PROJECT	Responsible Party	Start Date	End or Implement Date	Jan-March 2020 Q1	April-June 2020 Q2	July-Sept 2020 Q3	Oct-Dec 2020 Q4	Jan-March 2021 Q1	April-June 2021 Q2
DOW									
Create Volunteer Recruitment, Retention, Recognition Program	Dow	In Process	Implement Q4 & Ongoing				First Volunteer Spotlight article in Fall Newsletter - Planning next steps		
Assist in formalizing BOC, Volunteer and Staff Liaison orientation process/procedures	Dow / Larson / Directors	Q1 2021	Ongoing						
Finalize Volunteer Portal on AMS	Dow w/ IT Team	Nov 2018	Launch delayed to Qtr 1 2021			taTarg	Work continues and monthly meetings are held to discuss progress & receive updates		
Update Volunteer page on NCCAOM Website- incl. Comm bios update	Dow	ASAP	12/30/2020						
2021 Volunteer handbook update	Dow	ASAP	12/30/2020						
Assist w Governance Comm-BOC	Dow assist Basore	8/2019	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	
Assist other staff as needed	Dow	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing		
Weekly Staff Morale meeting (every Fri) due to COVID-19 quarantine	Dow	May 15, 2020	Voluntary staff activity at 4:45 ea Friday for online games, conversation and connecting	Ongoing	Ongoing	Ongoing	Ongoing		
Assist in writing/editing quarterly newsletter			a .		. .				
and annual report Write draft articles for Ac Today	Dow assist Minar/Cox Dow/Cox/Larson	June 2020 Sept. 2020	Ongoing Ongoing	Ongoing	Ongoing	Ongoing Ongoing	Ongoing Ongoing	Ongoing	
Assisst in Vol aspect of EDC Restructure	Dow / Testing Staff / Larson	3rd Qtr. 2020	Will stay informed on impact EDC restructure has on Volunteer annual document submission, Volunteer roster, Position Descriptions, etc.			Cingoing	Crigonia	Ung bing	
Maintain External Events Calendar / Registrations as requested	Dow /Larson	Ongoing	Ongoing			Ongoing	Ongoing	Ongoing	
Advance Logistical Plans for BOC, EDC & Staff meetings	Dow	Ongoing	All Meetings Virtual until further notice						
Nemeth - Professional Development	Nemeth/Lee								
CHCS COQ Program	Cox/Nemeth	11/14/16	Fall 2020	Course developed	beta tessting	Course Updated Advertising Launched 9-9-2020	Completed 115 enrolled as of Oct		
PDA Management System: Phase 1	McHugh/Cox/Nemeth/L ee		11/01/18	Completed					
PDA Management System: Phase 2	McHugh/Cox/Nemeth/L ee		09/23/19	Completed					

					T			1	
				CE Banking					
	Mallugh (Cay/Namath (started w/ Townhall		10 14 2020 CE Donking	Slated for completion		
PDA Management System: Phase 3	McHugh/Cox/Nemeth/L ee		5/1/2020	webinars	Ongoing	10-14-2020 CE Banking turned on for 142 Providers	12/31/2020		
PDA Marketing Plan	Cox/Nemeth/Lee	11/1/2019	Through 2020	Planning	20% Spotlight	Online Skill Acquisition		First edition of	
	COX/ Weineth/ Lee	11/1/2015	11100g112020	i idiiliing	discount	application-in beta testing	12/31/2020	the PDA	
					uiscount	PDA Course Highlights	,,	Newsletter	
						Reorganize PDA section of			
						website - created tool kit &			
						resource center, step-by-			
						step course instructions			
						developed.			
						PDA Newsletter			
						PDA digital badges			
							10/7/2020		
PDA Webinar	Cox/Nemeth/Lee		10/7/2020				Completed		
			10/7/2020	Updates sent to	Updates sent	school presentations to	Student Webinar		
Student/ Schools Webinar	Cox/Nemeth/Lee		11/10/2020	schools	to schools	graduating class	11-10-2020		
							Diplomate Webinar		
Diplomate Webinar	Cox/Nemeth		12/9/2020	Updates sent	Updates sent	Updates sent	12-9-2020		
State Associations Townhall Meetings	Nemeth/Lee	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing		
NCCAOM/ASA Townhall Course Approval and	McHugh/Cox/Nemeth/ L								
Certificate Distribution	ee/Minar	3/30/2020	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing		
Townhall Diplomates Inquiries	Lee/Minar	3/30/2020	Ongoing	Ongoing	Ongoing	Ongoing	Ongoing		
							TF to meet 11/2020 to		
							review interviews with		
							identified Healthcare		
Staff support for Reinstatement Taskforce to					TF met	TF met 08/17/2020	Professions; their		
determine criteria for Permanent Reinstatement		5 /20 /2020	c /20 /2022		05/29/2020 &		process and criteria		
Route	Nemeth/Cox/TF	5/29/2020	6/30/2022		06/22/2020	9/21/2020	used for Reinstatement		
Chinese translation of 2020 Content Outlines	Lee	9/11/2019	11/1/2019			Foreign exams cancelled			
Practice Test Questions-Review & QC	Cox/Lee		Ongoing	Ongoing	Ongoing	Ongoing	Ongoing		
BASORE									
NCCA Annual Report	Basore Point, all depts	1 Apr	August 1						
		1-Apr	extension		collecting data	Completed			
Program Performance Annual Rpts	Basore	2-Jan	3/31/2020		Completed				
Program Performance Mid-Year Rpts	Basore	7/1/2020	8/31/2020			Mid-Year Reports Canceled			
					Approved by				
					FC				
					05/15/2020				
					Shared w/BOC				
					June 2020				
Financial Audit	D. Castro/SB Team	12/10/2019	3rd Friday in May		Completed				

