Sunday: Closed 1:00 PM - 9:00 PM (M,W) 9:30 AM - 5:30 PM (T, Th, F, S)	