



By Email

MEMORANDUM

TO: The WorkSource system contractor management
FROM: Mike Temple
DATE: January 10, 2007
SUBJ: Draft Resident Service Process Map

A workgroup composed of representatives from each Resident Service contractor has been working for some time to develop a new Standard and Guideline for The WorkSource's financial aid service.

As a part of that work, the group is mapping the process used in the career offices to respond to customers who want Financial Aid. These processes have changed recently with the addition of the Financial Aid Management System (FAMS).

This memo introduces a draft process map for The WorkSource staff to follow and respond appropriately to some of our customer requests for financial aid. The map is not complete as it does not include requests for child care financial aid.

The workgroup would appreciate all interested staff reading the process map and making suggestions about changes or additions to it. If you have questions, you may talk to the members of the workgroup team or respond to Betty Drake at bdrake@theworksource.org

Team members are:

Devona Larsen
Frederick Drake
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Nory Angel
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Attachments: Draft Resident Service Process Map – Customer Requests Financial Aid