

CSoC Implementation Workplan
Overall Project Tasks/Dependencies & Risks/Other Issues
December 11, 2011

Overall Tasks and Status		
Task	Status	Comments
Develop CSoC team capability and capacity	●	State department overviews completed, education on SOC, CFT and Waivers continues
Support Phase I regions with CSoC implementation	●	Regular calls with regions and affinity groups are ongoing
Ensure an adequate service array to meet identified needs	●	Magellan has begun work on provider network development
Support the SMO implementation to ensure CSoC needs are identified and addressed	●	Magellan contract complete, CSoC Team has begun meetings with assigned Magellan staff; need to coordinate meetings with each department
Conduct training for key audiences in prioritized topic areas	●	Work to develop initial training schedule will begin shortly; Concern re: volume of training and integration with other departmental activities has been voiced
Facilitate effective cross-departmental communication and collaboration to ensure successful implementation	●	With Magellan implementation underway there are many components concurrently being addressed; coordination is challenging
Support the development and infusion of family and youth voice in all aspects of the system of care	●	Family Lead hired begins 12/12/11. Magellan has identified family member (Pat Hunt) to support CSoC implementation.
Develop and implement a CSoC communications strategy	●	Communications Summit held with all departments 12/2/11. Draft plan to be presented to Governance Board 12/16/11.
Ensure that a process for monitoring CSoC quality and accountability is established	●	QA Committee meetings held bi-weekly. IMT to be formed soon.

Dependencies & Risks			
Risk and description	Risk Chance	Risk Impact	Status update
CMS approval: Final approval on EPSDT state plan amendments	Low	High	Still waiting on EPSDT approval.
Provider pool for PRTF, TGH and NMGH may not be sufficient	Medium	High	Work underway to establish current capacity needs
Development of contracts between Magellan and state agencies (DCFS, OJJ) and LEAs (addressing information exchange, invoicing, payment, etc.)	Medium	High	Work underway to develop contract language and establish process for engagement with LEAs

Issues		
Issue and description	Project Impact	Status
Potential stakeholder concerns/buy-in with CSoC approach and new way of doing business	Medium	Planning series of forums to provide information and identify concerns

CSoC Implementation Workplan						
Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
1	Team Education/Capacity Building/Capability					
1.1	Provide foundational information/education on systems of care to all CSOC team members	Jody Levison-Johnson	6/6/2011	8/31/2011	8/31/2011	
1.2	Work with individual team members to enhance their understanding of their and their department's role in the CSOC	Jody Levison-Johnson	6/6/2011	8/31/2011	8/31/2011	
1.3	Review CSOC organizational structure and ensure adequate staffing to meet needs	Jody Levison-Johnson	7/1/2011	7/31/2011	7/31/2011	
1.4	Develop Family Lead role/responsibilities for CSOC Team	Jody Levison-Johnson	7/15/2011	7/31/2011	7/31/2011	
1.5	Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/8/2011	8/15/2011	8/15/2011	
1.6	Recruit and Hire CSOC Family Lead	Jody Levison-Johnson	8/15/2011	9/30/2011 11/30/11	11/21/2011	Family Lead position accepted 11/21/11. Shawn Herbert begins on 12/12/11.
1.7	Provide foundational information to CSOC team members on the Department of Children & Family Services	Yvonne Diaz Domingue/Gwen Jackson	8/1/2011	10/31/2011	10/31/2011	Scheduled for 10/31/11 team meeting
1.8	Provide foundational information to CSOC team members on the Department of Education	Janice Zube	8/1/2011	10/31/2011	10/31/2011	Scheduled for 10/31/11 team meeting
1.9	Provide foundational information to CSOC team members on the Office of Behavioral Health	Traci Perry	8/1/2011	10/31/2011	10/17/2011	
1.10	Provide foundational information to CSOC team members on the Office of Juvenile Justice	Jacqueline Page	8/1/2011	10/31/2011	10/31/2011	Scheduled for 10/31/11 team meeting
1.11	Provide foundational information to CSOC team members on Medicaid (SPAs, Waivers)	Keith Durham	8/1/2011	10/31/2011 12/31/2011		Medicaid has started a series of trainings on authorities and services manual conducted via conference call live meetings every two weeks

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1	Team Education/Capacity Building/Capability					
1.12	Develop CSoC team's full understanding of the service array available under CSoC	Keith Durham	8/1/2011	10/31/2011 12/31/2011		Medicaid has started a series of trainings on authorities and services manual conducted via conference call live meetings every two weeks
	END OF PROJECT					

