WS 20-07
Release Date: January 15, 2021
Effective Date: January 18, 2021
Financial Aid
Expires: Continuing

To: All Contractors

From: Mike Temple
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Subject: Managing Financial Aid - Online Financial Aid Application

Purpose

To provide guidance on using the new online Financial Aid Application. This issuance replaces WS 16-10 Managing Financial Aid - Updated Financial Aid Form.

Background

Workforce Solutions offers financial aid to help individuals get the skills and credentials they need to get a job, keep a job or get a better job, to ensure the employers and job seekers in our region remain competitive. We also offer financial aid to customers who need help to:

- continue working;
- obtain and complete education or training to go to work; and
- find or take a job or get a promotion.

Financial assistance may include child care, scholarships for education or training, or help with work support to start a job.

Summary of Changes

We have created a new online financial aid application for customers applying for Workforce Solutions financial aid. The new application will allow customers to upload documents, manage their information and resubmit their application, if needed. This process will be efficient and convenient for customers applying for financial aid.

Additionally, we have updated language on the Workforce Solutions website and included the link to the online application, on the following pages:
- o [Financial Aid](#) – provides a general overview of our financial assistance;
- o [Child Care](#) – provides detailed information for child care assistance; and

o [Training and Education](#) – provides detailed information for education and training scholarships, and work support;

Our Service

Customers interested in applying for Workforce Solutions financial aid will be directed to the [online application](#) on the Workforce Solutions website. Workforce Solutions staff are expected to explain the new financial aid process and provide the following information to customers applying for assistance:

- Using the Online Financial Aid Application desk aid for:
  - [Customers](#)
  - [Staff](#)
- Acceptable documentation checklist, depending on the type of assistance requested:
  - [Child Care Acceptable Documentation Checklist](#); or
  - [Scholarships Acceptable Documentation Checklist](#)

Customers who complete the online financial aid application will have fourteen (14) calendar days to:

- Complete and submit their application from the date they begin the application
- Choose a childcare provider after being notified of eligibility, if applying for childcare assistance, and
- Complete an assessment with a Workforce Solutions professional, if applying for scholarship assistance. If the customer does not complete an assessment within fourteen (14) calendar days, the application is void and the customer will have to reapply.

Workforce Solutions staff must continue to follow the guidance set forth in [WS 17-06 Managing Financial Aid](#) to serve customers who apply for financial aid.

Action

Workforce Solutions Contractors must make sure:

1. All managers, supervisors, and staff can locate and direct customers to the online Financial Aid Application.
2. All managers, supervisors and staff are familiar with the language on the Workforce Solutions website and are able to assist customers with the online application process.
3. Staff are able to assist customers having trouble completing and submitting the online application.
4. Staff use the appropriate email when corresponding with a customer interested in financial aid.

Questions

Staff should ask questions of their supervisors first. Direct questions for Board staff through the [Submit a Question](#) link.

Sample Email to Customers Applying for Child Care

Hello Ms. _____,

Thank you for speaking with me today about your request for financial assistance. Workforce Solutions provides childcare financial aid for parents who are working and/or going to school.

As discussed during our conversation today, you will need to complete our online financial aid application by clicking here.

The following documentation will be needed to complete the application process:
- Proof of residency
- Last 13 weeks of check stubs for you and any working family member in the household
- Proof of citizenship for children needing childcare

You will need to follow the prompts in the online database to submit your financial aid application. I have attached a desk aid that will help you navigate through the process. I have also included a list of acceptable documents you would need to submit with your application.

If you have any issues completing the application or need additional assistance, please contact me directly at 713 661-3220 x1020 or Dennita.Allen@wrksolutions.com.

Sincerely,
Dennita Allen
Supervisor, Astrodome

Sample Email to Customers Applying for Education and Training

Hello Ms. _____,

Thank you for speaking with me today about your request for financial assistance. Workforce Solutions can help you get a job, keep a job, or get a better job by offering support for your work, education and training needs.

As discussed during our conversation today, you will need to complete our online financial aid application by clicking here.

The following documentation will be needed to complete the application process:
- Proof of residency
- Proof of U.S. citizenship or ability to work in the United States
- Selective Service registration for males born on or after January 1, 1960
- Proof of last 26 weeks of check stubs for you and any working family member in the household, including name, address, and phone number of the employer, work hours/days, rate and schedule of pay
- Proof of household income received from other sources such as Child Support, SSI, etc.
- If you have been laid off from your last job, proof of layoff (such as a letter from your employer) and/or unemployment insurance benefit documents
- If you are attending school, proof of your current school hours and registration that includes documentation of your degree plan (if pursuing one) and your credit/clock hours

You will need to follow the prompts in the online database to submit your financial aid application. I have attached a desk aid that will help you navigate through the process. I have also included a list of acceptable documents you would need to submit with your application.

If you have any issues completing the application or need additional assistance, please contact me directly at 713 661-3220 x1020 or Dennita.Allen@wrksolutions.com.

Sincerely,
Dennita Allen
Supervisor, Astrodome