



Special Roles

Below is critical information regarding your contract (s) with The Children's Trust. Please read closely the information included in this communication. There are important instructions to be followed regarding the identification of the authorized person (s) that would play various roles for the successful management of your contract (s). If you have recently identified these roles through the ACH sign-up process, then no further action is needed at this time.

What is New?

We now need your agency Chief Executive Officer (CEO) to authorize some key roles. In addition to your executive contact, we are asking that you identify an individual acting as Direct Deposit contact. This person, typically is the officer or senior executive with responsibility for the fiscal oversight of the entire organization, including, the receipt, care, and the disbursement of funds, and is entrusted by the Provider to perform the following in the financial role capacity:

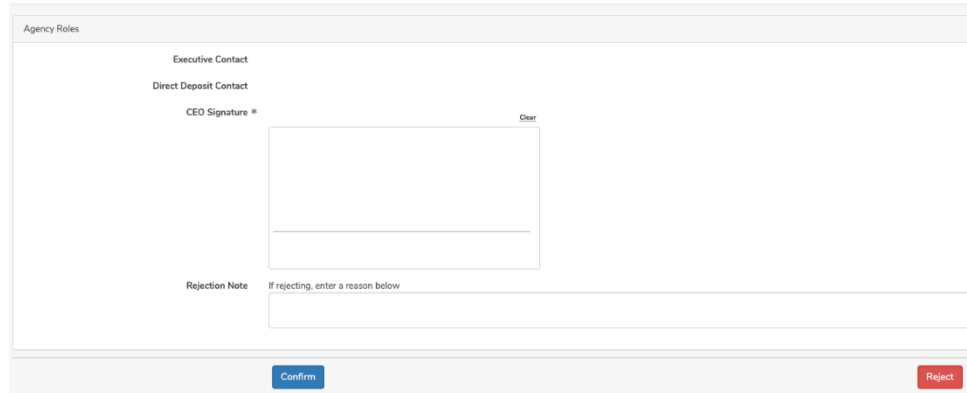
- Agree to The Children's Trust's (The Trust) terms and conditions for enrolling into The Trust's direct deposit program;
- Provide The Trust with your agency's bank account information that the payments will be directly deposited into;
- Ensure access to a mobile phone number to be used in the direct deposit registration process; and
- Notify to The Trust of any changes in the bank account that payment is to be remitted to timely.

How to confirm These Key Roles?

First, your agency administrator (s) will need to update these roles within the Special Roles tab located in the Agency Admin module within Trust Central. Note: Direct Deposit Contacts must have a cell phone number in their Trust Central profile before being selected.

The screenshot shows a web interface for 'SPECIAL ROLES'. At the top, there are navigation tabs for 'Users', 'Program Roles', and 'SPECIAL ROLES'. Below the tabs, the main heading is 'SPECIAL ROLES' with a sub-heading 'Use the form below to update your contacts for ACH processing'. Underneath, there is a section titled 'Agency Roles' containing two dropdown menus: 'Executive Contact *' and 'Direct Deposit Contact *'. At the bottom of the form is a blue button labeled 'Update Information'.

Once the agency administrator has designated the contacts, the designated CEO contact will receive an email notification with a link to Trust Central to confirm that these people have the authority to fulfill the designated role (s).



Agency Roles

Executive Contact

Direct Deposit Contact

CEO Signature * Clear

Rejection Note If rejecting, enter a reason below

Confirm Reject

Once the CEO confirms roles in Trust Central, a confirmation email from Trust Central will be sent to the Direct Deposit contact and Agency Administrator.

How to Handle Future Changes?

1. Your agency administrator(s) will be able to update the direct deposit person by completing the same approval process.
2. Edits to the CEO contact will be handled via a ticket to helpdesk@thechildrenstrust.org and your assigned program manager. This ticket needs to include an authorization from your CEO. When there are changes regarding your agency's CEO, we need a letter from the Chair of your Board/or Chair of the committee responsible for fiscal oversight confirming the new person in charge.

Thank you for carefully reading this communication and related instructions. If you have any questions or need further clarifications, do not hesitate to call or email your program manager.