



Outreach and Collaboration Plan - Oversight and Accountability Model

Meeting Date	Meeting Topic
7/29/2020 2-4pm Meeting #1	Kickoff: <ol style="list-style-type: none"> Overview of concepts (75 minutes) <ol style="list-style-type: none"> Quality Measures/Error Rates/New county reviews ME Review PuMP/Dashboard/Performance Measures County Administration Rule Revisions County Reports Upcoming, impactful initiatives (15 min) <ol style="list-style-type: none"> Systems Issues/Quality County Incentives Quality Check Ins CRMC Update Income Verification effort Q & A (25 min) Next Steps and Meetings (5 min)
8/12/2020 Meeting #2	PuMP/Dashboard/Performance Measures: <ol style="list-style-type: none"> PuMP Introduction (60 minutes) PuMP Questions (30 minutes) Measure Gallery (25 minutes) Next Steps and Meetings (5 minutes)
Week of 8/17/2020 Meeting #2a	PuMP Performance Measure Gallery - open 3 days, block of two hours
8/26/2020 Meeting #3	Management Evaluation (ME) Review Program <ol style="list-style-type: none"> ME Review Overview - Processing Mapping, Checklists and Policy/Guidance Updates (105 minutes) Q & A (10 minutes) Next Steps and Meetings (5 minutes)
9/9/2020 Meeting #4	PuMP/Dashboard/Performance Measures <ol style="list-style-type: none"> Dashboard Example Overview (30 min) Dashboard Example Feedback Session (15 min) Measure Gallery Debrief (45 min) Q & A (15 min) Next Steps and Meetings (15 min)
9/23/2020 Meeting #5	Error Rates/New Eligibility Determination Reviews <ol style="list-style-type: none"> Error Rate Presentation (60 min) Review of Consolidated Audit Data (20 min) Process Conversation with New Review Team (20 min)



	<ol style="list-style-type: none"> 4. Accuracy Measures Gallery (10 min) 5. Q & A (5 min) 6. Next Steps and Meetings (5 min)
Week of 9/28/2020 Meeting #5a	PuMP Accuracy Measure Gallery - open 3 days, block of two hours
10/7/2020 Meeting #6	PuMP/Dashboard/Accuracy Measures <ol style="list-style-type: none"> 1. Measure Gallery Debrief (75 min) 2. Q & A (20 min) 3. Next Steps and Meetings (15 min)
10/21/2020 Meeting #7	Managing Ongoing Caseload/Working Reports <ol style="list-style-type: none"> 1. Overview of COGNOS Reports Research (15 min) 2. Open Session - Joint Review of COGNOS Research Efforts (60 min) 3. Q & A (30 min) 4. Next Steps and Meetings (15 min)
11/4/2020 Meeting #8	County Administration Rule Revisions <ol style="list-style-type: none"> 1. Introduction to HCPF Rule Making Process (30 min) 2. Review of Federal/State Research (30 min) 3. Improvement Action and Corrective Action Plans (30 min) 4. Q & A (20 min) 5. Next Steps and Meetings (10 min)
11/18/2020 Meeting #9	Training and Help Desk Tickets <ol style="list-style-type: none"> 1. SDC Overview of training efforts and alignment with audit findings (30 min) 2. Leveraging HDT Training Resolution Report (45 min) 3. Open Feedback Session - Training/HDTs (30 min) 4. Q & A (10 min) 5. Next Steps and Meetings (5 min)
12/2/2020 Meeting #10	System Issues/Quality <ol style="list-style-type: none"> 1. Eligibility Systems presentation on system audit efforts (45 min) 2. Next Steps on System Quality& Eligibility Site Role (45 min) 3. Q & A (20 min) 4. Next Steps and Meetings (5 min)
12/16/2020 Meeting #11	Task Group Debrief <ol style="list-style-type: none"> 1. COGNOS Reports/Managing Caseloads 2. County Administration Rule Revisions 3. Performance and Accuracy Measures 4. Dashboard 5. New Eligibility Determination Reviews

