Workforce Solutions

USING THE WAITLIST/REGISTRY

CHILD CARE WAITLIST

When a customer submits a financial aid application/waitlist form for child care financial aid, **and**

- all funds are currently committed, **AND**
- the customer is not in one of the WS priority groups,

you must place the customer on the Child Care Waitlist.

1. Update the **Identity** and **Family** tabs in TWIST:
    a. Update customer's address, phone number, and email address under the **Identity** tab
    b. List all household members' names and dates of birth under the **Family** tab.
    c. Select the name of the child/children in need of care, and click 'YES" under **Child Care Required.**
2. Click the **Add to Waitlist** button on the **Family** tab to add the child (children) to the waitlist.
3. Add the customer to the **Waitlist Roster**. This tells the system to send the customer a letter informing him/her the request for child care financial aid has been received and added to the waitlist.
    a. Go to **Group Action** and select the **CC Waitlist Event**. Add the customer's information; then click **Add to Roster**.
4. When funds become available, the Financial Aid Support Office (FASO) sends a WS Financial Aid Application with a Parent Agreement to customers on the waitlist. Customers are asked to complete and submit the application along with the appropriate eligibility documents if they are still in need of financial aid for child care assistance.

Upon receipt of the application and eligibility documents, Call Center staff determine eligibility. If eligible, care is authorized and a parent fee letter is sent to the customer. If financial aid is denied, Call Center staff send the customer a denial letter.

SCHOLARSHIP REGISTRY

When a customer submits a WS Financial Aid Application for a scholarship, **and**

- is determined eligible for funding, **AND**
- all funds are committed,

you must place the customer on the Scholarship Registry.

Adding a customer to the Scholarship/Work Support waitlist is a two-step process:

1) First add the customer's information to the Microsoft Access database file:

a. Open Microsoft Access 2013 from your desk top by double-clicking the Access icon on your desktop. The Access menu displays. **Note**: Only designated staff have this option and only one person can have it open.
b. Click on File > Open, or select the file from the 'Recent Files' list.
c. Select the file named, 'Scholarship and Work Support Registry v.2' by clicking on it. The password pop-up displays.
d. Enter the appropriate password. **Note**: Ask your supervisor for the most recent password.
e. Click OK. The Scholarship and Work Registry screen displays.
f. Click Enter Data. The Add to Registry screen displays.
g. Click on the asterisk (*) to the left of the last blank line at the bottom of the sheet on the right side of the screen. This ensures you begin with a clear form.
h. On the top left of the screen enter the customer's information:
    - First and Last Name
    - TWIST ID
    - Social Security Number
    - County
    - Select the Priority Group from the dropdown:
        1. Qualified Veterans
        2. Foster – current and former
        3. None
    - Select the Support Type from the dropdown
        1. Scholarship
        2. Work Support
    - Click the box to identify whether the customer qualifies for financial aid based on the Low Income guidelines or based on the Self-sufficiency guidelines (Refer to the WS Income Guidelines)
i. Click on the File menu option.
j. Select Save to save the customer's information to the Scholarship Registry.
k. Click on the 'x' on the top right to close Access.

2) Next add the customer to the **Scholarship Registry Roster** in TWIST. This tells the system to send customers a letter informing them they have been added to the Scholarship Registry.
    i. Go to **Group Action** and select the **Scholarship Registry Event**. Add the customer's information and click **Add to Roster**.

When funds become available, the Financial Aid Support Office (FASO) notifies customers to visit their local Workforce Solutions Office to complete a new Financial Aid Application. Upon receipt of the application and eligibility documents, Call Center staff determine eligibility and notify the Career Office.