



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ
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AMIM-RPW-WC

18 December 2024

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

SUBJECT: Standing Operating Procedures (SOP) for Child and Youth Services Fee Adjustments for Family Financial Hardship Waiver Requests (Cmd Memo 2024-010)

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 2023-2024 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 childcare bills as outlined in their respective CYS program agreements.

b. Financial hardship/extenuating circumstances will be considered only for childcare 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.

(2) Inform Families whose childcare 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 Outreach Services Director will maintain the file.

(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 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 the 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 childcare fees are warranted. If so, the FRP will make a written recommendation to the Garrison Commander for reduced childcare 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 (Annex 1) and present it to the FRP.

b. The FRP will notify the CYS Coordinator of recommended fees and ask for input/suggestions.

c. Once the FRP and CYS Chief have come to consensus on a reduced fee, the

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FRP will notify the Garrison Commander by memorandum when a fee adjustment for financial hardship is recommended. The memorandum (Annex 2) will contain the Family's current fee, a statement that a review has been conducted, and a recommended fee.

d. 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.

e. CYS Parent Central Services will ensure that the automated child and youth management system account is updated to reflect the adjusted fee and maintain a copy of the approved fee adjustment for financial hardship in the Family's file.

6. Point of contact is CYS Coordinator at DSN: 314-541-9054 or CIV: 0611-143-541-9054.

Encls

1. Annex 1
2. Annex 2


JEFFERY C. HIGGINS
COL, IN
Commanding