

Appointment Phone Script and Process

Placement appointments are clients receiving a referral from our authorized agencies such as Sheriff's office, Homeless or Domestic Violence, Career Source, or non-referral placements such as Relatives/Non-Relatives receiving Relative caregiver benefits, Out of County Transfers, Teen Parent Rollovers or VPK Wrapcare.

Please conduct the following interview process with every person seeking to make an appointment:

- I. All appointments will require the completion of an online application process in the family portal this includes scanning and uploading documents.
- II. Please be aware the appointment process may take up to 2 hours depending on how quickly you are able to navigate and complete the online application and upload required documents.
- III. We have appointments available at:
 - South St. Pete, next to PTC St. Pete Campus
 - Mid St. Pete; Behind the Clearview Adult Education center off 49th Street and 38th Ave N
 - Countryside and US 19 center
 - Virtually (over the phone).
- IV. If completing virtually (over the phone), you will still need the ability to complete the online application, scan and upload documents.
- V. If completing virtually ensure the client has:
 - Immediate access to a computer?
 - Do you have a smart phone?
 - Do you have internet access or WiFi?
 - Are you able to upload documents

*If the client does not have computer access or smartphone and/or answers no to any of the above bullet points, an in office appointment is needed.

In Office/In person appointment:

We have appointments available at:

- South St. Pete, across the street from Gibbs High School (In PTC South area).
- Mid county which located off 49th Street and 38th Ave N
- Countryside and US 19 center

Clearwater 2536 Countryside Blvd Ste. 500 Clearwater, Fl. 33763	Lealman; Located behind the Clearview Adult Education Center 3815 43 rd Street N Bldg. 8 St. Petersburg, Fl. 33714	St. Petersburg 3420 8 th Avenue South St. Petersburg, Fl. 33711
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*Determine the type of appointment and ask the appropriate questions:

Referral Appointments:

1. Are you working with an agency stating they are submitting a referral for childcare? If yes, ask #2.
2. What Agency? CPI or DCF (Sheriff's office), Lutheran Services, Directions, Family Support Services (FSS), Casa, PEMHS, Career Source, etc)
3. Review folders to locate referral

4. Is referral correct and complete? If no, notify client and contact the ELC referral designee or Supervisor in order to obtain a corrected or updated referral.
5. Have you selected a childcare provider to place the children in care, if so is that provider holding a spot for your child(ren)?

VPK Wrapcare (If child is 4)

Is your child currently attending VPK? If yes, ask what site? (If no, skip to Get a Listing)

Relative/Non-Relative (no referral)

Are you currently receiving Relative Care Giver (RCG) benefits?

If yes, may I ask the dollar amount?

RCG amounts for each child must be \$242 or \$249

If receiving \$333 – This is Guardian Assistance Program (GAP) Clients need a GAP agreement completed by the Protective Services agency.

If receiving \$180, \$241 or \$303, no appointment, refer to apply through waitlist process

*** Get a Listing of ELC contracted Child Care Facilities: Call 400-4411, option 3, then option 3 again. (If a client does not have a childcare provider, please schedule 2 or 3 days out to give time to obtain the provider)**

*If the client does not have computer access or smartphone and/or answers no to questions 3 or 4, offer them an appointment to use our equipment, at any location.

Appointments can still be scheduled without a Provider but encourage to schedule out 3 days to allow time to locate a Provider.

Appointment Scheduling:

Appointments are scheduled and tracked in DaySmart Appointments system

Do not schedule appointments in the grey boxes.



Appointments are scheduled in the slots that show 0/2 (0 appointments of 2 available slots scheduled) or 1/2 (1 appointment of 2 available slots scheduled).



Search the client to see if the client already exist in the system.

If client exists, ensure phone number and email are still correct, if not update on the client records. Do not create the client with the updated information.

If client does not exist:

Click on the date/time of the desired appointment date and time and complete:

Client tab:

Client First and Last Name

Contact Phone number at time of appointment and secondary phone #, if possible

Email Address

All fields with * are a required field but X can be entered in the address fields.

Appointment tab:

Location

Status

Appointment Type

Schedule – Select Master

Time (10am, 1pm or 3pm only)

Duration – 1

Appointment Notes (internal only)

Note any information staff will need to know to prepare for the client's appointment:

Example: Using Computer or Smartphone, childcare facility name, etc.

Additional notes regarding canceling, rescheduling or any contact should be added in this location.

If the appointment is virtual (client completing over the phone)

Copy and Paste the following to: Special Instructions to/from Client section. These directions will be sent via email to the client a couple days prior to the appointment.

Please note this appointment can take up to two hours.

Your Appointment is going to be over the phone with a Family Service Agent. The Family Service Specialist will call you at your appointment. Please make sure you are available and answer your phone. You will need to have access to a computer or cellphone. The Specialist will direct you on how to upload documents. Please note this appointment may take up to 2 hours.

It is incredibly important to select a childcare facility in order to fully complete this process.

Please begin this search early to ensure care can begin.

A child care listing can be found by visiting our website: <https://elcpinellas.net/for-families/child-care-resources-and-referrals/>

Have ALL of the following documents available during the appointment:

- A valid government issued photo ID is required.
- Birth Certificates for all children in the home under the age of 18.
- Proof of a purpose for care (all that applies)

** Four (4) weeks of current and consecutive paystubs or an employment verification form completed by the employer with current and consecutive pay information, including hours worked, for each employed parent/guardian in the household.

** School Verification form showing current semester dates, credits earning for each class/or days and times of attendance with clock hours.

** Disability form complete by your physician or current Social Security Award letter

- Proof of current month Food Stamp benefits that includes the names of all household members receiving benefits.

- Proof of current receipt of any other unearned income, (Social Security Award letter for you or the child(ren),
- Veterans benefits, child support, etc.)
- Proof of residency, (utility bill, driver's license, current paystub, signed current lease agreement)

*If you are residing with friends or family, a signed and dated letter from the person in residence confirming you and the children (names must be listed) live there and the complete address noted

All above mentioned forms can be found on our website: <https://elcpinellas.net/forms-and-resources/>

If the appointment is in office (client scheduled to physically visit an ELC location)

In Office Appointments:

**No more than 1 in office appointment per time slot for Clearwater, Lealman, and St. Pete.*

Copy and Paste the following to: Special Instructions to/from Client section.

These directions will be sent via email to the client a couple days prior to the appointment.

Your appointment will be completed at (Enter Address of location) at your scheduled Appointment time. Please allow 1 ½-2 hours for your appointment.

You will have access to the computers in the lobby in order to complete the on line application and upload required documents.

It is incredibly important to select a childcare facility in order to complete this process.

Please begin this search early to ensure care can begin.

A child care listing can be found by visiting our website: <https://elcpinellas.net/for-families/child-care-resources-and-referrals/>

Bring ALL of the following documents with you to your appointment:

- A valid government issued photo ID is required.
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** School Verification form showing current semester dates, credits earning for each class/or days and times of attendance with clock hours.

** Disability form complete by your physician or current Social Security Award letter








- Proof of current month Food Stamp benefits that includes the names of all household members receiving benefits.
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- Veterans benefits, child support, etc.)
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End of copy/paste DaySmart appointment reminder

Appointments are color-coded

Appointments Plus -Appointment Status	
	Scheduled-Virtual
	In Office Appointment
	Completed-Virtual
	No Show
	Rescheduled
	Completed-In Office
	In Progress

Appointment Information

Thursday, April 14, 2022
10:00am - 11:00am US/Eastern

Apr
14

Appointment Details
Clearwater

Schedule Master Calendar	Appointment Type Waitlist Placement
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Status Information

Status
In Office Appointment

Created By: Yadaira on 4/7/2022 at 11:14am
Last Updated By: Yadaira on 4/7/2022 at 11:14am

Notes

The Appointments will show on Calendar:

Master Calendar	
am	+ 2/3  Ashley pinckney  Jessica Brickey 10:
pm	+ 2/3  william leake  Lynette Aguero 1:
pm	+ 2/3  lashawn owens  Jillian Cassano 3:

Appointments will be assigned to a Placement Team staff member 1-3 days prior to the day of the appointment.

If client is in EFS MOD enter a case note and add case notes as clients cancel or reschedule.

2 Business Day prior to Appointment Confirmation

2 business days prior to appointment designee will contact clients via phone in order to confirm attendance and documents.

Review to ensure we complete and correct referral. Check funding, spelling of name, parent/guardian address, parent/guardians and child(ren) DOB

In Person Appointments:

Hello, this is ____, with Early Learning Coalition. I am calling to confirm your appointment at (state location) scheduled for (state date and time).

1. Are you able to attend this appointment?

If Yes – great, do you have the address or know where this location is?

If No – Ask why and reschedule. **Clients do not have to have a childcare facility in order to complete the appointment.

2. Have you started looking for a childcare facility?

If yes –

If no – It is becoming increasingly difficult to locate a facility that has openings for children at any age.

Please begin your search ASAP by contacting CCR&R for ELC contracted facilities in your area.

You can obtain a list by calling 727-400-4411, option 3 and 3 again or you can request a list on line, from our web site. Elcpinellas.net Click on For Families and Childcare Resource & Referral

3. Do you have a few minutes to review all the required documents?

Review the list of required documents needed and what is acceptable documentation.

Access the Rule 6M-4.208 to review required and acceptable documents.

ELC prefers documents as listed however a referral can be used if the parent/guardian is unable to produce the actual document.

Referral can be used to document:

- Proof of residency, if the address on the referral is correct (verify with client if using)
- If Medicaid is marked yes, can be used in place of child citizenship

Virtual Appointments:

Hello, this is ____, with Early Learning Coalition. I am calling to confirm your phone appointment scheduled for (state date and time).

1. Are you able to attend this appointment?

If Yes – great, please confirm your phone number.

If No – Ask why and reach to reschedule. **Clients do not have to have a childcare facility in order to complete the appointment.

2. Have you started looking for a childcare facility?

If yes –

If no – It is becoming increasingly difficult to locate a facility that has openings for children at any age.

Please begin your search ASAP by contacting CCR&R for ELC contracted facilities in your area.

You can obtain a list by calling 727-400-4411, option 3 and 3 again or you can request a list on line, from our web site. Elcpinellas.net Click on For Families and Childcare Resource & Referral

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- Proof of residency, if the address on the referral is correct (verify with client if using)
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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.