



*Dedicated to the Health
Of the Whole Community*

Mental Health Department

Mental Health Services Act Capital Facilities and Technological Needs

Consumer Portal and Website Redesign Enclosure 3

April 15, 2009

**Mental Health Services Act
Capital Facilities and Technological Needs**

Consumer Portal and Website Redesign - Enclosure 3

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Consumer Portal and Website Redesign Initiative (CPWRDI) – Executive Summary

Project Type:	Consumer and family empowerment
Purpose:	To provide additional services for consumers and their families by enhancing the current MH website and developing a secure consume portal. The Consumer Portal and Website Redesign Initiative (CPWRDI) focuses on developing a set of Internet applications that provide real-time, secure behavioral health and medical treatment services and outcomes information to consumers and the public in general. These revisions will make it easier for consumers and family members to obtain Mental Health services, treatment, and other information.
Overview:	<p>Santa Clara County recognizes that the intelligence and technological capabilities of the consumers and their families continues to grow and that the website needs to grow with their expertise. By 2014, the County will be offering more online services and consumers and their families will want more opportunities for online information. The Consumer Portal and Website Redesign Initiative (CPWRDI) is an opportunity to provide real-time, secure information and functionality as well as health-related information to consumers and the public in general that enhance the ability of consumers to obtain Mental Health services, treatment, and other information.</p> <p>The intent is to provide a consumer focused website that can grow with the consumer interests. Some of the ideas include:</p> <ul style="list-style-type: none"> ➤ Housing information ➤ Health information to support wellness activities ➤ Personal Health Record (PHR) access which may include updates, such as, updates to consent forms, adding notes to the medical record or history via the portal ➤ Access to appointment scheduling and available services and providers ➤ Links to other consumer sites of interest, including NAMI ➤ Blogs and chat room for consumers and families to share information. <p>This project will also complete the State DMH IISI infrastructure requirement that all consumers have access to a secure PHR. Once the EHR is fully operational, portals will be implemented to allow consumer access to not only PHRs but other areas of the system such as appointment scheduling on line.</p> <p>The focus of this initiative is to improve access to health and treatment information for consumers and the general public.</p> <p>The primary objectives of the CPWRDI are to:</p> <ul style="list-style-type: none"> ❖ Provide online access to information, scheduling, providers, services and other functionality for current MHD Clients (consumers) via portal technology that serves to extend the current and future information technology capabilities of SCVHHS to external audiences ❖ Provide improved public access to Behavioral Health information by enhancing the current SCVHHS MHD website with a redesigned website with up-to-date

	<p>content, integration with internal data systems and other public data sources that offers improved navigation and ease of use for the general public</p> <p>This project is a technology project but will be consumer driven. Feedback on the website and other online services will be solicited through an Advisory Group that will provide governance and direction to the project.</p>
<p>Need:</p>	<p>The need for this project was identified during meetings with consumers and staff. The need to provide more access to information via the website that supports consumers and their families continues to grow and must be part of a continuous and on-going plan for SCVHHS.</p>
<p>Project Management:</p>	<p>Project management will be provided by internal staff management.</p> <p>There are two major phases to this project:</p> <ol style="list-style-type: none"> 1. Enhancement of the current access (Website redesign) 2. Creation of a Consumer Portal that is connected to the EHR <p>The primary objectives of the CPWRDI are to:</p> <ul style="list-style-type: none"> ❖ Provide online access to information, scheduling, providers, services and other functionality for current MHD Clients (consumers) via portal technology that serves to extend the current and future information technology capabilities of SCVHHS to external audiences ❖ Provide improved public access to Behavioral Health information by enhancing the current SCVHHS MHD website with a redesigned website with up-to-date content, integration with internal data systems and other public data sources that offers improved navigation and ease of use for the general public <p>This project is a technology project but will be consumer driven. Feedback on the website and other online services will be solicited through an Advisory Group that will provide governance and direction to the project.</p>
<p>Resources:</p>	<p><u>Staff:</u> SCVHHS existing resources will lead the project and form the project team with a consumer advisory group.</p> <p>Technical support will be provided by existing County resources.</p> <p><u>Equipment:</u> Web based servers will be required.</p> <p><u>Software:</u> Any software needed will conform to County Standards. Additional licenses for existing software may be required.</p>
<p>Technical Considerations:</p>	<p>Existing County security standards will be enforced in the centers. All hardware and software will conform to County Standards and be maintained by existing County staff.</p>

Timeline:	Phase I: January 2010 – June 2011 Phase II: January 2013 – December 2014
Estimated Cost:	\$319,000

**Enclosure 3
Exhibit 3**

Technological Needs Project Proposal Description

County Name: Santa Clara Date: April 15, 2009

Project Name: Consumer Portal and Website Redesign Project

Check at Least One Box from Each Group that Describes this MHSA Technological Needs Project

- New System.
- Extend the Number of Users of an Existing System.
- Extend the Functionality of an Existing System.
- Supports Goal of Modernization / Transformation.
- Support Goal of Client and Family Empowerment.

Indicate the Type of MHSA Technological Needs Project

> Electronic Health Record (EHR) System Projects (Check All that Apply)

- Infrastructure, Security, Privacy.
- Practice Management.
- Clinical Data Management.
- Computerized Provider Order Entry.
- Full Electronic Health Record (EHR) with Interoperability Components (Example: Standard Data Exchanges with Other Counties, Contract Providers, Labs, Pharmacies).

> Client and Family Empowerment Projects

- Client/Family Access to Computing Resources Projects.
- Personal Health Record (PHR) System Projects
- Online Information Resource Projects (Expansion / Leveraging Information-Sharing Services)

> Other Technological Needs Projects that support MHSA Operations

- Telemedicine and Other Rural / Underserved Service Access Methods.
- Pilot Projects to Monitor New Programs and Service Outcome Improvement.
- Data Warehousing Projects I Decision Support.
- Imaging / Paper Conversion Projects.
- Other.

> **Indicate the Technological Needs Project Implementation Approach**

Custom Application

Name of Consultant or Vendor (if applicable):

To be determined. It may be necessary to build integration interfaces and/or applications to links for the website. Also, content management may require some custom programming to automate the process and keep the content current. Existing staff will do most of the work with limited contractor assistance with design and expertise in current technology.

Commercial Off-The -Shelf (COTS) System Name

of Vendor:

To be determined. The Network of Care applications will be considered in the design of the website.

Product Installation

Name of Consultant or Vendor (if applicable):

Not applicable for this project.

Software Installation

Name of Vendor:

To be determined during the design phase. Some software may be purchased as part of this project.

