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Nancy T. Buckner
Commissioner

MEMORANDUM

November 1, 2024

To: Child Care Providers

From: Bernard Houston, Director, Child Care Services Division

Subject: Onboarding Providers, Transition to Arise for Initial and Renewal Provider Applications

We hope this message finds you well. We are writing to inform you of an important change regarding the application process for both initial and renewal provider applications.

As part of our system upgrade, we will transition to Arise, our new online provider portal. Beginning November 22, 2024, we will not accept paper applications for initial or renewal; all provider applications, including initial and renewal, must be completed and submitted through Arise after the system goes live, even if you have previously submitted paper applications for either.

What This Means for You:

Initial Applications: If you have recently submitted a paper application prior to the system going live, you will still need to complete a new application in Arise.

Renewal Applications: Recent renewals, even if submitted on paper before the system goes live, will need to be resubmitted through Arise. All active providers whose applications have already been approved will also need to backfill their application information and documents. This process is needed to establish each provider in the automated system,

This new process is designed to streamline and expedite the application and renewal process, ensuring greater efficiency and accuracy. We are confident that you will find Arise user-friendly and intuitive, and our support team will be available to assist with any questions or challenges.

What You Need to Do:

Please ensure you are prepared to access and use Arise by the time we go live and that date will be forthcoming. If you need assistance navigating the Arise system, our team has provided the following steps for amending your facility application [here](#) and updating your facility's information. You can find the full set of resources here: [Arise CARE Provider Portal Resources](#).

You will receive additional communication about these in the coming days. You can access this communication [here](#). We understand that transitions can sometimes be challenging, and we appreciate your cooperation as we work to enhance our services.

Thank you for your attention to this important matter. Should you have any questions or require further information, please do not hesitate to contact us at DHR-AriseChildcare@dhr.alabama.gov.