

ERSEA Child Change Request and Transfer Procedure

Procedure

For all name changes, transfers, and drops, center staff will submit a child change request. For guardianship changes, a guardianship change request will be submitted. These forms are accessible through the Family Service Sharepoint. Enrollment staff will process the change request. For a legal name change, enrollment staff will update Shine and Playground.

If enrollment staff receive a request directly from families, they will redirect to their center. If a family refuses to speak to their center directly, enrollment staff will process the request and email the Site Manager, 0-5 Head Start Director, and ERSEA Manager.

For an address, phone number or email change, center staff can update Shine and Playground. If there is a typo in a child's name between Shine and Playground that is not a legal name change, center staff can update the name accordingly.

A. Legal name changes:

- a) Upon discovering a child has had a legal name change, center staff will immediately submit a child change request.
- b) ERSEA team will update Shine and Playground in addition to marking this change on the ERSEA Coordinator's name change spreadsheet.
- c) ERSEA staff that process the child change request will update the child's name on their Playground paperwork. After processing the request, the Health/Nutrition Department, Education Department, Site Manager, Area Assistant, Family Advocate, Teacher, and Cook will be emailed to ensure center paperwork is up-to-date.
 - i) For legal name change accompanied with a guardianship change request, the new guardian will need to recomplete all Playground paperwork.
- d) Area Assistants will update Smart Teach for a legal name change.

B. EHS to EHS, HS to HS, or PSP to PSP Transfer

- a) When a spot becomes available for a transferring child, enrollment staff will email the child's current center to ensure the family still wants to transfer their child.
 - i) If the family is no longer interested in the spot, ERSEA staff will delete their pre-enrollment record.
- b) If the family is interested in transferring, ERSEA staff will email the current center and receiving center's Site Manager, Area Assistant, and Family Advocate. The

receiving Family Advocate will coordinate staffings and the receiving Site Manager will communicate a start date to enrollment.

- i) Any food substitutions or health concerns noted on selection lists from the Nutrition Manager and Health Manager will be communicated in the email exchange between centers. If Health trainings are required, the Health Manager will be included in the email to ensure all trainings are completed before the child enrolls.
- c) ERSEA staff will start by transferring all Playground paperwork. The family will need to recomplete an Emergency Contact Information form if they are at a new center.
 - i) Center staff will review the Playground paperwork with the family during their initial home visit to determine if the paperwork needs to be updated and support the family with completing a paper copy of the Emergency Contact Information form if necessary.
- d) When given a start date from the receiving center's Site Manager, ERSEA staff will set a reminder to transfer children in Shine and Playground to their new center no later than the day before their start date. If the receiving center's Site Manager is unavailable, the Assistant Site Manager Lead will communicate the start date. If the Assistant Site Manager Lead is unavailable, the 0-5 Head Start Director will communicate the child's start date.
 - i) ERSEA staff will set a calendar reminder to follow up with center staff the Friday after the transfer email was sent.
 - ii) If the child's original enrollment was terminated before a spot becomes available in the new center, then this child's pre-enrollment record's boxes will need to be checked off again. Their Playground paperwork can still be transferred except for the Emergency Contact Information and Parent Permissions forms.
- e) ERSEA staff will drop the child from their previous center in Playground.

C. EHS to HS Transition

- a) When a spot becomes available for a transitioning child, ERSEA staff will email the current center and receiving center's Site Manager, Area Assistant, Family Advocate, and the Health Manager. The receiving Family Advocate will coordinate staffings and the receiving Site Manager will communicate a start date to enrollment.
 - i) Any food substitutions or health concerns noted on selection lists from the Nutrition Manager and Health Manager will be communicated in the email exchange between centers. The Health Manager will be included in the

- original email to ensure they update the Health tab and check off the Health boxes in pre-enrollment.
- ii) If the center believes the child is not ready for a transfer, then the current center's Family Advocate will request a consultation with their PFCE Supervisor. After an approval has been made to extend a child's transition date, Family Services will communicate this with enrollment.
 - b) ERSEA staff will start by transferring all Playground paperwork. Family will need to recomplete an Emergency Contact Information form.
 - i) If the CACFP form has been dated from this program year, ERSEA staff will mark off the CACFP form on the pre-enrollment tab.
 - ii) Center staff will review the Playground paperwork with the family during their initial home visit to determine if the paperwork needs to be updated and support the family with completing a paper copy of the Emergency Contact Information form if the child is going to be at a new center.
 - c) When given a start date from the receiving center's Site Manager, ERSEA staff will set a reminder to transfer children in Shine and Playground to their new center no later than the day before their start date. If the receiving center's Site Manager is unavailable, the Assistant Site Manager Lead will communicate the start date. If the Assistant Site Manager Lead is unavailable, the 0-5 Head Start Director will communicate the child's start date.
 - i) ERSEA staff will set a calendar reminder to follow up with center staff the Friday after the transition email was sent.
 - d) Center staff will enroll the child's pre-enrolled record in Shine.

