

Frequently Asked Questions for 2020 Summer Enrichment Program

How do I register for the Summer Enrichment Program?

On-Line Registration Quick Tips

Registration began April 1, 2020

You must create an account first, before you can register.

Please note: If you already have an ActiveNet account set up, you DO NOT need to create another one.

1. Sign in to your Account to **Register** for the SEP (Summer Enrichment Program).
2. You are currently on the **Account Options** page ; select **Registration** , then select **Youth**
3. Enter the **Name of the Community Center of your choice** and select **Search**.
4. Select **desired Community Center**, and then select **Enroll Now**.
5. Select your **Child's Name and continue with the Registration** process.
6. Select the **Desired Weeks** and **Add to Cart** .
7. Select **Ethnic Type** and **View fees and discounts**
8. To add another child, select **Add another participant**
9. Proceed to **Check Out** .
10. Review and initial **Waivers** (Standards of Care Form, Youth Participant Waiver Form and Refund Policy)
11. Click **Next**
12. Input **credit card information** for payment. If you have been pre-approved for a fee exemption there is no need for payment, view and/or print receipt.

How do I apply for Fee Exemption for the Summer Enrichment Program?

On-Line Application for Fee Exemption Quick Tips

Registration began April 1, 2020

You must create an account first, before you can register.

Please note: If you already have an ActiveNet account set up, you DO NOT need to create another one.

1. Sign in to your Account to apply for **Application for Fee Exemption** for the SEP (Summer Enrichment Program).
2. You are currently on the **Account Options** page ; select **Registration**, then select **TYPE**
3. Select **Application for Fee Exemption**
4. Select desired **Community Center** and **Add to Cart**
5. Select your **Child's Name and continue with the Application for Fee Exemption** process
6. Select **Ethnic Type** and select **Next**
7. To add another child, select **Register another participant in this activity**
8. Proceed to **Shopping Cart**
9. Verify participants and proceed to **Checkout**
10. Review and initial **Waivers** (Standards of Care Form and Youth Participant Waiver Form)
11. Click **Next**
12. View and/or print receipt for **Application for 2020 Fee Exemption**

Due to COVID-19, Community Centers are closed. You may scan your documents to the Center Manager or mail them to the Community Center where you are attempting to be qualified for fee exemptions. Once your documents have been verified for fee exemption qualification, you will be notified via email to register for the program without any charges.

Next, please wait until you receive an email stating that you have qualified for fee exemption before you may proceed to register for the program.

Once a child has qualified for fee exemption, they must **REGISTER** for the Summer Enrichment Program.

1st Step: Fee Exemption Qualification

2nd Step: SEP Registration

What are the income qualification guidelines for 2020 Fee Exemption?

2020 Summer Enrichment Program Fee

Unless eligible for exemption as listed below, each child will be charged a fee of \$30/week.

The following groups of citizens with appropriate/current documentation will be exempt from the fees and will be able to register for the Summer Enrichment Program at no charge.

Foster parents;
Unemployed parents or guardians;
Families or guardians on Family Independence Program (FIP);
Families or guardians on Food Stamps (FS);
Families or guardians on Supplemental Security Income (SSI);
Families or guardians on Medicaid;
Families or guardians on Federal Housing or Section 8 Assistance;
Families or guardians on Temporary Assistance to Needy Families (TANF) Program;
Families or guardians on Aide to Families with Dependent Children (AFDC);
Families or guardians with or below the following income levels:

Family Size- Number of Persons in the Family/Gross Yearly Income Eligibility

One person/\$12,760

Two People/\$17,240

Three People/\$21,720

Four People/\$26,200

Five People/\$30,680

Six People/\$35,160

Seven People/\$39,640

Eight People/\$44,120

More than Eight People/Add \$4,840 for each additional person.

Refund Procedures

To give all youth ages 6-13 an opportunity to register and participate in the 2020 Summer Enrichment Program, the Houston Parks and Recreation Department will offer a refund minus the 5% ActiveNet Administration fee, if the refund is requested before the registered week begins.

Refunds will not be issued after the week has begun.

For all Summer Enrichment Program cancellations and requests for refunds, parents/guardians must send their requests to AskParks at askparks@houston.tx.gov.

Parents/guardians must have a valid credit card saved in their ActiveNet account so that a refund may be processed within 24-48 hours.

I registered my child for the first 2 weeks of the summer program, however she has to attend summer school. How can I get a refund?

Please note that you will be refunded minus 5% ActiveNet refund fee. You must register for future weeks, if space is available at your desired community center.

Can I transfer from one community center to another?

No, please note that the ActiveNet online system will not allow transfers from one location to another NOR one week to another. Please note that you will be refunded minus 5% ActiveNet refund fee. You must re-register at the desired community center, if space is available.

I would like to cancel my registration, how do I do it?

Send a request to AskParks.org. Be sure to include the name of the community center; each child's name, the weeks that you would like to cancel. Please note that a refund will be processed minus 5% ActiveNet refund fee. Refunds will not be issued after the week has begun.

How do I find out information regarding Parent Orientation days and times?

Please contact the community center that you enrolled your child(ren) in for a listing of parent orientation dates and times. Please visit www.houstonparks.org for a listing of all community center addresses and phone numbers. Parents/Guardians are required to attend one orientation before your child (ren) begins the program.

Can I register my child that is 5 years old?

No, the ActiveNet online system will not allow you to register for the program until your child reaches 6 years of age. The program is for ages 6-13

Is there a waiting list?

No, we do not have a waiting list. Please register your child(ren) at another center nearest you. Please check our website at www.houstonparks.org for a listing of centers and phone numbers.

I registered my child for the summer program and signed up for the fee exemption. Do I need to do anything else?

Yes, upon completion of the task of applying for an exemption, you must take a copy of your supporting documents to your chosen community center. Once the Community Center Site Manager verifies your qualifying documents, they will approve your qualification in the system. You will then be sent an email from the ActiveNet on-line registration system advising you that you may register your child(ren) for the program.

What does the Summer Enrichment Program consist of?

Please visit our website at www.houstonparks.org for an overview of the program. Locate the Summer Activities Guide for detailed descriptions.

Is my child required to attend each day?

The Summer Enrichment Program operates Monday through Friday from 8:00 am - 6:00 pm. However, you should decide how long your child will attend each day.

What methods of payments are acceptable?

You may pay online with a Credit Card or pay cash at the HPARD Permits Office located at 2999 S. Wayside, 77023

Is transportation provided to the program?

Transportation is the sole responsibility of the Parent/Guardian

Program Weeks:

Week #1 June 1 - June 5, 2020
Week #2 June 8 - June 12, 2020
Week #3 June 15 - June 19, 2020
Week #4 June 22 - June 26, 2020
Week #5 June 29 - July 3, 2020 - (July 3rd is a City Holiday; No program)
Week #6 July 6 - July 10, 2020
Week #7 July 13 - July 17, 2020
Week #8 July 20 - July 24, 2020
Week #9 July 27 - July 31, 2020
Week #10 August 3 - August 7, 2020

Additional Program Notes:

Youth participants may be suspended from the program after 3 times of late pick-up.

Fifteen (15) minutes after the program ends for the day constitutes a late pick up.

Failure to pick up youth participant 1 hour after the program ends will necessitate reporting the infraction to Children Protective Services (CPS).

Parent/Guardian orientation is mandatory for program participation.

Verification of youth participant's age may be required.