

**Priority Focus Area 1**  
**Centralized Intake**

December 2010

Centralized Intake is moving forward as planned and is on schedule for the July 1, 2011 start date. We are staging the transition of each region into the centralized number. A copy of that transition plan is attached, which includes significant dates in the process of the centralization project. The transition of each region involves a community education process, as well as the actual transition of calls to the new Centralized Intake number.