

Santa Clara County Centralized Eligibility List (SCC CEL) Guidelines

Initial Data Entry

In order to establish and maintain the Centralized Eligibility List (CEL), each participating agency shall provide:

- All their waiting list information of children from income-eligible families

Placement of Family on Eligibility List

1. *Parent contacts 4C Council* for information on subsidized program eligibility. An initial income screening will be performed by the CEL Administrator with the family either by telephone or by office visit.
 - Information will be obtained to determine the family's initial eligibility.
 - Child Protective Services (CPS) families, Legal Guardians and Foster Parents will require additional documentation for verifying priority ranking.
 - CEL Intake forms (Attachment C/Form 101) will be completed and entered into the system.
 - The family will be provided counseling on available programs that provide child care subsidies and other services for low income families.
 - The family will be placed on the eligibility list in the appropriate ranking order.

2. *Parent contacts participating agency* for information on subsidized program eligibility. Participating agency completes a CEL Referral Form (Attachment D/Form 102) and faxes or e-mails form to CEL Administrator. Fax number is (408) 487-0762. E-mail address is celinfo@4c.org.
 - CEL Administrator staff will obtain information from the family to determine family's initial eligibility.
 - Child Protective Services (CPS) families, Legal Guardians and Foster Parents will require additional documentation for verifying priority ranking.
 - CEL Intake forms will be completed and entered into the CEL system.
 - The family will be provided counseling on available programs that provide child care subsidies and other services for low income families.
 - The family will be placed on the eligibility list in the appropriate ranking according to State guidelines.

3. *Parent completes on-line CEL Intake Form at website www.4c.org. (October 2006)*
 - CEL Administrator receives completed on-line CEL Intake Form.
 - CEL Administrator staff will contact family and verify information to determine family's initial eligibility.

- CPS families, Legal Guardians and Foster Parents will require additional documentation for verifying priority ranking.
- Completed CEL Intake forms will be entered into the CEL system.
- The family will be provided counseling on available programs that provide child care subsidies and other services for low income families.
- The family will be placed on the eligibility list in the appropriate ranking order.

Updating Family Information

In order to maintain the most current information concerning families on the eligibility list, the CEL Administrator will conduct quarterly updates with the families to determine any change in, but not limited to, contact information, income, status of need.

1. *Parent calls the CEL Administrator to update family information.*
 - CEL Administrator staff completes CEL Intake Form with current information.
 - Completed CEL Intake forms will be entered into the system.
2. *Participating Agency determines during the Intake Process that family information has changed, i.e. Disconnected Phone, Change of Address, Change in Income, etc.*
 - Participating Agency completes a CEL Update Form (Attachment E/Form 103) and faxes or e-mails form to CEL Administrator. Fax number is (408) 487-0762. E-mail address is celinfo@4c.org.
 - CEL Administrator receives the CEL Update Form and updates information in the CEL system.

Enrolling a Family

- Participating Agency conducts Eligibility Search for families meeting agency's enrollment criteria.
- Participating Agency will place the Families in "Intake" status (2 Families for every opening)
- Children being contacted by an agency for a possible space are placed in "Intake" status and are unavailable to other agencies.
- Participating Agency creates Report and has 15 calendar days to contact family for Enrollment.
- Family records not changed after 15 days will be automatically returned to "Waiting" status.
- Participating Agency will notify CEL Administrator of Families that aren't enrolled
- CEL Administrator will put the Families back into "Waiting" status.

- Agency immediately places family back to “Active” status for a parent who waives an available opening or notifies the CEL Administrator using the CEL Enrollment Notification Form (Attachment F/Form 104).
- Agency informs the CEL Administrator of enrolled children by completing the CEL Enrollment Notification Form and faxes or e-mails form to CEL Administrator. Fax number is (408) 487-0762. E-mail address is celinfo@4c.org.

Termination

In the event that a family is terminated from any program due to non-compliance, the family can be re-entered into the CEL. Information regarding the termination reason and date will appear in the Memo section of the Family’s Record. The participating agency’s enrollment procedures will determine if the family can be re-enrolled.

Evaluation Process

In order to provide a comprehensive, effective information service for the public, the program will be reviewed quarterly. Findings of these reviews will be made available to all participating agencies. The evaluation process will include:

- Review and analysis of CEL data; Information from Contractors and Parent Feedback.