

ALPINE COUNTY
BEHAVIORAL HEALTH
Mental Health Services

Mental Health Services Act
Capital Facilities and Technological Needs
Technology Project Proposal
Fiscal Year 2010/2011

POSTED

May 17, 2010 through June 17, 2010

This MHSa CFTN Project Proposal is available for public review and comment through June 17, 2010. We welcome your feedback during the review period, or at the Public Hearing to be held on June 21, 2010.

Public Hearing Information:

Alpine County Health and Human Services Agency
75-A Diamond Valley Road, Markleeville, CA
Monday, June 21, 2010, from 10:00 am to 12:00 pm

Questions or comments? Please contact:

Alpine County Behavioral Health
75-C Diamond Valley Road
Markleeville, CA 96120
Phone: 530-694-1816; Fax: 530-694-2387

Thank you!

FACE SHEET FOR TECHNOLOGICAL NEEDS PROJECT PROPOSAL

County: **Alpine County**

Date: **May 17, 2010**

This Technological Needs Project Proposal is consistent with and supportive of the vision, values, mission, goals, objectives and proposed actions of the MHPA Capital Facilities and Technological Needs Component Proposal.

We are planning to, or have a strategy to modernize and transform clinical and administrative systems to improve quality of care, operational efficiency, and cost effectiveness. Our Roadmap for moving toward an Integrated Information Systems Infrastructure, as described in our Technological Needs Assessment, has been completed. This Project Proposal also supports the Roadmap.

We recognize the need for increasing client and family empowerment by providing tools for secure client and family access to health information within a wide variety of public and private settings. The Proposal addresses these goals.

This proposed Project has been developed with contributions from stakeholders, the public and our contract service providers, in accordance with 9 CCR Sections 3300, 3310 and 3315(b). The draft proposal was circulated for 30 days to stakeholders for review and comment. All input has been considered, with adjustments made as appropriate.

Mental Health Services Act funds proposed in this Project are compliant with section CCR Section 3410, non-supplant.

All documents in the attached Proposal are true and correct.

Behavioral Health Director

Name: Pamela Knorr
Phone: 530-694-2287
Email: pknorr@alpinecountyca.gov

Signature: <to be signed prior to submission to State>
Date: <to be signed prior to submission to State>

Chief Deputy Director

Not Applicable

HIPAA Privacy/Security Officer

Name: Carl Urmer (for BHS Only)
Phone: 818-973-4899

Signature: Carl W. Urmer
Date: 05/06/10

Executed at: **Markleeville, CA**

TECHNOLOGICAL NEEDS ASSESSMENT

Note: Per CFTN guidelines, as a small county, Alpine County has opted out of completing the Strategic Plan (Section 1, A and B, this page).

1. County Technology Strategic Plan Template

*This section includes assessment of the County’s current status of technology solutions, its long-term business plan, and the long-term technology plan that will define the ability of County Mental Health to achieve an **Integrated Information Systems Infrastructure** over time.*

A. Current Technology Assessment *Not Applicable to Alpine County*

List below or attach the current technology systems in place.

1.1) *Systems overview:*

List or attach a list of the hardware and software inventory to support current systems.

1.2) *Hardware:*

1.3) *Software:*

1.4) *Support (i.e. maintenance and/or technical support agreements):*

B. Plan to achieve an Integrated Information Systems Infrastructure *Not Applicable to Alpine County*

Describe the plan to obtain the technology and resources not currently available in the county to implement and manage the Integrated Information Systems Infrastructure (IISI). (Counties may attach their IT Plans or complete the categories below).

1.5) *Describe how your Technological Needs Projects associated with the Integrated Information System Infrastructure will accomplish the goals of the County MHSA Three-year Plan:*

1.6) *Describe the new technology system(s) required to achieve an Integrated Information System Infrastructure:*

1.7) *Note the Implementation Resources currently available:*

Oversight Committee: Yes No

Project Manager: Yes No

Budget: Yes No

Implementation Staff in place: Yes No

Project Priorities determined: Yes No

1.8) *Describe plan to complete resources marked “NO” above:*

1.9) *Describe the Technological Needs Project priorities and their relationship to supporting the MHSA Programs in the County:*

2. Technological Needs Roadmap Template

This section includes a plan, schedule, and approach to achieving an Integrated Information Systems Infrastructure. This Roadmap reflects the County's overall technological needs. Complete a proposed implementation timeline with the following major milestones.

