

4C CEL MATTERS

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 1

August 2006

A Letter from the Editor

Welcome to the Santa Clara County CEL System



Dear Subsidized Contractor,

It has been six weeks now and many contractors are utilizing the Centralized Eligibility List (CEL). That is great to hear, as there has been a lot of work by all involved to get the CEL system up and running. The 4C Council thanks all involved for their help and participation with consolidating waiting lists and participating in trainings. Additionally, thanks to all that took the time to provide feedback.

We are in the first quarter of implementation, "start up" mode, so we anticipate glitches in the system and the need for enhancements that are forthcoming. The **evaluations** all

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Trouble Shooting CEL

Technical Assistance Available

The survey responses have been submitted. Based on the responses, a few contractors are experiencing technical difficulties accessing the web based Centralized Eligibility List.

In order to meet everyone's need for enrollment, the CEL Program Coordinator, Jorge Ceballos, is readily available to visit sites that need further assistance with CEL.

**For those that need technical assistance,
email CELINFO@4c.org
or
contact Jorge at
(408) 487-0747 ext. 236**



contractors have completed have been helpful in enhancing the system. From the evaluation responses we learned the following:

- ❖ CEL is working well for most agencies and information accessed has been accurate and useful for enrollment
- ❖ Three contractors need new computers and a newer version of *Microsoft Internet Explorer* in order to utilize the CEL

NOTE: If any contractors are aware of computer equipment donations, please let the 4C Council know in order to forward this information to the three sites that are struggling with outdated computer systems

- ❖ 64 out of 77 sites have used CEL, thus far
- ❖ The child's information page has taken a long period of time to load, which has frustrated users

NOTE: The problem has been reported to NoHo software developers and the patch has been released

- ❖ The Report Viewer has not been accessible to multiple users, so technical assistance has been provided to resolve accessibility report functions, such as, printing family summary reports and retrieving the CD 9600 form

Contact the 4C Council today, if there is a need for technical assistance. Assistance is available via phone or in-person; please contact Jorge Ceballos at (408) 487-0747 ext. 236 or Colette Kudumu at CELINFO@4c.org

CEL System Updates

Data Accuracy a Priority



4C Council staff has been updating client information as an ongoing process. In the month of August, we expect 747 families, Rank 1-20, will be contacted for an information update.

A software "patch" has been released in order for the child's page to load faster. The speed of the CEL system is detrimental for contractors accessing it.

Also, with the new SMI data, the NoHo CEL software developers will be upgrading the system in September 2006. These changes will not affect functionality or usage of CEL.

Please see below for CEL statistical data contractors may find interesting.

- 3,174 families on the CEL system
- 1,136 families Rank 1-20
- 2,038 families Rank 20-66+
- 4,464 children on the CEL system
- 1,436 children are preschool age
- 148 inactivated families via update process during the first quarter: July – September

Inactivated families were unreachable, had disconnected phone numbers, did not respond to messages or no longer need care (child enrolled). In order to keep CEL accurate, staff have spent 376 hours contacting families Rank 1-20. These families have the highest probability of being contacted for enrollment due to income criteria, so updating their information is crucial.

Use CEL Update Referral Forms when client information changes, such as, a new phone number, address or income. Fax referral forms to (408) 487-0762.



Outreach

Building a Larger CEL

CEL administrators realize the importance of creating a larger database. Currently, CEL staff are implementing an outreach plan targeted at families with child care needs.

As part of the Outreach effort, the 4C Council will send a press release to the media to create further awareness about CEL.

The goal is to target and serve low income areas and increase the community's probability at securing subsidized child care by placing additional families on CEL.

The Outreach effort will be focused around special events in the coming months. Upcoming events:

- ◆ On August 20th, CEL staff will be at the *Diabetes Health Fair* in San Jose.
- ◆ On September 9th, staff will be serving families that attend the *5th Annual Community Resource Fair* in San Jose.

CEL staff has added 201 families and 274 children in the month of August.

The 4C website, www.4c.org, is being enhanced, at this time, which will include an on-line application for parents interested in getting on CEL.

Memorandum of Understanding

Terms of Agreement



Contractors will be receiving a Memorandum of Understanding (MOU). This document will outline the basic terms of agreement while working with CEL.

The MOU will cover details, such as; placing 2 families on "intake" for every one opening and informing CEL about enrollments and other agreements.

If contractors have questions about the MOU, please contact the 4C Council.

4C Council of Santa Clara County, Inc. 111 East Gish Road, San Jose, 95112; Phone: (408) 487-0747 or www.4c.org

CEL Staff

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CALENDAR OF EVENTS

SANTA CLARA COUNTY CEL TRAINING

LOCATION: 4C COUNCIL MAIN OFFICE
ADDRESS: 111 E. GISH RD., SAN JOSE, 95112
TIME: 9:45 A.M. TO 12:00 P.M.
DATE: WEDNESDAY, AUGUST 30, 2006

Description: CEL software training is available for new users and existing users that would like to retake the training. This training will be more of a hands-on practice than prior trainings. Please contact Sara Escamilla to reserve a space at (408) 487-0747 ext. 449 or SaraE@4c.org.

CONTRACTOR ADVISORY FOCUS GROUP AM MEETING

LOCATION: 4C COUNCIL MAIN OFFICE
ADDRESS: 111 E. GISH RD., SAN JOSE, 95112
TIME: 9:45 A.M. TO 12:00 P.M.
DATE: WEDNESDAY, SEPTEMBER 13, 2006

Description: A morning meeting will provide opportunity to discuss and address the CEL system. The goal of the focus group meeting is to get feedback that we will use to evaluate the CEL system for planning and implementing further enhancements.

CONTRACTOR ADVISORY FOCUS GROUP PM MEETING

LOCATION: 4C COUNCIL MAIN OFFICE
ADDRESS: 111 E. GISH RD., SAN JOSE, 95112
TIME: 1:45 P.M. TO 4:00 P.M.
DATE: TUESDAY, SEPTEMBER 19, 2006

Description: An afternoon meeting will provide opportunity to discuss and address the CEL system. The goal of the focus group meeting is to get feedback that we will use to evaluate the CEL system for planning and implementing further enhancements.

Reserve your space by contacting Sara Escamilla Martinez
at (408) 487-0747 ext. 449
or SaraE@4c.org

