



DEPARTMENT: <b>Eligibility</b>	SUBJECT: Procedures for “ <b>How to key Suspended Enrollments</b> ”
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 ENROLLM ▾

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.  No file chosen

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.

Change Household Status Case Notes Add Note

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Household at a Glance... HH\_0000009150

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

Select

Custom Code

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):

a. Provider Selection: Browse and select **Provider's Name** as listed on SE Request

b. Enrollment Start Date: **Child's Start Date** from SE Request

c. Continuation of Services: **No**

Add Enrollment

Parent selection 1:

Other:

YMCA SACC PROG MAXIMO ELEM

Browse...

#### Details of Selected Provider

<b>Name</b> YMCA SACC PROG MAXIMO ELEM	<b>Provider ID</b> 6821	<b>Hours of Business</b> M-F 6:30am-6:00pm ;
<b>Location</b> 4850 31st Street South St. Petersburg, Florida 33712 Pinellas	<b>Provider Type</b> Center	<b>Child Ages</b> 3 YR - 12 YR
<b>Contact Phone Number</b> (727) 895-9622	<b>Profile Status</b> Active	<a href="#">View Provider Profiles</a>
<b>Contact Email Address</b> cfreeman@stpeteymca.org	<b>Program Year</b> 2020 - 2021	<a href="#">View Provider Rates</a>
	<b>Gold Seal Type</b> Not a Gold Seal provider	<a href="#">View Provider Contracts</a>

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

School Calendar	<input type="text"/>
School Holiday Unit of Care	<input type="text"/>
School Day Unit of Care	<input type="text"/>
Childcare Enrollment Schedule	Monday <input type="text" value="FT"/> Tuesday <input type="text" value="FT"/> Wednesday <input type="text" value="FT"/> Thursday <input type="text" value="FT"/> Friday <input type="text" value="FT"/> Saturday <input type="text"/> Sunday <input type="text"/>
Enrollment Schedule Note	<input type="text"/>
Initial Enrollment Action*	<input type="radio"/> Assign to provider for confirmation or rejection. <input checked="" type="radio"/> Enroll on behalf of provider.

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.

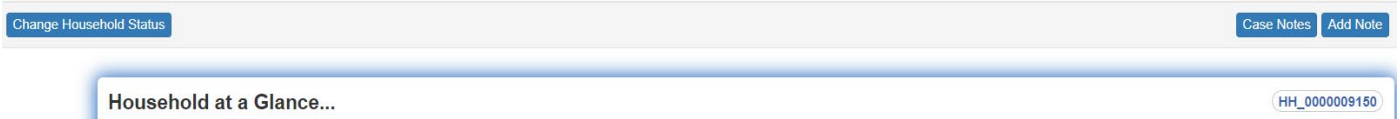
### Documents

**Additional Documentation**

There are no attached documents of this type.

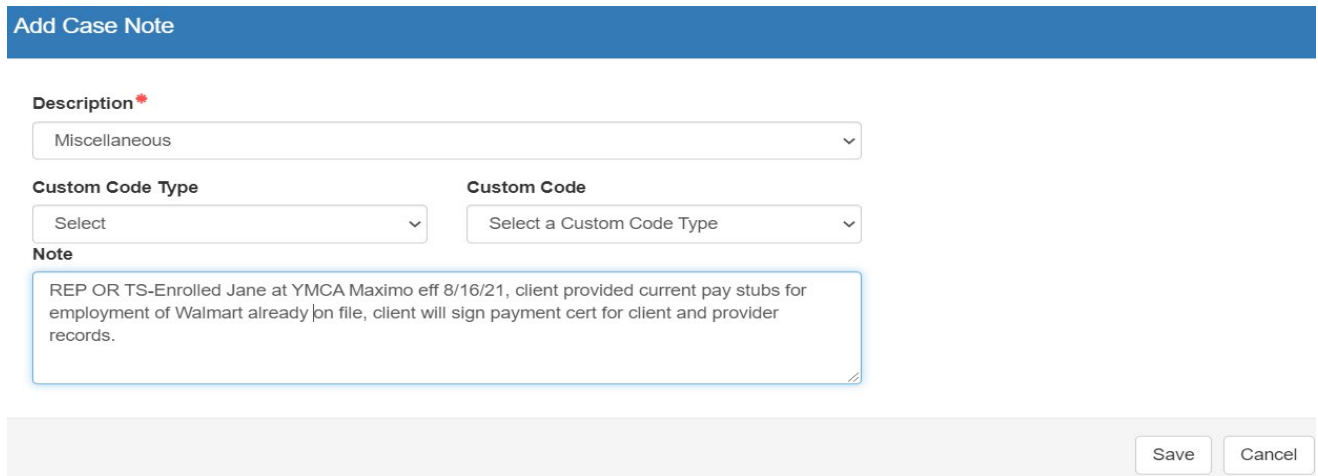
## Parent Case Note Screen

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



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



**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.