- 2.1) *List Integrated Information Systems Infrastructure Implementation Plan and schedule, or attach a current Roadmap (see guidelines, page 20, for example):*

Jul 10 – Aug 10	Programming & Testing for transition from paper to electronic Medi-Cal billing for Phase II Medi-Cal
Sep 10 – Dec 10	Development & programming for Practice Mgmt
Jan 11 – Mar 11	Implementation of Practice Mgmt
Mar 11 – Jul 11	Implementation of Hybrid record (electronic therapy notes and service data with paper assessments, etc.)
Jul 11 – Jun 12	Assessment, History, Treatment plans, and other e-documentation (excluding ordering system)
Jan 12 – Jun 11	Development or evaluation of 3 rd party ordering system

- 2.2) *Training and schedule/timeline (list or provide in timeline format):*

Training Schedule for FY 10/11:

Jul/Aug 2010	E-notes (therapy notes) for clinical staff
Jan/Feb 2010	Practice Mgmt software for Admin/Clerical staff
Feb/Mar 2010	Practice Mgmt for clinical staff

- 2.3) *Describe your communication approach to the Integrated Information Infrastructure with stakeholders (i.e. Clients and Family Members, Clinicians and Contract Providers):*

Appropriate stakeholders will be involved during the design and development phases of various system functions. Administrative and clerical users will be involved in the scheduling and practice management functions; clinical staff will be involved during the development of the notes and charting functions; etc. Meeting and consultations will be both in-person and via teleconferencing.

- 2.4) *Inventory of Current Systems:*

There is currently no 'system' in use in Alpine county. Workstation computer are provided with Microsoft Office and Adobe Acrobat/Pro to assist staff in note writing, if staff so chooses. Billing, client records, and data collection are processed manually, on paper; some state-mandated directly into the DMH CSI system.

- 2.5) *Please attach your Work Flow Assessment Plan and provide schedule and list of staff and consultants identified:*

Per CFTN guidelines, the Workflow Assessment Plan will be completed during implementation.

2.6) *Proposed EHR component purchases:*

In-house development. Possible consultants use for EDI connection to state data system for bill and eligibility issues

2.7) *Vendor selection criteria: (such as Request for Proposal):*

Prior experience and use of specific consultants.

2.8) *Cost estimates associated with achieving the Integrated Information Systems Infrastructure:*

The total cost estimate for achieving the IISI in Alpine County is \$346,680.

3. County Personnel Analysis (Management and Staffing)

Note: Per CFTN guidelines, as a small county, Alpine County has opted out of completing the Personnel Analysis (Section 3, this page).

Major IT Positions	Estimated # FTE Authorized	Position hard to fill? Yes = 1; No = 0	# FTE estimated to meet need in addition to # FTE authorized
(1)	(2)	(3)	(4)
A. IT Staff			
Chief Technology/Information Officer			
Hardware Specialist			
Software Specialist			
Other Tech Staff			
<i>Subtotal – IT Staff</i>			
B. Project Managerial and Supervisory			
CEO or manager above direct supervisor			
Supervising Project Manager			
Project Coordinator			
Other Project Leads			
<i>Subtotal – Project Managerial</i>			
C. Tech Support Staff			
Analysts, tech support, quality assurance			
Education and training			
Clerical, secretary, admin assistants			
Other support staff (non-direct services)			
<i>Subtotal – Tech Support</i>			
Total County Technology Workforce (A+B+C)			

TECHNOLOGICAL NEEDS PROJECT PROPOSAL DESCRIPTION

Project Title: Alpine County Electronic Billing and EHR Project

Please check at least one box from each group that describes this MHPA 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
- Supports goal of client and family empowerment

Please indicate the type of MHPA 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 (for 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 MHPA Operations

- Telemedicine and other rural/underserved service access methods
- Pilot Projects to monitor new programs and service outcome improvement
- Data Warehousing Projects / Decision Support
- Imaging / Paper Conversion Projects
- Other:

Please Indicate the Technological Needs Project Implementation Approach:

- Custom Application
Name of Consultant or Vendor: ENKI Health and Research Systems
- Commercial Off-The-Shelf (COTS) System
Name of Vendor _____
- Product Installation
Name of Consultant and/or Vendor (if applicable) _____
- Software Installation
Name of Vendor _____

Project Management Overview

Counties must provide a Project Management Overview based on the risk of the proposed Project. The Project must be assessed for risk level using the worksheet in Appendix A.

The new system will provide a strong foundation for collecting client level data, analyzing the data, producing management decision support tools, and ensuring confidentiality and security of the data. It will increase our IS capacity and greatly improve access and performance for all of our sites, but especially our remote sites. It will also allow us to communicate with pharmacies and other health organizations, as needed. In addition, the system will ensure that our fiscal and billing needs are timely and accurate.

Project Cost Justification

Technological Needs Projects will be reviewed in terms of their cost justification. The appropriate use of resources and the sustainability of the system on an ongoing basis should be highlighted. Costs should be forecasted on a quarterly basis for the life of the Project. Costs on a yearly and total basis will also be required for input on Exhibit 3 – Budget Summary.

