Alberta AlbertaWorks

Memorandum

Learner Income Support Program

Subject:	Learner Income Support Office Work Queues
Number:	LIS-MEMO-2018-002
Date Issued:	February 23, 2018
Issuer:	Deb Kaweski Executive Director Program Effectiveness, Labour
Distribution:	**Advanced Education** Foundational Learning Supports **Labour** Workforce Strategies Division Strategy and Policy Division **Community and Social Services** Delivery Services Portfolio **Training Providers** Subscribers to Alberta Works Updates Distribution List

MESSAGE:

A review is underway to ensure the Learner Income Support Office (LISO) is able to meet services standards in relation to application processing and call wait times during peak periods.

To increase efficiency the following Learner Benefit Coordinator (LBC) work queues will be collapsed into one work queue:

1. LISO Leaner Benefit Coordinator
2. LISO Modify Evidence
3. LISO Withdrawals/No Shows

Users that would normally send tasks to any of the work queues listed above should begin using the **LISO-LBC** work queue immediately. The existing queues will be disabled as of Friday, March 2, 2018 and will no longer be available or appear in the list of work queues.

The subject line of the tasks should clearly indicate the action requested. For example for a withdrawal/no show the subject line should read: Withdrawal/No show etc.

There is no change to the processing service standards of these requests. For information on processing timelines, please click here.

In addition LBC's will only reply to a task when further information is required and not that a task has been actioned. If the training provider requires confirmation that the task has been completed, please indicate in the body of the task that a response request is required.

NOTE: This change does not apply to Training Providers who accept Advanced Education Learners in tuition based training. Those training providers will continue to withdraw Learners via the no/show withdrawal e-mail address: CSS.CSACSDWDNOSHOW@gov.ab.ca