

## Termination Procedures

- CLIENTS WHO HAVE SUBMITTED AN INCOMPLETE WIZARD:
  - Change the Household status to “Rejected”. In the body of the “Comments” section, utilize the Termination Verbiage handout to list the LDC and what is missing.
    - The highlighted sections of the “Notice of Needed Documentation” verbiage must be used. In addition, copy and paste only the applicable reasons to the “Comments” section.

### Change Household Eligibility Status

**Current Status** Coalition Reviewing

**New Status \*** Rejected

**Rejection Reason \*** Missing Data or Documentation

**Comments \***

Your application is incomplete and cannot be processed as submitted. Your childcare scholarship will end on \_\_\_10/31/18\_\_\_ if you do not submit, correct or complete all documentation indicated below:

\_\_x\_\_ School Verification for \_\_\_Judy\_\_\_

IT IS YOUR RESPONSIBILITY to gather and upload the needed documentation to your ELC Family Portal account promptly in order to allow for the continuation of your childcare scholarship. FAILURE TO RETURN COMPLETE AND ACCURATE DOCUMENTS will result in TERMINATION of your childcare scholarship. All forms referenced above are available at <http://elcpinellas.net/sr-downloads/> for your use.

If you have questions, please call your caseworker \_\_\_\_\_ at (727) \_\_\_\_\_ for further assistance.

Save Cancel

- Call the client and inform them of what is missing and remind them of LDC to submit.
- Use RT history note: Indicate last day of care (LDC), the reason for the term, what is being requested, that client’s application has been rejected and the client has been called.
- Call the provider 5-7 days prior to the LDC.
- MOD will give the client until midnight of the LDC to submit completed EV wizard. If the client doesn’t comply with the request, key termination on the following business day and notate.