



# FREQUENTLY ASKED QUESTIONS

Click the question you need answered.

- How do I apply for childcare financial aid?
- Is there a waitlist?
- What is the timeframe to process my case?
- How do I transfer my child to another Early Learning Program?
- How do I report a change/job loss?
- How do I suspend my care for my child?
- How do I submit documents?



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# HOW DO I APPLY FOR CHILDCARE FINANCIAL AID?

Click on the link below to apply for childcare financial aid.

[Apply](#)

We encourage you to read the program qualifications and required documentation checklist.

  
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## IS THERE A WAITLIST?

Yes, we currently are working from a waitlist. Customers are notified when their name has been pulled from the waitlist.

To be put on the waitlist, [click here](#).  
Para español, haga [clic aquí](#).

  
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## WHAT IS THE TIMEFRAME TO PROCESS MY CASE?

The Financial Aid Support Center has **20 days** to process an application once all information is received.



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## **HOW DO I TRANSFER MY CHILD TO ANOTHER EARLY LEARNING PROGRAM?**

Click the link below to request a transfer for your child from one daycare center to another.

<https://app.smartsheet.com/b/form/14929e8a64f345fa9ba65423a3cc4fa3>

As a reminder, transfers should be requested 2 weeks in advance. Staff will contact you once your request have been processed and you will receive approval to move your children to the new center.



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## HOW DO I REPORT A CHANGE/JOB LOSS?

If you are contacting us regarding a request for a temporary change to your parent fee or a loss of work, you will be required to submit supporting documentation. Supporting documentation required is something showing that you're no longer employed.

Once you have your documentation, please click the below link to submit:

<https://docuware.wrksolutions.com/Docuware/Forms/customer-updates?orgID=c2ec8196-4889-4936-8764-e221cd618c38>

  
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## HOW DO I SUSPEND MY CARE FOR MY CHILD?

If you need to suspend your services, please call our Customer Support Center at [713-334-5980](tel:713-334-5980). Your request will be processed within 5 business days from the request date.



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## HOW DO I SUBMIT DOCUMENTS?

If you're needing to submit documents for eligibility, please login to your online portal and submit your documentation.

Please click this link

<https://www.wrksolutions.com/instructions> to access your online portal.



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