



Project Charter

Today's Date: November 12, 2009

Project Name: Developing state infrastructure and capacity to sustain and spread Process Improvement methods	
Executive Sponsor: Kathleen Caggiano-Siino	
Project Manager/Change Leader: Susan Brandau	
Additional Team Members: Lisa Lite-Rottman, Bill Phillips, Gerry King, Dora Ricci, Henri Williams, Bonnie Cohen, Tim Williams, Rick Kinsella, Thomas Zastowny, Mat Roosa, Alan Kott, Julia Fesko, Rob Picullel	
Project Description: <i>What is the AIM?</i>	
Alignment and mobilization of internal and external resources to both sustain and spread process improvement and capitalize on the traction achieved over the past three years.	
Sustainability Case for Addiction Services: <i>Why is this project important?</i>	
OASAS understands that diffusion of any innovation requires a significant investment of time and resources. Efforts that began as grant-driven must now be institutionalized by the broader agency in order to move to scale and system-wide impact.	
Creating a Powerful Vision: <i>What is the desired future?</i>	
Welcoming, easy and affordable access to patient-centered addiction services for all New Yorkers in need.	
Understanding Your Customers and Stakeholders	
Key Customers: <i>Those who are the recipients of the product or service</i>	Key Stakeholders: <i>Those who have a stake in developing and delivering the product or service</i>
Clients Family members of clients OASAS certified providers	OASAS staff County Local Governmental Units OASAS certified providers



Generating Ideas to Close The Gap: *What are your strategies?*

Engagement of additional OASAS bureaus and units as well as local governments; identification of internal resources to sustain provider data support functions; creation of a capacity within the field for provision of technical assistance to new provider sites; development of turnkey technologies and methods to expose and engage providers in whatever stage of readiness they are for process improvement methods; and creation of synergy with other OASAS initiatives related to access and retention.

Project Risks: *What actions, events and situations may positively or negatively impact the project?*

There are increasing demands on limited state internal resources, especially in relation to data reporting and analysis which may impact the availability of staff to perform those functions. On a positive note, there is an increasing demand for addiction treatment due to Rockefeller Drug Law reform which reinforces the provider need to maximize efficiencies to support client engagement and retention in treatment and process improvement may 'fit' with these needs.

Executing the Plan/Milestones: *How will we know we are making progress?*

Actions:	Date (Duration):	Status:
Expansion of existing state team	November	Recruitment and engagement ongoing
Development and piloting of process improvement training manual	November-February	Contract executed with developer, draft under development
Completion of the 4 Whole System Change projects: Medical Professional Cafes; Recovery Coach training; Walk-through Tool-kit and Offsite Services Capacity Building	October-March	One café conducted October 14 with one scheduled for November 13; Tool-kit to go 'live' December 1; Recovery Coach training scheduled for December; analysis of off-site services capacity ongoing
Development and submission of TA request to CSAT for Coaches Academy	November-December	Proposal currently under development
STAR-QI web-based data system Phase II modifications	October-January	Increased functionality completed, automated data monitoring function in process

Sign off Sponsor:

Review Date: