### Action Steps Person/Organization Responsible Timeframe Status Result/Notes

<table>
<thead>
<tr>
<th>1A. Define staffing need over phases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define estimated volume of people matching to SOAR and the rate</td>
</tr>
<tr>
<td>Define staffing needs considering a phased implementation</td>
</tr>
<tr>
<td>Develop system design, workflow, and staffing plan for role of SOAR specialist</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>1B. Identify a pre-phase 1 phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop pre-phase 1 design, workflow, and staffing</td>
</tr>
<tr>
<td>Determine cost associated with pre-phase</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1C. Identify the resources needed and viable options over phases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine cost associated with phased scaling, by year</td>
</tr>
<tr>
<td>Identify resources and gaps, including possible collaborations with medical sector</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1D. Develop the phased implementation strategy to build the team of dedicated SOAR staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a funding strategy to support phased implementation</td>
</tr>
<tr>
<td>Develop a funding strategy to support annual operating</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1E. Implement the phased strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine additional needs for workgroup membership</td>
</tr>
<tr>
<td>Develop phased plan</td>
</tr>
</tbody>
</table>

### Strategy 1: Build a team of SOAR-dedicated Staff

### Strategy 2: Scale & Streamline SOAR Services

<table>
<thead>
<tr>
<th>Action</th>
<th>Steps</th>
<th>Person/Organization Responsible</th>
<th>Timeframe</th>
<th>Status</th>
<th>Results/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2A. Collect data on what is needed to refine trainings and provider support to greatest effect</td>
<td>Plan and Host provider focus group for data collection</td>
<td>Julece &amp; Rhonda</td>
<td>4/15/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Develop takeaways document from focus group</td>
<td>Julece &amp; Rhonda</td>
<td>4/25/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Draft Trainings &amp; Support Refinement Workplan</td>
<td>Julece &amp; Margaret</td>
<td>4/25/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provide feedback on Trainings &amp; Support Refinement Workplan</td>
<td>Applications &amp; Trainings Workgroup</td>
<td>4/25/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>2B. Refine Trainings &amp; Provider Support</td>
<td>Update SOAR SSA Contact List</td>
<td>SSA</td>
<td>9/15/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Develop and communicate process for entering clients into OAT at PFD</td>
<td>Applications &amp; Trainings Workgroup</td>
<td>10/15/2019</td>
<td>In progress</td>
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<tr>
<td></td>
<td>Develop peer-to-peer forum platform</td>
<td>Applications &amp; Trainings Workgroup</td>
<td>12/1/2019</td>
<td>Pending</td>
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</tr>
<tr>
<td></td>
<td>Place all SOAR documents in centralized location on All Chicago website</td>
<td>Margaret/Adina Young</td>
<td>8/20/2019</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Plan SOAR Challenge incuding all steps, dates, and public-facing description document</td>
<td>Margaret</td>
<td>3/31/2019</td>
<td>Complete</td>
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</tr>
<tr>
<td>2C. Increase SOAR application number and effectiveness by facilitating system-wide SOAR Challenge</td>
<td></td>
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</tr>
<tr>
<td>Provide feedback on SOAR Challenge plan</td>
<td>Applications &amp; Trainings Workgroup</td>
<td>April mtg</td>
<td>Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOAR Challenge Outreach: Program Newsletter, Email blasts, Targeted Emails</td>
<td>Juliece &amp; Margaret</td>
<td>6/10/2019</td>
<td>Complete</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Oversee Agency sign-up</td>
<td>Margaret</td>
<td>6/25/2019</td>
<td>Complete</td>
<td></td>
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</tr>
<tr>
<td>Kick-off Webinar</td>
<td>Margaret</td>
<td>6/25/2019</td>
<td>Complete</td>
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</tr>
<tr>
<td>Host Webinar: Applicant Intake &amp; setting Protective Filing Date</td>
<td>Margaret</td>
<td>7/2/2019</td>
<td>Complete</td>
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<tr>
<td>Host Webinar: Compiling the Application</td>
<td>Margaret</td>
<td>8/6/2019</td>
<td>Complete</td>
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<tr>
<td>Host Peer-to-Peer Workshop</td>
<td>Margaret</td>
<td>9/12/2019</td>
<td>Complete</td>
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</tr>
<tr>
<td>Host Webinar: Application Submission &amp; Adjudication</td>
<td>Margaret</td>
<td>8/13/2019</td>
<td>Complete</td>
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</tr>
<tr>
<td>Debrief &amp; Evaluate SOAR Challenge</td>
<td>Applications &amp; Trainings Workgroup</td>
<td>10/15/2019</td>
<td>pending</td>
<td></td>
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</tbody>
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<table>
<thead>
<tr>
<th>2D. Establish time-limited Provider workgroup to determine recommended reaction to SOAR report in ART</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify providers for participation in workgroup</td>
<td>Margaret &amp; Applications &amp; Trainings Workgroup</td>
</tr>
<tr>
<td>Develop preliminary goals for workgroup</td>
<td>Applications &amp; Trainings Workgroup</td>
</tr>
<tr>
<td>Schedule workgroup meeting</td>
<td>Margaret</td>
</tr>
<tr>
<td>Create and document recommendations to SPEC and service providers for steps to take in using and reacting to SOAR report</td>
<td>Provider Workgroup</td>
</tr>
<tr>
<td>Provide recommendations to SPEC/System Performance line of work</td>
<td>Provider Workgroup</td>
</tr>
</tbody>
</table>