

## FAQ's - Awarded Families

### *What is required to renew the scholarship?*

Awarded scholarships expire each year on 6/30 and are eligible to renew on 7/1. You will receive instructions when it is time to renew each year your child is eligible. You will need to complete the renewal form (either online or on paper) to renew. The renewal confirms your contact names, address, phone number, and program plan. *Income documents are not needed when renewing.*

### *When should I contact my Case Manager?*

Please contact the Case Manager listed on your child's award letter for questions about program enrollments, spending, remaining balance, and annual renewal procedures. If you are unsure of who your Case Manager is, you should call your Area Administrator. If you are in Hennepin or Ramsey County call the Think Small Scholarship Line at 651-641-6604.

### *When does my child age out of using a scholarship?*

When a child is 5 years old on September 1<sup>st</sup> they are considered kindergarten age eligible, and age out of the scholarship. The scholarship will expire on August 31<sup>st</sup> or the day before the child starts kindergarten, whichever date occurs first. Even if your 5-year-old does not start kindergarten on September 1<sup>st</sup>, the scholarship will end on August 31<sup>st</sup>.

### *Can my child change programs?*

You may change to any program that is participating in the Parent Aware Star Rating to use the rest of your scholarship at any time. Contact your Case Manager to inform them of the new program start date as well as the last day of attendance at the previous program.

### *Do I need to notify my child's program before leaving?*

Proper notice is always required when leaving a program. Most programs require at least a 2-weeks notice. Please contact your current program to discuss their notice requirements. Scholarships can only pay for one program at a time. If you leave your program without providing the required notice and your child starts going to a new program right away, you may be required to pay out of pocket.

You should contact your Case Manager to discuss how to change programs.