

4C CEL MATTERS

e-NEWSLETTER

A monthly publication provided by the 4C Council of Santa Clara County, Inc., as a resource for all agencies utilizing the Santa Clara County Centralized Eligibility List (CEL) System

Volume 1, Issue 2

October 2006



CEL Focus Group Meetings

Focus groups provided feedback to plan for further CEL enhancements. In September, 20 contractors attended two Contractor CEL Focus Group Meetings and offered their input into the CEL system.

During the meetings Contractors had questions related to the referral process and the eligibility search functions.

From these meetings we have discovered the following CEL system glitches:

- ❖ The school field retrieved children that neither attended the school indicated nor resided within the school attendance area.

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CEL Data



The Centralized Eligibility List (CEL) has grown in size by the total number of families and children that have an expressed need for subsidized child care. The number of available children waiting for care rose by 66% in a six-week period (early August through mid September).

Currently, the CEL system has the following number of participants with children in various age groups waiting for subsidy, excluding inactivated* family/ child records:

Santa Clara County

3,791 families

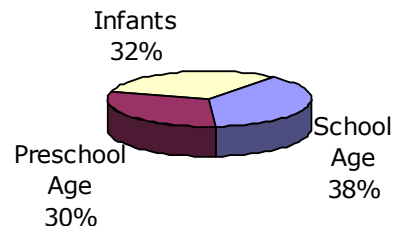
2,042 infants (0 - 1yr,11mths)

1,641 preschool age (2 - 5yrs,11mths)

1,706 school age (6 - 12yrs,11mths)

Children Waiting for Subsidy

■ School Age ■ Preschool Age □ Infants



*See glossary on page 4 for definition of inactive reasons.

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NOTE: The glitch was reported to NoHo Software, and has been fixed. Users may search for school age children by using the school field without error.

- ❖ The work zip code field was not functioning properly for those interested in identifying parents that work near their child care center.

NOTE: This field is now fully functional. Users may now search by work zip code without error.

Santa Clara County Subsidized Contractors had questions in regard to the CEL referral process and enrollment prioritization. Please see questions and answers below.

Quotes were taken from the *California Department of Education, Child Development Division Management Bulletin no. 06-15* released July 2006.

Q: Must contractors forward all families interested in subsidy to CEL?

A: "Contractors will be monitored to ensure that the CEL has been used first to fill all vacancies. There may be no eligible child on the CEL that meets the program's vacancy requirements. In this instance, the program may need to employ outreach efforts. Families gathered from these efforts that meet the vacancy requirement do not need to go on the CEL to be withdrawn; they can be immediately enrolled. However, families that the program cannot serve or whose needs differ from the services of the program should be referred to the CEL so their names can be added." - (Management Bulletin no. 06-15, p.2)

Q: How do contractors prioritize their enrollment according to CEL?

A: "Contractors may pull names that correspond with their contract service requirements or priorities (e.g., specific zip codes, housing and urban development [HUD] projects, and school district boundaries)." - (Management Bulletin no. 06-15,p.3)

If you have questions regarding the Management Bulletin, then contact Cecelia Fisher-Dahms, Consultant, Child Development Division, at (916) 322-4883 or cfisherd@cde.ca.gov. For your program contract requirements and CEL related questions, contact Kelly Sherlock, Consultant, California Department of Education, at (916) 445-7374 or ksherlock@cde.ca.gov.

Frequently Asked Questions

CEL System Insight



Based on this month's contractor site visits and on CEL Focus Group meetings, the following have been the frequently asked questions.

Q: How may I find a family that our program has referred to CEL?

(1) In the family page, click on the magnifying glass and enter the first few letters of the primary parent's last name. (2) in the eligibility search page, you may enter the child's last name or (3) in the eligibility search page, find a family by entering primary parent's social security number (note: not all parents provide a social security number).

Q: How many families are programs allowed to place on "intake"?

Programs can take 2 families per every one opening.

Q: I am not able to view any family reports based on my search. What should I do?

Follow the steps below to generate family reports from the eligibility searches.

Step 1: In the Toolbar highlight *Tools* and select *Internet Options*. Under *Internet Options*, in the *Advanced* tab make sure that in the *Security* section, *do not save encrypted pages to disk*, is marked "✓".

Step 2: In the *Security* tab, save the following site as a trusted site:
<https://santaclara.countycel.org>

Step 3: Once you generate a family report based on eligibility search filter criteria, press "select all" button to select all families that appear, then the *print* button. A summary report should appear with a list of families. See page 34 in CEL Training Manual for more details.



