



**Early Learning
Coalition**
OF PINELLAS COUNTY

DEPARTMENT:
Eligibility

SUBJECT: Procedures for “ **How to key Suspended Enrollments**”

REVISED: 05-21

AUTHORIZATION APPROVAL: Manager, Family Services

Suspended Enrollments is a standard process to allow clients the opportunity to have a planned break in service for proper cause while maintaining scholarship eligibility. Clients may request a suspended enrollment as funding guidelines allow for additional reasons including: visiting a non-custodial parent, medical reasons or extenuating circumstances as approved by exception.

The current childcare provider must also sign the Suspended Enrollment Request form. RWA children are not allowed suspended enrollments.

KEYING SUSPENDED ENROLLMENTS

Child Enrollment Screen

1. If the client chooses to place their child on a Suspended Enrollment, go to each child’s **Enrollments** screen to enter the break in care.
2. Terminate child(ren)’s enrollment(s):
 - a. End Enrollment Reason: SE-Suspended Enrollment
 - b. Last Day of Services: Last day of payments to provider (day before Suspended Enrollment starts).
 - c. Is there a Past due parent fee?: No (as verified on SE Request form)
 - d. Save

End Enrollment

End Enrollment Reason: SE-SUSPENDED ENROLLA

Last Day of Service: 04/30/2021

Is there a past due parent fee?: Yes No

Past Due Parent Fee Amount: \$

Is there a payment plan in place?: Yes No

Please attach payment plan document: Choose File No file chosen

Save Cancel

3. Verify that enrollment ended and saved properly.
4. Repeat enrollment termination steps for each child approved for a Suspended Enrollment.

Documents Section

Upload Suspended Enrollment Request under Additional Documentation.

Documents

Additional Documentation

There are no attached documents of this type.

Upload Document...

Parent Case Note Screen

1. Return to the Parent Screen and click on **Add Note** to key your Parent/Guardian case notes.



The screenshot shows the top navigation bar of the Parent Case Note Screen. On the left, there is a button labeled "Change Household Status". On the right, there are two buttons: "Case Notes" and "Add Note". Below the navigation bar, there is a header area with the text "Household at a Glance..." on the left and a small box containing the ID "HH_0000009150" on the right.

2. Enter Case Note:

- a. Description: Miscellaneous
- b. Note: **SE** - Indicate the reason for the suspended enrollment, dates to and from, child(ren)'s name, and that all parent fees are paid with their current daycare provider per their signature on the Suspended Enrollment Request form. Note that client was reminded that they must submit Reinstatement of Approved Suspended Enrollment Request with proof of purpose for care 72 hours of start date to return to care and if client's redetermination date falls within the suspended enrollment dates, that they have been made aware that they must still complete their redetermination on time. *If fees are not paid, the client cannot have the Suspended Enrollment.*
- c. Save.

Add Case Note

Description *

Miscellaneous

Custom Code Type **Custom Code**

Select Select a Custom Code Type

Note

SE-due to child visitation from 6/1/21-8/15/21 for Jane; fees are paid in full per signature of Jen at YMCA on SE form, client was reminded that they must submit Reinstatement of Approved Suspended Enrollment Request with proof of purpose for care 72 hours of start date to return to care and that redetermination must be completed by 7/10/21 in order for care to continue.

Save Cancel

KEYING RETURN FROM SUSPENDED ENROLLMENTS

Client must provide current proof of purpose for care in order for child(ren) to be enrolled. Payment will not be authorized until the client submits a completed Reinstatement of Approved Suspended Enrollment Request and the enrollment has been keyed. Clients who return from a Suspended Enrollment without the appropriate documentation and the provider who allowed the child to return to care without a completed enrollment will be mutually responsible for any unauthorized days of care.

Review the purpose for care documents submitted. If there have been reported changes, update the necessary fields as applicable (Employment, Education, etc). Review co-pays to determine if the reported changes will effect the fees. Process fee change if applicable.

Child Enrollment Screen

Enroll each child based on the site information listed on the Reinstatement of Approved Suspended Enrollment Request form.

1. To re-start care, go to each child's **Enrollment** screen.

2. Click **Add Enrollment...**

Add Enrollment...

3. Key child(ren)'s enrollment(s):

- Provider Selection: Browse and select Provider's Name as listed on SE Request
- Enrollment Start Date: Child's Start Date from SE Request
- Continuation of Services: No

Add Enrollment

Parent selection 1:
 Other:

YMCA SACC PROG MAXIMO ELEM Browse...

Details of Selected Provider

Name YMCA SACC PROG MAXIMO ELEM	Provider ID 6821	Hours of Business M-F 6:30am-6:00pm ;
Location 4850 31st Street South St. Petersburg, Florida 33712 Pinellas	Provider Type Center	Child Ages 3 YR - 12 YR
Contact Phone Number (727) 895-9822	Profile Status Active	View Provider Profiles
Contact Email Address cfreeman@sipeleymca.org	Program Year 2020 - 2021	View Provider Rates
	Gold Seal Type Not a Gold Seal provider	View Provider Contracts

Enrollment Start Date *

Child's Start Date

Continuation of Services *

Is this enrollment a continuation of services with the selected provider?

Yes No

d. Key schedule.

