



California Department of Mental Health

Approver Designee Training for DCR Counties

How to Use the
DMH Information Technology
Web Services (ITWS) to
Configure & Manage County User Access to the
Data Collection and Reporting (DCR) System

Presented by the DMH Performance Outcomes & Quality Improvement (POQI) Unit

Last modified: 01/14/2008

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Training Overview



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**SECTION I:
CONCEPTUALIZING THE
GROUP & ROLE STRUCTURE**



**CONTEXT OF THE
APPROVER DESIGNEE'S RESPONSIBILITIES**



Reporting Full Service Partnership (FSP) Outcomes Assessment Data



- Counties have two options for reporting FSP Outcomes Assessments data to the DMH Data Collection and Reporting (DCR) Application:
 - Option 1: (“DCR Counties”)
Direct on-line data entry into the DCR
 - Option 2: (“XML Counties”)
Batch XML file submission upload to the DCR
- Both options require at least one county staff to have access to the DMH ITWS and the DCR Application

IMPORTANT NOTE: DCR Counties can only enter/update data online through the DCR. XML Counties can only enter/update data via XML to the DCR. If your county will be using a combination of these 2 methods, please contact POQI staff. ⁵

Approver Designee Responsibilities



Approver Designees are responsible for:

- Creating groups
- Approving enrollment requests from county users to access the ITWS and/or DCR Application
 - Assigning enrollees to groups
 - Assigning roles to enrollees
- Ensuring that the group and role structure accurately reflects the county’s business process
- Removing access from users who no longer need ITWS MHSA System access
- Ensuring that users have your contact information.
- Serving as a front-line resource for local users who have questions dealing with: DCR questions/issues, ITWS enrollment, etc. (Approver Designees may contact POQI Staff if unable to answer a specific question.)

Approver Designee Responsibilities (cont.)



Authenticating Users:

- Before Approver Designee's can approve a user's request for access to the ITWS / DCR Application, Approver Designees will need to indicate a method for verifying the request. Currently, the only options are "Contacted by person" or "Contacted by phone."
- In order to ensure that Approver Designees are enrolling the appropriate users into the ITWS and DCR, it is recommended that Approver Designees consult with Administrators to identify users and determine which group/role(s) they should be assigned.
- Business processes should be developed so that when users' groups/role(s) need to be modified or removed, Approver Designees can take the appropriate actions.

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GROUPS



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Groups



- Approver Designees are responsible for creating groups in the ITWS in order to structure access to the DCR Application
 - All users who access the DCR Application must be assigned to a group
 - All users assigned to a group can see the data of all other users within that group
 - Users can only be assigned to one group
 - Group names must be unique
 - A “<County> Master Group” has been automatically created in the ITWS for each county
 - Users assigned to the “<County> Master Group” can view ALL data for the entire county
 - Do NOT create any other groups with the word “Master”
 - Users are only able to download data for the group to which they are assigned

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Groups (continued)



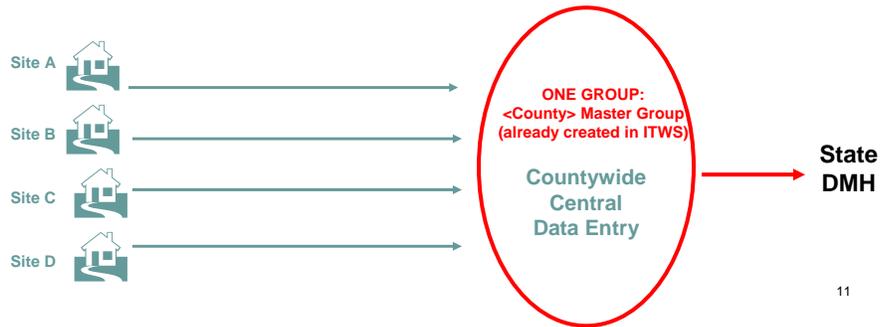
- After completing Approver Designee training, Approver Designees (and other relevant staff) will need to determine which group structure(s), presented in this training, most closely match their business needs
- Once this is determined, Approver Designees are required to contact POQI staff to schedule the “Approver Designee Group Structure Development” conference call
- For more information regarding “Approver Designee Group Structure Development,” visit the POQI website at <http://www.dmh.ca.gov/POQI/trainingMHSA.asp>

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SAMPLE GROUP STRUCTURE # 1

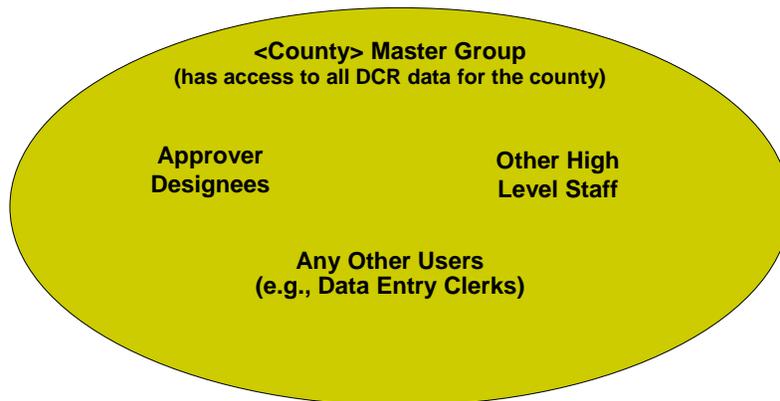


- Central data entry clerk(s) input FSP Outcomes Assessment data on-line into the DCR on behalf of the ENTIRE county (i.e., multiple providers from multiple locations).
- Data entry clerk(s) must be assigned to the “<County> Master Group” in order to access the FSP data for the entire county.
- Any other user that is assigned to the “<County> Master Group” will also be able to access the FSP data for the entire county.



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Sample Group Structure # 1:

