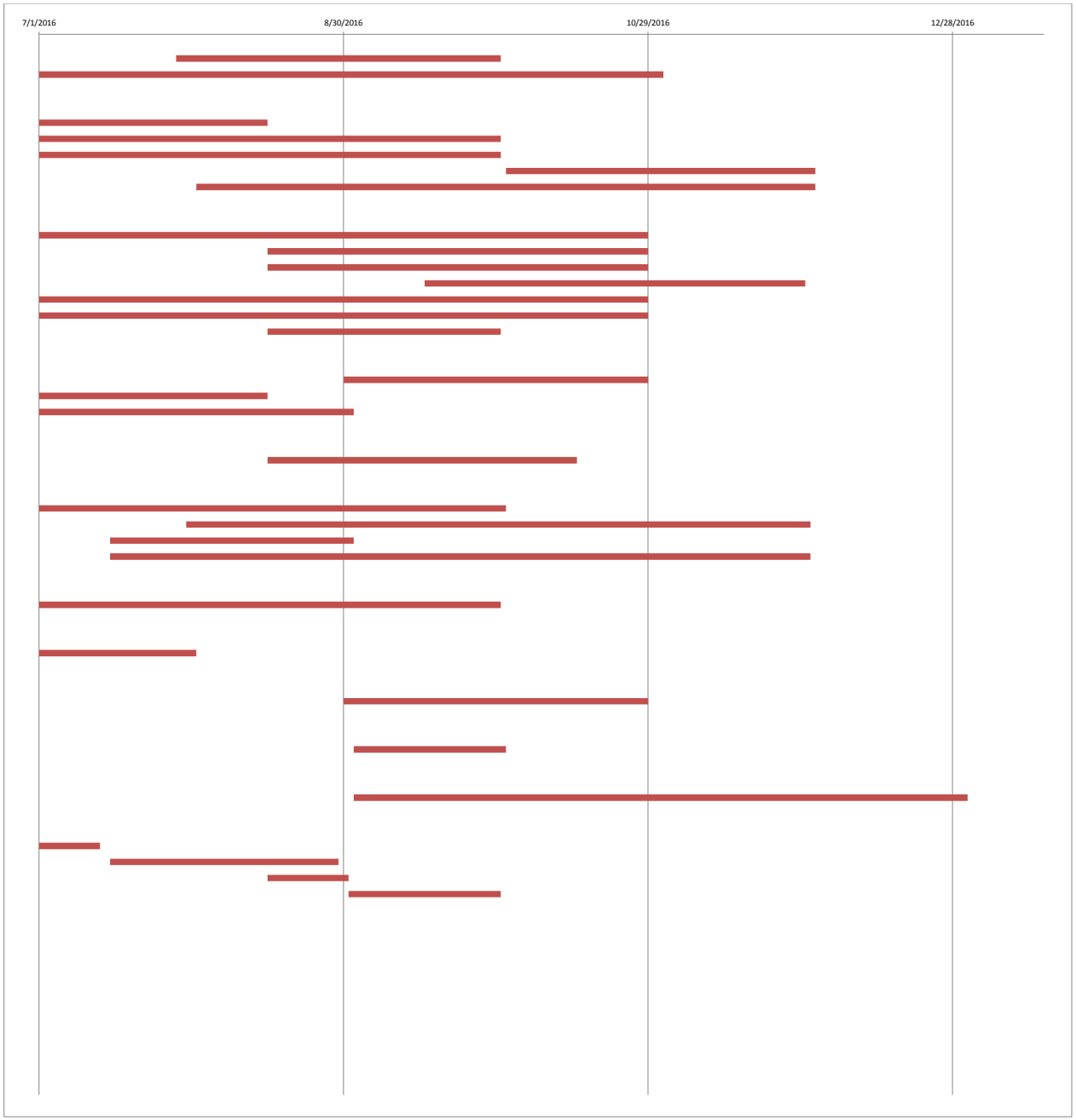
OCTC Workforce Planning Recommendations: Implementation Plan

Recommendation	Start Date
Eliminate Separate Intake & Enforcement Units	
Meet & confer w/ unions	7/28/2016
Determine system for case assignment to teams	7/1/2016
Create Teams Supervised by Supervising Attorneys	
Model different team configurations	7/1/2016
Finalize team numbers and composition	7/1/2016
Finalize composition of non-attorney and appeals teams	7/1/2016
Recruit for Supervising Attorneys and other key positions	10/1/2016
Identify physical space for teams to occupy	8/1/2016
Clarify and Codify Decision-Making Authority	
Draft proposal for levels of review in OCTC	7/1/2016
Establish and recruit for training positions	8/15/2016
Establish and recruit for calibration position	8/15/2016
Establish and recruit or investigator position	9/15/2016
Codify QA and calibration meeting structure	7/1/2016
Draft guidelines for charging & settlement	7/1/2016
Train Complaint Analysts transitioning to Investigator	8/15/2016
Reassign Central Administration Support Staff	
Train administrative staff for team duties	8/30/2016
Finalize list of duties to remain in central administration	7/1/2016
Finalize placement of call center	7/1/2016
Assign Cases to Intake on Rotating Basis	
Develop case assignment from data entry to intake process	8/15/2016
Finalize Intake Functions	
Develop case assignment from intake to enforcement process	7/1/2016
Determine which cases can be designated complex at intake	7/30/2016
Develop process for approval of complex designation post-intake	7/15/2016
Finalize intake functions to include RA review and CCM	7/15/2016
Replace Specialized Teams w/ Generalist Teams	
Finalize number & composition of teams	7/1/2016
Retain Some of the Specialized Teams	
Finalize types of case to be handled by specialized teams	7/1/2016
Establish Point-of-Action Data Entry	
Train administrative staff on data entry	8/30/2016
Extend Call Center Hours	
Establish staggered schedules for Call Center	9/1/2016
Employ more Spanish Language Translators	
Conduct evaluation of language needs	9/1/2016
Transfer ALD Monitoring from Probation to OCTC	
Identify ALD caseload	7/1/2016
Review process for monitoring	7/15/2016
Finalize technical requirements	8/15/2016
AS/400 review, validation, finalization of transfer	8/31/2016
Utilize Single Case Number for Cases	
Waiting on New CMS	
Implement E-Filing of Complaints	
Waiting on New CMS	
Authorize Use of E-Signatures Within Secure Case File Exchange Portal	
Waiting on New CMS