	Hardware	Software	Contract Services	Total
FY 10/11				
Quarter 1	\$ 36,750	\$ 20,000	\$ 26,000	\$ 82,750
Quarter 2	\$ 17,000	\$ 15,000	\$ 10,000	\$ 42,000
Quarter 3		\$ 12,000	\$ 3,500	\$ 15,500
Quarter 4		\$ 5,000		\$ 5,000
Total FY 10/11	\$ 53,750	\$ 52,000	\$39,500	\$145, 250

Budget Narrative

Quarter 1

Hardware – Server, Network equipment, and Tele-psych equipment

Software – Development of EHR system, purchase of Server OS and Security software licenses

Contract Services – Consultant assisting with e-billing to state Medi-Cal system and installation of dedicated T1/T3 line

Quarter 2

Hardware – Personal computers and printers for clinic and laptops for field services

Software – Development and testing of EHR system

Contract Services – Consultant assisting with e-billing to state Medi-Cal system

Quarter 3

Software – Testing and implementation of EHR system

Contract Services – Consultant assisting with online Medi-Cal eligibility system

Quarter 4

Software – Implementation and stabilization of EHR system

Nature of the Project

Describe:

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

Alpine County Behavioral Health Services is contracted by ENKI Health & Research systems. Alpine BHS currently has minimal computer and data resources; the system consists of primarily workstations which are used for e-mail and internet access. These computers are provided with Microsoft Office to allow staff to type their progress notes or other documents; these documents are then printed and signed to become part of the client chart, as appropriate and necessary.

Alpine currently inputs data into the DMH CSI system directly and bills Medi-Cal and other 3rd party via paper claims. Any additional systems that require electronic submissions (such as Medicare) involve Alpine submitting paper claims to EHRS, which then processes the claims electronically as required.

Alpine BHS currently is on a shared network, server, and data line(s), with other county departments. This configuration presents issues regarding privacy, security, maintenance, and compliance.

These MHSA IT funds will be used to provide Alpine BHS with its own T1/T3 data service, its own server, and network hardware. With this infrastructure, Alpine BHS will then be able to move into other areas as required by state and federal initiatives.

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

The system proposed would be client/server based. This will allow for centralized storage of software and data allowing for ease of support, security and disaster recovery but still allow offices in various location to access the system.

- *The data communication requirements associated with the activity*

Due to the small population in Alpine, data communications requirements will be minimal and should be handled by a T1/T3 dedicated line.

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

Data sources will primarily be first party data collection from staff and clients. With a small population of clients, there will be low volatility in the data and a low storage requirement will permit use of a single storage server with of site backup being the only distribution issue. As paper records are currently in a single location, electronic records will enhance disaster recovery, security, and storage.

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

All hardware proposed is industry standard hardware and network protocols. Custom software is SQL client/server based for data storage allowing any data connections and access via standard SQL connections to allow integration with future system or current SQL compliant system

Hardware Considerations

Describe:

- *Compatibility with existing hardware, including telecommunications equipment*

Not applicable – all systems will be replaced.

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

Minimal – most new equipment will be replacing existing equipment, thereby using existing space.

- *Hardware maintenance*

Provided by contract vendor or hardware manufacturer, if under warranty.

- *Backup processing capability*

Streaming tape with offsite storage and/or internet offsite backup.

- *Existing capacity, immediate required capacity and future capacity*

Not applicable at this time – requirements to be determined during acquisition.

Software Considerations

Describe:

- *Compatibility of computer languages with existing and planned activities*

System planned for is SQL for data storage and future connectivity to other systems.

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

Maintenance, upgrade and mandated updates will be provided by developer/vendor.

- *Availability of complete documentation of software capabilities*

Documentation of user software will be built into user interface. Full documentation of back-end data structure, table, relations, etc will be available at time of implementation.

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

All security features (HIPAA, DMH and other applicable agencies) are part of the development requirements.

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

Software development requirements are SQL database and industry standards for user interface. Current user interface is to be developed with .NET/JAVA allowing for easy integration and modification for future needs.

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.

System planned for is SQL for data storage and future connectivity to other systems.

Training and Implementation

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

Not applicable at this time – to be determined as part as part of design and development phases.

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.

All development requirements include compliance with industry standards and with all State, Federal, and local regulations.

Project Sponsor(s) Commitments

Note: Per CFTN guidelines, as a small county, Alpine County has opted out of completing the Project Sponsor Commitment (*this page*).

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

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

Not applicable to Alpine County.

Commitment

Describe each Sponsor's commitment to the success of the Project, identifying resource and management commitment.

Not applicable to Alpine County.