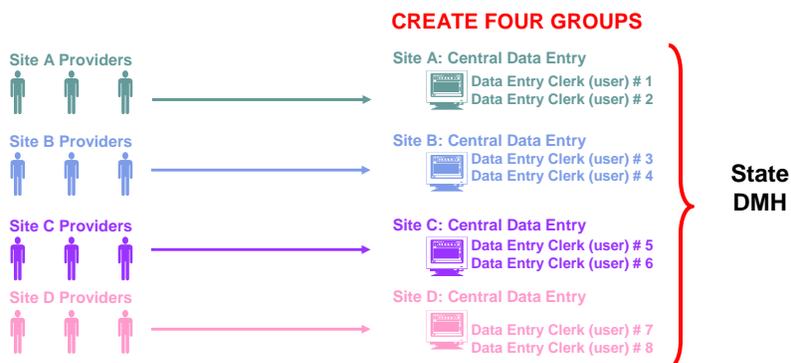


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SAMPLE GROUP STRUCTURE # 2

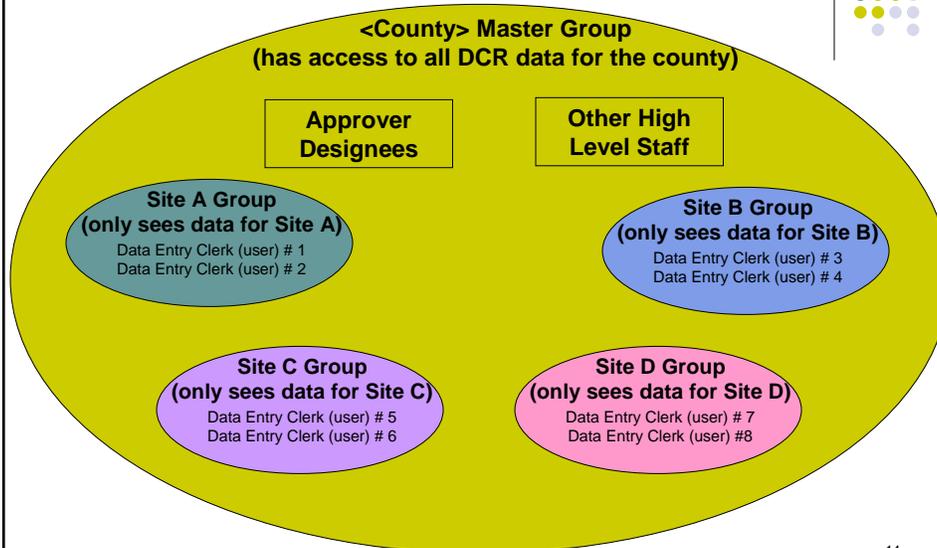


- Central data entry clerk(s) at multiple provider sites within the county input FSP Outcomes Assessment data on-line into the DCR on behalf of multiple service providers.
- Data entry clerk(s) will only be able to access the FSP data for the provider site (i.e., group) to which they are assigned.



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Sample Group Structure # 2:

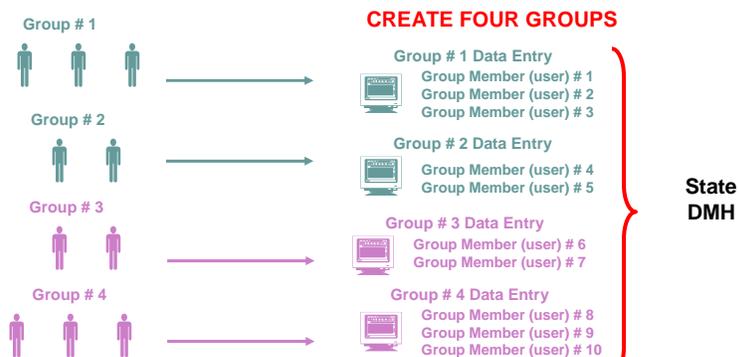


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SAMPLE GROUP STRUCTURE # 3

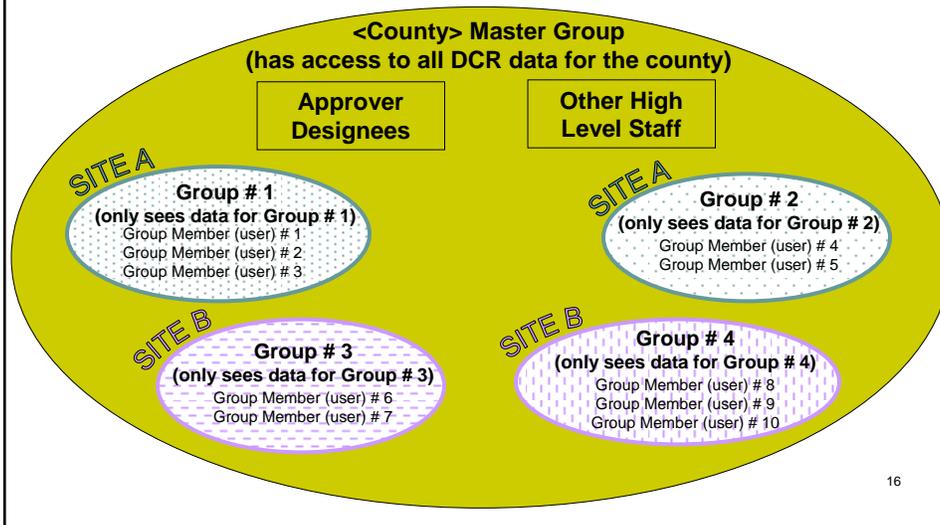


- Groups of service providers (e.g., providers, partnership service coordinators, service teams, etc.) input their own FSP Outcomes Assessment data on-line into the DCR.
- Group members (e.g., providers, partnership service coordinators, etc.) will only be able to see FSP data for their group.



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Sample Group Structure # 3: Data Entry Occurs at Multiple Sites by Groups of Service Providers

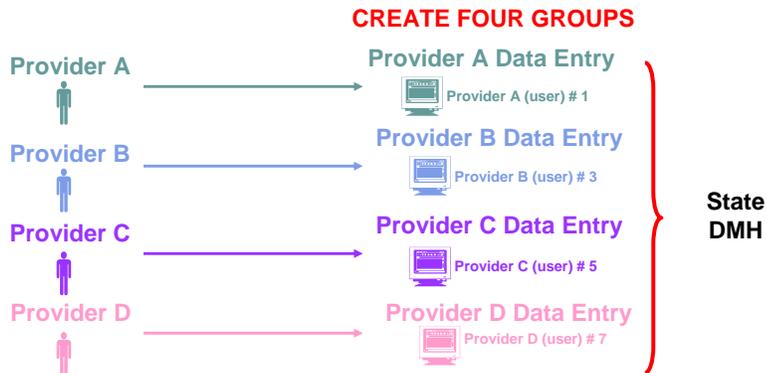


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SAMPLE GROUP STRUCTURE # 4

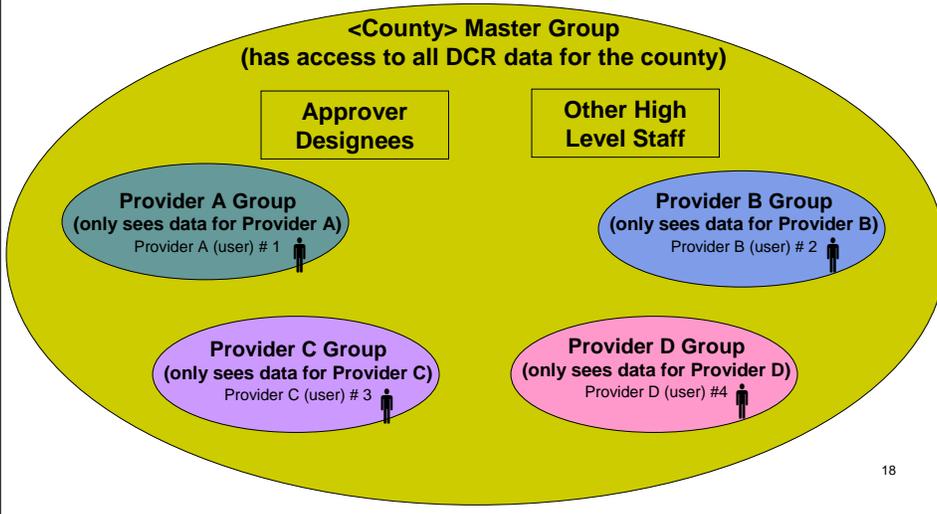


- Individual direct service providers (e.g., providers, partnership service coordinators, etc.) input their own FSP Outcomes Assessment data on-line into the DCR.
- Individual direct service providers (e.g., providers, partnership service coordinators, etc.) will be their own group & will only be able to access their own FSP data.