Outreach

Identifying Families in Need

4C CEL staff have engaged the community at various special events. We continue to create awareness of CEL among Santa Clara County residents.

As Outreach efforts continue, we target and attend events throughout Santa Clara County. We have an upcoming event to attend in the San Jose area.

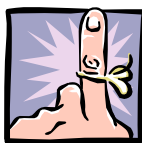
Upcoming event:

- ◆ On October 7, *Day in the Park* at History Park will attract over 9,000 San Jose residents for a day of family activities.

Due to Contractor referrals and 4C CEL staff outreach efforts, 848 families and 1,149 children have been added to the CEL system since August 1, 2006.

Reminder

Enrollment Notifications



Who have you enrolled lately? Help keep an up-to-date CEL database by sending us your Enrollment Notification Forms.

Are there families that prefer another program, yet remain enrolled in your center? If so, please send in your Enrollment Notification Form(s) and indicate the families whom are *enrolled and waiting* for a transfer to a specific program.

Fax forms to (408) 487-0762; Attn: CEL

CEL Trainings

On-site Assistance



Contractors have the option of receiving a CEL system training at their site. Trainings are available to state subsidized contractors that have new hires or those whom need further assistance.

Site visits create an opportunity for a one-on-one training.

In addition, technical assistance is available to contractors that have difficulty conducting eligibility searches or are unable to generate family reports.

If you are interested in a CEL system training, please contact, Jorge Ceballos, CEL Program Coordinator.

Jorge Ceballos, Centralized Eligibility List (CEL) Program Coordinator. 111 East Gish Road, San Jose, 95112; Phone: (408) 487-0747 x236 or email: jorgec@4c.org

Quick Tip

Saving Search Criteria



Save your search. In order to eliminate having to re-enter criteria, save the desired field criteria used most often and name your search.

Do you have a question about deleting or saving a search? Please email celinfo@4c.org for further assistance.

GLOSSARY

Child Status: May be one of the following: (a) school district, (b) transfer status change.

Enrolled: A child actively enrolled in a subsidized child care program.

Enrolled and Waiting: A child currently enrolled in a program, yet parent is seeking to transfer child to another program or center for one of the following reasons: (a) child is approaching maximum program age requirements, (b) family has relocated within the county and is waiting for a child care program/center closer to new residence, or (c) family is searching for a new program/center for any one of various reasons.

Inactive Reason: A reason for the inactivation of a family record may be due to one of the following reasons: (a) child "aged out", (b) child no longer in the home, (c) determining eligibility, (d) disconnected phone number, (e) wrong phone number, (f) no longer need child care, (g) other family member, (h) over income, (i) unreachable and not able to contact, and (j) update over due.

Income Source: A family's *countable* gross monthly revenue, may be one or more of the following: (a) employment or self-employment, (b) alimony, (c) child support, (d) disability, (e) foster care payment, (f) SSA – Survivor and retirement benefits, (g) TANF/Cash Aid (for child only), (h) unemployment, (i) worker's compensation, (j) other or (k) none. A family's *non-countable* income sources are (a) SSI – Supplemental Security Income or (b) Foster parent/legal guardian's employment income.

Intake: A family/child whose enrollment status is labeled *intake* is temporarily reserved by a contractor for a period of 14 days, locking the record, making it unavailable to other contractors as a search result.

Memo: Administrator area used to create notes on a family record such as, an update/change either initiated by CEL staff or parent.

Need Status: The reason the parent needs child care, one or more may apply: (a) working, (b) actively seeking employment, (c) education or training, (d) Child Protective Services (CPS), (e) parent/caretaker incapacitated, (f) no need/part-day educational preschool, or g) seeking permanent housing.

Original Application Date: The initial date the family applicant first completed the intake form (Attachment C, Form 101 to the CEL training manual).

Preferred Language: Language that the parent/guardian prefers literature and other material to be sent in.

Preferred Provider: Child care program that best meets the child's developmental needs determined by parent.

Language: Primary language spoken in the home.

Update Receipt Date: Date on which CEL administrator last spoke with parent to obtain updated family record information.

Waiting: A family/child who has not received subsidized child care.

4C COUNCIL CONTACTS

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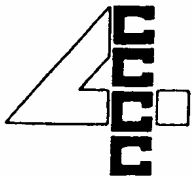
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celinfo@4c.org

Memorandum Of Understanding (MOU)

Have you sent yours in?

Submittal due date: September 30, 2006



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