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| **WS 14-02** |
| **February 12, 2014** |
| **Financial Aid** |
| **Expires: Continuing** |

To: Career Offices

Financial Aid Payment Office

# From: Mike Temple

David Baggerly

Subject: Managing Financial Aid/Income Guidelines

Purpose

Provide revised income guidelines for determining eligibility for Workforce Solutions Financial Aid. This issuance replaces WS 13-07.

Background

Use these guidelines when it is necessary to apply an income test to qualify a customer for financial aid.

Child Care Financial Aid

We use TWIST to record and process applications for child care financial aid.

1. There are separate Initial Eligibility and Sustaining Eligibility income levels for customers applying for the general Low Income child care financial aid.
2. There is only one eligibility income level for customers applying for Local Match child care financial aid.
3. Income eligibility limits are set in TWIST. Because TWIST can only store one eligibility rule, we use the following process for determining customers eligible for both Low Income and Local Match child care financial aid:
   1. TWIST will store the Local Match eligibility rule – that is the Sustaining Eligibility level or 85% State Median Income. TWIST will mark applicants with incomes below 85% of the State Median Income as eligible.
   2. Staff must take the additional step of manually testing a customer’s monthly gross income against our Initial Eligibility guideline for customers applying for Low Income child care financial aid.
   3. If a customer applying for Low Income child care financial aid is above the Initial Eligibility level but below the Sustaining Level, the individual is not eligible for Workforce Solutions assistance, even though TWIST may show him or her as eligible.
   4. Process applications for Low Income child care financial aid only for those individuals whose income staff have manually determined falls at or below the Initial Eligibility level.

Action

Ensure staff uses the Financial Aid Income Guidelines when determining eligibility for Financial Aid. You can find the Financial Aid Income Guidelines at this link: <http://www.wrksolutions.com/staff/Financial_Aid_App_Instruction.html>

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to David Baggerly at [dbaggerly@wrksolutions.com](mailto:dbaggerly@wrksolutions.com).