

Staff Responsibility	TWIST	FAMS	System Communication
<b>CONTACT A CUSTOMER WHO IS RECEIVING FINANCIAL AID ABOUT CONTINUING/DISCONTINUING THE FINANCIAL AID</b>			
<p style="text-align: center;"><b>CALL CENTER STAFF</b></p> <p>Contacts the customer in the following circumstances:</p> <p style="padding-left: 40px;">Recertification/review of eligibility</p> <p style="padding-left: 40px;">Warning the customer if she is not recording attendance in child care automated attendance</p> <p style="padding-left: 40px;">Deny financial aid</p> <p style="padding-left: 40px;">Respond to customers appealing our decision to deny/stop/reduce financial aid</p>	<p style="text-align: center;"><b>CALL CENTER STAFF</b></p> <p style="padding-left: 40px;">Use Scheduler to create roster, recertification letter and counselor note with letter name and date sent</p> <p style="padding-left: 40px;">Uses Scheduler to create a roster, excessive absence warning letter and counselor note with letter name and date sent</p> <p style="padding-left: 40px;">Uses TWIST to stop or change a customer's financial aid for child care</p>	<p style="text-align: center;"><b>CALL CENTER STAFF</b></p> <p style="padding-left: 40px;">Makes changes including cancelation to financial aid commitments</p>	<p style="text-align: center;"><b>CALL CENTER STAFF</b></p> <p style="padding-left: 40px;">Sends recertification letters by US mail to customers requesting the customer contact us about recertifying/reviewing eligibility to receive child care financial aid</p> <p style="padding-left: 40px;">Sends non-swipe/excessive child care absence warning letters through the US mail</p> <p style="padding-left: 40px;">Sends financial aid denial letters with instructions to appeal through the US mail</p> <p style="padding-left: 40px;">Settles appeals and communicates decisions to the customer in writing through the US mail</p>