



WS 12-11
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Financial Aid
Expires: Continuing

To: Career Offices
Financial Aid Payment Office

FROM: Rodney Bradshaw
Mike Temple
Lucretia Hammond

SUBJECT: Managing Financial Aid – Eligibility Case Reviews

Purpose

Publish procedures for conducting eligibility reviews of customers receiving financial aid for child care.

Background

Periodically, we will conduct case reviews of customers receiving financial aid for child care to determine if the customer is still eligible for financial aid for child care. Board staff will notify the Financial Aid Payment Office and Career Office Contractors when we authorize case reviews.

These case reviews do not take the place of the usual eligibility recertification. The customer's official recertification date will not change as a result of this review.

Career office contractors may choose to conduct the case reviews using a centralized process.

Procedures

Follow these procedures for conducting the case review.

1. **Notify Customers.** FAPO will use TWIST Scheduler to mail a letter to customers requiring them to provide proof of family income and proof of work and/or training including:
 - ✓ Last pay check (or pay stub) and the hours normally worked each week
 - ✓ The last pay check for each person in the customer's household who works
 - ✓ A list of the members of the customer's household and their ages

- ✓ Current documentation from school—if they customer is enrolled in school or training—stating:
 - the number of credit hours for which the customer is enrolled this semester and the expected end date of current enrollment;
 - the names of the courses or the program in which the customer is enrolled; and
 - The usual number of hours the customer attends school each week.

TWIST Scheduler will create a counselor note in TWIST to show the case review letter was mailed to the customer.

2. **Review Eligibility.** Career office contractors will use proof documents received from a customer to determine if the customer remains eligible for financial aid.
3. **Review Results and TWIST Documentation.** Career office contractors will document communication with customers and the results of the case review.

- Customer is missing information - contact the customer immediately (by telephone or email if available) to notify the customer he or she has seven (7) additional calendar days from the date of this phone/email contact - to submit missing information. Enter TWIST Counselor Note:

Subject: Missing Documentation

Customer responded to letter for financial aid eligibility review. Missing document: income for John Smith (husband). Talked to customer by phone today to let her know she must provide the income document by xx/xx/xxxx (7 calendar days from today) – to prevent termination of her financial aid for child care.

If customer doesn't provide documentation by the 7th calendar day – customer is not eligible. Take action to end/terminate the customer's financial aid for child care.

- Customer remains eligible – update any new or different information provided and document the results of the case review in TWIST Counselor Notes. Example:

Subject: Case Review

I completed a review of the customer's eligibility for financial aid for child care. The customer remains eligible. She meets income guidelines for low income families and is working 32 hours/week - more than the minimum 25 hours required. I verified her employment information in TWIST.

- Customer is not eligible. If a customer doesn't respond, or doesn't provide requested missing documents, or is no longer eligible based on the information he or she submits, end/terminate the customer's financial aid for child care.
 - Send the customer a letter denying financial aid. Insert the appropriate reason to discontinue financial aid and include the A2 appeal form.
 - Close the customer's TWIST record – Child Care Program Detail. Enter the termination date and the appropriate termination reason.
 - Enter a TWIST Counselor Note to document the results of the case review.
Example:

Subject: Case Review

Customer isn't eligible for financial aid for child care. [Or, didn't respond to case review letter. Or, didn't provide requested documentation.] Customer provided her recent check stubs proving her family exceeds the income guidelines. I mailed the customer a letter to deny financial aid and included an appeal form. She has 15 calendar days to arrange other care and to file an appeal.

4. **Appeals.** Career Offices will hear any appeals requested by a customer who's financial aid is terminated as a result of these case reviews.

Action

1. Career office contractors must make sure that all office managers, supervisors, and staff are aware of and use these procedures for this case review.
2. Career office contractors must make sure telephone operators and greeters are aware of the case reviews and know how to direct customers who respond to letters.
3. Career office contractors must make sure staff responds to calls from customers who have questions about the letters we mail.

Questions

Staff should ask questions first of their supervisors. Direct questions to the Board staff through the electronic Q&A posted with the policy on the website at

<http://www.wrksolutions.com/staff/policiesandprocedures.html>

Attachments

- Financial Aid Review CCDF Letter
- Financial Aid Application Letter Inclusion