

II. Human Resources Policies & Procedures

Policy Title: **II - G.3 Public Service Loan Forgiveness Program (PSLF) Procedure**

Created/Modified Date: **Reviewed & Updated 05/2026**

Supplemental Agency Documents: **Employee Handbook, HR Administration Guide, Administrative Generalist P&P Manual**

II - G.3 Public Service Loan Forgiveness Program (PSLF) Procedure

Employees may be eligible for student loan forgiveness under the Public Service Loan Forgiveness Program (PSLF). The Director of Human Resources is responsible for responding to all PSLF Form certification requests. In the absence of Human Resources, the Director of Finance may provide certification. Employees should ensure that they are well-informed of guidelines regarding the [Public Service Loan Forgiveness Program \(PSLF\)](#).

The PSLF form can be completed and submitted in one of two ways: digitally or manually. The current/former employee should complete the following:

Agency Processing of Digital PLSF Certification Request

- Using the [PSLF Help Tool](#), the employee should complete their PSLF form and send it to the agency to digitally sign and to certify their employment. Once digitally signed and certified, the agency will electronically submit for processing.
- The employee should provide the email address of the Director of Human Resources (oprutt@stlidd.org) to receive the email from the Department of Education's office of Federal Student Aid, requesting employment certification and a digital signature.

Agency Processing of Manual PLSF Certification Request

- The employee should [download the Public Service Loan Forgiveness Program \(PSLF\)](#)¹
- The employee should complete **Section 1: Borrower Information, Section 2: Borrower Request, Understandings, and Certification**, and review **Section 3: Before You Begin**.
- The borrower/ employee should forward the partially completed form to Human Resources for further processing. Forms may be submitted via email at oprutt@stlidd.org or fax at 314.241.4350. Human Resources will complete **Section 4: Employer Information** and **Section 5A: Employer Certification**. Certification will be provided to acknowledge that (1) the information in Section 4 is true, complete, and correct to the best of the agency's knowledge and belief, (2) Human Resources or designee (Director of Finance) is an authorized official of the organization, and (3) the borrower named in Section 1 is or was a direct employee of the organization; or is or was employed under a contract in a position or providing services that, under applicable state law, cannot be filled or provided by a direct employee of the organization.
- Completed PSLF Employment Certification Forms will be returned to the employee via email or preferred method. Human Resources will maintain a copy for personnel/fiscal records, according to standard record retention guidelines. Forms will be processed within 2-3 business days.

Related Employee Handbook Section: **Your Employment Records**

¹ Hyperlink for [Federal Student Aid Website](#), ensure form is current.