

## LISO Work Queues

| Work Queue                            | Task Generated by                 | Purpose   | Processing Time  | Automated or Manual |
|---------------------------------------|-----------------------------------|---|--|---------------------|
| <b>For Use by Front Line Delivery</b> |                                   |   |  |                     |
| CDS EI Verification                   | External Mobius users (Providers) | <ul style="list-style-type: none"> <li>To verify current EI status of an individual who will be attending training to determine the appropriate funding stream.</li> <li>Completed when the Preliminary EI/Non-EI Profile indicates Potential EI eligibility <b>and</b> the individual has requested full time training.</li> </ul>   | Target completion – 5 business days  | Manual              |
| LISO-LBC                              | Mobius Users                      | <ul style="list-style-type: none"> <li>To Alert LISO of specific situations: <ul style="list-style-type: none"> <li>Emergency processing requests (HS Regional Specialists only)</li> <li>Address changes</li> <li>Notifications from HS Child Support Services Workers</li> <li>When requested by LISO</li> </ul> </li> <li>To request a change/correction in the Active Evidence that has been entered by the Authorized Official. <ul style="list-style-type: none"> <li>Household Member (Learner only)</li> <li>Client Funding Type</li> <li>Training Benefit</li> <li>Training Benefit Cost Adjustment</li> </ul> </li> </ul> | Target completion – 5 business days.<br><br>Emergency requests – 2 business days.<br><br>Target completion – 20 business days or when application is processed | Manual              |

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|-------------------|--------------------------|--|---|----------------------------|
|                   |                          | <ul style="list-style-type: none"> <li>• To alert LISO when a Learner withdraws from a training period or does not attend at all.</li> <li>• Must be reported within 5 days.</li> <li>• Include the following information: <ul style="list-style-type: none"> <li>○ Date of withdrawal</li> <li>○ Reason for withdrawal</li> </ul> </li> </ul> | Target completion – Before each payment run |                            |

### **Other WQ not used by front line delivery**

|                                 |                                       |   |                                     |        |
|---------------------------------|---------------------------------------|---|-------------------------------------|--------|
| LISO Learner Benefit Specialist | HS Regional Specialists<br>LISO staff | <ul style="list-style-type: none"> <li>• Should not be used by most Mobius users</li> </ul>   | Target completion – 5 business days | Manual |
| LISO Program Compliance Officer | LISO Staff                            | <ul style="list-style-type: none"> <li>• Tasks generated by LISO staff.</li> <li>• This queue should not be used by most Mobius users.</li> </ul> | Target completion – 5 business days | Manual |
| LISO Supervisor                 | LISO Staff                            | <ul style="list-style-type: none"> <li>• For use only by LISO staff.</li> </ul>   | Target completion – 5 business days | Manual |

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|                                       |            |   |   |           |
|---------------------------------------|------------|---|---|-----------|
| LISO Admin Clerk                      | LISO Staff | <ul style="list-style-type: none"> <li>For use only by LISO staff.</li> </ul>   | Target completion – 5 business days       | Manual    |
| LISO Payment Coordinator              | LISO Staff | <ul style="list-style-type: none"> <li>For use only by LISO staff.</li> </ul>   | Target completion – 5 business days       | Manual    |
| Approve Bank Account                  | Mobius     | <ul style="list-style-type: none"> <li>Notification to a review the Bank Account information that has been entered to ensure accuracy.</li> <li>Approve the Bank Account to change to Active status.</li> </ul>   | Completed as the application is processed | Automated |
| Pending Referrals Escalated           | Mobius     | <ul style="list-style-type: none"> <li>To alert LISO staff that Plan Item Owners have not responded to a task asking if they want to Waitlist a referral.</li> </ul>  |   | Automated |
| Cleared/Uncleared Waitlists Escalated | Mobius     | <ul style="list-style-type: none"> <li>To alert LISO staff that Plan Item Owners have not responded to a task asking if they want to commit a referral.</li> <li>LISO staff will try to contact the Plan Item Owners to have them respond to the task.</li> </ul> | Target completion – 20 business days      | Automated |

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|                              |        |  |                                      |           |
|------------------------------|--------|--|--------------------------------------|-----------|
| LISO Overpayments            | Mobius | <ul style="list-style-type: none"><li>• To notify LISO staff that 40 days have passed since a FD was generated advising a Learner of an Overpayment.</li><li>• LISO staff will investigate to see if an appeal was filed, and take appropriate action.<ul style="list-style-type: none"><li>○ Create a deduction or</li><li>○ Refer outstanding debt for collection or</li><li>○ Suspend the liability until the appeal is concluded</li></ul></li></ul> | Target completion – 20 business days | Automated |
| LISO Overpayments Escalation | Mobius | <ul style="list-style-type: none"><li>• Task is generated if LISO staff does not clear LISO Overpayment tasks within 7 calendar days.</li></ul>  |                                      | Automated |
| LISO Post Verification       | Mobius | <ul style="list-style-type: none"><li>• Generated 55 days after the date of the Post-Verification Decision correspondence.</li><li>• Advises LISO staff to check to see if the requested information has been received, and to take appropriate action.</li></ul>  |                                      | Automated |