

# Workforce Solutions

## Financial Aid

### Completing a Parent Agreement

When a customer applies for child care financial aid we give her information about her rights and responsibilities. If she is a TANF applicant, or recipient, or a SNAP E&T customer she signs an agreement during a Workforce Solutions orientation and must sign the Attendance card agreement. She is not required to sign the form titled “Parent Agreement” *for as long as her eligibility for child care financial aid depends on her cooperation with Workforce Solutions.*

Other customers must sign the Parent Agreement form.

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 you by email, fax and postal mail.

**File the Parent Agreement.** File the signed Parent Agreement form in the customer's file