

Re-enrollment and Second Enrollments

Sites are often uncertain how to use the PIMS option of “re-enrollment” offered on the Home Form. It is important to differentiate among the scenarios where families may have been receiving home visiting services for a period of time, “fall away” from services, and then return. Factors to take into consideration are the length of time the family has not been receiving home visits, and whether the family has the same target child or a new baby who will be considered the target child.

Definitions:

- **Enrollment.** Enrollment is an official commitment by a participant to receive services. For HFA sites, enrollment is demonstrated by completion of a first home visit.
- **Engagement.** Engagement is a demonstrated commitment to services by completion of one or more home visits. For most HFA sites, the terms **engagement** and **enrollment** will be synonymous. However, some HFA sites may technically use the term “engagement” to refer to a more solid commitment- e.g. completion of multiple home visits (not just one).
- **Short Lapse Re-enrollment.** The family has terminated, but re-contacts the program within a short period of time (suggested up to three months post-termination) and wants to resume services with the same target child.
- **Long Lapse Re-enrollment.** The family has terminated, but re-contacts the program after a period of time has elapsed (suggested four to six months post-termination) and wants to resume services with the same target child.
- **Second enrollment.** The family has terminated and at a later time wants to resume services with a new pregnancy or baby as the target child. Note that this is NOT intended for tracking subsequent children in cases where a participant is still enrolled with the original target child.
- **Temporary termination.** A level of service defined by the site to account for the intervening time period between a family’s termination and re-entry in home visiting services.

Short-lapse and long-lapse re-enrollments are more common than second enrollments. With transient populations, families may move out of and back into the service area. When a family moves out of the county, for example, the program is obliged to terminate them. However, a change in job or housing situation may bring them back into county within a short time. Another common scenario is the family who is terminated after three months on creative outreach, then within a short time re-contacts the home visitor and wants to resume services. In general, both these situations involve the same target child and a brief disconnection from services, and should be handled as re-enrollments rather than second enrollments.

Note: Depending on the length of time that has passed, sites may want to exclude long-lapse re-enrollments from retention and outcome measures. Although immunization records can be brought up to date for the intervening months, child development and home monitoring measures can’t be “made up” after the assigned screening window has passed.

Second enrollments should be reserved for situations where the family is re-entering services with a new target child. Because a significant amount of time may have elapsed and other significant changes occurred with the family (e.g., new father), second enrollments will require that new screens, assessments and intakes be performed. Sites will typically want to exclude second enrollments from measures of retention and other outcome measures. Parents who

have already participated in program services will presumably have benefited from the educational experience, and will therefore show less dramatic “improvement” in parenting skills.

Using the Re-enroll Button

The **Re-enroll Button** on the **Home Form** will activate the **Re-enrollment Wizard**, which will perform some of the tasks of the re-enrollment: deleting the termination record and creating **Service History** records to indicate levels of service for the lapse period. See the instructions below for more information.

Retention Reports

To more cleanly calculate retention rates, you want to limit retention reports to only those families which were continuously enrolled. You will need to create a Group or Groups for re-enrollments and second enrollments; on the Standard Reports report parameters section, you would choose to exclude those groups. See the instructions below for more information.

Scenario	Classification	PIMS Approach
Family participates one year and is terminated after 3 months of creative outreach. Six weeks after termination, family contacts worker and wants to resume services.	Short Lapse Re-enrollment	On the participant’s Home Form, click the Re-enroll Button. The Re-enrollment Wizard will appear. See below for more information.
Family participates one year and is terminated because they move out of the service area. Two months later, the family moves back to service area and wants to resume services.	Short Lapse Re-enrollment	Same as above
Family participates one year and terminates because the mother has returned to work and has no time to participate. Six months later, she contacts the worker to say she is no longer working and wants to resume services.	Long Lapse Re-enrollment	Same as above Note that it is up to the site’s discretion whether to allow re-enrollment after a long lapse period.
Family participates two years and terminates. A year later, mother is screened during a subsequent pregnancy and wishes to participate in services again.	Second Enrollment	Create a new participant, including new screen, assessment, and intake.
Family participates one year with mother as primary caretaker. Custody of child later transfers from mother to father, and father wishes to participate in program.	Second Enrollment	Same as above

How to Re-enroll a Participant

Preliminary Steps (one-time)

Under **Site Definitions**, create a **Level of Service** for temporary termination, such as Level TT, as shown below.

Service Level Definition				Current Site ID: IL000							
Site/Enrollment	Service Level	Groups	Ethnic Categories								
Immunizations	Well Baby	Outcome Instr		Site ID	Name of Service Level	# visits scheduled per month	Case weight assigned to level	Creative Outreach	Prenatal	Other Program	Temporary Termination
IL000	Level P-1					2.00	2.00	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level I					4.00	2.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level II					2.00	1.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level III					1.00	0.50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level IV					0.33	0.25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level X					0.00	0.50	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level 1-SS					4.00	3.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level UE					2.00	2.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IL000	Level TT					0.00	0.00	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
* IL000								<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Under **Site Definitions**, create a **Group** for re-enrolled participants, as shown below.