Consumer Portal and Website Redesign

Introduction to Santa Clara County Organization and Its Acronyms

The Santa Clara Valley Health and Hospital System (SCVHHS) is the Santa Clara County organization that manages, operates and directs all healthcare services within the County. It is an umbrella organization comprised of the following organizations:

- The Valley Medical Center (VMC)
- Public Health Department (PH)
- Department of Alcohol and Drug Services (DADS)
- Mental Health Department (MHD)
- Children's Shelter and Custody Health Services (CSCHS)
- Valley Health Plan (VHP)
- Community Outreach Programs
 - School-Linked Services System (SLS)
 - Valley Children's Health Initiative (Valley CHI)
 - Community Health Services (CHS)

SCVHHS has a centralized Information Systems Department (SCVHHS IS) that supports its organizations. In addition, Santa Clara County has a centralized Information Systems Department (ISD) that provides network and computing services to all County agencies.

Project Management Overview

The MHD website is a primary communication vehicle to the public and consumers. Within the next few years the public will expect that information and business can be conducted via websites for all public and private sector organizations. The County currently maintains a website that does not fully meet the needs of consumers and citizens. This project will expand and enhance the website to include more 'consumer facing' content and access. This was requested during interviews with consumers and staff in a series of meetings to determine current IT capabilities. Since an existing infrastructure is already in place for the website and the relatively low cost, this is considered a low risk project.

The objective of the Consumer Portal and Website Redesign Initiative (CPWRDI) is to:

- Create a Consumer Portal that will allow consumers to securely access and maintain their Personal Health Records (PHR) and conduct other business such as scheduling appointments online; and
- Redesign the existing Mental Health Department website to provide more relevant information to consumers (via both the portal and website) and the public at large (via the website).

- The planning council will be comprised of consumers and staff that will advise project team members on content and interface requirements. Surveys will be conducted at regular intervals to solicit feedback for future enhancements in order to keep the content timely and relevant and to determine website effectiveness.
- The project team will be comprised of:
 - Project Manager
 - Technical resources to build the programs, install any software, maintain the content, monitor security and maintain the site
 - Operations staff to contribute, review, and approve content and links
 - Consumers to ensure that the user interfaces and website navigation is easy to use
 - Contract Providers to contribute and review content and work with the technical staff on design and implementation of the provider portal.
- The project will require application development tools, Information Technology systems and services, temporary and permanent staffing resources and project management to ensure a successful project.
- The project will follow standard SDLC methodology and be segmented into planning, design, building, testing, implementation and support phases. Testing will be conducted by staff and consumers.

The project will be divided into two major phases:

1. Redesign website and update content. This will include the formation of a governance board or planning committee and review and assessment of the online content.
2. Implement a Consumer Portal that will provide a secure interface to selected portions of the EHR.

Project Costs

The cost estimates for the Consumer Portal and Website Redesign are documented in the Exhibit 4 *Budget Summary* included in this packet.

Nature of the Project

- The extent to which the Project is critical to the accomplishment of the County, MHSA, and DMH goals and objectives.

Santa Clara County recognizes that the intelligence and technological capabilities of the consumers and their families continues to grow and that the website needs to grow with their expertise. By 2014, the County will be offering more online services and consumers and their families will want more opportunities for online information. The Consumer Portal and Website Redesign Initiative (CPWRDI) is an opportunity to provide real-time, secure information and functionality as well as health-related information to consumers and the public in general that enhance the ability of consumers to obtain Mental Health services, treatment, and other information.

The intent is to provide a consumer focused website that can grow with the consumer interests. Some of the ideas include:

- Housing information
- Health information to support wellness activities.
- Personal Health Record (PHR) access which may include updates, such as, updates to consent forms, adding notes to the medical record or history via the portal
- Access to appointment scheduling and available services and providers
- Links to other consumer sites of interest, including NAMI
- Blogs and chat room for consumers and families to share information.

This project will complete the State DMH IISI infrastructure requirement that all consumers have access to a secure PHR. Once the EHR is fully operational, portals will be implemented to allow consumer access to not only PHRs but other areas of the system such as appointment scheduling on line.

The focus of this initiative is to improve access to consumers and the general public.

The primary objectives of the CPWRDI are to:

- ❖ Provide online access to information, scheduling, providers, services and other functionality for current MHD Clients (consumers) via portal technology that serves to extend the current and future information technology capabilities of SCVHHS to external audiences.
- ❖ Provide improved public access to Behavioral Health information by enhancing the current SCVHHS MHD website with a redesigned website with up-to-date content, integration with internal data systems and other public data sources that offers improved navigation and ease of use for the general public.

This project is a technology project but will be consumer driven. Feedback on the website and other online services will be solicited through an Advisory Group that will provide governance and direction to the project.

- The degree of centralization or decentralization required for this activity.

The website content and technology for this project will be centralized and will be controlled and maintained by SCVHHS IS.

SCVHHS IS will support and maintain the security of the Consumer Portal and Redesigned Website in a manner currently enforced by secure user access, role appropriate access, and other mechanisms for all consumer records associated components where relevant. It is likely that some data utilized within the portal could contain Personal Health Information (PHI). As such, any PHI or other sensitive data will be maintained in the manner required for HIPAA compliance and DMH, State, Federal, and other required security/confidentiality procedures.

- The data communication requirements associated with the activity.

Both the portal and website will be web-based systems and as such utilize industry-standard web application servers, web servers, database servers and other information technology for the provision of service.

The website will not allow direct access to documents or data stored on SCVHHS IS secure areas, nor will the same network be accessible from the portal. Website content will be placed on the website for access and kept in a separate network area. The Website, as initially envisioned, will not contain data from EHR or other internal SCVHHS information systems. The website will provide information on SCVHHS MHD programs and include additional functionality such as blogs, forums, links to external resources, links to other County Services, etc. However, over time the intent is to introduce data in the Website from both the EHR as well as other data sources to support consumer access.

- The characteristics of the data to be collected and processed, i.e., source, volume, volatility, distribution, and security or confidentiality.

The website will consist mainly of user-supplied content that cannot be altered. SCVHHS will provide a moderator who will be responsible for monitoring user-supplied content. The volume of the data collected by the website will be minimal (less than 50Gb/yr estimated initially)

In Phase II of the project, consumers will be able to access and maintain a PHR that will contain protected health information. Consumers will only be able to access their own PHR and pass industry standard security tests to confirm their identity. As part of Phase II consumers will also be able to view and make appointments online that will be a part of the EHR maintained by the County.

The portal will serve as a conduit through which user-supplied information will be fed to internal SCVHHS MHD systems such as the EHR. As currently envisioned, this data would not rest in the portal for a period of time longer than required to pass the data to the relevant internal system. Data displayed within the portal would be 'fed' to the portal software in 'real time' from internal systems (systems of record) to generate the various views created for portal users. As such, the amount of data stored in the portal will be relatively small; however, the data transacted between the portal and other internal systems will be large. This configuration will result in relatively minimal storage capacity

requirements combined with significant network and data routing capacity to facilitate the exchange of data.

