



WS 14-02 – 2nd Reissue
September 29, 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 14-02 – Reissued dated April 21, 2014. The only changes are to the income guidelines for determining eligibility for financial aid for child care.

Background

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

Financial Aid for Child Care

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

1. There are separate Initial Eligibility and Sustaining Eligibility income levels for customers applying for the general Low Income financial aid for child care.
2. There is only one eligibility income level for customers applying to use Local Match funds for financial aid for child care.
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 financial aid for child care:
 - a. 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.

- b. 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 financial aid for child care.
- c. If a customer applying for Low Income financial aid for child care 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.
- d. Process applications for Low Income financial aid for child care 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 under Financial Aid Services – [Desk Aids](#).

Questions

Staff should first ask questions of their managers or supervisors. Direct questions for Board staff to David Baggerly at dbaggerly@wrksolutions.com.