

Desk Aid

Managing Financial Aid – Child Care Attendance – Excessive Absences

1. Call Center Responsibilities

- a. Create excessive absences rosters every Thursday for:
 - i. First Warning Notification
 - ii. Second Warning Notification
 - iii. Denying Financial Aid
- b. Retrieve these rosters to:
 - i. Review customer records and history of warning notifications sent
 - ii. Make necessary adjustments to rosters
- c. On the following Wednesday:
 - i. Send the rosters for each type of notification to the Financial Aid Payment Office (FAPO), and
 - ii. Send appropriate excessive absences letters to customers:
 1. *Excessive Absence 1st Notice*
 2. *Excessive Absence 2nd Notice*
 3. *Denying Financial Aid*
- d. When denying Financial Aid for Child Care:
 - i. Record the referral end date in TWIST
 - ii. Send revised form 2450 to the vendor the day after mailing letters denying Financial Aid for Child Care
- e. When customers contact the Call Center regarding excessive absences:
 - i. Call Center staff will consider the factors brought by the customer explaining the number of absences and adjust attendance accordingly
 - ii. Call Center staff must document in a counselor note:
 1. The reasons the customer provided to explain the number of absences, and
 2. The action taken by Call Center staff (include justification of the decision to adjust or not to adjust attendance in TWIST).

2. FAPO Responsibilities

- a. Generate *Vendor Notice of Excessive Absences* letters after receiving the First Warning Notification and Second Warning Notification rosters sent by call centers.
- b. Send *Vendor Notice of Excessive Absences* letters to vendors by first work day after receiving all rosters.