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Sample Group Structure # 4:



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ROLES



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Assigning Roles to Users



- Roles determine which screens users can see, as well as what users have the authority to do, within the DCR Application
 - All county staff who use the DCR Application must be assigned to at least one role
 - County staff may be assigned to multiple roles
 - Partnership Service Coordinators must be assigned to a Partnership Service Coordinator role (more information on this topic later)
 - Users are only able to download data if they have been assigned a role of County Administrator-RW (and will only be able to access data for the group to which they are assigned)

Reminder: It is important to consider users' roles in relation to group structure(s) for your county. Once this information is determined, Approver Designees are required to contact POQI staff to schedule the "Approver Designee Group Structure Development" conference call

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Assigning Roles to Users (continued)



Each role has the functionality of either:

Read Only (RO)

Users can VIEW data but can't make changes to the data.

Read/Write (RW)

Users can VIEW data AND can make changes to the data.

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Assigning Roles to Users (continued)



There are 5 types of roles available to users:

1. Partnership Service Coordinator (PSC) roles

- Partnership Service Coordinator - Read Only (PSC-RO)
- Partnership Service Coordinator - Read Write (PSC-RW)

2. County Administrator roles

- County Administrator - Read Only (CA-RO)
- County Administrator - Read Write (CA-RW)

3. Generic roles

- Read Only (RO)
- Read Write (RW)

4. Share FSP Group role

5. XML Upload (XML-U)

It is recommended that Approver Designees assign themselves to this role.

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<u>DCR</u> <u>Screen</u>	<u>Role</u>							
	Partnership Service Coordinator -RO	Partnership Service Coordinator -RW	County Administrator -RO	County Administrator -RW	Read Only	Read/Write	Share FSP Group	XML Upload
DCR Home Screen	Read Only	Read Only	Read Only	Read Only	Read Only	Read Only	n/a	n/a
Add New Partner Screen	n/a	Read/Write	n/a	Read/Write	n/a	Read/Write	n/a	n/a
Manage Active Partners Screen	Read Only	Read/Write	Read Only	Read/Write	Read Only	Read/Write	n/a	n/a
Inactive Partners Screen	Read Only	Read/Write	Read Only	Read/Write	Read Only	Read/Write	n/a	n/a
Upload FSP XML Files Screen	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Read/Write
Download FSP XML Files Screen*	n/a	n/a	n/a	Read/Write	n/a	n/a	n/a	n/a
Print Forms Screen	Forwards Users to the POQI Web Page							
View/Share FSP Groups Screen	n/a	n/a	n/a	Read/Write	n/a	n/a	Read/Write	n/a
Virtual PSCs Screen	n/a	n/a	Read Only	Read/Write	n/a	n/a	n/a	n/a
System Messages Screen	n/a	n/a	Read Only	Read/Write	n/a	n/a	n/a	n/a
Training Screen	Forwards Users to the POQI Web Page							
Contact Us Screen	Forwards Users to the POQI Web Page							
*Must be assigned "County Administrator-RW" role.								
NOTE: In order to ensure that Approver Designees are enrolling the appropriate users into the ITWS and DCR, it is recommended that Approver Designees consult with Administrators to identify users and determine which group / role(s) they should be assigned.								

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PARTNERSHIP SERVICE COORDINATORS

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Important Information About Partnership Service Coordinators (PSCs)



- PSC's must be identified as a PSC in the system so that their information is available for data entry (PSC names populate a drop-down box in the DCR) regardless of whether or not your county's business needs require them to access (i.e., view, enter, edit data) the DCR
- If PSCs will access the DCR, then they **MUST** enroll into the ITWS MHSA System, including the DCR Application, and be assigned a role of PSC-RO or PSC-RW

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Virtual PSCs

Last_First Name	Username	Organization	Title	Group
Depp, Johnny	01UDEPP.002	org 75	title	Alameda Master Group
Duck, Dafny	01IDDUCK.002			Alameda Sub Group A
Flynn, Errol	01IEFLYNN.001		title	MHSA IT Group A
Mouse, Mickey	01IMMOUSE.001			MHSA IT Group A
Mouse, Minnie	01IMMOUSE.002			MHSA IT Group A

- Although it is preferred that all PSCs directly enroll into the ITWS so that their role as a PSC can be formally established by the Approver Designee, DMH recognizes that this may not fit a county's business needs
- If this is the case (i.e., PSC will not need to access their FSP data), DMH has developed an alternative method called a "Virtual PSC table" which is available in the DCR Application. Counties who choose to use this table to identify their PSCs (which populates the PSC drop-down menu) will be required to key-enter the following information:
 - Unique first name / last name combination
 - The group to which the PSC belongs (must match what is in
- Optional data elements include: title, organization, street address, city, zip code, phone number, email address
- Only users who have been assigned a role of County Administrator-RW will be able to edit the Virtual PSCs screen

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Sharing Full Service Partnership (FSP) Records

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Sharing Full Service Partners (FSPs)

- Authorized users of the DCR Application with the role of 'Share FSP Group' may 'share' their FSPs with other groups (e.g., if the user is going to be absent temporarily)
- The 'FSP Share' functionality is located in the DCR Application
- It is important to know that when an FSP is 'shared' with another group, all members in the shared group can see the FSP's information
- Sharing must be discontinued when it is no longer needed

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REVIEW OF FULL SERVICE PARTNERSHIP (FSP) RECORD ACCESS



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People who have Access to the FSP's Record



1. Users assigned to the “<County> Master Group”
2. The user who key enters an FSP's Partnership Assessment Form (PAF) into the DCR Application
3. The Partnership Service Coordinator (PSC) that is identified as the PSC for that FSP (if that PSC has access to the DCR Application)
4. Users who are associated with a group to which the FSP record has been shared
5. Users who are also assigned to the same group as one of the users mentioned above (Example: Anyone who is in the same group as the person who key-entered the FSP's record will also be able to access that record.)

