



Club 59 Registration & Program Processing Overview

Procedures for Registration

All programs are entered into MySeniorCenter software prior to registration processing.

Forms are separated into two sets:

1. In Township Residents
2. Out of Township Residents

Forms are then separated by month.

Lottery numbers are generated each newsletter cycle through www.random.org sequence generator. Lottery numbers 1 to 399 are randomly assigned to "In Township" residents. Lottery numbers 400 to 499 are randomly assigned to "Out of Township" residents. Separate lottery number lists are printed for each month.

All forms turned in by the "received by" date listed at the bottom of the registration form will be processed using this lottery system. Registration forms can be mailed, faxed, dropped off (either inside Senior Center or using outside drop box) or submitted online.

Payments should be made only after program confirmation is received.

One form per client, but registration forms can be stapled together in order to receive the same lottery number so clients can attend programs together. An "Out of Township" form cannot be stapled to an "In Township" form. If stapled together, forms will be separated and assigned proper lottery numbers. All addresses are screened using the Illinois State Geological Survey website (<http://isgs.illinois.edu/plss>) to verify township. An annual Non-Resident fee of \$25.00 is required for "Out of Township" clients to attend paid programs, including exercise classes. To register with another person, via our website, indicate this request in the "Comment" section.

The randomly assigned lottery numbers are written in the upper right corner of each participant's registration form. Forms are then placed in numerical order.

Registration processing begins the first business day following the "received by" date.

Registration forms are entered into MySeniorCenter software starting with the lowest lottery number. Staff Members or Registration Volunteers enter client's program choices and circle "confirm" or "wait list" on their registration form. Wait lists are generated after the program fills. If a client is wait listed, their wait list number for that particular program is written on their registration form.

When a participant cancels, the next client on the wait list is called. This happens quite frequently and we do our best to call as it occurs. Ten days before the program, excluding trips, the participant is called to be reminded of payment if that is still pending. Payments, excluding trips, must be received within five days prior to the program.

All completed registration forms are either handed out or mailed back to clients.

Any forms turned in after registration is complete will be processed in the order in which they are received.

Procedures for Trip Payments

Once registration is complete and registration confirmations have been mailed out, any participant confirmed for a trip will receive a voice connect call stating that registration confirmations have been sent out and their payment for (trip) is due 7 days from (date).

Voice connect calls will be made to ensure the message is clearly communicated and the participants are aware that their confirmation has been made.

If a participant does not make their payment within the allotted timeframe, they will be dropped from the confirmed list and wait list clients will be notified. Upon acceptance of program, the wait list client will have 7 days to pay.

There will be a notification in the newsletter registration page next to the out trip stating that 'payment due 7 days upon registration confirmation'.

The procedure for canceling from a trip will remain the same; a refund will be issued if a replacement is found for that spot or if the individual is hospitalized.