



WS10-05

February 8, 2010

To: Career Office Contractors

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SUBJECT: Managing Financial Aid – Documenting Eligibility for TANF & SNAP

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## Purpose

Provide a new procedure for documenting child care financial aid eligibility

## Background

The Texas Workforce Commissions requires us to document in TWIST the actions we take when providing financial aid for child care to customers who are TANF applicants, TANF volunteers, TANF recipients or SNAP recipients.

## Procedures

Each time we take an action on child care financial aid for TANF applicants, volunteers, or recipients and SNAP recipients, we will document the action by completing and copying/pasting the form in the attachment to this issuance into a separate TWIST counseling note.

The subject line of the TWIST counseling note will be the specific action noted in the first part of the form. (e.g., “Child Care Referral – Provide Aid”)

Each time staff take one of these actions affecting a customer’s financial aid – these notes must appear in TWIST Counselor Notes with the applicable required subject heading.

This documentation will be required in all applicable records beginning February 22, 2010 on a go-forward basis.

## Action

1. Review the form and instructions with staff and make sure staff understand how to use the Financial Aid Eligibility form and begin using the form immediately.
2. Make sure office managers and supervisors work with staff to develop a process for making sure the customer's eligibility is documented on the financial aid eligibility form and that the information is timely and accurately entered in TWIST Counseling Notes the same day the action is taken.

## Questions

Direct questions through the electronic Q&A posted with the policy on the website at <http://www.wrksolutions.com/staff/policiesandprocedures.html>.

## Attachments

- Financial Aid Eligibility desk aid
- Financial Aid Eligibility form