

SUMCD Child Care Waiting List Management Procedures: Effective 11/2/2012

SUMCD's Child Care program procedures regarding waiting list management are detailed for you below. These priorities and procedures will be shared with all families when they are first placed on our waiting list. They will help them be aware of what they can expect and can accordingly plan for their child care needs. These procedures are in an effort to maintain the most accurate and up-to-date waiting list information to help us fill vacancies promptly.

- 1) **Families applying for 5 days/week full day care will receive priority over those needing less than 5 days/week or part day care (up to 5 hours).**
- 2) **Daily rate fees for services less than 5 days/week will be higher than the daily rate for full-week child care services.**
- 3) **All waiting list families will receive a follow-up letter from SUMCD every 2 months requesting that you confirm your continued interest in staying on the waiting list. If you do not respond to the letter, your name will be removed from the waiting list.** The letter will contain the following information:
 - a) YES or NO to staying on the SUMCD waiting list
 - b) Days and hours per day child care is needed
 - c) Desired start date
 - d) Phone number verified
 - e) E-mail address verified
- 4) **The following procedures will be followed for Ongoing Enrollment Offers:**
 - a) SUMCD will make offers for child care service as vacancies occur; these offers will occur by phone or mail.
 - b) Families will have 3 work days (M-F) to let SUMCD know that they are interested in accepting child care and to identify a start date. Once child care is accepted, families will have 7 working days to pay a deposit.
 - c) Families will have 14 calendar days from the date they are offered child care to begin services. If a family wants to accept services but defers a start date later than 14 calendar days from the offer of care, the family must begin to pay their full weekly fee in order to hold the slot (for whatever number of days for which they are planning to enroll: 2,3, or 5).
 - d) After the second refusal of offered services a family's application will be moved to the end of the Waiting List.
 - e) At time of application or the first time services are refused, a family may inform SUMCD of a date in the future when they would be accepting of services, and SUMCD agrees not to make an offer before the date.
 - f) SUMCD does not guarantee available space on the date requested by parents.