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Task #	Task	Person Responsible	Start Date	Due Date	Completion Date	Notes/Comments
2	Phase I WAA & FSO implementation					
2.1	Assign CSoC Team Liaisons to the five implementing regions	Jody Levison-Johnson	7/8/2011	7/8/2011	7/8/2011	Region 2: Traci Perry (OBH) Region 7: Janice Zube (DOE) Region 8: Yvonne Diaz Domingue (DCFS) Region 9: Jacqueline Page (OJJ) Jefferson Parish: Joe Keegan (DCFS)
2.2	Conduct initial outreach via email/telephone with implementing regions	CSoC Liaisons	7/11/2011	Weeks of 7/11 and 7/18/11	7/25/2011	
2.3	Hold initial face-to-face meetings with representatives from the region, WAA and FSO	CSoC Liaisons & CSoC Director	8/1/2011	Weeks of 8/1, 8/8 & 8/15/11	8/16/2011	Region 2: 8/10/11 Region 7: 8/1/11 Region 8: 8/12/11 Region 9: 8/11/11 (YDD & JLJ) Jefferson Parish: 8/16/11
2.4	Identify initial technical assistance and training needs for each region	CSoC Liaisons & CSoC Director	8/1/2011	Ongoing	Ongoing	
2.5	Develop initial individualized training and technical assistance plans for each region	CSoC Liaisons	8/16/2011	10/31/2011 12/01/11	12/1/2011	All regions: v1 submitted 12/01/11
2.6	Create templates to support implementation across region (job descriptions, policies/practices, community team development)	CSoC Liaisons & CSoC Director	8/8/2011	9/30/2011	10/3/2011	
2.7	Plan Implementation Institute (logistics, agenda, speakers, handouts, etc.)	CSoC Liaisons & CSoC Director	6/15/2011	10/4/2011	10/3/2011	
2.8	Hold Implementation Institute to provide consistent foundational information, ensure community planning time and begin learning community structure	CSoC Liaisons & CSoC Director	10/5/2011	10/7/2011	10/7/2011	

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2	Phase I WAA & FSO implementation					
2.9	Provide initial support/facilitation (as needed) to regional Community Teams	CSoC Liaisons	8/22/2011	10/31/2011	Ongoing	
2.10	Convene learning community calls/webinars across regions	CSoC Liaisons & CSoC Director	10/17/2011	10/31/2011 12/31/11		Begins with 1:1 regional calls and affinity calls per discussion with regions
2.11	Convene affinity group calls/webinars across regions	CSoC Liaisons & CSoC Director	10/17/2011	10/31/2011	Ongoing	FSOs: Janice/Gwen: Scheduled 11/18/11 and 12-19-11 WAAs: Yvonne/Jacqueline: Scheduled for 11/16/11; 1st call held 11/16/11 and to occur the 3rd Thursday of the month
2.12	Identify minimum data set that includes key outcomes and indicators for WAAs and FSOs	CSoC Liaisons & CSoC Director	7/1/2011	10/31/2011 12/31/11		Will require input from Governance Board, QA committee and WAA/FSOs
2.13	Establish referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson/Tony Speier/SMO	9/30/2011	12/31/2011		
2.14	Create process for identifying potential CSoC enrollees and determining eligibility for CSoC	Jody Levison-Johnson	9/30/2011	12/31/2011		
2.15	Establish communication protocols for WAA, FSO and Independent Evaluators	CSoC Liaisons	10/30/2011	12/31/2011		Region 8: TA provided to keep comm open
2.16	Establish Barriers process	Jody Levison-Johnson	10/30/2011	12/31/2011		
2.17	Assign any identified issues to proper group or person	CSoC Liaisons & CSoC Director	11/1/2011	1/15/2012	Ongoing	
2.18	Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	1/15/2012	1/31/2012	Ongoing	
2.19	Resolve policy level issues	State Governance Board	11/1/2011	1/31/2012	Ongoing	