Because PHI will be part of the portal implementation, the provision of adequate data security mechanisms, processes and procedures, and other controls will be an important part of the design, implementation, and operation of the portal system. SCVHHS will ensure that the portal and all data being transmitted to or from the portal are protected in accordance with all applicable Federal, State, County, Local, and other legal and regulatory requirements. Additional information related to system security is detailed in later sections of this document.

- The degree to which the technology can be integrated with other parts of a system in achieving the Integrated Information Systems Infrastructure.

The portal and Redesigned Website are the 'consumer facing' components of the Integrated Information Systems Infrastructure. As consumers become more connected to the Internet and via other electronic means (e.g., mobile phones, network devices, etc.) the portal and website will take on an increasingly important role as the 'window on services' for the consumer. The PHR component is part of the IISI compliance for SCVHHS.

Hardware Considerations

- Compatibility with existing hardware, including telecommunications equipment.

SCVHHS IS, of which the Mental Health Department (MHD) is a part, has a broad set of well defined technology standards in place today. In addition to these standards, MHD currently maintains a website.

The Consumer Portal and Website Redesign Initiative (CPWRDI) project components will be constructed of standard hardware and will utilize existing hardware and telecommunication standards. The need and timing for additional servers and storage devices will be considered during the planning and design phases of the project.

The County will leverage existing components, including networking, power, temperature control, security, and other hardware wherever possible.

A copy of SCVHHS Technology Standards and Network Management policies are included in Appendix B of Exhibit 2.

- Physical space requirements necessary for proper operation of the equipment.

MHD systems are currently hosted in a data center operated by the County. Since existing hardware will be used to implement this project there should not be need for additional physical space in the County Data Center. This data center is a state of the art facility that hosts systems for several County Departments other than Mental Health. An evaluation of the data center determined that adequate space currently exists to accommodate the proposed CPWRDI activities.

- Hardware maintenance.

The SCVHHS IS Department currently manages a wide range of systems for MHD, including an operational claims processing and administrative transaction platform, more than 30 web and application servers, a reporting infrastructure, and a development environment. County IS staff maintain the hardware with vendor support obtained through existing maintenance contracts.

Mental Health Department (MHD) systems are physically housed in the County's data center and are maintained by SCVHHS IS staff. This includes the networking equipment, servers, storage, power and temperature controls. Currently the County's policy is to own, not lease, hardware equipment and refresh equipment on a 5 year cycle.

A copy of the Network Management and the Table of Contents for a confidential policy related to Business Continuity Plan are included in Appendix B of Exhibit 2.

- Backup processing capability.

Because the current backup processing capability planning process is designed for existing systems, it is likely that additional capacity will be required with the development

and operation of the CPWRDI components. As such, provision has been made in the planning process and budget estimates for additional backup servers, backup application licenses, tapes, and other necessary supplies. Further, part of the planning process also includes provision for staff to manage and take responsibility for the backup process in general and compliance with all regulatory requirements and existing County standards.

A copy of the Data Backup policy is included in Appendix B of Exhibit 2.

- Existing capability, immediate required capacity and future capacity.

Current system configurations should be able to support the initial phase of the project design and implementation. System capacity will be reassessed as part of the project planning and design tasks.

Future capacity after the successful deployment of the redesigned website and portal, with all of the requisite data integration and other functionality as determined in the design process will continue to be a growing area requiring careful thought and planning. While it is impossible to determine exactly all future needs, we do anticipate that increased utilization by consumers and internal staff will result in future capability needs related to system scalability and the introduction of additional data sources and other information that will continuously augment content and add to the user experience over time. The *Budget Summary* contains what we believe forms a realistic estimate for future capacity needs and requirements.

SCVHHS has a well defined Technology Standards policy that defines hardware and platform requirements. The Technology Standards policy is included in Appendix B of Exhibit 2.

Software Considerations

- Compatibility of computer languages with existing and planned activities.

The CPWRDI will utilize existing County and Mental Health Department standards with respect to the compatibility of computer languages, software, and all other aspects.

The Technology Standards policy for software is included in Appendix B of Exhibit 2.

- Maintenance of the proposed software, e.g. vendor-supplied.

Software needs will be determined during the project design task of Phase I of the project. The software that supports the current website will be continued to be used.

- Availability of complete documentation of software capabilities.

Provision has been made in the planning and budgeting process to develop documentation throughout the development process to support operations. Further, where possible, existing system documentation will be included in this effort.

One area requiring custom development will include online site usage instructions. MHD and IS will jointly develop required instructions and allowance for this effort is detailed in the Exhibit 4 *Budget Summary*.

- Availability of necessary security features as defined in DMH standards noted in Appendix B.

The Mental Health Department (MHD) has a wide ranging set of security responsibilities that it currently is required to meet with existing systems. These responsibilities include County, State, and Federal as well as other legislated security measures and mechanisms. After reviewing the security features as defined in DMH standards as noted in Appendix B of the MHSA CFTN Request Guidelines, we believe that the security features of the CPWRDI system components will exceed DMH standards and meet all applicable County, State, Federal, and other security requirements.

To ensure compliance, we have planned for an annual security evaluation to be conducted to evaluate the extent to which the portal and website meets current and future security standards. This evaluation, as planned, would be conducted by County ISD.

An abbreviated version of the IT Security policy for SCVHHS is included in Appendix B of Exhibit 2.

- Ability of the software to meet current technology standards or be modified to meet them in the future.

SCVHHS has a defined and mature set of current technology standards. These standards were designed with the goal of future growth and in anticipation of technological changes over time. Further, to support these standards, the County has established relationships with a number of vendors and has negotiated pricing and

upgrade terms to reflect future growth and change.

