

Early Learning Coalition of Florida's Heartland, Inc.

Client Services: Eligibility and Utilization Management Policy/ Procedure:

Subject: Monitoring of Slot Utilization and Opening/ Closing of the Wait List:	Policy/ Procedure # CS: EM-4
Page: 1 of 2	Adoption Date: 4.25.07 Revision Date:
Approved by: ELCFH Board	Title: Andrew Bible, Chair
Distribution: All Eligibility Management Policy/Procedure Manuals	Authority References: Executive Director, Associate Director, Client Services & Finance

1. THE ELCFH Board, with guidance from the ELCFH Finance Committee, will determine the target amount of funding for slots per county.
2. The ELCFH Executive Director and assigned staff will monitor slot utilization on a weekly basis using the following tools:
 - a. Analysis of Slot Utilization tool.
 - b. Utilization Report depicting weekly estimates versus monthly actuals.
 - c. Identified formula for estimated slot usage ($\text{\$ for the month} / \text{average cost of care} = \text{\#\# of children to be served}$).
3. Reports regarding the cumulative status of utilization will be given to the ELCFH Board and Finance Committee on a monthly basis. Any noted trends for a given county in the ELCFH will be highlighted.
4. In any given week, if utilization is determined to be expended by up to 10 % over or 5% under based on data gathered from the above listed tools either Coalition-wide or within one or more applicable counties, immediate action will implemented under the direction of the Executive Director.
 - a. If overutilization is identified, the following will be applied to the impacted county consideration given to the priorities set by the ELCFH Board (reference 12.20.06 ELCFH Board meeting):
 - i. The Executive Director will freeze enrollments effective by close of business that same day and implement the wait list. Appointments already scheduled with families for enrollment into School Readiness services will be honored.
 - ii. The Executive Director and assigned staff will determine if other activities to ensure appropriate management of overutilization of slots need to be implemented. These activities may include but are not limited to implementation of accelerated redeterminations and continued conversation with referring entities.

iii. Disenrollment of families (for any reason including response to extreme overutilization) will only be implemented under the direction and approval of the ELCFH Board. If such action was to be implemented, OEL would be immediately notified in writing by the Executive Director

b. If underutilization is identified:

i. The Executive Director will direct staff to implement appropriate recruitment measures such as direct connection to other local entities serving young children.

5. The ELCFH Board and/or Finance Committee will be advised of the identification of over or under utilization and the actions taken under the direction of the Executive Director during the next regularly scheduled meeting. During that time, discussion regarding appropriate utilization maintenance activities will occur to ensure slot utilization does not move into extreme over or under utilization (over 10% of the total School Readiness slot allocation or the allocation for individual counties).
6. Slot utilization will continue to be monitored on a weekly basis by the Executive Director and assigned ELCFH staff. Once the utilization discrepancy has come within 5% of the identified formula, the Executive Director will direct staff to resume the typical course of Client Services related business. The ELCFH Board and/ or Finance Committee will be advised of this direction at the next regularly scheduled meeting.