

Pre & Post Enrollment No Contact

PRE-ENROLLMENT

After accepting the slot, the family has 7 calendar days to complete enrollment requirements. If there are extenuating circumstances, the Site Manager can request an extension from the 0-5 Director.

1. If enrollment requirements are not completed, the Site Manager or designated staff will call the family to identify barriers and offer support. A "Pre-Enrollment" Case Note must be created to document all support attempts.
 - a. If contact **is not made**: Proceed with the "Unable to Make Initial Contact" process below.
2. If contact **is made**:
 - a. Site Manager will set a calendar reminder for 5 calendar days to follow up.
 - b. If the required documents are still incomplete, a final phone call will be placed to the family, letting them know that if the paperwork is not complete by the end of the day, their child will be dropped from the program.
3. If the paperwork is incomplete by the end of the day, the drop should be processed by submitting a **Child Change Request** (choose: "Did not complete enrollment requirements" option).
4. Update the pre-enrollment case note.

All attempts must be clearly documented prior to processing a drop.

UNABLE TO MAKE INITIAL CONTACT – POST-ENROLLMENT

Staff are expected to make all reasonable efforts to contact a family and complete initial contact once they've been enrolled into the program. If a family is unresponsive to communication attempts, staff must ensure that 3 attempts are made on separate days (3 consecutive business days) using a variety of contact methods (phone, email, text).

1. Create an **"Attempted Contact"** case note in the Family Tab.



2. Two additional contact attempts must be made, and if still unsuccessful, an **"It's not too late" postcard** should be mailed to the family's address. Update the case note.
3. A calendar reminder is to be created to process the drop **five working days** from the date the postcard was sent.
4. If contact is not made, the drop should be processed by submitting a **Child Change Request**. Update the case note.
 - a. When dropping the child, ERSEA staff will drop the child using the date the child last attended classes.

All attempts must be clearly documented prior to processing a drop.