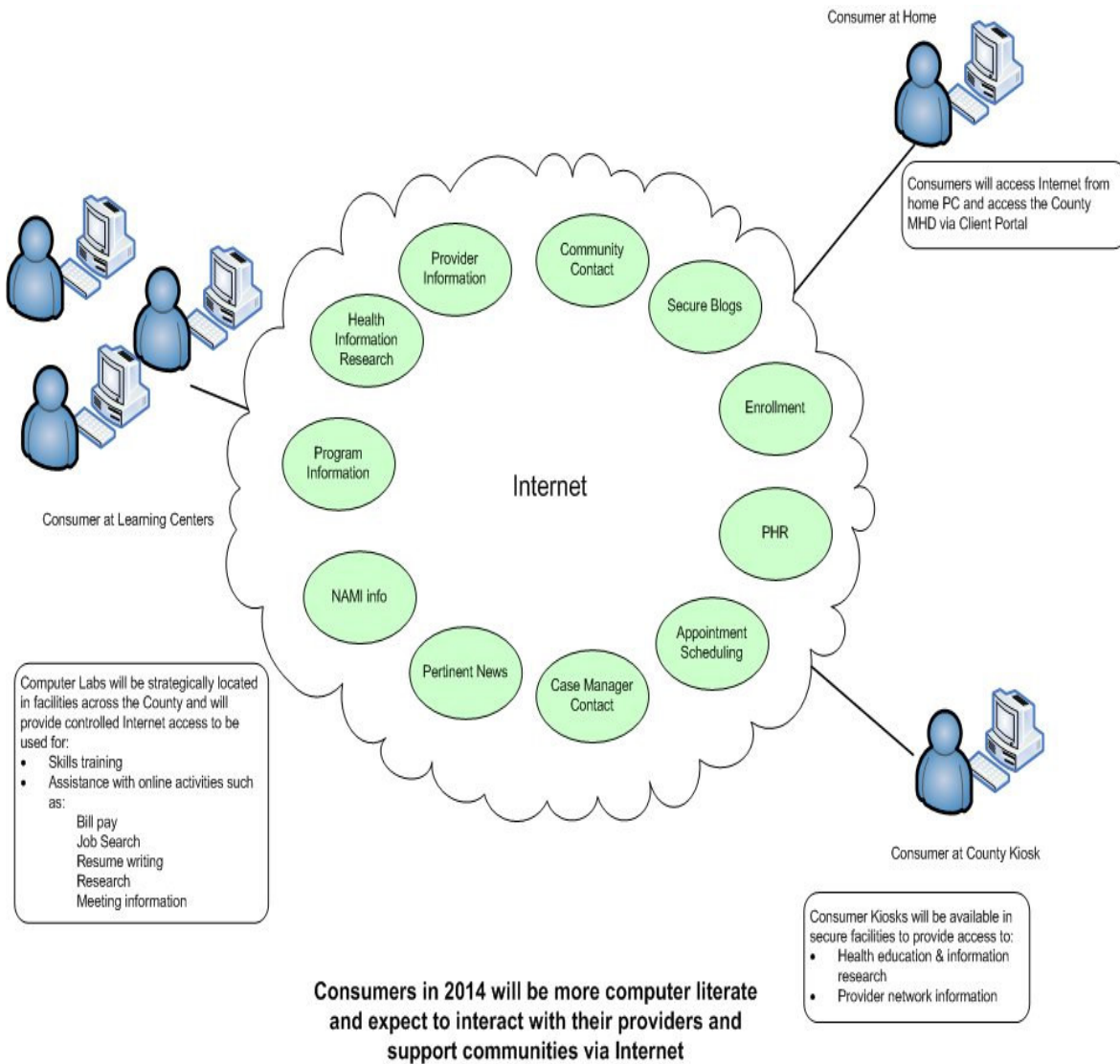
The Technology Standards are defined in a County policy included in Appendix B of Exhibit 2.

Interagency Considerations

- Describe the County's interfaces with contract service providers and state and local agencies. Consideration must be given to compatibility of communications and sharing of data. The information technology needs of contract service providers must be considered in the local planning process.

The portal and redesigned website are not source systems of record for data, but rather conduits through which data flows to and from the consumer. The website will be accessible to anyone having Internet connectivity and a standard browser. The Advisory Group that will be providing direction and guidance throughout the project will consist of at least one Contract Provider representative.

A graphical representation of the Consumer Portal is provided below:



Training and Implementation

- Describe the current status of workflow and the proposed process for assessment, implementation and training of new technology being considered.

Workflow analysis is not necessary or relevant to this project.

Training and implementation are two different activities, but both require careful development, sufficient resources and active project management in order to achieve successful results.

As a 'consumer facing' application, training for the CPWRDI will largely consist of online help for consumers and contextual navigational assistance.

Implementation of the CPWRDI will require thoughtful and creative organization and tuning of the hardware, software, and other activities to ensure ease of navigation, appeal of the website and sufficiency and refreshment of content. As such, the implementation of the CPWRDI will necessarily include items such as:

- Comprehensive enterprise – level definition of business requirements
- Prioritization of business requirements
- Inclusion of key stakeholders
- Exacting project management
- Clear understanding of the objectives – look, feel, navigation and content and update of content that supports consumer usage and needs
- Development of policies and procedures that support the CPWRDI development and maintenance of the systems
- Expansion of security, confidentiality, back-up and other procedures to maintain the systems
- Testing of systems
- Procurement, installation, set-up and tuning of hardware and software and a variety of other functions.

Security Strategy

- Describe the County's policies and procedures related to Privacy and Security for the Project as they may differ from general Privacy and Security processes.

Because the data to be contained in and exchanged with the various components of the CPWRDI may include Protected Health Information (PHI), it will be necessary to ensure that any proposed solution is fully compliant with all relevant regulatory and legal requirements. In addition to these regulations, compliance with all DMH standards will be part of the development and operations of the portal and Website.

For any selected vendor(s) of COTS software SCVHHS IS will ensure that the vendor(s) pre-certify their product as being compliant with HIPAA and all other Federal, State, and Local legal requirements.

To ensure system and data security, we have included an annual security evaluation as part of the project. The underlying assumption is that this evaluation will be conducted by County ISD who will evaluate the current state of security relative to web portal and provide input on best practices, gaps, etc.

The SCVHHS IT Security policy in an abbreviated form is included in Appendix B of Exhibit 2.

- Protecting data security and privacy.

Data security and privacy will be built in from day one and be enforced by the stringent and fully compliant SCVHHS policies with Federal, State and Local regulations on security and privacy.

Compliance with relevant security requirements will be evaluated on a yearly basis by County ISD.

The SCVHHS IT Security policy in an abbreviated form is included in Appendix B of Exhibit 2.

- Operational Recovery Planning.

MHD currently ensures operational recovery planning through the existing County Wide Business Continuity Planning (BCP) process. The website, portal and all other CPWRDI components will conform to existing requirements and be part of the County-wide planning, documentation, and testing procedures. The details for the Operational Recovery will be incorporated into the BCP during the planning process.

The Table of Contents for the confidential Business Continuity Plan has been included in Appendix B of Exhibit 2.

- Business Continuity Planning.

MHD currently ensures operational recovery planning through the existing County Wide Business Continuity Planning (BCP) process. The website, portal and all other CPWRDI components will conform to existing requirements and be part of the County-wide planning, documentation, and testing procedures. The details for the Operational Recovery will be incorporated into the BCP during the planning process.

The Table of Contents for the confidential Business Continuity Plan has been included in Appendix B of Exhibit 2.

- Emergency Response Planning.

MHD currently ensures operational recovery planning through the existing County Wide Business Continuity Planning (BCP) process. The website, portal and all other CPWRDI components will conform to existing requirements and be part of the County-wide planning, documentation, and testing procedures. The details for the Operational Recovery will be incorporated into the BCP during the planning process.

The Table of Contents for the confidential Business Continuity Plan has been included in Appendix B of Exhibit 2.

- HIPAA Compliance

The inclusion of Protected Health Information and other data in the various components of the CPWRDI will require MHD to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA). We anticipate the HIPAA will be one of many sets of regulatory compliance that will require planning and operational practice over time. Where possible, the CPWRDI system components will leverage existing security mechanisms employed by other MHD or County systems.

