

Workforce Solutions Financial Aid Completing Parent Agreements

These instructions are for completing the following two Parent Agreement forms:

1. *Parent Agreement for Use of the Child Care Automated Attendance Card* – for customers tagged TANF/Choices or SNAP E&T.
2. *Parent Agreement* – for all *other* customers.

When a customer applies for financial aid for child care we give her information about her rights and responsibilities. If she is a customer tagged with TANF/Choices or SNAP E&T she 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.*

We must also inform all customers of their responsibilities for using the Child Care Attendance Automation Card and obtain their written acknowledgement of their agreement with the attendance card responsibilities. Customers tagged TANF/Choices or SNAP E&T must sign the form titled "Parent Agreement for Use of the Child Care Automated Attendance Card". All other customers acknowledge their attendance card responsibilities when they sign the form titled "Parent Agreement".

Workforce Solutions staff reviews the parent agreement with the customer and requires her to sign the form to acknowledge she understands:

- her rights and responsibilities for the continued receipt of financial aid for child care, and
- the consequences if she doesn't satisfy the requirements listed in the responsibilities section of her Parent Agreement.

We require the customer to sign the Parent Agreement form at initial certification and a new Parent Agreement form at each recertification thereafter.

Staff Responsibilities

Workforce Solutions staff will discuss the Parent Agreement with a customer in-person or by telephone.

We don't require a customer to come to our office to apply for financial aid – and we don't require a customer to come in to an office to review/sign the Parent Agreement.

In Person. Staff will give the Parent Agreement to a customer and do the following:

1. print your (staff) name and date the form in the space provided on the form,
2. review the Parent Agreement with the customer,
3. read aloud the paragraphs that have space for the customer's initials, and
4. ask the customer to initial these paragraphs in the space provided.

By Phone. Staff will read the Parent Agreement to a customer during a telephone call with the customer. Staff must do all the steps listed above – plus the following:

1. fully respond to the customer's questions,
2. annotate the form based on the phone conversation, and
3. send the Parent Agreement form to the customer and ask her to sign and return it to the career office by email, fax and postal mail.

File the Parent Agreement. File the signed Parent Agreement form in the customer's hard copy file at the career office.