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SERVING GREAT FALLS FAMILIES CHILD CARE NEEDS FOR 20 YEARS!

To our Hands Families that receive assistance through Family Connections:

Due to many questions that have arisen or questions that have not been answered clearly in the past; HANDS would like to clarify the relationship between HANDS, Family Connections and how that affects family account balances.

First Family Connections is not an extension of HANDS. Family Connections is a government assistance program that subsidizes a portion of a families day care costs. HANDS partners with Family Connections in that we do accept payments from Family Connections on behalf of the families that participate with the subsidized program.

How it works: Family Connections either approves or denies the family's request for assistance with their day care costs. If the family is approved Family Connections tells the family that they must pay what Family Connections calls a "Co-Pay" to HANDS "BEFORE" Family Connections will pay the subsidized portion of the families day care costs.

With that being said, the confusion for our HANDS families is that due to HANDS only charging families for the actual time they use HANDS, we must bill AFTER services are rendered. This is the same for Family Connections, so our billing cycle is done at the exact same time.

EXAMPLE: HANDS statements for the day care cost that occur for the month of October are mailed to the HANDS families by the 10th of November. Family Connections requires the families to pay their "Co-Pay" payments for the month of October in October before they will pay the subsidized portion of the day care costs. When HANDS reports to Family Connections the time that the child(ren) were in daycare for the month of October, we are also required to report if HANDS received the "Co-Pay" for October. (This is separate from any Registration Fees, Reservation Fees or Late Fees that may have been paid as Family Connections does not pay for these). If HANDS reports that we have not received your total Co-Pay for the month in question, Family Connections can drop the family from their program.

The difference between the Family Connections Co-Pay (paid by the family) and Family Connections subsidized payment (paid by Family Connections) is the responsibility of the family receiving day care services from Hands.

HANDS statements for the prior month's services are mailed to all HANDS families by the 10th of the following month with payments due immediately. Late fees do not occur until the first of the next month if payment is not received by the last day of the Statement date.

EXAMPLE: October charges are billed on the Statement dated November 1st. Payment is due immediately upon receipt by the family. Payment must be received by HANDS, by the end of November for October charges in order for the family not to incur a late fee.

HANDS appreciates all of our families and we thank you for trusting us with your child(ren)'s day care needs! As always, if you have questions please do not hesitate to stop by or call our office. We are in the office Monday – Friday from 8 am to 4 pm to serve you. We do not close for lunch so please feel free to stop by on yours!