Compliance with HIPAA and other relevant security requirements will be evaluated on a yearly basis by County ISD.

- State and Federal laws and regulations.

In addition to HIPAA and DMH security requirements there will be a number of State and Federal laws and regulations that will require additional security mechanisms to be considered, implemented, and practiced. Where possible, the website, portal, and all other CPWRDI components will leverage existing security mechanisms employed by other MHD or County systems. Ultimate responsibility for compliance with State and Federal laws and regulations will lie with the MHD CIO.

Compliance with State, Federal, and other relevant security requirements will be evaluated on a yearly basis by County ISD.

Project Sponsor(s)

Commitments

Sponsor(s) Name(s) and Title(s)

- Identify the Project Sponsor name and title. If multiple Sponsors, identify each separately.

Deane Wiley, Ph.D., SCVHHS Mental Health Department Learning Partnership Director

Commitment

- Describe each sponsor(s) commitment to the success of the Project, identifying resource and management commitment.

The Project Sponsors agrees to provide direction and leadership for this Project and will:

- Provide Executive leadership and bidirectional communication on the project
- Accepts visible departmental ownership for the project
- Set strategic direction and goals for projects
- Has final approval on all project deliverables
- Serves as the ultimate decision-maker on issues that cannot be resolved at a lower level
- Is accountable for the Project's success and will hold all team members responsible for their contributions and assignments to the project.

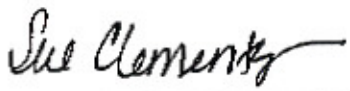
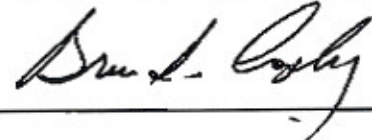


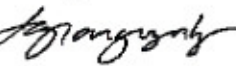

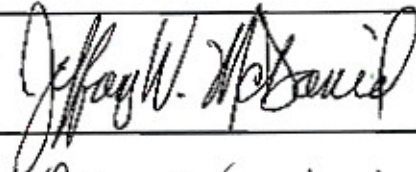

Approvals/Contacts

- Please include separate signoff sheet with the names, titles, phone, e-mail, signatures and dates for: Individual(s) responsible for preparation of this Exhibit, such as the Project Lead or Project Sponsor(s).

Approval / Contact sign-off sheet is attached.

MHSA Enclosure 3 - Project Approvals and Contacts

Signoff sheet with the names, titles, phone, e-mail, signatures and dates for individual(s) responsible for the preparation of this Exhibit

Name	Title	Email	Phone	Signature	Date
Sue Clements (Primary Contact)	SCVHHS MHSA Technological Needs Project Manager	Sue.Clements@hhs.sccgov.org	408-885-7082		5-11-09
Bruce Copley	SCVHHS MHD Deputy Director	Bruce.Copley@hhs.sccgov.org	408-885-5773		5-11-09
Deane Wiley, Ph.D.	SCVHHS MHD Learning Partnership Division Director	Deane.Wiley@hhs.sccgov.org	408-792-3901		5-11-09
Martha Paine	SCVHHS Director of General Fund Financial Services	Martha.Paine@hhs.sccgov.org	408-885-6860		5-11-09
Ky Le	SCVHHS MHD MHSA Project Manager	Ky.Le@hhs.sccgov.org	408-885-7543		5/11/09
Cheri Silveira	SCVHHS IS Manager	Cheri.Silveira@hhs.sccgov.org	408-885-6490		5/11/09
Jeff McDaniel	SCVHHS IS Project Leadership	Jeff.McDaniel@hhs.sccgov.org	408-885-4036		5/14/09
Diane Vrenios	Sr. Consultant Outlook Associates, LLC	DVrenios@outlook-associates.com	888-432-0261		5/15/09

APPENDIX A - PROJECT RISK ASSESSMENT

Consumer Portal and Web-site Redesign Initiative

Category	Factor	Rating	Score	
Estimated Cost of Project	Over \$5 million	6	1	
	Over \$ 3 million	4		
	Over \$500,000	2		
	Under \$500,000	1		
Project Manager Experience				
Like Projects completed in a "key staff" role	None	3	1	
	One	2		
	Two or more	1		
Team Experience				
Like Projects completed by at least 75% of Key Staff	None	3	1	
	One	2		
	Two or more	1		
Elements of Project Type				
Hardware	New Install	Local Desktop /Server	1	0
		Distributed/Enterprise Server	3	
	Update/Upgrade	Local Desktop /Server	1	2
		Distributed/Enterprise Server	2	
	Infrastructure	Local Network/Cabling	1	2
		Distributed Network	2	
Data Center/Network Operations Center		3		
Software	Custom Development -		5	5
	Application Service Provider		1	
	COTS* Installation	"Off-the-Shelf"	1	
		Modified COTS	3	3
	Number of Users	Over 1,000	5	
		Over 100	3	
		Over 20	2	
		Under 20	1	0
	Architecture	Browser/thin client based	1	
		Two- Tier (client / server	2	
Multi-tier (client & web, database, application, etc. servers)		3		
*Commercial Off-The Shelf Software				

Total Score	15
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Total Score	Project Risk Rating
25 - 31	High
16 - 24	Medium
8 - 15	Low