						FC met /Ten Anditere		
						FC met w/Tax Auditors		
						10/9/2020. Approved to		
		4th Friday in				move to BOC e-ballot for		
NCCAOM Form 990 D. Castro/SB Team	1-Mar	October				approval completed		
						Oct 23- in process		
	March,					Nov 1- in process Dec		
Larson, Basore, Dow - All					Sept 12-done	X - Date TBD (Budget,		
Board Meeting Preparation depts	October	31-Oct			Sept 25-done	CEO Eval)		
COVID-19 Projects:								
COVID-19 Projects.								
(1)NICCA ONA/ASA Town Hollo, weakly 2) School								
(1)NCCAOM/ASA Town Halls - weekly. 2) School								
anticipated 2020 graduates communication. Basore, Nemeth, (3) PDA assisting Ac Associations: free PDA McHugh, Lee	1-Apr	07/01/2020						
		07/01/2020						
review & approval and waive fee.								
4) IT assist Providers in hosting association's								
townhall meetings on NCCAOM site. 5) Posting					(1) Completed continues			
COVID-19 References on NCCAOM website. 6)					(1) Completed- continue as			
PDA Provider COVID-19 Monthly Updates Responsible	Start	End			needed			
PROJECT Party	Date	Date	Jan-March 2020	April-June 2020	July-Sept 2020	Oct-Dec 2020		
						FC presented overview		
						of initial 2021 budget		
						numbers 10/9/20. Will		
		First Draft				present to BOC 10/23.		
		4th Friday in Sept				Final approval of 2021		
D. Castro point (all		for FC-Ultimately				budget @ BOC Special		
NCCAOM Budgets depts)	15-Jul	December BOC				Mtg in Dec. 2020		
		October 2020						
		October 2021						
Basore point, with CEO		BOC meeting due						
and Governance		to other priorities-						
Review/Update of Governance Policy Manual Committee	Dec-19	COVID-19						
							Must be	
							completed for	
							NCCA	
							Reaccreditation	
Review/Update of NCCAOM Management Policy NonProfit HR point with	Dec-19	11/30/2020					April 2022	
		12,00,2020						
Manual each Director and CEO						Post on website by 3rd		
Manual each Director and CEO Basore point, all	15-0ct-19	1-0ct-20				Post on website by 3rd week of December		
Manual each Director and CEO Basore point, all 2021 NCCAOM Certification Handbook	15-Oct-19	1-Oct-20				Post on website by 3rd week of December		
Manual each Director and CEO Basore point, all Basore point, all 2021 NCCAOM Certification Handbook Directors and CEO Basore point, Basore point,	15-Oct-19	1-Oct-20					Post on website	
Manual each Director and CEO Basore point, all Directors and CEO Basore point, Apprenticeship Sub-	15-Oct-19	1-Oct-20					Post on website	
Basore point, all 2021 NCCAOM Certification Handbook Directors and CEO Basore point,	15-Oct-19 ASAP	1-Oct-20					Post on website by January 1, 2021	