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2	Phase I WAA & FSO implementation					
2.20	Develop and finalize WAA enrollment procedures	Jody Levison-Johnson / Shawn Thiele / Pat Hunt	9/30/2011	12/31/2011 1/31/12		This will be formed by the out of home placement assessment
2.21	Develop and finalize service referral policies and procedures	Jody Levison-Johnson / Shawn Thiele / Pat Hunt	9/30/2011	12/31/2011		
2.22	Begin Waiver eligibility determinations	Lisa Longfellow/Diane Batts	12/1/2011	1/1/2012		
2.23	Offer Wraparound Orientation sessions for all regions	Kim Estep (Innovations Institute)	1/1/2012	1/31/2012		
2.24	Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Kim Estep (Innovations Institute)	2/1/2012	2/28/2012		
2.25	Offer Cultural and Linguistic Competence training for CSoC Liaisons, Governance Board and all regions	Vivian Jackson (Georgetown)	2/1/2012	2/28/2012 4/30/12		Time extended due to staging training
2.26	Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/1/2012	2/28/2012		
2.27	Support staffing and implementation issues within the Wraparound agencies	CSoC Liaisons & CSoC Director	8/1/2011	1/1/2012	Ongoing	
2.28	Support staffing and implementation needs within the Family Support organizations	CSoC Liaisons & CSoC Director	8/1/2011	1/1/2012	Ongoing	
2.29	Participate in the preliminary Needs Assessment/Gaps Analysis process to identify EBPs for implementation	CSoC Team & Regions / Brian Smock	9/1/2011	1/1/2012		

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2	Phase I WAA & FSO implementation					
2.30	Review results from preliminary Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Tony Speier/ Russell Semon /Jody Levison-Johnson	1/1/2012	2/1/2012 3/1/2012		Perhaps involvement of QA Committee or other cross-departmental team
2.31	Begin Wraparound and Family support service delivery	WAA/FSO providers	3/1/2012	3/1/2012		
	END OF PROJECT					

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3	Service array					
3.1	Finalize Service Definitions for CSOC	Keith Durham	6/1/2011	9/1/2011 10/31/11 11/30/2011 12/15/2011 12/31/11		Service manual finalized, dissemination scheduled by month's end
3.2	Finalize rates for all services	Keith Durham / Mary Norris	7/1/2011	9/1/2011	8/31/2011	Work continues on Non-Medical Group Home rates
3.3	Finalize and receive approval of Authorities documents	Keith Durham / Dee York	6/1/2011	10/15/2011 11/1/2011 11/30/2011 12/15/2011		Still waiting on EPSDT approval
3.4	Finalize provider certification process	Rusty Semon / Brian Smock	7/1/2011	10/31/2011 1/15/2012		Work between Magellan and OBH to finalize is underway
3.5	Finalize provider credentialing process	Magellan	7/1/2011	10/31/2011 11/30/11		Magellan will finalize once contract is complete
3.6	Finalize licensing standards	Erin Rabalais	7/1/2011	11/30/2011 12/31/11		Department reps will participate to ensure departments needs/issues are addressed and appropriately responded to
3.7	Establish eligibility processes for CSOC that ensure appropriate financing/billing for all enrollees	Randy Lemoine/Brian Smock	10/1/2011	11/30/2011 1/31/12		Work underway within IT Teams which include departmental reps
3.8	Ensure state departments' priority needs for service development are addressed	CSOC Liaisons & CSOC Director	7/1/2011	1/31/2012	Ongoing	Examples: Infant Mental Health, LaMod, etc.
3.9	Assess current capacity and need for out of home placement options	Jody Levison-Johnson	10/1/2011	12/31/2011 1/15/12		Work underway with Magellan and departments to compile enrollee list; contract with Praed Foundation (John Lyons) under development

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3	Service array					
3.10	Re-assess rates for HomeBuilders (IHBS)	Yvonne Diaz Domingue	10/1/2011	12/31/2011	12/28/2011	DCFS will continue to coordinate training and begin discussions regarding future with Magellan
3.11	Provide CSoC training to all providers in the network	CSoC Liaisons & CSoC Director / Shawm Thiele / Pat Hunt	10/1/2011	1/31/2012		Fundamentals of CSoC, participation in child & family teams, etc.
3.12	Offer CANS Comprehensive Training to independent assessors in the regions and others	John Lyons	2/1/2012	2/28/2012		
3.13	Support the provision of training for providers and LEAs to ensure successful transition to Medicaid (billing, documentation, etc.)	Ken Saucier	10/15/2011	1/31/2012		
3.14	Support the provision of training for providers to ensure certification and credentialing	Rusty Semon	10/15/2011	1/31/2012		Develop Essential Learning modules, offer in-person sessions, etc.
3.15	Finalize and publish rules for CSoC	Keith Durham / Dee York	7/1/2011	2/20/2012	11/20/2011	All rules posted in the November 20th registry.
3.16	Participate in the Needs Assessment/Gaps Analysis process to identify EBPs for implementation	Jody Levison-Johnson	TBD by SMO	TBD by SMO		Ensure participation by CSoC reps and regions
3.17	Review results from Needs Assessment/Gaps Analysis and formulate recommendations regarding priority EBPs for implementation	Tony Speier/ Russell Semon /Jody Levison-Johnson	1/1/2012	3/1/2012		Perhaps involvement of QA Committee or other cross-departmental team
3.18	Review recommendations for EBPs and offer input	Governance Board	3/1/2012	3/31/2012		
	END OF PROJECT					

