CONTRACT EXECUTION	START DATE/DAYS Following Contract Execution	DURATION in Days
Phase 1: Program Initiation		
Startup and Program	1	1
Internal Staff Meeting to Activate Start Up Plan	1	1
Request Contract Initiation Meeting with the City	1	1
Request Existing Documentation	1	5
Submit Project Startup Plan for Approval	1	3
Identify Risks/Formulate Contingency Plans	1	2
Approve Organizational Chart	1	2
Establish Review Process	2	5
Confirm Key Performance Indicators (KPIs) and Service Levels	2	5
Establish Reporting Processes	2	5
Attend Project Initiation Meeting	3	1
Develop Operational Workflow	3	3
Establish Operational Structure for Intake Center and Case Management	3	3
Begin Weekly Update Meetings with Client	7	Ongoing
Phase 2: Program Design		
Develop ERAP Guide	7	14
Develop Standard Operating Procedures	7	14
Documentation Review Begins	8	2
Create New Documentation	8	2
Develop Program Training by Function	8	14
Develop Frequently Asked Questions (FAQs) to Support Intake and Case Management	8	14
Develop Program Scripts	8	14
Phase 3: Program Training & Outreach		
Initial Training	21	14
Ongoing Training	35	Ongoing
Test Internal Systems	14	14
Phase 4: Program Launch		
Begin Applicant Intake	36	1
Execute Application Reviews	37	Ongoing

CONTRACT EXECUTION	START DATE/DAYS Following Contract Execution	DURATION in Days
Contact Applicants (Assistance, Follow-Up for Documentation)	37	Ongoing
Supervisor Review of Approved Applications	38	Ongoing
Compliance Review of Approved Applications	40	Ongoing
Batch Approved Applications for the City Approval	43	Ongoing
ERAP Payments Processed by City	44	Ongoing
Phase 5: Compliance & Monitoring		
Begin Reporting	21	Ongoing
Execute Desk Reviews	37	Ongoing
Execute Program Audits	42	Ongoing
Phase 6: Closeout		
Complete Closeout Reports	42	Ongoing
Transmit Final Closeout Reports to the City	49	Ongoing