EDW Project Plan v2 DRAFT dv

ID	Task Name	Duration	Start	Finish	Predecessors
1	Consumer Portal and Website Redesign Project	1301 days	Mon 1/4/10	Mon 12/29/14	
2					
3	1.0 Project Planning & Initiation	117 days	Mon 1/4/10	Tue 6/15/10	
4	Organize Project	44 days	Mon 1/4/10	Thu 3/4/10	
5	Create Project Charter	44 days	Mon 1/4/10	Thu 3/4/10	
6	Create Project Organization Plan	44 days	Mon 1/4/10	Thu 3/4/10	5SS
7	Develop staffing plan, determine job descriptions, etc.	44 days	Mon 1/4/10	Thu 3/4/10	6SS
8	Create Issue Management Plan	44 days	Mon 1/4/10	Thu 3/4/10	7SS
9	Create Risk Management Plan	44 days	Mon 1/4/10	Thu 3/4/10	8SS
10	Create Communication Plan	44 days	Mon 1/4/10	Thu 3/4/10	9SS
11	Complete project plan	44 days	Mon 1/4/10	Thu 3/4/10	10SS
12	Develop Project Budget	73 days	Fri 3/5/10	Tue 6/15/10	
13	Identify Projects	30 days	Fri 3/5/10	Thu 4/15/10	5
14	Prioritize Projects	30 days	Fri 3/5/10	Thu 4/15/10	13SS
15	Request MHPA IT Funds	10 days	Fri 4/16/10	Thu 4/29/10	14
16	Amend MHPA IT TN Plan	10 days	Fri 4/16/10	Thu 4/29/10	15SS
17	Finalize project budget	43 days	Fri 4/16/10	Tue 6/15/10	13
18	Convene Project Team(s) and Workgroups	30 days	Fri 3/5/10	Thu 4/15/10	
19	Identify Stakeholders	5 days	Fri 3/5/10	Thu 3/11/10	6
20	Establish governance structure - project and interagency steering groups	30 days	Fri 3/5/10	Thu 4/15/10	19SS
21	Create external planning group (other agencies, providers, etc.) - stakeholders	30 days	Fri 3/5/10	Thu 4/15/10	20SS
22	Create internal planning group (MHPD team)	30 days	Fri 3/5/10	Thu 4/15/10	21SS
23	Conduct Project Kick-off Meeting	1 day	Fri 3/5/10	Fri 3/5/10	5
24					
25	2.0 Requirements Definition	760 days	Mon 3/8/10	Fri 2/1/13	
26	Gather Requirements and Analysis - Website Redesign	90 days	Mon 3/8/10	Fri 7/9/10	
27	Use Cases	30 days	Mon 3/8/10	Fri 4/16/10	
28	Develop use cases for redesigned website	30 days	Mon 3/8/10	Fri 4/16/10	23
29	Identify Hardware / Software Requirements	30 days	Mon 3/8/10	Fri 4/16/10	
30	Gather hardware requirements	30 days	Mon 3/8/10	Fri 4/16/10	28SS
31	Gather software (applications, operating systems, etc.) requirements	30 days	Mon 3/8/10	Fri 4/16/10	30SS
32	Identify Operations Requirements	30 days	Mon 3/8/10	Fri 4/16/10	
33	Identify website performance / uptime requirements	15 days	Mon 3/8/10	Fri 3/26/10	28SS
34	Identify data sharing and catalog source / target data and systems	30 days	Mon 3/8/10	Fri 4/16/10	33SS
35	Identify Disaster Recovery / Business Continuity Requirements	30 days	Mon 3/8/10	Fri 4/16/10	34SS
36	Identify Security Requirements	90 days	Mon 3/8/10	Fri 7/9/10	
37	Identify security and privacy requirements	90 days	Mon 3/8/10	Fri 7/9/10	35SS
38	Gather Requirements and Analysis - Portal	90 days	Mon 10/1/12	Fri 2/1/13	
39	Use Cases	90 days	Mon 10/1/12	Fri 2/1/13	
40	Develop use cases for portal and identify data sources, etc.	90 days	Mon 10/1/12	Fri 2/1/13	
41	Identify Hardware / Software Requirements	45 days	Mon 10/1/12	Fri 11/30/12	
42	Gather hardware requirements	45 days	Mon 10/1/12	Fri 11/30/12	40SS
43	Gather software (applications, operating systems, etc.) requirements	45 days	Mon 10/1/12	Fri 11/30/12	42SS
44	Identify Operations Requirements	90 days	Mon 10/1/12	Fri 2/1/13	
45	Identify portal performance / uptime requirements	45 days	Mon 10/1/12	Fri 11/30/12	40SS
46	Identify data sharing and catalog source / target data and systems	90 days	Mon 10/1/12	Fri 2/1/13	45SS

EDW Project Plan v2 DRAFT dv

ID	Task Name	Duration	Start	Finish	Predecessors
47	Identify Disaster Recovery / Business Continuity Requirements	45 days	Mon 10/1/12	Fri 11/30/12	46SS
48	Identify Security Requirements	90 days	Mon 10/1/12	Fri 2/1/13	
49	Identify security and privacy requirements	90 days	Mon 10/1/12	Fri 2/1/13	47SS
50					
51	3.0 Design	940 days	Mon 7/12/10	Fri 2/14/14	
52	Design Website	270 days	Mon 7/12/10	Fri 7/22/11	
53	Design technical architecture (hardware/software)	60 days	Mon 7/12/10	Fri 10/1/10	
54	Hardware Design	30 days	Mon 7/12/10	Fri 8/20/10	26
55	Software design	60 days	Mon 7/12/10	Fri 10/1/10	54SS
56	Design user interface	180 days	Mon 7/12/10	Fri 3/18/11	
57	Design website screens / look and feel - generate prototype design	180 days	Mon 7/12/10	Fri 3/18/11	54SS
58	Design training materials	90 days	Mon 3/21/11	Fri 7/22/11	
59	Design help system for end users	60 days	Mon 3/21/11	Fri 6/10/11	57
60	Document training materials for MHD, IT, and System Administrator staff	90 days	Mon 3/21/11	Fri 7/22/11	59SS
61	Design Portal	270 days	Mon 2/4/13	Fri 2/14/14	
62	Design technical architecture (hardware/software)	60 days	Mon 2/4/13	Fri 4/26/13	
63	Hardware Design	30 days	Mon 2/4/13	Fri 3/15/13	38
64	Software design	60 days	Mon 2/4/13	Fri 4/26/13	63SS
65	Design Datasource mapping and layouts	60 days	Mon 2/4/13	Fri 4/26/13	
66	Develop process for integrating external data with portal	60 days	Mon 2/4/13	Fri 4/26/13	63SS
67	Design user interface	180 days	Mon 2/4/13	Fri 10/11/13	
68	Create portal screens and user interface	180 days	Mon 2/4/13	Fri 10/11/13	63SS
69	Design training materials	90 days	Mon 10/14/13	Fri 2/14/14	
70	Design help system for end users	60 days	Mon 10/14/13	Fri 1/3/14	68
71	Document training materials for MHD, IT, and System Administrator staff	90 days	Mon 10/14/13	Fri 2/14/14	70SS
72					
73	4.0 Development and Implementation	1121 days	Fri 3/5/10	Fri 6/20/14	
74	Development and Implementation - Website	451 days	Fri 3/5/10	Fri 11/25/11	
75	Procurement	150 days	Mon 8/23/10	Fri 3/18/11	
76	Obtain Hardware	30 days	Mon 8/23/10	Fri 10/1/10	54
77	Obtain Software	30 days	Mon 10/4/10	Fri 11/12/10	55
78	Install Hardware	90 days	Mon 10/4/10	Fri 2/4/11	76
79	Install Software	90 days	Mon 11/15/10	Fri 3/18/11	77
80	Configure Products	15 days	Mon 3/21/11	Fri 4/8/11	
81	Establish Environments (Production, Development, and Testing Environments)	15 days	Mon 3/21/11	Fri 4/8/11	75
82	Configure Network	15 days	Mon 3/21/11	Fri 4/8/11	81SS
83	Configure Webserver	15 days	Mon 3/21/11	Fri 4/8/11	81SS
84	Configure Security	15 days	Mon 3/21/11	Fri 4/8/11	81SS
85	Software Development	180 days	Mon 3/21/11	Fri 11/25/11	
86	Develop website application code	180 days	Mon 3/21/11	Fri 11/25/11	79
87	Staffing	90 days	Fri 3/5/10	Thu 7/8/10	
88	Hire FTEs	90 days	Fri 3/5/10	Thu 7/8/10	7
89	Hire Contractor(s)	90 days	Fri 3/5/10	Thu 7/8/10	88SS
90	Training	10 days	Mon 3/21/11	Fri 4/1/11	
91	Technical Staff	10 days	Mon 3/21/11	Fri 4/1/11	79
92	Development and Implementation - Portal	1121 days	Fri 3/5/10	Fri 6/20/14	