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4	Statewide Management Organization					
4.1	Issue SMO Request for Proposals	Joe Comaty	4/1/2011	7/8/2011	7/8/2011	
4.2	Vendor questions due to OBH	Joe Comaty	7/8/2011	7/15/2011	7/15/2011	
4.3	Post answers to vendor questions	Joe Comaty	7/15/2011	7/29/2011	7/29/2011	
4.4	Vendor Proposals due	Joe Comaty	8/15/2011	8/15/2011	8/15/2011	
4.5	Convene and facilitate proposal review committee to score responses	Joe Comaty	8/17/2011	8/26/2011	8/25/2011	All departments to provide 3 reps for scoring, CSoC Director to participate
4.6	SMO vendor selected and notified	Joe Comaty	8/26/2011	9/6/2011	9/1/2011	
4.7	Elicit other department input to be used in vendor contract negotiation	Joe Comaty	9/6/2011	9/30/2011	9/26/2011	
4.8	Contract in place with selected vendor	Joe Comaty	9/6/2011	9/30/2011 11/1/11 12/31/11		Contract signed, awaiting final approval
4.9	Determine department information needs (data capture for key outcomes/indicators and other reporting needs)	Jody Levison-Johnson / Seth Kunen/ Randy Lemoine	9/6/2011	11/30/2011 1/30/12		Work underway within QA Committee and IT implementation teams
4.10	Finalize assessment processes for CSoC	Jody Levison-Johnson / Shawn Thiele / Pat Hunt / Rick Kamins	9/6/2011	11/30/2011 1/30/12		Work delayed due to contract; work underway
4.11	Finalize processes for eligibility determinations for CSoC	Jody Levison-Johnson / Lisa Longfellow / Shawn Thiele / Pat Hunt	9/30/2011	12/31/2011		Use existing Operations Workgroup or associated sub workgroups; build on eligibility roster work completed to date

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4	Statewide Management Organization					
4.12	Finalize CSoc enrollment process including referral process for Independent Evaluations, WAAs and FSOs	Jody Levison-Johnson / Lisa Longfellow / Shawn Thiele / Pat Hunt	9/30/2011	12/31/2011		Use existing Operations Workgroup or associated sub workgroups
4.13	Determine process for data exchange (frequency, methods)	Randy Lemoine/SMO	11/30/2011	1/15/2012		Use existing Operations Workgroup or associated sub workgroups
4.14	Ensure IT infrastructure is in place to meet department mandates/requirements	SMO / Randy Lemoine	1/15/2012	2/28/2012		
4.15	Finalize invoicing/payment processes for CSoc	David McCants /Departmental Reps / SMO	1/1/2012	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement, build on work done to date
4.16	Determine department reporting needs and finalize process for reporting	Jody Levison-Johnson / Shawn Thiele / Pat Hunt	9/1/2011	1/31/2012		Work with department reps
4.17	Establish appropriate financial monitoring and controls	Cindy Rives / Tony Speier	11/1/2011	1/31/2012		Finance Committee, Financial Stability Workgroup, Operations Workgroup involvement
4.18	Train SMO staff in CSoc specific topics/information	Jody Levison-Johnson	10/1/2011	12/31/2011 1/31/2012		Use developed training modules/trainers
4.19	Train SMO staff in CANS screening	John Lyons	2/1/2012	2/28/2012		
	END OF PROJECT					

