

CSPS Quality Assurance Plan

May 17, 2011



Project Summary

State staff assigned to the CSPC operation are responsible for all contract management functions including operational oversight, budget monitoring, and vendor invoice review and approval.

Project Goal

The CSPC Quality Assurance Plan will serve as a road map for measuring the performance of the CSPC vendor, ensuring the Office of Child Support's compliance with SDU-related state and federal mandates, and gauging the perceived acceptability of the CSPC operation by the various stakeholders.

Project Outcome

Specifically, the plan will ensure that:

- All contract remedies are identified and accounted for on the vendor's monthly invoice.
- There are no findings against the SDU for non-compliance with federally mandated payment processing time frames.
- End-user satisfaction with the CSPC operation improves.

Project Benefits

A Quality Assurance (QA) plan, drafted and executed by CSPC state staff, will ensure the operation's compliance with contract requirements, service level agreements, and state and federal mandates. Administering the plan will also help identify opportunities to improve end-user quality and reduce contract costs.

Project Team

For more information about this project, contact team members

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