



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON RHEINLAND PFALZ
UNIT 23152
APO AE 09067

IMRP-ZA

22 JUL 2020

MEMORANDUM FOR Child & Youth Services (CYS) personnel, United States Army Garrison Rheinland-Pfalz (USAG-RP).

SUBJECT: Standing Operating Procedures (SOP) for CYS fee adjustments for Family financial hardship waiver requests.

1. PURPOSE. To provide instruction pertaining to the USAG-RP CYS procedures for requesting patron fee adjustments.
2. APPLICABILITY. This SOP applies to all CYS personnel and patrons.
3. REFERENCE. HQDA School Year 2017-2018 (SY 17-18) Army Child and Youth Fee Policy.
4. POLICIES.

a. CYS Services and Army Community Service (ACS) will partner to provide necessary information to commanders so a decision can be made regarding a patron's request for a financial hardship discount to CYS fees. The ACS Financial Readiness Program (FRP) or a comparable qualified individual will provide financial information and planning services to CYS patrons who experience financial hardships/difficulties and/or cannot pay child care bills as outlined in their respective CYS program agreements.

b. Financial hardship/extenuating circumstances will be considered only for child care programs (Child Development and School-Age Centers; Family Child Care Homes). They will not be considered for optional programs such as Youth Sports, Youth Center activity fees, Hourly Care and the School of Knowledge, Inspiration, Education and Skills Unlimited instructional classes.

c. Financial hardship waivers must be validated at least every six months.

d. CYS will:

(1) Refer patrons experiencing financial hardships/difficulties to the FRP within 72 hours of discovery. Patrons must agree to the referral in order to request a financial hardship/extenuating circumstances fee reduction.

IMRP-ZA

SUBJECT: Standing Operating Procedures (SOP) for CYS fee adjustments for Family financial hardship waiver requests.

(2) Inform Families whose child care fees are 25% or more of their total Family income that they have an option to immediately request a financial hardship fee adjustment.

(3) Keep a file of all financial hardship requests and decisions for possible audit and reporting purposes. The file will be maintained by the Outreach Services Director.

(4) Report fee adjustments for Family financial hardship/extenuating circumstances on the annual Department of Defense fee report as financial hardship waivers.

(5) Follow up with the FRP at least quarterly to ensure that patrons are following outlined requirements and abiding to any and all agreements.

(6) Ensure that all approved requests for financial hardship are reviewed at least 15 working days before expiration to determine if a request for extension should be submitted.

e. CYS may discontinue any patron financial agreement if the patron fails to adhere to any of the stipulations agreed upon in a signed letter from the FRP. CYS will notify the Garrison Commander and ACS of such actions within 72 hours.

f. The FRP will:

(1) Meet with referred CYS patrons within 72 hours of referral.

(2) Review patron finances and determine if reduced child care fees are warranted. If so, the FRP will make a written recommendation to the Garrison Commander for reduced child care fees. The recommendation will include the amount and duration of the reduced fees. Fees may be reduced for a period up to, but not exceeding, six months.

(3) Forward financial hardship recommendations to the Garrison Commander with a copy to the CYS Coordinator and return to the CYS Coordinator any requests that do not warrant consideration by the Garrison Commander.

5. PROCEDURES.

a. The patron requesting a fee adjustment will obtain documentation from CYS Parent Central Services (attachment B) and present it to the FRP:

b. The FRP will:

IMRP-ZA

SUBJECT: Standing Operating Procedures (SOP) for CYS fee adjustments for Family financial hardship waiver requests.

(1) Notify the CYS Coordinator of recommended fees and ask for input/suggestions.

(2) Once the FRP and CYS Coordinator have come to a consensus on a reduced fee, the FRP notify the Garrison Commander by memorandum when a fee adjustment for financial hardship is recommended. The memorandum (Attachment A) will contain the Family's current fee, a statement that a review has been conducted, and a recommended fee.

c. The Garrison Commander or the Deputy to the Commander will approve or disapprove the recommendation and notify the CYS Coordinator and ACS Officer of the decision.

d. CYS Parent Central Services will:

(1) Ensure that the automated child and youth management system account is updated to reflect the adjusted fee.

(2) Maintain a copy of the approved fee adjustment for financial hardship in the Family's file.

6. POC is the CYS Coordinator at DSN 541-9054.



VANCE J. KLOSINSKI
COL, SF
Commanding

Encl

IMRP-ZA

SUBJECT: Standing Operating Procedures (SOP) for CYS fee adjustments for Family financial hardship waiver requests.

Attachment A
SAMPLE MEMORANDUM – RESULTS OF FINANCIAL REVIEW

(office symbol)

MEMORANDUM FOR COMMANDER, United States Army Garrison Rheinland Pfalz

SUBJECT: Recommendation for Child & Youth Services Fee Reduction

1. Upon review of _____ (Family's) current financial situation, I recommend a temporary reduction of child care fees.
2. Current monthly fee: _____.
3. Recommended monthly fee: _____.
4. I further recommend that this fee should be in effect for _____ (1-6 months).
5. POC is the undersigned at _____.

W. JASON ETCHELL
Coordinator, Child and Youth Services

Concur / Non-concur

VANCE J. KLOSINSKI
COL, SF
Commanding

IMRP-ZA

SUBJECT: Standing Operating Procedures (SOP) for CYS fee adjustments for Family financial hardship waiver requests.

Attachment B
Patron checklist for requesting reduced fees

- Status of sponsor and spouse (employed full time/part time, student, etc.)
- Current fees in arrears
- Current monthly fees (reflecting any applicable discounts (multiple child, employee, etc.)
- Any comments/input for consideration

