

# Walk-In or Phone Interview Script

May I ask how you heard about us?

Are you familiar with our program or is this your first experience with Head Start? We are a needs-based program in the community. We typically work with families that are at or below the poverty line, those receiving Cash-Aid portion of CalWORKs or Supplemental Security Income, and also foster and displaced families. This is what sets the needs basis for Head Start and our wait list is built around those needs. This means our wait list is unique in that it is not a first come first serve waitlist, it is needs-based.

Our centers all start at a waitlist status. When there is an opening, our center staff use the waitlist and go through a selection process. Then that family is notified of the opening. What we would like to do is set up an application appointment to put you on the wait list to be considered for any openings that may occur. We will send you written notification when your eligibility has been verified.

**[(Collect name, phone number, address, names and birth dates of child(ren))]:**

Check for existing record in Recruitment & Referral Tracking (CP): Update/start new record as needed. Also use Outlook to track appointment for ERESA & Front Desk.

Just to confirm, are you the legal guardian of the child(ren)?

To give you an idea of the items you would need to bring in to your appointment, do you mind if I ask you a few questions about your household?

## **CATEGORICAL Eligibility:**

Does anyone in your household receive Cash Aid portion of CalWORKs income from the county?

- Passport to Services (dated within the last 3 months)

Does anyone in your household receive Supplemental Security Income? (not Social Security)

- SSI Award Letter (dated within the last 3 months)
- 1099SA

Are you a foster parent?

- Foster Care/Placement Agreement (dated within the last 3 months)
- Health & Education Passport (first 3-4 pages only)

**It sounds like we would be using your income to determine eligibility. May I go over our income guidelines with you?**

**INCOME Evaluation:** Jan-Dec of prior year or last 12 months if significant change:

Is there another parent in the household? If no, is there a current custody agreement? If yes,

- Custody Agreement showing family has 50/50 legal custody
- Proof parent calling receives child support, or we will need other parent to call in for their own application appointment

Are either of you working currently? How long have you been on current job?

- Previous year W2's, 1099's
- SIGNED 1040 Tax Forms (if no pre-tax deductions)
- Previous months pay stubs: Needs to include Year-to-Date information

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- Final paystub for any job parent has had that ended in the previous 12 months or since last January: Needs to include Year-to-Date information
- Letter from employer on letterhead stating gross income for the previous 12 months or since last January

If parent is homemaker, how long has parent been homemaker? If less than 12 months, what other jobs did they have in past 12 months? Last calendar year?

- W2 or last paystub from job that ended in the previous 12 months or last calendar year.

In the past 12 months (and/or calendar year) has anyone received any of the following?

- Unemployment
  - Unemployment claim history, 1099
- Paid family leave/maternity leave income
  - Claim payment history, 1099
- Child Support
  - Support history or child support order
- Student Grants
  - Grant award letter
- Social Security:
  - Retirement/Disabilities/Survivor Benefits (1099 SSA)
  - SSA Award Letter (dated within the last 3 months)
- Military or VA Benefits
  - VA Award Letter (dated within the last 3 months)
- Cash-Aid that family is no longer receiving
  - Passport to Services for past 12 months/last calendar year

### **Business Owners:**

- Do you receive a salary as an employee recorded with a W-2 or 1099?
- Do you take any Owner Draws or Equity? For example: Write checks to yourself from business account.
  - Profit & Loss
  - Balance Sheet
  - Business tax documents with gross income if not recorded on 1040

**Any other sources of income such as cash, rents, or anything we haven't already addressed?**  
**At this point, I think we've covered the documents needed. It is possible that additional documents may be requested during the verification process.**

### **AGE VERIFICATION**

- Birth Certification
- Hospital Birth Record
- Immunization Record
- Medi-Cal/Partnership Card
- Passport to Services works for this
- We can self-certify if necessary

**Confirm appointment date & time. Send Eligibility (yellow) postcard (EL021).**