

## PJA Afterschool Enrollment FAQ

**How do I complete my application?** Carefully fill out every section of the enrollment application in digital format. Be sure to include signatures where requested. Once your application has been completed, remember to include your registration fee. This fee is non-refundable and a requirement to complete your child's enrollment application. Failure to include the registration fee with your application will delay enrollment, potentially jeopardizing placement in the program.

### **Where do I send my completed form and registration fee?**

**Enrollment Paperwork** returned **must be in digital form and MUST be filled in correctly and completely.** If your paperwork is incomplete in any way, processing will be delayed and you may lose your placement. Due to the high volume of incoming applications, we are not able to make exceptions to this rule. Please email your completed **digital** paperwork to [sbartlett@pjaproud.org](mailto:sbartlett@pjaproud.org).

**Registration Fees** can either be **mailed in check form** to Beth Germain at PJA (6651 SW Capitol HWY, Portland, OR 97219), or completed via our **Auto Payment** form. Please be sure to indicate that you would like to bill your registration fee to your credit card on the form itself. Please also be sure to check the appropriate box on your enrollment application on page 4 indicating how you will be paying your registration fee.

**Is there an enrollment deadline?** No. However, spaces in our programs are very limited and are given on a first-come first-serve basis. During our Closed Priority Enrollment period, only current participating children and their incoming kindergarten siblings may enroll. Exactly two weeks after we release closed enrollment, we open enrollment to the general public at which point enrollment is first-come-first serve. Once a program is full, we place families on our wait list in the order an application is received. We do not process any fees, including registration fees, until enrollment is guaranteed.

**What is the difference between vacation care and regular care tuition packages?** For detailed information regarding vacation care and regular care tuition packages please review your program Rate Sheet or your program Handbook.

**How/When do you bill tuition?** Please see our Rate Sheet or Program Handbook for details.

**How do I change my child's schedule?** To make a change to your child's before or afterschool schedule, please email us by the 20th of the month prior to the desired change. We do not make mid-month changes and we do not refund for late notification of a schedule change. If you wish to completely drop care, you must do so no later than 30 days before the first day of school in order to receive a refund.

**When will I receive confirmation of enrollment?** Once we have received your completed enrollment application and registration fee, we will process the information and then a confirmation letter will be emailed to you. This process can take up to four weeks during our Closed Priority and Open Enrollment periods. We appreciate your patience. Please note: We are not able to respond to inquiries about the status of your application prior to the end of our two to four week window.

**What about Dependent Care Reimbursement?** If you use Dependent Care Reimbursements through your employer please note that our monthly statements act as both invoice and receipt. Some employers do not accept these due to detail needs. If this is the case with your employer, you will need to get the form your employer provides for Dependent Care Reimbursements and send it to the Dept. Director for signing and completing. We are happy to complete this form for you and it can be done as often as you would like.

**Do you offer tuition assistance?** We do! PJA Afterschool encourages any family in need of tuition assistance to apply. Please see our annual Rate Sheet, Program Handbook and program web page for details.