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BRIEF INTRODUCTION TO THE DCR



DCR Home Screen:

Department of Mental Health
MHSA Data Collection and Reporting

Traci Fujita
County: DMH

Home Partnerships Transfers Admin Help

ITWS Home Log out

Search for:

Last Name

DCR Home

System Messages

Message	From	Date
New Release of DCR - here are the changes	DMH	9/12/2007
The system is ready for Demo.	DMH	9/11/2006

Pending Partnership Assessment Form(s) [View All](#)

Partner Name	CSI CCN	County FSP ID	Age	Partnership Date	Coordinator Name
Brady, Bobby			22	04/04/2006	Thong Pham
Brady, Jan			7	04/01/2006	Thong Pham
Bunny, Bugs			83	04/08/2007	Mickey Mouse
Duck, Donald			19	02/02/2007	Aftab Khan
Duck, Donald	034343434		30	05/15/2007	Peter Parker

1 2 3 4 Next Page 1 of 4

30 Day Key Event Notification(s) [View All](#)

Partner Name	CSI CCN	County FSP ID	Age	Key Event Date	Reason	Total Days	Coordinator Name
Bunny, Bugs			83	4/24/2007	Acute Medical Hospital	148	Mickey Mouse
Duck,	034343434		30	5/15/2007	Homeless (includes people living in their	127	Peter Park

DCR Home Screen: (cont.)



Pending Partnership Assessment Form(s)

Partner Name	CSI CCN	County FSP ID	Age	Partnership Date	Coordinator Name
Doe, Jane	123456789		25	02/15/2005	Dev Garg
Donald, Duck	456789100		43	01/20/2007	Dev Garg
Duck, Daisy	345678912		61	05/01/2006	Dev Garg
Duck, Daffy	Missing		60	03/14/2007	MHSA User2

Pending Partnership Assessment Form(s)

Displays all PAFs for partners in your group that are not yet complete (i.e., information is missing/incorrect).

Once a PAF is complete, the partner's name will disappear from the 'Pending Partnership Assessment Form(s)' table.

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DCR Home Screen: (cont.)



30 Day Key Event Notification(s)

[View All](#)

Partner Name	CSI CCN	County FSP ID	Age	Key Event Date	Reason	Total Days	CoordinatorName
Doe, Jane	123456789		25	2/28/2007	Juvenile Hall / Camp / Ranch	44	Dev Garg
Donald, Duck	456789100		43	1/20/2007	Jail	83	Dev Garg
Duck, Daisy	345678912		61	5/1/2006	State Psychiatric Hospital	347	Dev Garg

30-Day Key Event Notification(s)

Displays all KETs for partners in your group that have been in one of the following residential settings for 30 days or longer:

- Emergency Shelter / Temporary Housing
- Homeless
- Acute Medical Hospital
- Acute Psychiatric Hospital / Psychiatric Health Facility
- State Psychiatric Hospital
- Juvenile Hall / Camp / Ranch
- Division of Juvenile Justice
- Jail

Users may click on the partner's name to view the original KET that generated the notification.

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DCR Home Screen: (cont.)



Quarterly Assessment(s) Due

[View](#)

Partner Name	CSI CCN	County FSP ID	Age	Due Date	Days Past Due	Coordinator Name
Brady, Jan			7	10/1/2007	0	Thong Pham
Flintstone, Fred	021212121		39	9/4/2007	13	Daisy Duck
Martian, Marvin			45	10/2/2007	0	Mickey Mouse
Sam, Jackie			81	9/1/2007	16	Vishvakraj Palanisamy
Sawyer, Tom			51	10/1/2007	0	MHSA ADMIN

1 2 [Next](#) Page 1 of 2

Quarterly Assessment(s) Due

Displays Quarterly Assessments that are due for partners in your group.

Notifications will appear 15 days prior and 30 days after the FSP's Quarterly Assessment due date.

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Manage Active Partners Screen: Displays all active partners that belong to your group.

Department of Mental Health MHSA Data Collection and Reporting

Mickey Mouse
County: DMH

[Home](#) [Partnerships](#) [Transfers](#) [Admin](#) [Help](#)

[TWWS Home](#) [Log out](#)

Search for

Last Name

Manage Active Partners

ACTIVE Full Service Partners

[Clear Search](#)

Partner Name	CSI CCN	County FSP ID	Age	Partnership Date	Coordinator Name	Status
Bunny, Bugs			83	04/08/2007	Mickey Mouse	Pending
Duck, Donald	034343434		30	05/15/2007	Peter Parker	Pending
Flintstone, Fred	021212121		39	06/04/2007	Daisy Duck	Pending
Kent, Clark			49	05/14/2007	Peter Parker	Pending
Martian, Marvin			45	07/02/2007	Mickey Mouse	Pending
Mouse, Mickey	123456789		62	04/03/2007	MHSA ADMIN	Pending
Simpson, Homer	727272727		41	10/24/2006	Daisy Duck	Pending
Simpson, Maggie	009090909		25	04/15/2007	Peter Parker	Pending
Simpson, Lisa			8	11/15/2006	Peter Parker	Pending
Smith, Suzie			42	07/02/2007	Daisy Duck	Pending

1 2 [Next](#) Page 1 of 2

Indicates the PSC assigned to the Partner.

Indicates which Partner's PAF forms are not complete.

Manage Active Partners Screen: (cont.)

Click on a partner's name to view his/her assessment history

Search for:

Last Name:

Manage Active Partners

ACTIVE Full Service Partners

Partner Name	CSI.CCN	County.FSP.ID	Age	Partnership.Date	Coordinator.Name	Status
Sawyer, Tom			51	01/01/2005	MHSA ADMIN	Pending
Sam, Jackie			61	03/01/2006	Vishvakraj Palanisamy	Pending
Brady, Jan			7	04/01/2006	Thong Pham	Pending
Brady, Bobby			22	04/04/2006	Thong Pham	Pending
Smith, Tom			51	09/05/2006	Peter Parker	Pending
Simpson, Homer	727272727		41	10/24/2006	Daisy Duck	Pending
Simpson, Lisa			8	11/15/2006	Peter Parker	Pending
King, Jackson			0	01/20/2007	Vishvakraj Palanisamy	Pending
Duck, Donald			19	02/02/2007	Aftab Khan	Pending
Mouse, Mickey	123456789		62	04/03/2007	MHSA ADMIN	Pending

1 2 3 Next Page 1 of 3

Outcomes Assessments for: Tom Sawyer

PAF	KEY EVENT TRACKING	QUARTERLY ASSESSMENTS	
01/01/2005 (pending) Validation Report	View / Update Current KET Status Enter New KET	Currently Due: 10/01/2007	Days Past Due: 0
	KET HISTORY 08/14/2007 07/16/2007 07/09/2007 03/01/2007	QUARTERLY HISTORY 07/10/2007 04/25/2007 01/01/2007 (missing) 10/01/2006 (missing) 07/11/2006	

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Sample Validation Report: Indicates missing/incorrect information.

Validation Report [Print](#) [Close](#)

Following required fields were missing / Errors were encountered for **Bart, Simpson**

Partnership Information
→ CSI # did not match our records (or) CSI # is blank

Education
→ Highest level of education completed:
→ Is the partner CURRENTLY receiving special education due to serious emotional disturbance?
→ Is the partner CURRENTLY receiving special education due to another reason?
→ You have not made entries to either of the sections "Required by law to attend school" and "Not Required by law to attend school". Please answer all the questions in one of these sections

Employment
→ Please select at least one employment status for During the past 12 months
→ Please select at least one employment status for Current employment
→ Does one of the partner's current recovery goals include any kind of employment at this time?