FROMMELT / SANDERS									
January 13-February 1, 2020 Linear Exam			1.5.1						
administration for all modules			1-Feb						
			February 28-						
Standard Setting/Cut Score Meeting with Panel	Standard Setting Panel		March 1, 2020		-			-	
	Testing staff,								
Cut Score recommendation to the BOC and	Psychometrician, and								
finalization	BOC		1-Mar						
	Canceled due to COVID-								
April 27-May 16, 2020 Linear Exams	19		CANCELED						
	switched gears from								
Testing Staff to get adaptive exams ready for	linear to adaptive testing								
May 18, 2020 live date	(late March-May 2020)								
Adaptive Exams moved up to May 18, 2020 live									
date	Testing		18-May						
Foreign Language Exams (FLE) activities and	Canceled due to COVID-								
administration	19		CANCELED						
EDC Business Meeting via Webinar June 12,									
2020 @ 5 PM ET	Testing		12-Jun						
			22.0011						
	in-person meetings								
	canceled due to COVID-								
EDC face to face mostings canceled and will all	19; continuous remote								
5									
be remote meetings along with needed mini	meetings as needed								
webinar meetings	until Dec 2020		15.1						
BIO EDC Webinar	Frommelt		15-Jun						
FOM EDC Webinar	Frommelt		18-Jun						
ACPL EDC Webinar	Sanderswill be								
	scheduled after EDC								
	business meeting								
	Sanderswill be								
	scheduled after EDC								
CH EDC Webinar	business meeting								
Review of policies and procedures, etc. in									
relation to future EDC restructuring, changes in	Larson, Frommelt,								
accordance to NCCA compliance	Sanderes		Ongoing project						
	Responsible	Start	End	Jan-March					
PROJECT	Party	Date	Date	2020	April-June 2020	July-Sept 2020	Oct-Dec 2020		
COX / MINAR									
	Minar	8/1/2019	10/25/2019		1				
Marketing Campaign for Reinstatment	Cox/Minar	10/18/2019							
Marketing Campaign for CH	Cox/Minar	12/1/2019							
Diplomate Retention Marketing Campaign			Ongoing	Ongoing	Ongoing				
In kind Projects (State Association & AWB)			Ongoing	Ongoing	Ongoing				
Town Hall Promotion and Organization					Oligonitg				
Town Hall Promotion and Organization		Ongoing	Ongoing	Ongoing					

COVID 10 Michaita and Email Undeter	D dimon		Onesina	Oracian			1
COVID-19 Website and Email Updates	Minar C	Ongoing	Ongoing	Ongoing			
Town Hall Customer Service and PDA tracking	Minar C	Ongoing	Ongoing	Ongoing			
Marketing Event Planning	Minar C	Ongoing	Ongoing	Ongoing			
Annual Report 2019	Minar	1/1/2020	7/1/2020				
Build Permanent Reinstatement Route	Cox/Cyzap	6/30/2021	5/31/2022				
Modify Certification Software ACAOM Degree Retitling	Cox/Cyzap	6/30/2022	1/1/2023				
Exam Retake Policy change	Cox/Cyzap	9/30/2020	11/15/2020				
Exam Validity time change	Cox/Cyzap	9/30/2020	11/15/2020				
Volunteer Management System	Cox/McHugh/LD		2/28/2021				
Digital Badging	Cox/McHugh/LD		3/31/2021				
Practice Tests SSO integration/upgrade	Cox/Cyzap/LD		10/14/2020				
MCHUGH							
Reinstatement Route (Cyzap)		2019 - September	2019 - December				
Digitech Integration (Cyzap – Digitec)	McHugh 2	2019 - Q3	2020 - Q4				
		2019 -					
PDA Cert Management	McHugh N	March	2019 - November				
	2	2019 -					
API Integrations for Cert Management	McHugh C	October	2020 - Ongoing				
PDA CE Banking			2020 - Ongoing				
Zendesk	McHugh 2	2020 - Jan	2020 - Ongoing				
Internal - Security enhancements		2020 - Q1	2020 - Ongoing				
				REMOVED FOR			
				BUDGETARY			
Internal – Security GFI Unlimited	McHugh 2	2020 - Q1	2020 - Q1	REASONS			
				Put on Hold for			
	2	2019 - Q2		other projects			
	(1	was put on		with higher			
Job Board / Career Center	McHugh h	nold)	2020 - Q4	priority			
	2	2019 - Q2					
	()	was put on					
Digital Badging	McHugh h	nold)	2021 - Q1				
				Listed Under			
	2	2019 - Q2		Dow section -			
		was put on		has most			
Volunteer Management System		nold)	2020 - Q4	current info			
Internal – File System Reorganization	McHugh 2	2020 - Q1	2020 - Q2				
Internal – Teams (Staff, Committees)		2020 - Q1	2020 - Q3	2020 - Ongoing			
FAP enhancements			2021 - Q2				
Security Awareness training program	McHugh 2	2020 - Q1	2020 - Ongoing				
			2020 - Q2 (and				
Internal systems upgrade	McHugh 2	2020 - Q1	ongoing)				

				Put on Hold for			
				other projects			
Exam Development / Test Security Review and				with higher			
Gap Analysis	McHugh	2021 - Q1		priority			
				Put on Hold for			
				other projects			
				with higher			
Systems security audit	McHugh	2020 - Q4		priority			
				Put on Hold for			
				other projects			
				with higher			
Business process documentation	McHugh	TBD	TBD	priority			
				Put on Hold for			
				other projects			
				with higher			
Website / SEO?	McHugh	TBD	TBD	priority			