
ERSEA & FSW SCRIPT SHEET: NOTIFYING PARENTS ABOUT NONCOMPLIANCE

Goal: Clear, supportive, and solution-focused communication

THE CORE APPROACH (MEMORIZE THIS)

Support + Specific Need + Why + Help

 *“We’re helping you succeed—not telling you you failed.”*

GO-TO SCRIPT (BASE VERSION)

“Hi [Parent Name], I’m working with you to keep [Child’s Name]’s enrollment complete.
We just need [specific document/item].
This helps us meet program requirements and keep their spot active.
Would you like help getting that?”

COMMON SITUATIONS + WHAT TO SAY

1. Missing Documents

Say:

“Hi [Name], it looks like we’re still missing one item—[document].
We need it to complete your child’s file.
Can I help you figure out how to get it?”

2. Incorrect or Incomplete Information

Say:

“I can’t clear this just yet because [specific issue].
We just need [clear fix].
Once we have that, we can move forward right away.”

3. Multiple Missing Items (Avoid Overwhelm)

Say:

“There are a couple things we’ll need, but let’s start with the first one:
Can you send [item]? Then we’ll take the next step together.”

4. Tight Deadlines

Say:

“We’re hoping to finish this by [day] so we can keep everything on track.
What would be the easiest way for you to get this to me? I’m happy to help.”

5. Parent Seems Frustrated or Overwhelmed

Say:

“I understand this can feel like a lot, especially with everything else going on.
Let’s take it one step at a time—I’m here to help you through it.”

6. Explaining the “Why” (Without Threats)

Say:

“These documents are required so we can keep your child’s enrollment active and funded.”

7. Follow-Up Reminder

Say:

“Hi [Name], just checking in on the [document].
Let me know if you need help—I’m here for you.”

WORDS TO AVOID → BETTER OPTIONS

Avoid Saying	Try This Instead
“You didn’t submit...”	“We’re still missing...”
“This is noncompliant.”	“This isn’t complete yet.”
“Your application is rejected.”	“I can’t clear this yet.”
“You need to...”	“Can we work on...”

✓ **Lead with Partnership**

“We’re working together to…”

✓ **Be Specific**

Name the exact document or issue

✓ **Acknowledge Their Reality**

“I know this can feel like a lot…”

✓ **Break It Into Steps**

One task at a time

✓ **Offer Help**

“Would you like help with that?”

✓ **Choose the Right Channel**

- Phone/in-person → sensitive issues
- Text/email → simple reminders

✓ **Keep the Door Open**

“Let me know what questions you have.”



TONE CHECK (BEFORE YOU SEND OR SPEAK)

Ask yourself:

- Does this sound supportive?
- Is it clear what the parent needs to do next?
- Did I explain why it matters?
- Did I offer help?



REMEMBER

Parents are more likely to respond when they feel:

- ✓ Respected
- ✓ Supported
- ✓ Not judged
- ✓ Clear on next steps

👉 **Connection first. Compliance second.**