

Helping Families with Tuition Assistance Applications: Spring 2020

With the lack of in-person communication with families to help them complete their applications, here are some ways you can connect with them to support them.

- Prioritize families currently receiving assistance who haven't applied/completed their application yet for 2020-2021
 - Pull a report to find out exactly what they are missing
 - Make individual phone calls to these families
- The FACTS Application is mobile friendly
 - Families can photograph supporting documents and upload them from their phone
- Use the FACTS Customer Service hotline- 866-315-9262 (bilingual)
 - If you can't help a family troubleshoot their application, direct them to this number
 - If you're stuck and can't get a hold of Michelle, schools can use this line as well
- Use smart phone video calling to talk directly to families who need application help
 - These apps are standard with smart phones so even less tech-savvy families can use them
 - You can show families sample documents, or zoom into your screen to show them what is missing if they are stuck
- Tax Deadline
 - Remember that families can use their 2018 Tax Return with their 2019 W2, or just their 2019 Tax Return to apply
 - The Federal Government has pushed back the filing deadline to July 15 however families do not need a 2019 Tax Return in order to complete their FACTS app