

DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON VICENZA  
UNIT 31401, BOX 92  
APO AE 09630

IMEU-VIC-MWC

22 January 2010

STANDING OPERATING PROCEDURE

SUBJECT: Waitlist Procedures for Childcare Space

1. REFERENCES:

- a. AR 608-10, Child Development Services, 15 July 1997.
- b. LOI Guidance Memorandum, CFSC-FSC, October 1991.
- c. AR 608-10, Change 1, 15 August 1997.

2. PURPOSE: This SOP is used to specify procedures for the implementation, operation and maintenance of the Child, Youth and School Services (CYSS) waiting lists for full- and part-time care.

3. APPLICABILITY: This SOP applies to all CYSS programs and patrons needing full day and part-time care in the CYSS system in the Vicenza Military Community. All children enrolled in any CYSS operated or sponsored program will be included in the registry.

4. RESPONSIBILITIES:

- a. The CYSS Outreach Services (OS) Director oversees the overall management of the CYSS Parent Central Services (PCS) office and is directly responsible for the procedures in filling Child Development Center (CDC), School Age Center (SAC) and Family Child Care (FCC) vacancies.
- b. The CDC, SAC and FCC Directors are responsible for informing PCS of vacancies on a weekly basis. PCS will maintain a printed copy of vacancies in the programs.
- c. The PCS office staff will maintain all automated and non-automated lists, files and records under the supervision of the OS Director.

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5. PROCEDURES:

a. The CYSS PCS will be implemented as part of the CYSS Outreach Services (OS) delivery system.

b. Recordkeeping:

(1) Any child enrolled in any CYSS program can be located immediately through the enrollment lists available in the Child and Youth Management System (CYMS). These lists will be updated by program staff as changes occur.

(2) Waitlist information is available in CYMS and will be maintained by PCS staff.

(3) PCS staff will keep a log of all communication with parents regarding placement of children in childcare space.

c. Internal coordination: All program directors will coordinate their efforts to ensure a successful operation of filling vacancies. Internal relocation of children, decisions regarding appropriate placement of children and parent orientations are the responsibility of the individual program director. All internal moves must be made before PCS is notified of a vacant slot. It is the responsibility of each program director to notify PCS when a child terminates from their program.

d. Location: The CYSS PCS Office is located in building #108, Family Readiness Center, Room 41. Hours of operation are 0830-1630, Monday-Friday.

e. In/Out-Processing: The CYSS PCS at the Vicenza Davis Soldier and Family Readiness Center, building #108 is the in/out processing point when personnel are arriving and departing from the Vicenza Garrison.

f. Waiting Lists:

(1) Excess Demand Waiting List (EDWL):

(a) An EDWL will be established which includes requests for care by eligible patrons who are not already enrolled in a CYSS program. Patrons who have been offered a viable care option in any one of the CYSS systems, either CDC, SAC or FCC, and have accepted or chosen not to accept it, will be removed from the EDWL. A patron may request to be placed on the Preference For Care waiting list if their child(ren) was not placed in the patron's first choice of childcare options.

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(b) The EDWL is necessary only when appropriate care is not available in any CYSS system. As openings arise, the following priorities will be used to fill vacancies from the EDWL:

- (1) Priority 1: Dual and single military, CYSS direct-care personnel.
- (2) Priority 2: Single civilian or contractors.
- (3) Priority 3: Dual working parents. Both parents must be able to verify employment. A full time student (9 credit hours or more) is considered a working parent.
- (4) Priority 4: Families with a non-working spouse, and all other families.

(c) Patrons on the EDWL will be offered the first viable care option which becomes available in either CDC, SAC or FCC. If the type of care offered is not the patrons' preference for care, patrons have two options. Patrons may accept the care offered until their preferred care is available. They will then go on the Preference for Care Waiting List (PCWL) as per the day they accepted the viable care offered. The patron may choose to decline the viable care offered. In that case, they will be removed from the EDWL and may go on PCWL as per the day they turned down the viable care.

#### (5) Preference for Care Waiting List:

- (a) The PCWL will be organized by categories/sections reflecting patrons' choices of programs and locations by the age of the children.
- (b) Priority on PCWL is first come first serve based on application date.
- (c) Patrons will be offered spaces in their preferred choice of care as vacancies become available.
- (d) Patrons on the PCWL who turn down care that meets their preference will have their name removed from the PCWL.