Participant Groups				Site ID: IL000					
Site/Enrollment	Service Level	Groups	Ethnic Categories						
Immunizations	Well Baby	Outcome Instr		Group Name	Site ID	Group Created	Created By	# of Members	
				MIECHV families		10/20/2013	*	13	Select Members
				Transfers		8/11/2014	*	0	Select Members
				Plymouth County		8/11/2014	*	0	Select Members
				Teen Mothers		3/31/2015		159	Select Members
				Multiparous Mothers		5/11/2015		10	Select Members
				Spanish-speaking Moms		7/20/2015		137	Select Members
				Re-enrollments		8/14/2015	*	0	Select Members

Steps for Each Re-enrollment

On the **Home Form**, click the **Re-enroll** button.

Active Case Info

Active Screen: 275 [v] +

Active Assessment: 275 [v] +

Active Intake: 275 [v]

External ID: []

Re-enroll

Complete the information in the **Re-enrollment Wizard**, as below and click **Re-enroll**. You will see messages that indicate that the termination record was deleted and new service level was assigned.

Re-Enrollment Wizard Barnett, C

Use this form only when the family has terminated, but reconnects with the program to resume services with the same target child.

Do not use this form if you would like to enroll again with a second child. In this case, you should create a new person from the Participant Search Menu.

This function automates the process of re-enrolling a terminated participant. By completing this form and clicking Re-enroll, the following changes will occur:

- 1) The termination record for this person will be deleted.
- 2) A Service Level History record will be created, beginning on the temporary termination date, assigning this person to the selected temporary termination service level.
- 3) A second Service Level History record will be created, beginning on the re-enrollment date, assigning this person to the selected re-enrollment service level.

Temporary termination date: 9/30/2005

Temporary termination service level: Level TT [v]

Re-enrollment date: 1/2/2006

Service level assigned at re-enrollment: Level I [v]

FSW assigned at re-enrollment: 105 [v]

Before using the re-enrollment wizard, you will need to add one or more service levels to be used as temporary termination levels in the Service Level Definition Form. Any service level with the "temporary termination" box checked will appear as an option in this form.

Service Level Definition

Re-enroll Cancel

Viewing the **Service History**, we see that a change to Level TT was made on the date of the original termination of 9/30/2005, and a change to Level I on the re-enrollment date of 1/2/2006.

Service History Form						
Home	Screening	Assessment	Intake	Base/Follow	Referrals	
History	Service	Monthly Log	Home Visits	Family Goal Plan	Medical Visits	
Date of Change	Site ID	Level of service	FSW ID			
6/20/2005	IL000	Level UE	109			Intake
9/30/2005	IL000	Level TT	105			
1/2/2006	IL000	Level I	105			
	IL000					

To complete the re-enrollment, you will need to add a **Monthly Contact Log** for each month in the lapse period; in this example, MCLs for October, November, and December 2005 will need to be added. Finally, on the **Home Form**, add the participant to the Group “Re-enrollments”.

Groups
Group Memberships
MIECHV families
Transfers
Plymouth County
Teen Mothers
Multiparous Mothers
Spanish-speaking Moms
Re-enrollments

Excluding Re-enrollments from Retention Reports

Under “Report Parameters”, click the button “Exclude Selected Groups” and choose “re-enrollments”.

The screenshot displays the 'Standard Reports' interface. At the top right, there is a 'Best Practice' badge. The main area is divided into two columns: 'Category' and 'Report'. Under 'Category', a list includes 'Family Info', 'Family Outcomes', 'Program and Staff', 'Quality Assurance', 'Retention' (highlighted), 'Screening', 'Summary', 'Custom- Illinois', 'Custom- North Dakota', and 'Custom- Other States'. The 'Report' column lists 'Length of Services', 'Participation Tree', 'Retention Analysis: Retained vs. Ended Services' (highlighted), 'Retention by FSW', 'Retention Trend', and 'Termination Analysis'. Below this is the 'Report Parameters' section, which is further divided into four sub-sections: 'Site', 'Date Range', 'Groups', and 'Case Status/ Employment Status'. The 'Site' section shows 'Sites: IL000' with a 'Select' button, 'Program: Healthy Families', and 'Data Cutoff: 12/31/2006'. The 'Date Range' section shows 'participants starting services between 7/1/2003 and 12/31/2006'. The 'Groups' section has radio buttons for 'Include Selected Groups' and 'Exclude Selected Groups' (selected), a list box containing 'Re-enrollments ()', and a 'Select Groups' button. The 'Case Status/ Employment Status' section is currently empty.