D. Guardianship changes:

- a) Upon center staff receiving paperwork that a child has a new guardian, center staff will immediately complete a guardianship change request form. Center staff will upload documentation in the Profile tab in Shine Insight under Emergency Contacts/Pickup Restrictions.
- b) ERSEA Coordinator or ERSEA Manager will immediately update Shine and Playground upon receiving a guardianship change request. After processing the request, the Health/Nutrition Department, Education, Site Manager, Area Assistant, Family Advocate, Teacher, and Cook will be emailed to ensure center paperwork is up-to-date.
- c) The child's new guardian(s) will need to recomplete an Emergency Card and Parent Permissions form before the child can return to the center. If the guardianship change is accompanied with a legal name change, the new guardian will need to recomplete all Playground paperwork.

- d) The new guardian(s) will be asked to complete a Family Strengths Assessment and Health/Nutrition Survey returner form, but this will not be required for the child to return to the program.
 - i) Before classes start: The ERSEA Manager or ERSEA Coordinator will send the returner packet to the new guardian and c.c. the Data Monitoring Compliance Manager.
 - (1) For new enrollees, the new guardian(s) will need to update Playground paperwork for the child.
 - ii) After classes start: The ERSEA Manager or ERSEA Coordinator will send the HNS returner form to the new guardian through Adobe Sign and c.c. the Health Department.
 - iii) Center staff will support the family with completing a new Family Strengths Assessment.

E. When a child drops from the program:

- a) If a child drops from the program and re-enrolls in the same program year, they will not need to recomplete their Playground paperwork.
 - i) The family will need to recomplete an Emergency Card and the HNS returner form.
- b) ERSEA staff will transfer their Playground paperwork to their new center.
- c) If a child drops from the program and enrolls in the program the next program year, they will be treated like a new enrollee and will need to recomplete all their registration paperwork.

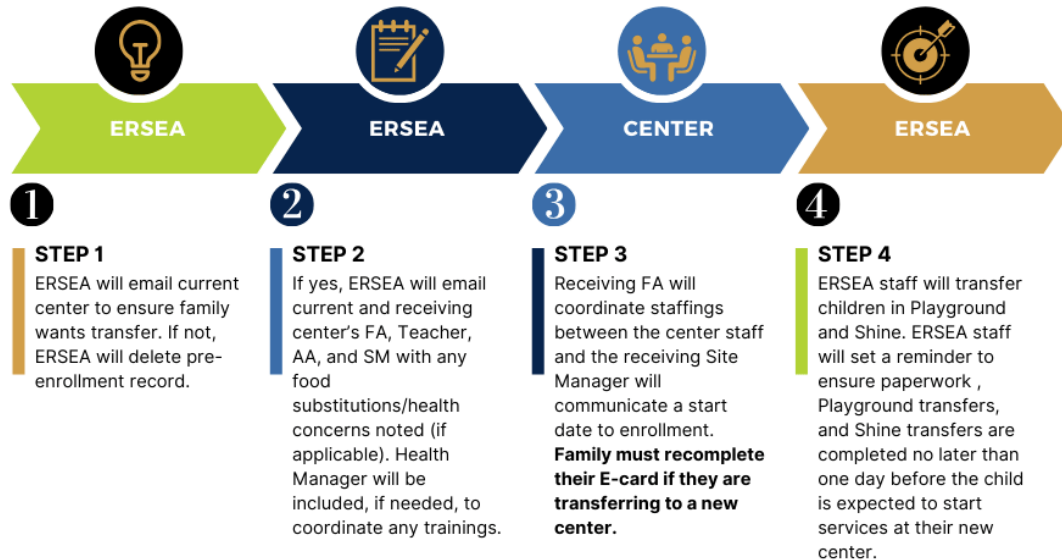


Transfer within same program (EHS - EHS/HS - HS)



For all legal name changes, transfers, and drops, center staff will submit a child change request utilizing the ERSEA child change request form. For guardianship changes, center staff will submit a guardianship change request form. Enrollment staff will process the change request. For legal name changes, enrollment staff will update Shine and Playground accordingly. For guardianship changes, new guardian will need to update E-card, Parent Permissions, and Family Strengths Assessment. For guardianship change requests accompanied with a legal name change, the new guardian will need to update all new Playground paperwork.

For an address, phone number, or email change, center staff can update Shine and Playground accordingly. If there is a typo in a child/guardian's name that is NOT a legal name change, then center staff can update Shine and Playground as needed





Paperwork for Child Change Requests



Transition between programs (EHS -> HS)



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