

ELS New Two-Way Referral

By OECE, Children's Council & WuYee Children Services

OECE, Children's Council & WuYee's New Vision On Enrollment/Subsidy

How it was

Mysterious and unpredictable

ELSF- and R&R- centered

Case management

Gatekeeping and prioritizing

Constrained by funding

Confusion and suspicion

How it is

Transparent and predictable

Parent- and program- centered

Self service with targeted family support

Facilitating, serving all eligible children

Constrained by capacity and program quality

Clarity and collaboration

New Two-Way Referral Process

What has changed?

Old Way

Funding was limited

Programs couldn't guarantee spots for eligible & interested families until checking in with ISAs

Most subsidized families rely on R&Rs to make connection

Many programs rely on R&Rs for referrals & enrollments

New Way

We are able to fund every eligible child

Programs can secure spots for eligible & interested families to fill their vacancies

Programs can identify eligible and interested families to fill their vacancies

Empowering programs to do their own marketing & outreach

New Two-Way Referral Process for programs

- ▶ Identify interested families for your vacancy
- ▶ Quick check for interested family's eligibility (must be income eligible and a SF resident or working with Compass)

If your household income is less than the amount listed here, you may qualify:

Family Size	1-2	3	4	5
Gross (pre-tax) Monthly Income	\$5,889	\$6,511	\$7,441	\$8,632

- ▶ If the family is income eligible or working with Compass:
 - ▶ Share the required document list with family for enrollment preparation (completing all required documents can expedite the enrollment process)
 - ▶ Secure vacancy for the family (if everything goes smoothly, it should take no longer than two weeks and programs will be paid for the entire month)
 - ▶ Share the family's name, email and phone number with HelpDesk at support@childrenscouncil.org or 415-343-4669

Enrollment required documents

Eligibility Document	Additional Information
Valid Government Issued ID <ul style="list-style-type: none">• Proof of residence if ID is expired or ID does not display SF address (Must be SF resident)	Document acceptable for proof of residence <ul style="list-style-type: none">• Mail with name of parent and address dated with 30 days of specialist receiving it
Birth certificate(s) for all children under the age of 18 years old	Other acceptable documents (must include parent's AND child's name on document): <ul style="list-style-type: none">• Hospital birth record• Court orders regarding child custody or guardianship• Adoption documents• Records of Foster Care placements• School or medical records• County welfare department records
Income documentation	The most recent 1 month's worth of income must be submitted: <ul style="list-style-type: none">• Weekly pay frequency: 4 recent and consecutive pay statements• Bi-weekly pay frequency: 2 recent and consecutive pay statements• Bi-monthly (twice per month) pay frequency: 2 recent and consecutive pay statements• Monthly pay frequency: 1 recent pay statement

Facts check about the new two-way referral (For Parents)

- ▶ 1. What is the income eligibility for enrolling?
 - ▶ Provider can provide income eligibility checker
- ▶ 2. What documentations I need to prepare for enrollment?
 - ▶ Provider can provide check list
- ▶ 3. What is my next step after confirming my interest of enrolling with the program?
 - ▶ Will get a call from R&R to confirm detail information
- ▶ 4. When can I start care?
 - ▶ Approximately two weeks if all documentations are completed & either Children's Council or WuYee will notify you
- ▶ 5. Do I need to pay any family fee?
 - ▶ As of now, no family fee through June 2022
- ▶ 6. What happens if I am not eligible?
 - ▶ Contact R&R for other resources

Facts check about the new two-way referral (For Programs)

- ▶ 1. What to do next once I identify a potential family for enrollment?
 - ▶ To pre-check eligibility and share family info with HelpDesk
- ▶ 2. How do I know whether a family is eligible?
 - ▶ You will receive the income eligibility checker via email after the webinar
- ▶ 3. What documents do the family need to prepare?
 - ▶ You will receive the required documentation list via email after the webinar
- ▶ 5. When am I able to start the care for the family?
 - ▶ Approximately two weeks if all documentations are completed from the time when the family is connected with the staff from either Children's Council or WuYee
- ▶ 6. Can I confirm enrollment with the family right away?
 - ▶ No because the eligibility process needs to be completed first
- ▶ 7. Who will reach out to the families to complete the enrollment process?
 - ▶ Enrollment specialist from either Children's Council or WuYee
- ▶ 8. Do I have to report vacancies on ELSF in order to enroll a potential family?
 - ▶ Programs should always report vacancies on ELSF if a referral is needed. If your program doesn't show open vacancies when you refer a family, HelpDesk will support during the process

Thank you for your participation today and all materials will be emailed after the webinar! Please reach out to us if you have further questions.