

Financial Aid Quality Records Review Guide

1. Records indicate that the Financial Aid Application for The WorkSource Financial Aid has been completed.

- The Application has been completed in full by the customer and staff.
- If the request is for a scholarship, is the financial aid request for a high skill/high growth occupation targeted by the Gulf Coast Workforce Board?

2. Records demonstrate an economic need for The WorkSource Financial Aid.

- Is receiving TANF or Food Stamp benefits?
- Meets income guidelines required for specific fund source
- Is a Dislocated Worker.
 - Income \leq 200% of the poverty level indexed to the size of the household - the customer qualifies for financial aid from The WorkSource – 100% of the tuition, fees, books, etc. for requested educational, training or supportive service.
 - 300% of poverty $>$ income $>$ 200% of poverty – customer qualifies for financial aid from The WorkSource - for a 90% scholarship with a 10% co-pay.
 - Income \geq 300% of poverty – customer qualifies for financial aid from The WorkSource - for an 80% scholarship with a 20% co-pay.

3. Records indicate that eligibility for all possible fund sources was correctly determined.

- Review the customer record to verify that all available funding is utilized.
- Review eligibility guidelines for each funding source selected.

4. Records (Physical/Paper File) include required documents to support eligibility for the financial aid provided.

- Documentation of family income
- Proof of Social Security Number
- Proof of age and legal status to work in the United States
- Dislocated Worker information (see Dislocated Worker Desk Aid)
- Proof of hours at work/school
- The completed WorkSource Financial Aid Application
- Personal Responsibility Documentation – Attorney General Documentation showing amount of child support, AG letter showing parent application for child support, or document showing good cause why not

5. Records indicate services and information are entered in the appropriate management information systems.

TWIST -

- The services are opened in the funding being used to pay for The WorkSource Financial Aid.
- Support services provided have been entered in TWIST and have been entered for the appropriate fund.
- All eligibility was entered in the intake common before opening the program detail.

FAMS -

- Commitments are entered accurately in FAMS, including:
 - Proper primary fund stream designation (see rules in user manual for details).
 - Correct selection of Voucher or Payment Request
 - Correct selection of line items (Occupational Training Support vs Work Support Items)
 - Items are entered with correct price information (Unit Price) and customer contribution.
- Within 10 days of class start date, staff mark vouchers as Received (Mark Shipped procedure). Both voucher and commitment should have status "Pending Billing".
- Customer records are created accurately including:
 - No duplicate customers (same Name, SSN, Birth Date)
 - Social Security Number includes "-".
 - Customer ID is generated appropriately. ("First Name Last Name" or First Name MI. Last Name")

CCSD -

- End dates should be the same on the case information screen and client screens.
- The most current employment or training should be on the caretaker screen.
- Comments must document any action taken on the case, including the documents received or any forms staff complete for the customer.
- Financial aid staff should include dates of authorization and authorization codes for the action.
- If applicable, did staff activate the parent fee?
- Is the customer in the appropriate fund and/or group codes?