

Early Care & Education Provider

Frequently Asked Questions

Q: How much will it cost to participate in the Substitute Aide Pool Program?

A: There is no cost to enroll into the Substitute Aide Pool Program. There will only be a cost to you if you utilize any of the substitute aides in your facility.

Q: Who will pay the Substitute Classroom Aides?

A: SAPP Substitute Aides are employees of STEP and will be paid by STEP for their hours worked. We will then bill providers monthly for any hours used in the pool.

Q: How often can I use an aide from the pool?

A: As often as you need. Our pool has multiple aides available for shift vacancies.

Q: Do the aides have early childcare experience?

A: While this is not a requirement for hire as a substitute aide in SAPP, we will do our best to recruit aides that do have experience in childcare. Also, we are focused on providing our substitute aides with the necessary knowledge and training to begin their childcare careers, if this is their first time in the childcare environment.

Q: Do I have to make sure the Substitute Aides have clearances and training?

A: No, we have you covered. All SAPP Aides are OCDEL certification ready, including their yearly 12 PQAS hours.

Q: Can I decide which aides work in my facility?

A: Yes. When you post a vacant shift to the ConnectTeam platform, any available aides who wish to fill the shift will “claim it”. You then get final approval over who will cover the shift for you.