Sources of Financial Support
→ Please select at least one source of financial support during the past 12 months
→ Please select at least one source of financial support currently

Legal Issues/Designations
→ Indicate the number of times the partner was arrested DURING THE PAST 12 MONTHS:
→ Was the partner arrested anytime PRIOR TO THE LAST 12 MONTHS?
→ Is the partner CURRENTLY on probation?
→ Was the partner on probation DURING THE PAST 12 MONTHS?
→ Was the partner on probation anytime PRIOR TO THE LAST 12 MONTHS?
→ Is the partner CURRENTLY on parole from the Division of Juvenile Justice?
→ Was the partner on any kind of parole DURING THE PAST 12 MONTHS?

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Example of KET Summary:

Search for:

Last Name:

FULL SERVICE PARTNERSHIP
Child / Youth Key Event Summary
FOR AGES 0-15 YEARS

[Collapse all Domains](#)

PARTNERSHIP INFORMATION

County	DMH	*
CSI County Client Number (CCN)	000213256	
County Partner ID (optional)		
Partner's First Name	Jan	*
Partner's Last Name	Brady	*
Date Completed (mm/dd/yyyy)	04/01/2006	*
Partner's Date of Birth (mm/dd/yyyy)	01/01/2000	*

CHANGE IN ADMINISTRATIVE INFORMATION (Skip this section if there are no changes)

PARTNERSHIP STATUS

Date of Provider Number / NPI Change (mm/dd/yyyy):	04/01/2006
NEW Provider Number / NPI:	8303
Date of Full Service Partnership Program ID Change (mm/dd/yyyy):	08/24/2007
NEW Full Service Partnership Program ID:	FS01
Date of Partnership Service Coordinator Change (mm/dd/yyyy):	04/01/2006
NEW Partnership Service Coordinator ID:	Peter Parker
Date of Partnership Status Change (mm/dd/yyyy):	

Indicate NEW partnership status:
If there is a DISCONTINUATION / INTERRUPTION of Full Service Partnership and / or community services / program, indicate the reason (mark one):

RESIDENTIAL INFORMATION - includes hospitalization and incarceration (Skip this section if there are no changes)

Date of Residential Status Change (mm/dd/yyyy):	09/10/2007
---	------------

SETTING Indicate the new residential status (mark one)

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XML Download Screen: (only for CA-RW)

Department of Mental Health
MHSA Data Collection and Reporting

Traci Fujita
County: DMH

Home Partnerships **Transfers** Admin Help

[Download FSP XML Files](#)

Search for:

Last Name:

Data Download

	Requested Date	Requested By	Processed Date	Downloaded Date	Downloaded By
Download Delete	4/27/2007 3:13:01 PM	MHSA USER2	4/27/2007 8:00:02 PM	5/9/2007 12:44:12 PM	MHSA USER2

Those who have the role of "County Administrator – Read/Write" (CA-RW) have the ability to download data for their group.

Go to "TRANSFERS" > "Download FSP XML Files"

Data is provided in XML (extensible markup language) format.

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MHSA - Technical Information - Microsoft Internet Explorer

Address: https://mhitws.cahwnet.gov/systems/MHSA/Docs/private/mhsa_xsd.asp

Department of Mental Health - Department of Mental Health

Home | Systems | MHSA Information | Functions | Utilities | Support | Logout

MHSA - Technical Information

Title	Last Updated
System Requirements	
Original DCR Software Requirements Specification (GRS)	04/03/06
Online DCR Requirements List	04/09/07
Personal Computer Requirements for DCR Use	08/14/07
Design and Technical Documents	
Internet Browser Environment and Configuration	07/10/07
DCR Data Model Options Analysis	01/26/06
MHSA DCR Data Model	02/08/06
XML Information	
DCR Batch Submittal XSD ver. 5.1 self-extracting	06/07/07
Processing Results Error Messages	07/24/07
DCR Download and Reporting Template and Instructions	07/27/07
Release Information	
DCR Release Notes	10/16/07

1. Log into ITWS using your Username and Password
2. Go to "System" > "MHSA SYSTEM"
3. From the "MHSA INFORMATION" menu, select "Technical Information"

- Lastest XSD files
- Processing Results Error Messages
- DCR Download and Reporting Template and Instructions
- DCR Release Notes (documents changes to DCR from one release to the next)
- DCR System Requirements – when available
- Etc.

DCR System Requirements



The DCR development team has identified the following requirements and settings to insure a positive experience when using the DCR system:

- Use Windows XP
- Use Internet Explorer 6.0 or above (other browsers are not supported)
- Set <https://mhitws.cahwnet.gov/> as a trusted site with settings set to medium
- Allow cookies from <https://mhitws.cahwnet.gov/>
- Allow pop-ups from <https://mhitws.cahwnet.gov/> (many messages in the DCR are presented in pop-ups)

**SECTION II:
NAVIGATING THROUGH THE MHSA APPROVER
MANAGEMENT INTERFACE WITHIN THE ITWS**



**OVERVIEW OF THE APPROVER
MANAGEMENT INTERFACE**



To access the Approver Management Screens, go to the ITWS website: <https://mhitws.cahwnet.gov/>

Log into ITWS with your Username and Password.

ITWS Login

Username: ADesignee

Password: *****

Login Enroll

Forgot your Username or Password?

We encourage everyone to read the Pre-Enrollment Guide and get familiar with the ITWS enrollment process, for users and approvers.

Quick Links

- Pre-Enrollment guide
- DMH Approver certification forms
- ADP Approver certification forms
- System enrollment guides
- Contact ITWS (DMH & ADP)
- ITWS QA web site
- Check enrollment status
- Related links
- User computer requirements
- DMH-IT mission

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Information Technology Web Services - Microsoft Internet Explorer

Address: <https://mhitws.cahwnet.gov/itws/home.asp>

Welcome MHSAs

Last Online: 7/7/2006 11:17:48 AM

System Messages

No New Messages

Created: 7/10/2006 10:18:27 AM

There are currently no New Messages

Change Password

User Preferences

User Profile (Contact Information)

Request Additional Membership

Approver Management

Un-Enroll from ITWS

Quick Links

Search

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Go to UTILITIES and select "Approver Management"

Approver Management Main Page

Address: https://mhhitws.cahwnet.gov/itws/approvers.asp

Approver Management

Maintain Organization: 69 - Test County System: MHSA

[Maintain MHSA Groups List](#)

Pending Requests (4) - for MHSA system

User	Request Type	User Organization	Title	Date Submitted
Munny Chitneni	Pending Resource	DMH-IT	Staff Programmer Analyst	12/5/2005 4:16:00 PM
Dusk Kurtz	Pending Membership	DMH-HIPAA	Staff Information Systems Analyst	10/3/2006 9:49:00 AM
Ignore Request	Pending Enrollment	69 - Test County	tester	10/18/2006 10:05:00 AM
Aftab Khan	Pending Enrollment	69 - Test County	QA Consultant - Deny Access	4/16/2007 1:21:00 PM

