

THE ERSEA & FSW BRIDGE: COLLABORATION CHEAT SHEET

“One Team, One Goal: Getting Kids in Classrooms.”

1. THE “WHY” BEHIND THE “WHAT”

For the FSW (Family Support Worker):

When ERSEA requests a document, it’s not personal—it’s protection.

They are safeguarding the program from **federal deficiencies**.

👉 *If the “Shield” fails, the “Heart” loses funding.*

For the ERSEA Worker:

When an FSW seems frustrated, remember:

They’re working directly with families in crisis.

👉 Every extra request can feel like a **barrier** to an already overwhelmed parent.

2. HIGH-IMPACT COMMUNICATION TIPS

Instead of...	Try saying...	Why it works
“This application is rejected; the income is wrong.”	“I can’t clear this yet because the pay stubs don’t cover a full 30 days. Can we check if they have a fourth one?”	Shifts from problem → solution
“ERSEA is just being difficult again.”	“Federal rules are strict about this form. Let’s get it right now so we don’t have to call you back later.”	Aligns team against the rule, not each other
“I need this done by 5:00 PM today.”	“I’m trying to hit our enrollment goal. Is there anything I can help clarify to finish this file?”	Reinforces shared goals

3. THE “PRE-FLIGHT” CHECKLIST (10-MIN WEEKLY HUDDLE)

✓ Identify Red Flags

“I have a zero-income family—what exact self-declaration is needed?”

✓ Status Updates

“Where is the Smith family on the selection list?”

✓ Celebrate Wins 🎉

“We enrolled 5 kids this week—great teamwork!”

4. GOLDEN RULES FOR HARMONY

★ Assume Positive Intent

Everyone wants the same outcome: children enrolled.

★ **No “Surprise” Rejections**

Quick conversations > cold rejection emails.

★ **Parent-First Policy**

Never debate compliance in front of families.

💡 **PRO TIP FOR FSWs**

Think of ERSEA as your **Quality Control Team**.

It's far better to catch errors now than during a federal audit later.

✨ **REMEMBER:** Collaboration = Faster Enrollment + Stronger Compliance + Better Family Experience

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