EDW Project Plan v2 DRAFT dv

ID	Task Name	Duration	Start	Finish	Predecessors
93	Procurement	150 days	Mon 3/18/13	Fri 10/11/13	
94	Obtain Hardware	30 days	Mon 3/18/13	Fri 4/26/13	63
95	Obtain Software	30 days	Mon 4/29/13	Fri 6/7/13	64
96	Install Hardware	90 days	Mon 4/29/13	Fri 8/30/13	94
97	Install Software	90 days	Mon 6/10/13	Fri 10/11/13	95
98	Configure Products	15 days	Mon 10/14/13	Fri 11/1/13	
99	Establish Environments (Production, Development, and Testing Environments)	15 days	Mon 10/14/13	Fri 11/1/13	93
100	Configure Network	15 days	Mon 10/14/13	Fri 11/1/13	99SS
101	Configure Webserver	15 days	Mon 10/14/13	Fri 11/1/13	99SS
102	Configure Security	15 days	Mon 10/14/13	Fri 11/1/13	99SS
103	Software Development	180 days	Mon 10/14/13	Fri 6/20/14	
104	Develop website application code	180 days	Mon 10/14/13	Fri 6/20/14	97
105	Staffing	90 days	Fri 3/5/10	Thu 7/8/10	
106	Hire FTEs (note: assume same staff as website)	90 days	Fri 3/5/10	Thu 7/8/10	7
107	Hire Contractor(s)	90 days	Fri 3/5/10	Thu 7/8/10	106SS
108	Training	10 days	Mon 10/14/13	Fri 10/25/13	
109	Technical Staff	10 days	Mon 10/14/13	Fri 10/25/13	97
110					
111	5.0 Testing	805 days	Mon 11/28/11	Fri 12/26/14	
112	Testing - Website	30 days	Mon 11/28/11	Fri 1/6/12	
113	Perform unit test	15 days	Mon 11/28/11	Fri 12/16/11	74
114	Perform system test	30 days	Mon 11/28/11	Fri 1/6/12	113SS
115	Perform integration test	30 days	Mon 11/28/11	Fri 1/6/12	114SS
116	Perform volume test / stress test	15 days	Mon 11/28/11	Fri 12/16/11	115SS
117	Complete acceptance testing	10 days	Mon 12/19/11	Fri 12/30/11	
118	Acceptance Test sign-off	10 days	Mon 12/19/11	Fri 12/30/11	116
119	Testing - Portal	135 days	Mon 6/23/14	Fri 12/26/14	
120	Perform unit test	60 days	Mon 6/23/14	Fri 9/12/14	92
121	Perform system test	60 days	Mon 6/23/14	Fri 9/12/14	120SS
122	Perform volume test / stress test	30 days	Mon 6/23/14	Fri 8/1/14	121SS
123	Perform integration test	120 days	Mon 6/23/14	Fri 12/5/14	122SS
124	Complete acceptance testing	15 days	Mon 12/8/14	Fri 12/26/14	
125	Acceptance Test sign-off	15 days	Mon 12/8/14	Fri 12/26/14	123
126					
127	6.0 Go live - Website	1 day	Mon 1/2/12	Mon 1/2/12	118
128					
129	7.0 Go Live - Portal	1 day	Mon 12/29/14	Mon 12/29/14	125

Enclosure 3
Exhibit 4

Budget Summary

For Technological Needs Project Proposal

County Name: Santa Clara

Project Name: Consumer Portal and Website Redesign Initiative

(List Dollars in Thousands)

Category	(1) 08/09	(2) 09/10	(3) 10/11	(4) Future Years	(5) Total One-time Costs (1+2+3+4)	(6) Estimated Annual Ongoing Costs*
Personnel		17	69		86	69
Total Staff (Salaries and Benefits)		17	69		86	69
Hardware		16	5		21	10
From Exhibit 2						
Total Hardware		16	5		21	10
Software		20	20		40	2
From Exhibit 2						
Total Software		20	20		40	2
Contract Services (list services to be provided)		80	80		160	0
NOTE: See below for description						
Total Contract Services		80	80		160	0
Administrative Overhead		5	3		8	3
Other Expenses (Describe)		2	2		4	2
NOTE: See below for description						
Total Costs (A)		140	179		319	86
Total Offsetting Revenues (B) **						
MHSA Funding Requirements (A-B)		140	179		319	86

* Annual Costs are the ongoing costs required to maintain the technology infrastructure after the one-time implementation.

** For Projects providing services to Multiple-Program Clients (e.g., Mental Health and Alcohol and Drug Program clients), Attach a Description of Estimated Benefits and Project Costs allocated to Each Program.

Notes:

Personnel costs include partial funding for a Project Lead that will oversee the Consumer Empowerment CFTN projects.

Hardware costs include:

- Purchase of new servers to support the expanded functionality
- Portion of costs on Network Attached Storage device for new program, applications and documents

Software costs include:

- Additional license for database products for development of new applications
- Website monitoring tools

Contract Services will provide assistance in developing the web site and applications.

Other expenses, as defined in this document, include an allowance for training, documentation, and expenses otherwise not categorized elsewhere.

**Enclosure 3
Exhibit 5**

Stakeholder Participation For Technological Needs Project Proposal

County Name: Santa Clara

Project Name: Consumer Portal and Website Redesign

Counties are to provide a short summary of their Community Planning Process (for Projects), to include identifying stakeholder entities involved and the nature of the planning process; for example, description of the use of focus groups, planning meetings, teleconferences, electronic communication, and/or use of regional partnerships.