Enrolled Users (52) - for MHSA system

Name	User Organization	Title	Group	Role	Approved
Aftab Khan	69 - Test County	QA Consultant	Missing	County Administrator, Read/Write (CA-RW)	Apr 25 2007 1:48PM by MHSA ADMIN
Aftab Khan	Test	QA Consultant - Provider	Missing	Missing	Apr 17 2007 10:56AM by MHSA ADMIN
Aftab Khan	69 - Test County	QA Consultant - Multiple Systems	PROD_TEST 4-16-2007	County Administrator, Read/Write (CA-RW)	Apr 17 2007 9:46AM by MHSA ADMIN
Aftab Khan	69 - Test County	QA Consultant - Log user id test	PROD_TEST 4-16-2007	County Administrator, Read Only (CA-RO)	Apr 17 2007 10:44PM by MHSA ADMIN
Alice Chen	DMH-POGI	Research Analyst	Missing	Missing	Mar 1 2001 5:42PM by Loren Rubenstein
Brenda Grealish	DMH-POGI	Research Analyst	Missing	Missing	Sep 27 2000 1:35PM by Loren Rubenstein
Byvan Fisher	DMH-SDAS	Research Analyst II	Test County Master Group	Read Only (RO)	Jan 7 2000 2:51PM by Sharon Tripp
Clark Kent	69 - Test County	County Employee	Test County Master Group	County Administrator, Read/Write (CA-RW)	Apr 26 2007 8:42PM by MHSA ADMIN
David Britton-Ohi	69 - Test County	Staff Programmer Analyst	Missing	Partnership Service Coordinator, Read/Write (PSC-R...)	Jan 11 2007 11:16AM by Munny Chitneni
John does	69 - Test County	whatever	Group A	Read Only (RO)	Apr 27 2007 10:24AM by MHSA ADMIN
Ken Schallino	DMH-JT	Staff Programmer	Missing	Missing	Dec 16 2005 9:02AM by David Garske
MHSA ADMIN	69 - Test County	MHSA DCR Administrator	DMH Admin Group	State System Administrator (SSA)	Aug 16 2006 3:53PM by Seshu Kavuri

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CREATING GROUPS



48

Approver Management - Microsoft Internet Explorer

Click on "Maintain MSHA Groups List"

Approver Management

Maintain Organization: 69 - Test County System: MHSA

[Maintain MSHA Groups List](#)

Pending Requests (4) - for MHSA system

User	Request Type	User Organization	Title	Date Submitted
Munny Chitneni	Pending Resource	DMH-IT	Staff Programmer Analyst	12/5/2005 4:16:00 PM
Dusk Kurtz	Pending Membership	DMH-HIPAA	Staff Information Systems Analyst	10/3/2006 9:49:00 AM
Ignore Request	Pending Enrollment	69 - Test County	tester	10/18/2006 10:05:00 AM
Aftab Khan	Pending Enrollment	69 - Test County	QA Consultant - Deny Access	4/16/2007 1:21:00 PM

Enrolled Users (52) - for MHSA system

Name	User Organization	Title	Group	Role	Approved
Aftab Khan	69 - Test County	QA Consultant	Missing	County Administrator, Read/Write (CA-RW)	Apr 25 2007 1:48PM by MHSA ADMIN
Aftab Khan	Test	QA Consultant - Provider	Missing	Missing	Apr 17 2007 10:56AM by MHSA ADMIN
Aftab Khan	69 - Test County	QA Consultant - Multiple Systems	PROD_TEST 4-16-2007	County Administrator, Read/Write (CA-RW)	Apr 17 2007 9:46AM by MHSA ADMIN
Aftab Khan	69 - Test County	QA Consultant - Log user id test	PROD_TEST 4-16-2007	County Administrator, Read Only (CA-RO)	Apr 17 2007 10:44PM by MHSA ADMIN
Alice Chen	DMH-POGI	Research Analyst	Missing	Missing	Mar 1 2001 5:42PM by Loren Rubenstein
Brenda Grealish	DMH-POGI	Research Analyst	Missing	Missing	Sep 27 2000 1:35PM by Loren Rubenstein
Byron Fisher	DMH-SDAS	Research Analyst II	Test County Master Group	Read Only (RO)	Jan 7 2000 2:51PM by Sharon Tripp
Clark Kent	69 - Test County	County Employee	Test County Master Group	County Administrator, Read/Write (CA-RW)	Apr 26 2007 8:42PM by MHSA ADMIN
David Britton-Chi	69 - Test County	Staff Programmer Analyst	Missing	Partnership Service Coordinator, Read/Write (PSC-R...)	Jan 11 2007 11:16AM by Munny Chitneni
John does	69 - Test County	whatever	Group A	Read Only (RO)	Apr 27 2007 10:24AM by MHSA ADMIN
Ken Schallino	DMH-IT	Staff Programmer	Missing	Missing	Dec 16 2005 9:02AM by David Garske
MHSA ADMIN	69 - Test County	MHSA DCR Administrator	DMH Admin Group	State System Administrator (SSA)	Aug 16 2006 3:53PM by Sessa Kavuri

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MHSA System User Groups List for - Test County - Microsoft Internet Explorer

Click on "Create a new Group"

MHSA System User Groups List for - Test County

[Back to Approver Mngment](#)

[Create a new Group](#)

Groups (8)

Group Name	Group Description	Status	Date Created	Created By
DMH Admin Group	This group is exclusively for assignment to MHSAADMIN account	Active	9/11/2006 1:11:33 PM	MHSA ADMIN
Group A	Group A Test Group	Active	4/24/2007 2:49:14 PM	MHSA ADMIN
Group B	Group B Test Group	Active	4/24/2007 2:49:34 PM	MHSA ADMIN
PROD_TEST 4-16-2007	Production Test Group Added 4/16/2007	Active	4/16/2007 11:25:59 AM	MHSA ADMIN
PROD_TEST_GROUP 2 (4-16-2007)	Production Test Group	Inactive	4/16/2007 12:37:20 PM	MHSA ADMIN
Sac Test Group	Test Group added 4/25/2007	Active	4/26/2007 2:24:35 PM	MHSA ADMIN
State DMH Admin Group	This group holds all the users from DMH HQ	Active	8/16/2006 3:55:42 PM	Sessa Kavuri
Test County Master Group	Any user assigned to the County Master Group will have access to all FSPs within that County. This Group is created by DCR system automatically.	Active	9/19/2006 11:32:23 AM	MHSA ADMIN

This site is best viewed with Internet Explorer version 5.5 and above.

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Groups - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Department of Mental Health Department of Men Home Systems MHSA Information Functions Utilities Support Logout Department of Mental Health Department of

Enter the Group Name and Description

Groups

Add New Group for - Test County

Name: Group C
Max Len=100

Description: Group C Test Group
Max Len=4000

Group Status: Active

Add new Group

Return

Select "Active" for Status

Click on "Add new Group"

This site is best viewed with Internet Explorer version 5.5 and above.

