

## CRP Quality Background

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1. Project Management Documents
  - Project team drafted (Nov -> Jan)
  - Sponsor approval/signature - (Dec -> Feb)
2. Kickoff with workgroup (3/20)
  - 10 members (add 1 OPRA 5/29)
3. Internet Resources  
<http://ood.ohio.gov/ood-home/provider-information/crp-quality-scorecard-workgroup>
  - Charter/S.O.W.
  - Kickoff Power Point (deliverables)
  - Notes from workgroup meetings (March 20, April 7 & 28, May 20)
  - Other state scorecards
4. CRP Directors mtg. presentation along with workgroup reps (4/16)
5. Draft Scorecard Version 1 (for consumer, provider, OOD, All access)
  - Version 1.1 (OOD and provider access)
  - Version 2 - consumer/counselor surveys
  - Version 3 - service specific breakout
  - Version 4 - monitoring visit results
6. Distribution Plan
  - After completion of definitions/how to use the scorecard and process for the scorecard documents are drafted through workgroup (6/5)
  - Send for CRP Director feedback (6/6 -> 6/13)
  - Edits based on feedback
  - Pull "live" data from VIS/Tableau (Trammel)
  - Graphics (J. Nguyen)
7. Validate and test data
8. Present to Executive Team (6/25)
9. Train internal/external staff and CRPs (Sept)
10. Roll out (Oct 1)