✓ Refer to *Enrollment Schedules* to determine schedule child will utilize.

e. Initial Enrollment Action: Enroll on behalf of provider.

f. Save

The screenshot shows a web form for enrollment. It includes several dropdown menus: 'School Calendar', 'School Holiday Unit of Care', and 'School Day Unit of Care'. Below these is a 'Childcare Enrollment Schedule' section with a table of days and their corresponding schedules. The 'Enrollment Schedule Note' is a large text area. The 'Initial Enrollment Action' section has two radio buttons: 'Assign to provider for confirmation or rejection.' and 'Enroll on behalf of provider.' (which is selected). At the bottom right, there are 'Save' and 'Cancel' buttons.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
FT	FT	FT	FT	FT		

4. Verify the enrollment saved correctly.

5. Repeat enrollment steps for each child approved Reinstatement from a Suspended Enrollment.

Documents Section

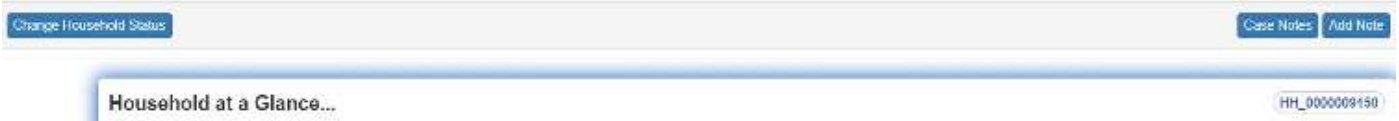
Upload Reinstatement of Approved Suspended Enrollment Request under Additional Documentation.

Documents

The screenshot shows a box titled 'Additional Documentation'. Inside, there is a message: 'There are no attached documents of this type.' Below the message is a button labeled 'Upload Document...'.

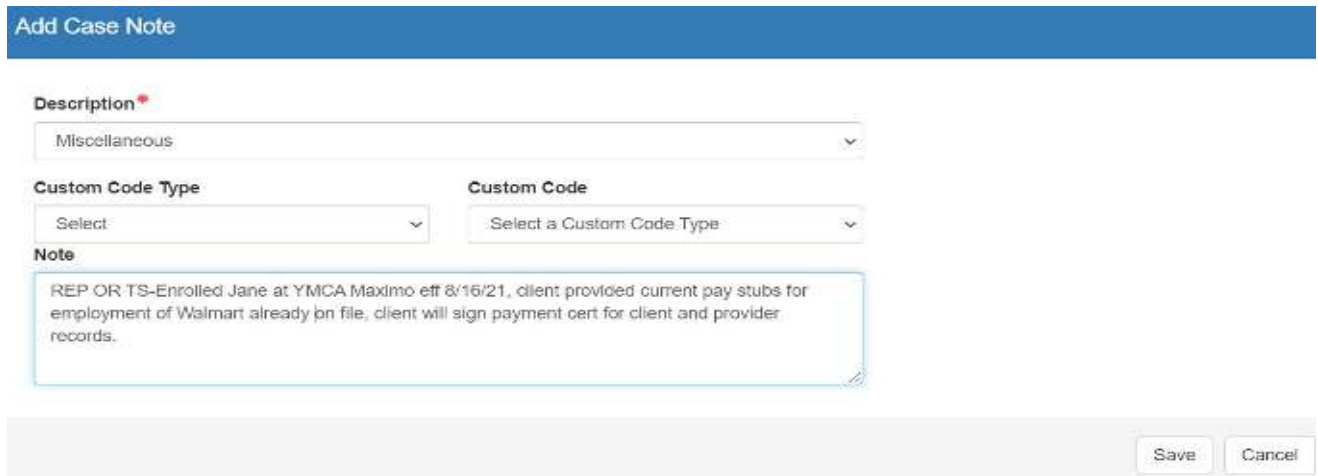
Parent Case Note Screen

1. Return to the Parent Screen and click on **Add Note** to key your Parent/Guardian case notes.



The screenshot shows the top navigation bar of the system. On the left, there is a button labeled "Change Household Status". On the right, there are two buttons: "Case Notes" and "Add Note". Below the navigation bar, there is a header section with the text "Household at a Glance..." on the left and a small box containing the ID "HH_0000009150" on the right.

2. Enter Case Note:
 - a. Description: Miscellaneous
 - b. Note: Choose **REP** (return to original provider) or **TS** (return to a new provider) code as follows:
 - ✓ **REP** - Indicate child(ren)'s name(s), list which docs were received to prove purpose for care, provider's name, and enrollment effective date, client will sign payment cert for client and provider records.
 - ✓ **TS** - Indicate child(ren)'s name(s), list which docs were received to prove purpose for care, provider's name, and enrollment effective date, client will sign payment cert for client and provider records.
 - c. Save



The screenshot shows the "Add Case Note" form. It has a blue header with the text "Add Case Note". Below the header, there are three main sections: "Description", "Custom Code Type", and "Custom Code". The "Description" section has a dropdown menu with "Miscellaneous" selected. The "Custom Code Type" section has a dropdown menu with "Select" selected. The "Custom Code" section has a dropdown menu with "Select a Custom Code Type" selected. Below these sections is a "Note" field with a text area containing the text: "REP OR TS-Enrolled Jane at YMCA Maximo eff 8/16/21, client provided current pay stubs for employment of Walmart already on file, client will sign payment cert for client and provider records." At the bottom right of the form, there are two buttons: "Save" and "Cancel".

Note: The information listed in these guidelines are not all inclusive and staff are responsible for ensuring that all applicable rules, policies and procedures are adhered to in the execution of their duties and responsibilities as it relates to their position. These guidelines can be modified and exceptions may be made upon justification within program policy and with management approval. This procedure will be reviewed periodically or as needed for updates or revisions as approved by management.