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Internet 51

Groups - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Department of Mental Health Department of Men Home Systems MHSA Information Functions Utilities Support Logout Department of Mental Health Department of

Confirmation that group has been added

Groups

Group Added for - Test County

Name: Group C

Description: Group C Test Group

Status: Active

View Group

Return

Click on "Return" to return to the groups list

This site is best viewed with Internet Explorer version 5.5 and above.

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Done Internet 52

MHSA System User Groups List for - Test County - Microsoft Internet Explorer

The newly created group will now be listed

Home Systems MHSA Information Functions Utilities Support Logout

MHSA System User Groups List for - Test County

[Back to Approver Managment](#)

Group Name	Group Description	Status	Date Created	Created By
DMH Admin Group	This group is exclusively for assignment to MHSAADMIN account	Active	9/11/2006 1:11:33 PM	MHSA ADMIN
Group A	Group A Test Group	Active	4/24/2007 2:49:14 PM	MHSA ADMIN
Group B	Group B Test Group	Active	4/24/2007 2:49:34 PM	MHSA ADMIN
Group C	Group C Test Group	Active	6/1/2007 10:59:57 AM	Alice Chen
PROD_TEST_4-16-2007	Production Test Group Added 4/16/2007	Active	4/16/2007 11:25:59 AM	MHSA ADMIN
PROD_TEST_GROUP_2(4-16-2007)	Production Test Group	Inactive	4/16/2007 12:37:20 PM	MHSA ADMIN
Sac_Test_Group	Test Group added 4/25/2007	Active	4/26/2007 2:24:35 PM	MHSA ADMIN
State DMH Admin Group	This group holds all the users from DMH HO	Active	8/16/2006 3:55:42 PM	Sesha Kavuri
Test County Master Group	Any user assigned to the County Master Group will have access to all FSPs within that County. This Group is created by DCR system automatically.	Active	9/19/2006 11:32:23 AM	MHSA ADMIN

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NOTE: All counties will automatically have a group called "<County> Master Group." Users assigned to this group will see all data for the entire county. (Do not create another group with the word "Master.")

Internet 53

MANAGING ACCESS TO THE ITWS / DCR



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ws://mhitbws.cahwnet.gov/itws/approvers.asp?UserID=5205

Home Systems Information Functions Utilities Support Logout

User Information - [Return to Approver Management](#)

User Information	
Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim,CA,12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

User Group for MHS System - Assign Group			User Roles for MHS System - Assign Role		
Name	Description	Remove	Name	Description	Remove
No Records Found!			No Records Found!		

Pending Memberships for MHS System					
System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If known, assign the user to a group and role(s). User cannot access DCR until this has been done.

This site is best viewed with Internet Explorer version 5.5 and above.

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ws://mhitbws.cahwnet.gov/itws/approvers.asp?UserID=5205

Home Systems Information Functions Utilities Support Logout

User Information - [Return to Approver Management](#)

User Information	
Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim,CA,12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

User Group for MHS System - Assign Group			User Roles for MHS System - Assign Role		
Name	Description	Remove	Name	Description	Remove
No Records Found!			No Records Found!		

Pending Memberships for MHS System					
System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help ?](#)

This site is best viewed with Internet Explorer version 5.5 and above.

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"Assign Group" Screen

Select the group to which the user will belong

Add User Groups

Groups

- DMH Admin Group
- Group A
- Group B
- Group C**
- Master "County" Group
- Master Group
- PROD_TEST 4-16-2007
- Provider A Group
- Provider B Group
- Provider C Group
- Provider D Group
- Sac Test Group
- Site A Group
- Site B Group
- Site C Group
- Site D Group
- State DMH Admin Group
- Team # 1 Group
- Team # 2 Group
- Team # 3 Group
- Team # 4 Group
- Test County Master Group

Reminder: A user can ONLY belong to one group.

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Groups - Microsoft Internet Explorer

Click on "Add Groups"

Add User Groups

Groups: Group C

Add Groups

Return to User

This site is best viewed with Internet Explorer version 5.5 and above.

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View Favorites Tools Help

The newly assigned group will now be listed for that user

Mental Health - Department of Mental Health | Home | Systems | Information | Functions | Utilities | Support | Logout

User Information - [Return to Approver Management](#)

User Information

Username: MMOUSE Title: Chief Entertainer
 First Name, Last Name: Mickey, Mouse Street: 001 Disneyland Drive
 Email: Traci.Fujita@dmh.ca.gov City|State|ZIP: Anaheim,CA,12345
 User Type: County Employee Phone: (945) 123-4567
 User Organization: 69 - Test County Fax:
 Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM Enrollment Request Approved:

User Group for MHS System - [Assign Group](#)

Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHS System - [Assign Role](#)

Primary Role:

Name	Description	Remove
No Records Found!		

Pending Memberships for MHS System

System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help](#)

This site is best viewed with Internet Explorer version 5.5 and above.

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View Favorites Tools Help

To assign a role to a user, click on the "Assign Role" link

Mental Health - Department of Mental Health | Home | Systems | Information | Functions | Utilities | Support | Logout

User Information - [Return to Approver Management](#)

User Information

Username: MMOUSE Title: Chief Entertainer
 First Name, Last Name: Mickey, Mouse Street: 001 Disneyland Drive
 Email: Traci.Fujita@dmh.ca.gov City|State|ZIP: Anaheim,CA,12345
 User Type: County Employee Phone: (945) 123-4567
 User Organization: 69 - Test County Fax:
 Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM Enrollment Request Approved:

User Group for MHS System - [Assign Group](#)

Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHS System - [Assign Role](#)

Primary Role:

Name	Description	Remove
No Records Found!		

Pending Memberships for MHS System

System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help](#)

This site is best viewed with Internet Explorer version 5.5 and above.

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“Add User Roles” Screen

Select a role for the user

REMINDER:

- A user can have multiple roles.
- If the user is a Partnership Service Coordinator, they **MUST** be identified as a PSC and given the role of a PSC-RO or PSC-RW.
- If the user will need to ‘share’ FSPs with another group, they must also have the additional role of SFG.
- Users that will be downloading XML batch files must be assigned the role of CA-RW.

Done Internet 63

Click on “Add Roles”

Click on “Add Roles”

Add User Roles

Roles: Read/Write (RW)

Add Roles

Return to User

This site is best viewed with Internet Explorer version 5.5 and above.

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Done Internet 64

User Information	
Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim,CA,12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

User Group for MHSA System - Assign Group		
Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHSA System - Assign Role		
Primary Role: Read/Write (RW)		
Name	Description	Remove
Read/Write (RW)		Remove

Pending Memberships for MHSA System					
System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help ?](#)

The newly assigned role will now be listed for that user

Note: There is a 5 minute lag between getting assigned to a group/role and being able to access the DCR Application, if requested.

IMPORTANT!