Stakeholder Type (e.g. Contract Provider, Client, Family Member, Clinician)	Meeting Type (e.g. Public Teleconferences)	Meeting Date
MHSA IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	4/08/2008
MHSA IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	6/10/2008
MH Staff / Managers	Comprehensive, structured interviews with IT staff to discuss structure, vision, priorities and needs.	6/17/2008
All County and Contractor CFTN Stakeholders	Kick-Off meeting and Presentation of IT Assessment Plan by Outlook Associates	6/18/2008
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSA governing body (SLC)	6/20/2008
MH Staff/Managers/Clinicians	Comprehensive, structured interviews with staff/managers and clinicians from various service areas. Interviews included: Adult Services, Clerical, Older Adult Services, Eligibility and Benefits, Unicare Coordination.	7/08/2008
MHSA IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	7/8/2008
MH Staff/Managers/Clinicians	Comprehensive, structured interviews with Learning Partnership/Decision Support, Contracted providers, General Planning regarding MHSA and Housing needs and a Mental Health Clinic.	7/09/2008

Stakeholder Type (e.g. Contract Provider, Client, Family Member, Clinician)	Meeting Type (e.g. Public Teleconferences)	Meeting Date
Staff/Managers/Clinicians/Other Agencies	Comprehensive, structured interviews with a Mental Health Clinic and another supporting agency - SSA.	7/15/2008
Staff/Managers/Clinicians/Other Agencies	Comprehensive, structured interviews with Finance, Billing and Claims, MHSA Programs, Quality Improvement and Drug and Alcohol Services (DADS).	7/16/2008
Staff/Managers/Clinicians/Contracted Provider Billing Service and Consumers and Families	Comprehensive, structured interviews with contracted provider business solution (ABS), Managed Care Program and Consumer and Family interview at a County sponsored Peer Support Program.	7/17/2008
Staff/Managers/Contracted Providers Group/Clinicians	Comprehensive, structured interviews with Contracted Providers, Contract Services, Clinical, Physician and Pharmacy Services.	7/18/2008
MH Executives/Clinicians	Discussion on vision and contractor strategy.	07/21/2008
Staff/Managers/Contracted Provider	Comprehensive, structured conference call interview regarding the Call Center, Claims and Authorization services and Contracted provider (e.g.Symed).	7/24/2008
Consumer Advocate	Telephone conference call with NAMI representative.	7/28/2008
MHSA IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	8/12/2008
Staff/Managers/Consumer Affairs/Clinicians	Comprehensive, structure interviews with Consumer Affairs, Custody and Court Services and Family and Children Services.	8/13/2008
Staff/Managers/Other Agencies	Comprehensive, structured interviews with the Public Guardian agency, Decision Support and MH IT.	8/14/2008
Country Interdepartmental Stakeholders	Capital Facilities and Technology Needs Steering Committee (Became CFTN Leadership Committee)	8/15/2008
MH and IT Management and Core Team	Presentation Mental Health Services Act CFTN Component IT Visions and Project List	9/9/2008
MH and IT Management and Core	Presentation of assessment of "Current State of	9/18/2008

Stakeholder Type (e.g. Contract Provider, Client, Family Member, Clinician)	Meeting Type (e.g. Public Teleconferences)	Meeting Date
Team	SCC County Mental IT" by Outlook Associates	
MHSa IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	9/23/2008
Consumers & Family	Consumer Focus Groups	9/26/2008
Contract Service Providers	Technology Needs Town Hall Meeting	9/26/2008
MHSa Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSa governing body (SLC)	9/26/2008
MHSa IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	10/14/2008
MHSa Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSa governing body (SLC)	10/17/2008
Ethnic Communities (ECCAC) Task Force	MHSa CFTN presentation and receiving input from ethnic group representatives on MHSa CFTN	10/22/2008
Older Adults Services Focus Group	Presentation and receiving input from Older Adults Committee representative on MHSa CFTN	10/28/2008
CFTN Leadership Committee	Mental Health Managers and Contractor Leadership group to review combined Capital, Facilities and Technology Needs plans prior to submitting to SLC	11/13/2008
MHSa IT Fund Planning Meeting	Multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do initial CFTN Needs Assessment Planning	11/14/2008
MHSa IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	11/14/2008
MHSa Stakeholder and Leadership Committee Meeting (SLC)	CFTN Component Proposal Approval by overall MHSa governing body (SLC)	11/17/2008
Special session for Mental Health, IS and Contractor key stakeholders.	Californian Behavioral Health IT System Market Analysis by Outlook Associates	11/24/2008
Health And Hospital Committee (HHC) of Board of Supervisors	Status Report on Mental Health Services Act (Proposition 63) Component Proposals	12/10/2008

Stakeholder Type (e.g. Contract Provider, Client, Family Member, Clinician)	Meeting Type (e.g. Public Teleconferences)	Meeting Date
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSA governing body (SLC)	12/19/2008
Public Hearing on CFTN Component Proposal	Mental Health Board (Reports to Board of Supervisors)	1/6/2009
MH and IT Management and Core Team	Presentation by Outlook Associates of "Gap Analysis and Future State of IT for SCC Mental Health"	1/7/2009
MHSA IT Fund Planning Meeting for Administrative, Technology and Clinical Stakeholders	Original multidisciplinary Committee of MH Staff, IT staff and contractor IT staff to do CFTN Needs Assessment Planning	1/13/2009
Mental Health Internal Clinical Stakeholder event	View the Clinical Features and Functions of Pro-Filer EHR product from Unicare	1/14/2009
Mental Health and IT staff Site Visit to Kern County	Visited Kern County Mental Health System of Care to learn about their EHR implementation experience.	1/21/2009
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSA governing body	1/23/2009
Mental Health Dept. Ops Meeting	MHSA Technical Needs Strategy and Decision Making	2/4/2009
Town Hall Meeting for north Santa Clara County residents	Open Session for all stakeholders during Public Comment Period on CFTN Project Proposal	2/11/2009
Mental Health and IS Internal Stakeholder Review	Presentation of Proposal for Enterprise Data Warehouse Project (Enclosure 3)	2/12/2009
Town Hall Meeting – for central Santa Clara County residents	Open Session for all stakeholders during Public Comment Period on CFTN Project Proposal	2/12/2009
MH Executives / Clinicians / IS staff	Presentation, discussion & review of project.	2/13/2009
Mental Health and IS Internal Stakeholder Review	Presentation of Proposal for Electronic Health Record System Project (Enclosure 3)	2/13/2009
Town Hall Meeting – for south Santa Clara County residents	Open Session for all stakeholders during Public Comment Period on CFTN Project Proposal	2/14/2009
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSA governing body (SLC)	2/20/2009

Stakeholder Type (e.g. Contract Provider, Client, Family Member, Clinician)	Meeting Type (e.g. Public Teleconferences)	Meeting Date
Users Group Meeting attended by MH and IT staff	Guests at California AVATAR Spring 2009 User Group Meeting to learn about EHR product functions and features	3/3/2009
MHSA Comparison Study of EHR products	Special session of MHSA Coordination Meeting	3/9/2009
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Official update on CFTN activities to overall MHSA governing body (SLC)	3/20/2009
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Technology Needs Project Proposal Approval by overall MHSA governing body (SLC)	4/17/2009
Contract Service Providers Stakeholders	Special Session to discuss Contractor Strategy for use of EHR system use by Contract Agencies	5/14/2009
Public Hearing on CFTN Enclosure 3 Project Proposals	Mental Health Board (Reports to Board of Supervisors)	5/18/2009
MHSA Stakeholder and Leadership Committee Meeting (SLC)	Technology Needs Project Proposal Budget Approval by overall MHSA governing body (SLC)	5/21/2009