CSoC Implementation Workplan						
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5	Training					
5.1	Identify potential training topics and audiences	Janice Zube	6/15/2011	8/31/2011	8/31/2011	
5.2	Prioritize training topics	Janice Zube	8/31/2011	9/16/2011	9/9/2011	Obtain input from Governance Board, CSoc Team and others
5.3	Prioritize audiences	Janice Zube	9/16/2011	9/30/2011 10/21/11	Ongoing	Obtain input from Governance Board, CSoc Team and others
5.4	Develop specific training plan to address immediate needs (including topics, trainers, audiences, dates)	Janice Zube	10/1/2011	10/31/2011	Ongoing	Obtain input from Governance Board, CSoc Team and others
5.5	Develop and deliver CSoc Fundamentals training to state department staff	Janice Zube	10/1/2011	11/30/2011	Ongoing	Training for DOE and DCFS underway
5.6	Develop and deliver CSoc Fundamentals training to provider network	Janice Zube	11/30/2011	1/31/2012		
5.7	Develop and deliver training on service definitions/authorities for providers	Keith Durham / Ken Saucier	10/1/2011	1/31/2012		
5.8	Develop and deliver training on referral/authorization processes	SMO	2/1/2012	2/28/2012		Subject to change based on SMO plan
5.9	Develop and deliver training on billing practices	SMO	2/1/2012	2/28/2012		Subject to change based on SMO plan
5.10	Offer Wraparound Orientation sessions for all regions	Kim Estep (Innovations Institute)	1/1/2012	1/31/2012		
5.11	Offer Wraparound Facilitation, Family Support Organization and Community Fundamentals training for all regions	Kim Estep (Innovations Institute)	2/1/2012	2/28/2012		
5.12	Offer CANS training for WAAs, FSOs and Agency/Community partners	John Lyons	2/1/2012	2/28/2012		
5.13	Offer introductory Cultural and Linguistic Competence training for all regions	Vivian Jackson (Georgetown University)	2/1/2012	2/28/2012 4/30/12		

CSoC Implementation Workplan						
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5	Training					
5.14	Provide initial training to Local Coordinating Councils and Community Teams	CSoC Liaisons	1/1/2012	3/31/2012		
5.15	Conduct ongoing needs assessment process to identify ongoing training needs	CSoC Liaisons	3/1/2012	6/30/2012	Ongoing	
5.16	Develop capacity and capability within state to deliver ongoing Wraparound/FSO training and coaching	Jody Levison-Johnson / Marlene Matarese	1/1/2012	6/30/2012	Ongoing	At outset of Innovations contract begin to identify within State capacity for ongoing training and coaching
	END OF PROJECT					

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6	Cross-Departmental Collaboration					
6.1	Conduct bi-weekly meetings with Executive Team or others as determined by department to assist departments with identification of internal procedures that will be impacted by CSoC	CSoC Liaisons & CSoC Director	7/1/2011	10/31/2011	Ongoing	Director to attend on a monthly basis
6.2	Develop department-specific workplans for CSoC implementation activities	CSoC Liaisons with Department Exec Team & other department staff	9/1/2011	10/31/2011	Ongoing	
6.3	Ensure collaboration and communication across departments to assign any identified issues to proper group or person	CSoC Liaisons & CSoC Director	9/1/2011	11/30/2011	Ongoing	Communications Summit held with all departments; communications plans under development
6.4	Report identified issues needing policy level intervention to the Governance Board	Jody Levison-Johnson	10/31/2011	6/30/2012	Ongoing	
6.5	Resolve policy level issues	State Governance Board	10/31/2011	6/30/2012	Ongoing	
6.6	Conduct monthly meetings with department Executive Teams to ensure effective communication	CSoC Director	7/1/2011	6/30/2012	Ongoing	
6.7	Elicit feedback from State Governance Board members on CSoC Director performance	DHH Deputy Secretary	11/1/2011	12/2/2011		Will be ongoing
	END OF PROJECT					

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7	Family & Youth Voice					
7.1	Develop Family Lead role/responsibilities for CSoc Team	Jody Levison-Johnson	7/1/2011	7/15/2011	7/15/2011	
7.2	Work with OBH Human Resources to develop Family Lead job description	Jody Levison-Johnson	8/1/2011	8/15/2011	8/8/2011	
7.3	Recruit and Hire CSoc Family Lead	Jody Levison-Johnson	8/15/2011	10/15/2011 11/30/11	11/21/2011	Family Lead position accepted 11/21/11. Shawn Herbert begins on 12/12/11.
7.4	Establish partnership with LA Federation of Families for Children's Mental Health and emerging LA Youth MOVE Chapter	Jody Levison-Johnson	8/29/2011	9/30/2011	8/29/2011	
7.5	Develop SCC Charter that defines purpose, roles and responsibilities	Shawn Herbert	10/15/2011	11/30/2011 1/30/12		Vet through FSO workgroup and regional FSOs; timeline extended to allow Family Lead to assume responsibility
7.6	Form partnerships with other youth empowerment programs/organizations as means to develop youth voice in the CSoc	Shawn Herbert	8/1/2011 11/30/2011	11/30/2011 2/28/2012		Ex: LYLAC, LA chapter of Youth MOVE, AMIKids
7.7	Begin recruitment for Statewide Coordinating Council (SCC)	Shawn Herbert	11/30/2011 1/1/2012	11/30/2011 2/28/2012		Meeting of members of SCC/FSO workgroups will be held on 12/15/11 to review prior plans and make recommendations for changes, if needed.
7.8	Develop draft SCC charter and bylaws	Shawn Herbert	11/30/2011	12/31/2011		
7.9	Hold initial SCC meeting	Shawn Herbert	1/1/2012 2/1/2012	1/31/2012 2/28/2012		
7.10	Work with FSOs to develop family and peer support services	Shawn Herbert / Pat Hunt	10/15/2011 11/30/11	1/31/2012		
7.11	Partner with FSOs to develop family & youth leadership training	Shawn Herbert / Pat Hunt	1/1/2012	1/31/2012		

