



POLICY MEMORANDUM

TO: The WorkSource contractors, managers & staff

FROM: Rodney Bradshaw
Mike Temple
Pam Sanders

DATE: July 10, 2006

SUBJECT: Open Enrollment for Child Care Financial Aid

PURPOSE

To announce an open enrollment period of child care financial aid, provide an information letter for customer and instructions for staff.

BACKGROUND

The WorkSource now has funds available for child care financial aid. Funds are limited and financial aid for child care is available to eligible customers on a first-come first-serve basis.

Recruitment letters were mailed to all customers who were on the wait list. The wait list is now closed until further notice.

Customers may call or visit The WorkSource to apply for child care financial aid. Staff will interview the customer and if it appears the customer will qualify for the financial aid, staff will send or give the customer two forms to sign and return to complete the customer's application. If the customer appears to be ineligible for financial aid, staff will tell the customer it *appears* she is not eligible at this time and the reason why. All customers will be offered the opportunity to apply for child care financial aid

INSTRUCTIONS

When a customer requests child care financial aid, the Financial Aid Specialist/Tracker or other designated staff will briefly interview the customer to determine if she is likely to be eligible.

- **Prescreening - Customer Appears Eligible.** If the customer appears to be eligible, enter the customer details in the application screens of the Child Care Service Delivery (CCSD) system.

- **Phone Inquiries.** For the customer inquiring by phone, tell her you will mail her a letter with further instructions and forms for her to sign and return so we can complete her application. Mail the following to the customer:
 1. open enrollment letter and questionnaire,
 2. Child Care Services Application and Eligibility Certification (form 2050),
 3. Parent Agreement form
- **In Person Inquiries.** For the customer inquiring in person, review the documentation requirements with the customer and give her the following:
 1. open enrollment letter and questionnaire,
 2. Child Care Services Application and Eligibility Certification (form 2050),
 3. Parent Agreement form
- **Prescreening – Customer Appears Ineligible.** If the customer appears to be ineligible, tell the customer it *appears* she is not eligible at this time and the reason why. Tell the customer she may still apply for child care for an official determination of eligibility. If the customer wants to continue the application give or mail to her the following:
 1. open enrollment letter and questionnaire,
 2. Child Care Services Application and Eligibility Certification (form 2050),
 3. Parent Agreement form
- **For All in Person Inquiries.** If the customer is applying in person at The WorkSource staff must interview the customer and begin the application process. DO NOT give the customer the letter and send her away unless the customer indicates she cannot stay.
- **Recertifications.** If a customer has received a Notice to Recertify and subsequently comes to the office with all the documents needed for the recerfication staff will briefly interview the customer for eligibility. If the customer is eligible, and the child care record is open in the CCSD, staff will change the start and end dates to reflect the new eligibility period and continue care. If the child care record is closed, staff will re-open the child care case in the CCSD and continue care. If the customer is no longer eligible, staff will tell the customer she is no longer eligible and the reason why. Give the ineligible customer an *Ineligible for Initial Care* (15 day) letter and the appeal form.(Child care letters and forms are available on The WorkSource website <http://www.theworksource.org/staff/childcarelettersforms.html>.)

ACTION REQUIRED

1. Make sure that all office managers, supervisors, financial aid specialists, employment counselors, personal service representatives and other appropriate staff are aware of the procedures for helping customers apply for child care financial aid.

QUESTIONS

Please direct inquiries to the web Q&A, Ginger Rogers, ginger.rogers@theworksource.org 713.993.4509 or Betty Drake, betty.drake@theworksource.org or submit questions through the electronic Q&A at <http://theworksource.org> .



ATTACHMENTS

- Open Enrollment Letter