

STANDARD OPERATING PROCEDURE

	Version:	1.0
	Approval Date:	01/01/2026
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Title:	Wait List Management	

SOP Owner:	Department:	Applies To:
Regional Directors	Program Operations	Site Directors, Area Managers, Regional Support Teams

Purpose:

To ensure the timely, accurate, and equitable management of program waitlists through weekly monitoring, consistent family communication, and collaborative problem-solving across licensing, facilities, and staffing functions. It is the expressed intent of AlphaBEST to accommodate all families who would like to enroll as quickly and efficiently as possible.

Scope:

This SOP applies to all AlphaBEST sites where program enrollment has reached capacity and families are placed on a waitlist. It includes using the student management system and field leader responsibilities to manage, escalate, and resolve waitlist capacity constraints.

Roles & Responsibilities:

<u>Role</u>	<u>Responsibility</u>
Site Director	Monitor site capacity and attendance trends; communicate with families with extended absences; follow up on their intent to use the program; and communicate with the Field Manager about needs, changes, or trends.
Field Manager	Review the waitlist weekly, escalate needs to the Regional Director weekly, and keep track of the reasons for the waitlist (e.g., <i>staffing, space</i>). Assist in family communication and resolution efforts.
Regional Director	Oversee waitlist management across the region, coordinate with HR, licensing, and district partners to expand capacity where possible.
HR / Recruiting	Prioritize hiring for sites with staffing-related waitlists.

Roles & Responsibilities:

<u>Role</u>	<u>Responsibility</u>
Licensing / Compliance	Assist in securing approvals to increase licensed capacity when feasible.
Student Management System	Automates placement on and off the waitlist and triggers family communications. Provides data for waitlist reporting to leadership, to be shared weekly.

Wait List Management Procedure:

Step 1: Enrollment and Waitlist Placement

- Families complete full registration via the student management system.
- If the site/program is at capacity, the child(ren) will automatically be added to the waitlist.
- The family receives an automated waitlist notification email.

Step 2: Weekly Monitoring

- Field Manager reviews current waitlist status in the student management system
- Sites with waitlists are flagged for potential intervention (*space, staffing, licensing*).
- Site Director monitors on-the-ground capacity (*no-shows, withdrawals, room changes*).

Step 3: Capacity Expansion Exploration

- Regional Director collaborates with:
- District partners to explore room availability.
- Licensing team to evaluate options to increase capacity.
- HR recruiters to accelerate hiring where staffing limits enrollment.

Step 4: Enrollment from Waitlist

- When a space becomes available, the next eligible child is enrolled. If this exceeds one week on the waitlist, Field Manager must reach out to determine if there is still a need for enrollment.
- An automated welcome email is sent confirming enrollment.
- Site Director checks their roster weekly to see who has been added/dropped to prepare for start date.

Step 5: Family Communication **GOAL: COMING IN SCHOOL YEAR 2026-2027**

- Families receive status updates at:
- 7 days after waitlist placement
- 21 days
- 30 days (*prompting manual outreach*)
- Field Manager or Site Director follows up directly with families as needed for support or clarification.

Step 6: Documentation (*Waitlist Tracking*)

- Track the number of children on the waitlist by site and reason.
- Record actions taken to expand capacity and outreach conducted.
- Submit any licensing or facilities requests through appropriate systems.

Required Tools & Templates:

- Student Management System (*waitlist dashboard*)
- Automated email templates (*waitlist notification, welcome email*)
- Manual outreach scripts for family calls
- Licensing capacity change request form
- Internal tracker for weekly review of waitlist status
- District space request template

Success Indicators / Quality Standards:

- Waitlists are reviewed weekly by Field Managers
- Families are notified promptly of waitlist placement and enrollment updates
- Licensing and hiring requests are submitted in a timely manner
- Documentation is current and shared with leadership
- Time from waitlist to enrollment is minimized whenever possible

Related Procedures:

Enrollment and Registration SOP
Family Communication SOP

Review & Revisions:

This SOP will be reviewed by term (*Summer, School Year*) or as system changes and licensing regulations evolve.