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7	Family & Youth Voice					
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8	Communications					
8.1	Identify initial communications priorities	State Governance Board	5/1/2011	7/8/2011	7/8/2011	Also based on work done by Communications Workgroup
8.2	Meet with DHH Bureau of Media & Communications regarding CSOC communication needs	Jody Levison-Johnson	7/26/2011	7/26/2011	7/26/2011	
8.3	Formulate initial recommendations for communication activities	Lisa Faust / Jody Levison-Johnson	7/26/2011	8/4/2011	8/4/2011	
8.4	Present initial communications recommendations to Governance Board for review and approval	Lisa Faust / Jody Levison-Johnson	8/5/2011	8/5/2011	8/5/2011	
8.5	Develop next steps based on input and decisions from Governance Board	Lisa Faust / Jody Levison-Johnson	8/8/2011	8/15/2011	8/31/2011	Ensure adequate attention to outreach to Legislators
8.6	Develop and execute contract for Communications contractor	Lisa Faust / Jody Levison-Johnson	8/15/2011	9/15/2011	9/30/2011	Initial meeting with contractor held 9/8/11
8.7	Hold session with Governance Board members and Communications contractor to gain input into approach	Lisa Faust / Jody Levison-Johnson	9/16/2011	10/15/2011	9/30/2011	
8.8	Work with Communications contractor to develop communications plan	Lisa Faust / Jody Levison-Johnson / Yvonne Diaz Domingue	10/15/2011	10/31/2011 ongoing	12/11/2011	Draft plan to be presented to Governance Board 12/16
8.9	Develop more specific workplan based on approved Communications Plan	Yvonne Diaz Domingue	1/1/2012	1/30/2012		Once plan approved by GB, work with OBH Communications Implementation team and other departments to develop more concrete activities

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9	Quality & Accountability					
9.1	Identify each department's outcomes and indicators of importance	Jody Levison-Johnson	8/1/2011	8/31/2011 11/30/11	11/10/2011	
9.2	Form CSoC Quality Assurance Committee	State Governance Board	6/24/2011	9/30/2011	9/14/2011	Chair identified, membership to be determined, first meeting scheduled for 9/14/11
9.3	Create mutually defined goals and outcomes for the CSoC initiative that incorporates key areas of importance from all departments and the QMS	Karen Stubbs	9/1/2011	10/31/2011 11/30/11	12/6/2011	
9.4	Work with SMO to ensure data capture is in place for key outcomes/indicators	Jody Levison-Johnson	11/1/2011	12/31/2011		
9.5	Form Interdepartmental Monitoring Team (IMT)	Seth Kunen	10/1/2011	10/31/2011 11/30/11		
9.6	Provide introductory training to IMT	Seth Kunen	11/1/2011	11/30/2011 12/31/11		
9.7	Work to develop effective interface between IMT and QAC	Seth Kunen / Jody Levison-Johnson	10/1/2011	11/30/2011 1/15/12		
9.8	Develop draft reporting format that allows QAC and State Governance Board to monitor key areas	Karen Stubbs	12/1/2011	12/31/2011	11/9/2011	Priority issues document developed
9.9	Present draft reporting format to QAC and SGB for input and approval	Karen Stubbs	1/1/2012	1/31/2012		
9.10	Develop process to monitor fidelity to CSoC values/practice in implementing regions	Marlene Matarese / Jody Levison-Johnson	1/1/2012	3/1/2012		
9.11	Develop draft report for SR 119 for review/approval by State Governance Board	Brandy Hamilton / Jody Levison-Johnson	3/1/2012	3/31/2012		First report to be submitted 4/30/12
	END OF PROJECT					