



# 2016 Service Provider Training

---

## **Opening Remarks**

June 20, 2016 | Los Angeles, CA

June 30, 2016 | Atlanta, GA

## Year of Change

- Some bumps in the road
- Adjust and succeed
- What's next

## New IT System

- Not as “customer-friendly” as we would like
- Real-time system modifications not easy
- Stakeholder outreach required in advance

## Actions and Results

- Engaged stakeholders
- Implemented many stakeholder requests
- Portal working with 35,000 registered
- Window extended – 45,000 applications for \$3.6B requested expected

## What Next

- Continue to timely process applications
- Ramp up stakeholder involvement
- Work on IT improvements for FY2017

# Questions?

**Thank you!**