

Workforce Solutions Resident Service
Instructions for Stopping Child Care Financial Aid
UI Wage Report Shows Customer is Not Eligible

1. Career office

- Office is responsible for regularly reviewing customers' child care financial aid eligibility against UI wage reports
- Office is responsible for stopping financial aid to all customers assigned to the office code who have incomes higher than Workforce Solutions guidelines
- Office is responsible for stopping financial aid to all customers who do not have an office code in their records but who reside in the office's assigned zip codes
- When the office determines from reviews that a customer is no longer eligible for child care financial aid:
 - a. Data enter immediately into CCSD to stop aid.
 - b. Immediately send TWS letter 8a. UI Wage Record Over Income with attached appeals form to the customer. Complete the top of the appeals form before sending the letter. **Do not give 15 days to make other arrangements.**
 - c. Send FACS message to the payment office that office has stopped aid for the customer. Payment office will notify the provider to stop care. Payment office will also begin recoupment process.

2. Payment office

- Notify provider to stop care on the same day you receive FACS from the career office
- Check re-payment data base for each customer over income on the UI report to assure the customer notification of total owed is accurate.
- Telephone the customer to set up re-payment process and inform customer letter will follow

- Send re-payment letter