#### 6. Projected Demand Waiting List (PDWL):

(a) Unborn children are maintained on the PDWL by application date until birth. Once born, they will be placed on the EDWL as per their priority and application date. They are not considered excess demand until they are 6 weeks of age. Children will be removed **30 days after** their expected due date if PCS is not contacted. It is the parent's responsibility to call PCS when the baby is born to ensure viable care options can be provided.

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(a) Future Demand – Children transferring to the Vicenza Military Community whose parents or sponsors have requested care or patrons who wish to start at a later date may be placed on the list by either the parents, the families' sponsor, or electronically. Once the children arrive in the community, parents must register the children with PCS and they are then placed on the EDWL as per their application date. Children will be removed from the PDWL 30 days after the expected due date if not contacted by the parent or family sponsor.

g. Contacting Sponsors and Offering Childcare Slots.

(1) As a slot becomes available, the PCWL will be checked to see if a family is waiting for that type of slot. If so, that parent is contacted and offered the slot; if not, the first family on the EDWL eligible for the slot is contacted.

(2) A total of three (3) documented phone calls will be made to contact the sponsor with a maximum time span of 48 hours. Calls will be made at different times of the day.

(3) If no contact is made, the first sergeant or commander will be contacted. He/she will be asked to have the sponsor contact the PCS clerk within 24 hours. If there are extenuating circumstances as communicated by the commanding officer, i.e. TDY, deployment, emergency leave, the 48-hour deadline can be extended at the discretion of the OS Director.

(4) If no contact is made, the sponsor's name will be removed from the list. The next name on the list is then called. Documentation will be kept on file as to when attempts were made to contact the sponsor. It is the responsibility of the sponsor to contact PCS when work or home phone numbers change.

(5) When a childcare slot is offered, the patron must accept or decline the slot within 48 hours of the offer, or the offer is withdrawn and made to the next patron on the waitlist.

(6) If the patron accepts the childcare slot, care must begin within 2 weeks of the acceptance date except in unusual circumstances approved by the OS Director (e.g. block leave). Childcare fees will be charged to the patron's account beginning 2 weeks after the acceptance date or on the first day of service, whichever is sooner.

(7) At the time of acceptance, an orientation will be scheduled at the program at which care will be received. At least one parent must attend the orientation before childcare services can begin.

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h. Family Child Care Placement Procedures:

(1) It is the responsibility of the FCC office to maintain child rosters for each FCC home. These rosters will be updated weekly and forwarded to the OS office.

(2) When an FCC space is offered and accepted by the patron who has not used FCC previously, PCS will schedule an orientation with the FCC Director. If the patron has already had the orientation, PCS will provide the patron with the name, address, and phone number of each FCC provider who has a viable slot for the patron. PCS staff will also notify the FCC Director and the FCC providers whose names have been given to the patron.

(3) The FCC Director will conduct the orientation and provide the patron with the name, address and phone number of each FCC provider who has a slot available for the patron.

(4) The patron will contact the FCC providers and arrange to visit the homes.

(5) The patron will decide which FCC provider he/she will use within 48 hours of the orientation with the FCC Director (or receipt of information provided by PCS) and notify the FCC provider, FCC Director, and PCS.

(6) A sponsor is not considered excess demand if providers are available to meet his/her child care needs. The patron may request to be placed on the Preference for Care waitlist.

(7) When notified by the patron of the FCC provider chosen, PCS will make a copy of the child(ren)'s file(s) and deliver them to the FCC provider.

i. It is the responsibility of the sponsor to notify PCS of any telephone number changes, changes to emergency notification designees, immunization updates, completed health assessments, etc.

j. Placement of siblings (sponsors with two or more children): When a slot is offered to a patron to enter a program for one child in the family, that child may remain on the top of the waiting list and the patron can wait until the other child(ren) moves to the top of his/her list. However, there is no guarantee that two slots will be available at the exact same time.

6. Any disputes or controversial situations involving the waiting lists will be addressed to the OS Director. If patrons are not satisfied, they may have their situation reviewed by the Child, Youth and School Services Coordinator.

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7. POC for this SOP is the undersigned at 634-8347.

A handwritten signature in black ink that reads "Eric Weisel". The signature is written in a cursive style with a large, looping "E" and "W".

ERIC WEISEL  
CYSS Coordinator