

**Information and Referral/Assistance System and Comprehensive Database  
Project Management Plan: Key Activities and Timeline: DRAFT**

**Target Launch Date: July, 2008**

**Information and Referral/Assistance System**

<b>Activity</b>	<b>Tasks</b>	<b>Timeline</b>	<b>Responsible</b>	<b>One Call Role</b>
Mission and Philosophy	Establish framework for a successful system			
Continuum	Refine continuum and definitions of services			
Flow of Calls	Establish process and standards for flow of calls/contacts			
Staffing	Develop staff plan			
	Develop operating procedures and protocols			
	Staff training and standards			
Agreements	Negotiate agreements/MOUs with key partners			
Marketing and Outreach	Develop marketing, community awareness plan			
Testing	Test and make necessary adjustment			
Launch	Simultaneous with launch of database	<b>July 2008</b>		
On-Going	Training, system adjustments, program adjustments	On-Going		

**Comprehensive Database**

<b>Activity</b>	<b>Tasks</b>	<b>Timeline</b>	<b>Responsible</b>	<b>One Call Role</b>
System Acquisition	Participate with State and Larimer County with preliminary system configuration			
	Customize system for Boulder County			
Populating Database	Refine policies and procedures			
	Determine data elements			
	Refine inclusion/exclusion policies			
	Solicit, collect, verify resource data			
	Classify/index with taxonomy			
	Input resource data			
Testing	Test, trial release internally and with consumers			
	Make necessary adjustments			
Training	Internal and external staff training			
	Consumers and members of the public			
Marketing and Outreach	Develop marketing, community awareness plan			
Launch	Public “premier” celebration and “launch”	<b>July 2008</b>		
On-Going	Regular database updates to ensure data integrity	On-Going		
	System maintenance, upgrades, improvements	On-Going		
	Reports and analysis—outcomes, gaps, duplication, program adjustments	On-Going		

***Continued Integration with Other Strategic Plan Efforts***

