



**Early Learning
Coalition**
OF PINELLAS COUNTY

DEPARTMENT: Eligibility	SUBJECT: BG1-11 Outreach and Enrollment Process
REVISED: 07-22	AUTHORIZATION APPROVAL: Manager, Family Services

BG1-11 referrals are received from Protective Services contracted agencies for children "at risk".

The Early Learning Coalition of Pinellas (ELCP) takes responsibility to assist these clients with a "above and beyond" approach.

All BG1-11 funded children are considered and are marked "Yes" in EFSM for Rilya Wilson Act tracking.

An appointment notice is mailed to each client. The client and child(ren) information is forwarded to the BG1 – 11 designee for placement assistance.

The designee adds each client to a specific template tracker strictly for BG1-11 funding. This tracks all contact, attempted contacts, all follow up and is to monitor all progress up to placement.

Outreach via phone and email is completed to each BG1-11 funded client.

- Outreach includes at least 3 attempted phone contacts, to both phone numbers if more than one phone number is available
- First contact is ideally completed within 24-48 hours of receiving the referral
- Additional calls for initial contact are completed 3 business following
- If no response after the 2nd call an email is also sent to the client
- All contact and attempted contacted is added to the tracker and case noted in EFSM, where possible
- Additional outreach is completed following each step of the placement process
 - IE: If transfer to CCRR, call three business later to ask if they received a list
 - Call three days later to see if they have any tours set up or to ask how many sites they have spoken with or visited

This designee reaches to build a rapport with the clients to increase the likelihood of follow through to placement.

The designee reviews the T drive referral folder daily to add new referrals to the tracker.

These clients, as other referral-based placements, are established by scheduling an appointment.

For appointments scheduling follow the established *Appointment Script and Process*.

If the client selects a virtual appointment, the appointment is completed by the BG1-11 designee.

Voicemail script if phone contact is not established

Initial contact voice mail:

"Hi, this is _____ at the Early Learning Coalition. Our records show we have received a referral from __ (Agency Name) __ to set up child care for ___Child (ren) __. In order to complete this process, please give me a call at _____ so we can set up an appointment."

If no response within 3 business days, make 2nd call:

"Hi, this is _____ at the Early Learning Coalition. I am following up on a phone call, attempting to reach out in regards to a referral from __ (Agency Name) __ to set up child care for ___Child(ren)__. In order to complete this process, please give me a call at _____ so we can set up an appointment."

If no response with 3 business day, make 3rd call:

"Hi, this is _____ at the Early Learning Coalition. I have attempted to reach out to you in regards to a referral from __ (Agency Name) __ to set up child care for ___Child(ren)__. Since referrals for child care are time sensitive please give me a call today at _____ so we can set up an appointment to avoid losing the funding opportunity."

Client missed the appointment:

Contact client via phone, ideally within 24 hours

Voicemail script -

"Hi, this is _____ at the Early Learning Coalition. Our records indicate you were unable to make your appointment on _____, please give me a call at _____ so we may reschedule your appointment.

Email contact -

Dear Ms. _____

Our records indicate you were unable to make your appointment on _____, please give me a call at _____ so we may reschedule your appointment.

End of Month BG1-11 terms and no placement follow up:

ELCP not only strives to work with clients of at-risk children but also to develop a partnership with the DCF contracted Child Welfare agency.

The FS Manager or designated Supervisor, as back up, notifies the contracted agency of children not placed as well as of referred children that were termed during the previous month.

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.