

## **Desk Aid**

### *What to do when a customer asks about child care and the Financial Aid Specialist(s) is not available.*

The process for applying for child care financial assistance can be completed over the telephone, using fax, e-mail, or both, to send and receive documentation. Some preliminary work can be done by non-Financial Aid Specialists.

If the Financial Aid Specialist /Financial Aid Specialist Tracker is not immediately available when a customer asks about financial aid for child care:

- Apologize to the customer and tell her the Financial Aid Specialist is not immediately available but you can get the process started.
- Assure the customer she can complete the application process without having to come into the office.
- Briefly explain that, unfortunately, financial aid for child care is limited and not everyone qualifies. Ask the customer if you can ask a few quick questions to ensure she meets the minimum requirements before beginning the application process.

### *Do a quick pre-screen for eligibility by asking:*

- How many hours are you working or in school?  
*Working parents must be employed at least 25 hours per week or more. Parents attending school must be taking at least credit hours each semester, or attending 25 clock hours per week.*
- How many individuals are in your family?  
*This number, combined with the amount of the family's income, determines economic eligibility.*
- What is the amount of your family's income?  
*Compare this amount and the number of individuals in the family with the Financial Aid Income Guidelines to find the maximum allowable income for initial eligibility for the applicable family size. If the family's income is at or below the amount on the Financial Aid Income Guidelines, they are economically eligible.*
- Tell the customer if it appears she is eligible or not. Explain that this is just a preliminary finding.
- If the customer appears eligible, ask her if she would like some general information about the process or if she would prefer to wait for a Financial Aid Specialist.

## **Desk Aid**

### *If the customer wants general information about the process*

#### **Review the process to apply for and receive financial aid**

- We gather customer information, including number and names of children requiring care, family income, and employer/school information, and documents
- Customer selects a provider
- We produce forms for the customer to sign
- Customer signs and returns paperwork to us
- If all is in order, we authorize the financial aid and send information to the customer's chosen child care provider

#### **Provide a list of possible documents the customer may need to submit**

- Copies of most recent check stubs for all working family members who contribute to the family's income
- Copies of social security cards of all family members, except children
- Proof of monthly child support payment and/or Attorney General documentation
- School/training verification, if applicable
- Doctor's medical statement, if applicable
- Name, address, and telephone number of the chosen provider
- Proof of U.S. citizenship or legal immigration status for each child

### *If a customer wants staff to call her*

- Tell the customer a financial aid staff member will contact her shortly to complete the process

***Remember to give the customer's name and contact information to the Financial Aid Specialist!***