



State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

DATE: March 17, 2016

MHSUDS INFORMATION NOTICE NO.: 16-010

TO: COUNTY BEHAVIORAL HEALTH PROGRAM DIRECTORS
COUNTY DRUG & ALCOHOL ADMINISTRATORS
COUNTY BEHAVIORAL HEALTH DIRECTORS' ASSOCIATION OF CALIFORNIA
CALIFORNIA COUNCIL OF COMMUNITY BEHAVIORAL HEALTH AGENCIES
COALITION OF ALCOHOL AND DRUG ASSOCIATIONS

SUBJECT: REWRITE OF THE CLIENT AND SERVICES INFORMATION SYSTEM

The purpose of this Information Notice is to inform Counties, who report data to the Client and Services Information (CSI) system, that the CSI system is being updated and migrated to a new system platform. The migration to the new system platform is referred to as the "CSI Rewrite". The actual migration of the CSI system is estimated to occur during the second week in April 2016. This information notice provides detailed information on what steps the Department of Health Care Services (DHCS) is taking to prepare for the migration and action the counties must take to prepare for the "CSI Rewrite".

Background

The migration of the CSI system was mandated with the passage of Assembly Bill (AB) 102 and Assembly Bill (AB) 106. Both bills required the transfer of functions from the former Department of Mental Health (DMH) and the former Department of Alcohol and Drug Programs (ADP) to the Department of Health Care Services (DHCS). The law required transfer of all relevant information technology (IT) systems from DMH and ADP to DHCS without any significant disruption to the stakeholders. Due to the aggressive timeframe established by the legislature for the IT systems migration effort, the effort was planned to be carried out in two phases. Phase 1 comprised of 'lifting and shifting' the IT systems to DHCS from DMH and ADP and was successfully completed on July 1, 2013. Phase 2 is a re-engineering of the systems so that their functions can be provided by systems which meet DHCS security, architectural, and programming standards. The "CSI Rewrite" will mark the completion of Phase 2 for the CSI system.

Summary of the “CSI Rewrite” Process

The CSI system will migrate from the existing platform to the new platform and access to the CSI system will transition from the existing system portal, the Information Technology Web Services (ITWS), to the new system portal called the Behavioral Health Information System (BHIS).

DHCS is currently conducting User Acceptance Testing (UAT) of CSI data in the new platform, which is estimated to be completed during the week of March 25, 2016. After the UAT is completed, DHCS will initiate the transfer of the CSI system in to the new platform environment. This transfer is expected to be completed within a week and is tentatively scheduled to occur during the last week of March. The CSI system will not be available to users while it is being transferred to the new platform environment. Counties will not be able to use the CSI Online or the CSI Transfer Files functionality to submit data. The CSI system will “go live” in the new platform environment when the transfer has been completed, which is tentatively scheduled to occur during the second week in April 2016. Once the CSI system “goes live” in the new platform environment, users will not be able to access the CSI system through ITWS and will only be able to access the CSI system through the BHIS portal. Please note this planned change only affects the CSI system; ITWS will continue to be the access portal for all other systems.

County Actions

In order to access CSI through BHIS, all users of the CSI system must re-enroll. Each county must follow the steps described below to re-enroll to use the CSI system through the BHIS portal.

1. The County Behavioral Health Director (County Director) must complete the CSI County Approver Certification and Vendor Appointment Form identifying the county approvers and vendor (if applicable) for their respective county. **The completed form must be signed by the County Director and must be emailed from the County Director’s email account to DHCS at MHSDData@dhcs.ca.gov.** DHCS e-mailed this form to each County Mental Health Director on February 25, 2016. The form is also currently available in the ITWS at the following address: <https://itws.dhcs.ca.gov/viewdocs.asp?DocID=3300>). DHCS must receive this form by no later than March 25, 2016, to ensure the approvers and vendor are enrolled when the CSI system “goes live.”
2. Once DHCS receives the form with the approvers’ details, accounts will be created for the approvers, which will take approximately 3 days. Once the

approvers' accounts are established, DHCS will email the designated approvers to inform them that their accounts have been created and they will then be able to logon to the BHIS portal and register the end user(s) for their county and vendor (if applicable). The designated approvers will receive an email from DHCS providing instruction on how to register users for CSI system access. The end users will be able to use the CSI system in approximately 3-5 days after the approver has registered the user for accessing the CSI system via BHIS.

3. Once end user accounts have been created, they will be able access CSI through BHIS and conduct data submission responsibilities.

User Acceptance Testing (UAT) for CSI Rewrite

DHCS is currently asking counties and their respective users to test the "CSI Rewrite" before it goes into production. In order participate in testing, please email us at MHSDData@dhcs.ca.gov

Timeline of Events

- UAT currently ongoing and will complete during the week of March 28,2016
- The CSI system will be not be available to users while the system is being transferred to the new platform and environment, which is scheduled to occur during the week of April 4, 2016
- The CSI system is scheduled to "go live" in the new platform environment during the week of April 11, 2016

If you have any questions related to the content of this information notice, please send an email to the Mental Health Analytics Section of the Mental Health Services Division of DHCS at MHSDData@dhcs.ca.gov or to your assigned DHCS CSI System analyst.

Sincerely,

Original Signed By

Karen Baylor, Ph.D., LMFT, Deputy Director
Mental Health & Substance Use Disorder Services