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.

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

Steps for Each Re-enrollment

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

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.

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.

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".

Excluding Re-enrollments from Retention Reports

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