



<b>WS 11-27 Reissued</b>
<b>December 1, 2011</b>
<b>Financial Aid</b>
Expires: <b>Continuing</b>

To: Career Offices  
Financial Aid Payment Office

FROM: Rodney Bradshaw  
Mike Temple  
Lucretia Hammond

SUBJECT: Managing Financial Aid – Updated Forms and Instructions

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## Purpose

Reissue updated instructions and forms used by staff providing customers with financial aid for child care and provide a new form titled Parent Agreement for Use of the Child Care Automated Attendance Card to use with customers tagged TANF/Choices or SNAP E&T.

This issuance replaced:

- ✓ Issuance 10-04 Managing Financial Aid – Updated Forms and Instructions and
- ✓ Issuance 11-02 Financial Aid: Child Care Automated Attendance System

## Changes

Changes include the following documents:

- **Desk Aid: Responding to Inquiries about Financial Aid for Child Care.** We updated the desk aid by removing outdated income guidelines. You can find the desk aid at <http://www.wrksolutions.com/staff/deskaid.html>

You can find the income guidelines with other financial aid application information at [http://www.wrksolutions.com/staff/Financial\\_Aid\\_App\\_Instruction.html](http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html)

- **Parent Agreement.** We revised language to:
  - Change the last bullet under Parent’s Rights explaining when we stop care without sending a fifteen day letter.
  - Add a new number 4 under the Responsibilities section of the form. This new statement informs the customer that we may crosscheck her information against

state and federal databases and tells her that we may ask her to provide original documents to us in person.

- The revised Parent Agreement and instructions for its use are at [http://www.wrksolutions.com/staff/Financial\\_Aid\\_App\\_Instruction.html](http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html)

NOTE: All customers -- except those who are tagged TANF/Choice or SNAP E&T -- must sign the Parent Agreement.

A customer tagged with TANF/Choices or SNAP E&T signs her agreement during a Workforce Solutions orientation and isn't required to sign the form titled "Parent Agreement" as long as the customer's eligibility for child care financial aid depends on her cooperation with Workforce Solutions.

Customers tagged TANF/Choices or SNAP E&T must sign the form titled "Parent Agreement for Use of the Child Care Automated Attendance Card".

- **Parent Agreement for Use of the Child Care Automated Attendance Card (NEW).** Customers tagged TANF/Choices or SNAP E&T must sign the form titled "Parent Agreement for Use of the Child Care Automated Attendance Card" to acknowledge their responsibilities.

All other customers acknowledge their attendance card responsibilities when they sign the form titled "Parent Agreement".

- Use this form with customers tagged TANF/Choices or SNAP E&T.
- The new Parent Agreement for Use of the Child Care Automated Attendance Card form is at [http://www.wrksolutions.com/staff/Financial\\_Aid\\_App\\_Instruction.html](http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html)

- **Completing Parent Agreements.** We updated these instructions to add information about using the new form titled "Parent Agreement for Use of the Child Care Automated Attendance Card". The updated instructions are at: [http://www.wrksolutions.com/staff/Financial\\_Aid\\_App\\_Instruction.html](http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html)

- **Parent Handbook.** We updated the attendance policy section to inform a parent:
  - Financial aid will automatically stop if one of the following occur
    - Three days have passed since his or her child was authorized to start care. If his or her child was not in attendance and the parent didn't contact the provider, child care will be terminated on the third day.

- His or her child has been absent for five consecutive days and the parent didn't contact the provider or the Workforce Solutions Financial Aid Payment Office.
  - His or her child has been present in care for five consecutive days but the parent didn't record the child's presence by using the CCAA system.
  - His or her child's absences plus "non reported" present days exceed 30 days in a year.
- A child's attendance is "reported" when a parent uses CCAA to indicate the child was present or absent. A child's attendance is "not reported" when a parent didn't use the CCAA swipe card and didn't call the CCAA phone line within the required timeframes to report the child present or absent.
  - Attendance which isn't reported through the CCAA system will count as an absence if the parent does not report the child's attendance through the CCAA within the required timeframe.

## Action

1. Make sure staff removes the old forms and begins using these updated forms and instructions immediately.
2. Make sure staff knows how to help a customer apply for financial aid for child care without requiring the customer to come to the office.

## Questions

Direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.