



# Direct Access and Support Program

This new program is designed to provide you with access to our professional services staff in the same fashion that many of you have grown accustomed to via the Small Cities Assistance program. We are utilizing this successful program philosophy as the base of our core service, timely, responsive, and direct answers to your compliance questions. In addition to this core we are expanding the program services to include on-line procedure guides and training materials, monthly web articles, and weekly blogs.

## Your enrollment in the program provides you with:

- 24/7 access to our professional services team
  - Guaranteed response time of 48 hours
- Access to Vision Professional Services website for training and assistance materials
  - Checklists
  - Procedure guides
  - Compliance updates
- Monthly web articles on the latest issues effecting local government
- MMB (Monday morning blogs) – join in each Monday to discuss those topics of importance to you
- 25% reduction in registration fees for Vision regional workshops and the annual conference
- On-site travel cost reduction should you need one-on-one assistance and/or training.

*(Your travel costs will be calculated from a regional cost center – Everett, Olympia, Ellensburg, and Spokane.)*



A key component of your success is quick, timely, and accurate answers to your compliance questions. Whether those questions are related to financial matters such as budgeting, accounting, and reporting or compliance issues such as federal single audit standards, grant management practices, payroll processing, and its' associated reporting requirements, or interpretation of RCW's and WAC's, records retention, and public hearings we have the experience and expertise to answer your questions.

The **Direct Access and Support Program** provides phone and email access to our professional services staff; **Toni Nelson** and **Craig Lodgard**. Toni and Craig have over 40 years of combined experience in local government training and support. Toni's experience of being the Small Cities Specialist for the Washington State Auditor's office for 11 years is unique to our industry. These attributes will ensure that you will receive the answers to your compliance questions.

Email Toni or Craig at [ps@visionms.net](mailto:ps@visionms.net) to get started today!