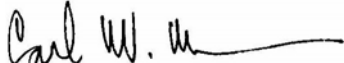
Approvals/Contacts

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)

Project Lead

Name: Carl Urmer

Signature:  _____

Phone: 818-973-4899

**EXHIBIT 4 - BUDGET SUMMARY
FOR TECHNOLOGICAL NEEDS PROJECT PROPOSAL**

County: Alpine
Project Name: Modernization, EHR and Tele-Psychiatry

Category	(1) 07/08	(2) 08/09	(3) Future Years	(4) Total One-Time Costs (1+2+3)	Estimated Annual Ongoing Costs*
Personnel					
Programmer, DB Manager & Project Mgr			35,000	35,000	12,000
Network & Hardware Administrator			12,000	12,000	4,000
				-	
				-	
Total Staff (Salaries & Benefits)	-	-	47,000	47,000	16,000
Hardware					
Telepsychiatry system for Bear Valley			15,000	15,000	1,000
New Server			20,000	20,000	1,500
Staff PCs & Printers			12,500	12,500	1,000
Laptop/Notebooks for field services			4,500	4,500	500
Network Hardware (VPN/Router, etc)			1,750	1,750	500
				-	
Total Hardware	-	-	53,750	53,750	4,500
Software					
OS user server licenses			2,500	2,500	2,500
Network Backup Software			2,500	2,500	250
Anti-Virus & security license				-	750
Email-Licenses				-	1,000
				-	
Total Software	-	-	5,000	5,000	4,500
Contract Services (list services to be provided)					
Consultant for EDI billing to MediCal			30,000	30,000	3,000
T1/T3 dedicated line Install			6,000	6,000	4,500
Contract Service for Online MediCal Eligibility			3,500	3,500	1,800
				-	
Total Contract Services			39,500	39,500	9,300
Contingency Funds			8,000	8,000	4,000
Total Costs (A)			153,250	153,250	38,300
Total Offsetting Revenues (B)**					
MHSA Funding Requirements (A-B)	-	-	153,250	153,250	38,300

NOTES:

*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.

STAKEHOLDER PARTICIPATION

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.

The Alpine County Capital Facilities and Technological Needs (CFTN) planning process continued the comprehensive work of our earlier MHSa planning efforts by utilizing our excellent partnership with consumers, family members, staff, and community stakeholders. Input on the CFTN component was obtained through a variety of sources, including two CFTN surveys and one stakeholder focus group. Input was received from traditionally unserved and underserved populations, including Native Americans, consumers, and family members.

We developed two surveys that provided staff, volunteers, and consumers the opportunity to give feedback on capital facilities and technology needs. One survey focused on Capital Facilities issues; the other addressed Technological Needs. The surveys were distributed to persons throughout the county and a total of 55 surveys were completed (29 Capital Facilities surveys and 26 Technological Needs surveys). Survey results indicate that stakeholders support the use of Capital Facility funds for developing a community wellness center for families; the preferred location for a new facility is Woodfords. Stakeholders support the use of Technological Needs funds for improving the clinical computer system; training staff and consumers on using the new system; and providing clients with access to electronic resources.

The MHSa Steering Committee, comprised of consumers, family members, staff, and other stakeholders, reviewed and discussed the results of the two CFTN surveys. The Committee used these tools and additional input from key stakeholders to determine the highest priorities for Capital Facilities and Technology Projects. Input from these planning activities were compiled and developed into the core components of the Capital Facilities and Technological Needs Component Proposal.

Public Review and Comment Period: A draft of the CFTN Technology Project Proposal has been posted on our website for 30 days from May 17 through June 17, 2010. The CFTN Technology Project Proposal is available on the Alpine County website. The Project Proposal has also been distributed across the county and placed with allied agencies and at branches of the public library.

Public Hearing: A public hearing will be held on Monday, June 21, 2010, between 10:00 am and 12:00 pm, at the Alpine County Health and Human Services office (75-A Diamond Valley Road, Markleeville, CA). Input on the Project Proposal will be reviewed and incorporated into the final document, as appropriate, prior to submission to DMH for approval.

APPENDIX A - PROJECT RISK ASSESSMENT

Alpine County

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	2	
	One	2		
	Two or More	1		
Team Experience				
Like Projects Completed by at least 75% of Key Staff	None	3	2	
	One	2		
	Two or More	1		
Elements of Project Type				
Hardware	New Install	Local Desktop/Server	1	1
		Distributed/Enterprise Server	3	
	Update/Upgrade	Local Desktop/Server	1	
		Distributed/Enterprise Server	2	
	Infrastructure	Local Network/Cabling	1	1
		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	
	Number of Users	Over 1,000	5	1
		Over 100	3	
Over 20		2		
Under 20		1		
*Commercial Off-The-Shelf Software	Architecture	Browser/thin client based	1	2
		Two-Tier (client / server)	2	
		Multi-Tier (client & web, database, application, etc. servers)	3	

Total 15

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