

Expanding Service Delivery Through Functional Alignment



Co-location – Now What?



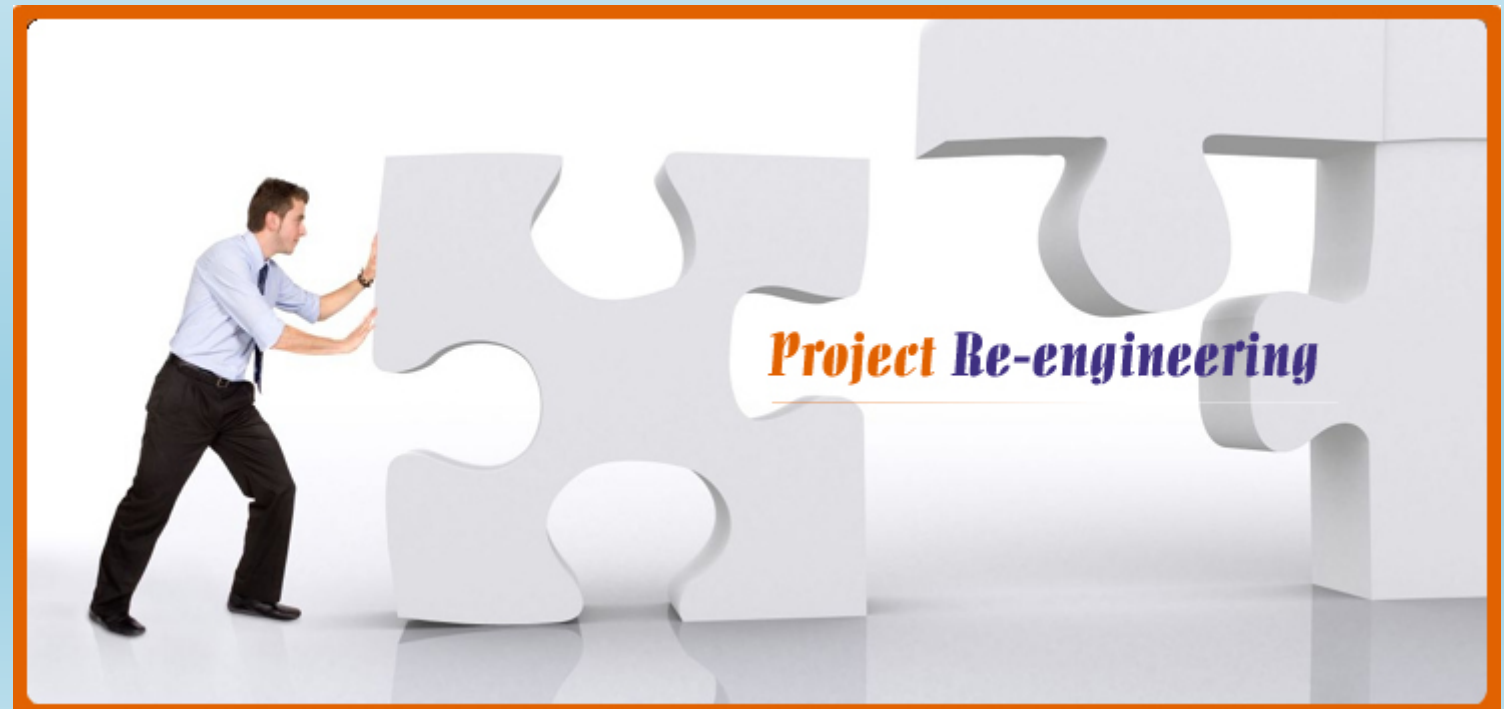
- Identify current services – how they work
 - Who, What, When, Where, and How
- Re-engineer to achieve functional alignment
- Functions and Services

Outreach and Referrals

Intake and Assessment

Active Services

Exit and Follow Up



- Serve more customers
- Higher quality of service – enhance customer relations
- Eliminates duplication of services – leveraging resources
- Updates processes
- Creates standard operating procedures



- Process Flow Diagrams
- New Narrative - Description
- Tools and Resources
- Operational Policies
- Challenges and Solutions
- Waiver Requests

Outcomes and Deliverables

