

# STRATEGY 1:

## Revise the Waitlist Process (2019-2022)

**OVERVIEW:** Revise the waitlist process for home- and community-based services to ensure optimal client/provider assignment.

### Activity

1. Establish waitlist advisory group
2. Participate in the LD 40 Commission
3. Conduct assessment of current waitlist trends and service gaps
4. Refine waitlist process between KEPRO and OCFS
5. Develop plan to address service gaps identified in waitlist assessment
6. Support providers to serve children who are waiting currently
7. Increase transparency between OCFS, KEPRO, and other providers
8. Develop communication plan
9. Develop quality assurance process