

Attachment 1: Projected Timeline for DEBS Service Delivery Model Design Contract (Subject to Negotiation)

Milestone	Projected Completion Date
Centralize mail and Develop IDM Strategy – Phase 1 <ul style="list-style-type: none"> • IDM technology • Management structure 	December 2009
Centralize mail and Implement IDM – Phase 1 <ul style="list-style-type: none"> • Assign resources to committees • Issue RFP for hardware/software • Process redesign • Staff/process training 	June 2010
Centralize Client Contact—Develop Intake Service Center Strategy – Phase 2 <ul style="list-style-type: none"> • IVR implementation and testing • Strategy/assessment interviews • Staff relocation planning 	June 2010
Centralize Client Contact—Implement Intake Service Center – Phase 3 <ul style="list-style-type: none"> • Facility preparation • Technology implementation—appointment setting; expanded TMT • Staff/process training 	February 2011
Full Implementation in DEBS programs – Phase 3	August 2011