

RESPONDING TO CUSTOMERS INQUIRING ABOUT CHILD CARE FINANCIAL ASSISTANCE: *What to do when child care funds become available and the Financial Aid Specialist(s) is not available.*

The process for applying for child care financial assistance can be completed over the telephone, using fax, e-mail, or both, to send and receive documentation. Some preliminary work can be done by non-Financial Aid Specialists. If the Financial Aid Specialist /Financial Aid Specialist Tracker is not immediately available when a customer inquires about financial aid for child care:

- Apologize to the customer and tell her the FAS is not immediately available; but you can get the process started. Assure the customer she can complete the child care financial aid application process without having to come in to the office.
- Briefly explain that, unfortunately, financial aid for child care is limited and not everyone qualifies. Ask the customer if you can ask a few quick questions to ensure she meets the minimum requirements before beginning the application process.

Do a quick pre-screen for eligibility by asking:

- How many hours are you working or in school?
Working parents must be employed at least 30 hours per week or more. Parents attending school must be taking at least 10 credit hours each semester, or attending 30 clock hours per week.
- How many individuals are in your family?
This number, combined with the amount of the family's income, determines economic eligibility.
- What is the amount of your family's income?

Combine this amount and the number of individuals in the family with the Financial Aid Income Guidelines (back) to find the maximum allowable income for initial eligibility for the applicable family size. If the family's income is at or below the amount on the Financial Aid Income Guidelines, they are economically eligible.

Tell the customer if it appears she is eligible or not. Explain that this is just a preliminary finding. If the customer appears eligible, ask her if she would like some general information about the process or if she would prefer to wait for a FAS. If the customer wants more information:

Review the process for applying and receiving financial aid.

- FAS gathers customer information, including number and names of children requiring care, family income, and employer/school information
- Customer selects a provider
- FAS assembles paperwork for customer
- Customer signs and returns paperwork to FAS
- FAS reviews paperwork for accuracy, completeness and eligibility
- Financial aid for child care is authorized

Provide a list of possible documents the customer may need to submit:

- Copies of most recent check stubs for all working family members who contribute to the family's income
- Copies of social security cards of all family members, except children
- Proof of monthly child support payment and/or Attorney General documentation
- School/training verification, if applicable
- Doctor's medical statement, if applicable
- Name, address, and telephone number of the chosen provider
- Proof of U.S. citizenship or legal immigration status for each child

Tell the customer the FAS will contact them shortly to complete the process. Give the customer's name and contact information to the FAS.

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**CHILD CARE AND DEVELOPMENT FUND
 FINANCIAL AID INCOME GUIDELINES**

Effective 10/1/08 - 9/30/09

Family Size	Gross Monthly Income	
	Initial Eligibility	Sustaining Eligibility
One person	\$1,300	\$1,944
Two People	\$1,750	\$2,542
Three People	\$2,200	\$3,140
Four People	\$2,650	\$3,738
Five People	\$3,100	\$4,336
Six People	\$3,550	\$4,934
Seven People	\$4,000	\$5,046
Eight People	\$4,450	\$5,158
Nine People	\$4,900	\$5,271
Ten People	\$5,350	\$5,383
Eleven People*	\$5,495	\$5,495
Twelve People*	\$5,607	\$5,607
Thirteen People*	\$5,719	\$5,719
Fourteen People*	\$5,831	\$5,831
Fifteen People*	\$5,943	\$5,943

* Initial Eligibility amounts adjusted to prevent exceeding Sustaining Eligibility amounts.