- Before changing a PSC's group/role or deleting a PSC, you MUST make sure that all FSPs assigned to that PSC are re-assigned to another PSC by using a KET form. (You can sort by PSC in the DCR to find which Partner's are assigned to the PSC.)

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Click on the corresponding radio button to Approve, Deny or set a request to Pending for each Function requested

User Information	
Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim,CA,12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

User Group for MHSA System - Assign Group		
Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHSA System - Assign Role		
Primary Role: Read/Write (RW)		
Name	Description	Remove
Read/Write (RW)		Remove

Pending Memberships for MHSA System					
System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help ?](#)

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[Home](#) | [Systems](#) | [Information](#) | [Instructors](#) | [Classes](#) | [Support](#) | [Logout](#) | [State Department of Mental Health](#)

User Information - [Return to Approver Management](#)

User Information

Username: MMOUSE	Title: Chief Entertainer
First Name, Last Name: Mickey, Mouse	Street: 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov	City State ZIP: Anaheim, CA, 12345
User Type: County Employee	Phone: (945) 123-4567
User Organization: 69 - Test County	Fax:
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM	Enrollment Request Approved:

User Group for MHS System - [Assign Group](#)

Name ^	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHS System - [Assign Role](#)

Primary Role: [Read/Write \(RW\)](#) v

Name ^	Description	Remove
Read/Write (RW)		Remove

Pending Memberships for MHS System

System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: [Help ?](#)

Select a User Authenticity Verification Method

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Select "Authenticity Verification Method"

User authenticity verification method: [Help ?](#)

Contacted by person

Contacted by phone

NOTE: In order to ensure that Approver Designees are enrolling the appropriate users into the ITWS and DCR, it is recommended that Approver Designees consult with Administrators to identify users and determine which group/ role(s) they should be assigned.

mhhitws.cahwnet.gov/itws/approvers.asp?UserID=5205

Health Department of Mental Health Home Systems Information Functions Utilities Support Logout

Select "Process" to process the request

User Information

Username: MMOUSE **Title:** Chief Entertainer
First Name, Last Name: Mickey, Mouse **Street:** 001 Disneyland Drive
Email: Traci.Fujita@dmh.ca.gov **City|State|ZIP:** Anaheim,CA,12345
User Type: County Employee **Phone:** (945) 123-4567
User Organization: 69 - Test County **Fax:**
Enrollment Request Submitted Date: 7/2/2007 11:21:00 AM **Enrollment Request Approved:**

User Group for MHS System - Group C Test Group

Name	Description	Remove
Group C	Group C Test Group	Remove

User Roles for MHS System - Read/Write (RW)

Name	Description	Remove
Read/Write (RW)		Remove

Pending Memberships for MHS System

System	Organization	Function	Approve	Deny	Pending
MHSA	69 - Test County	System Information and Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		DCR Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User authenticity verification method: Contacted by phone [Help](#)

Process

This site is best viewed with Internet Explorer version 5.5 and above.

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File Edit View Favorites Tools Help

Address: https://mhhitws.cahwnet.gov/itws/approvers.asp

Department of Mental Health Department of Mental Health Home Systems Information Functions Utilities Support Logout

Approver Management

Maintain Organization: 69 - Test County System: MHSA

The approved user is now listed under the 'Enrolled Users'

User	Request Type	User Organization	Title	Date Submitted
Munny Chitneri	Pending Resource	DMH-IT	Staff Programmer Analyst	12/5/2005 4:16:00 PM
Dusk Kurtz	Pending Membership	DMH-HPAA	Staff Information Systems Analyst	10/3/2006 9:49:00 AM
Ignore Request	Pending Enrollment	69 - Test County	tester	10/18/2006 10:05:00 AM
Aftab Khan	Pending Enrollment	69 - Test County	QA Consultant - Deny Access	4/16/2007 1:21:00 PM

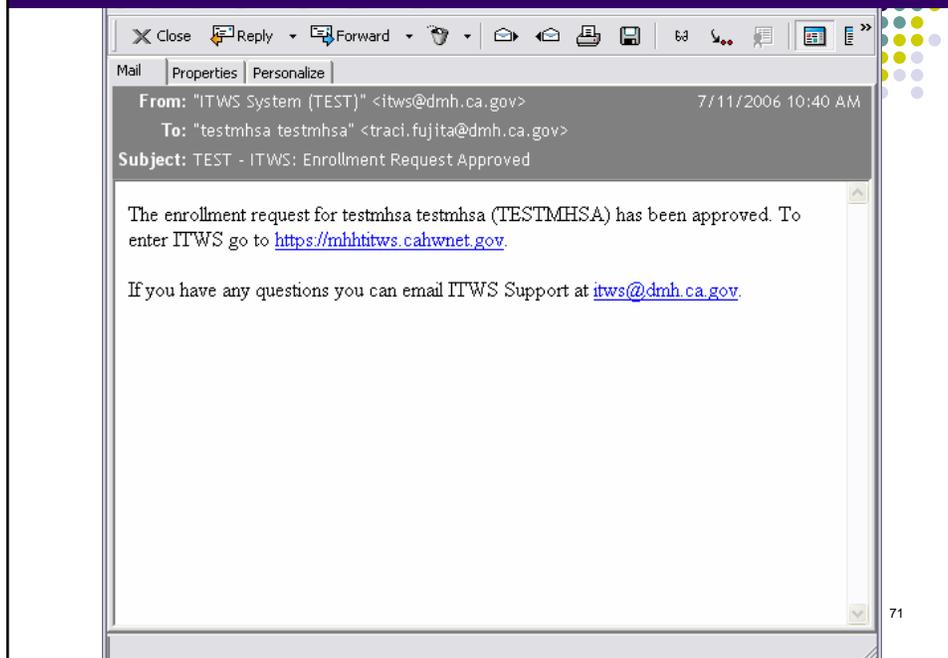
Enrolled Users (54) - for MHS system

Name	User Organization	Title	Group	Role	Approved
Aftab Khan	69 - Test County	QA Consultant	Missing	County Administrator, Read/Write (CA-RW)	Apr 25 2007 1:48PM by MHS A
Aftab Khan	Test	QA Consultant - Provider	Missing	Missing	Apr 17 2007 10:56AM by MHS A
Aftab Khan	69 - Test County	QA Consultant - Multiple Systems	PROD_TEST 4-16-2007	County Administrator, Read/Write (CA-RW)	Apr 17 2007 9:46AM by MHS A
Aftab Khan	69 - Test County	QA Consultant - Log user id test	PROD_TEST 4-16-2007	County Administrator, Read Only (CA-RO)	Apr 17 2007 10:44PM by MHS A
alice.chen	69 - Test County	RA1	Master "County" Group	County Administrator, Read/Write (CA-RW)	Jan 6 2006 11:50AM by Sheila Ke
Approver Desjardes	69 - Test County	IT Program Specialist	Missing	Missing	Jun 15 2007 4:26PM by Shara Jo
Bryan Fisher	DMH-SFAS	Research Analyst II	Test County Master Group	Read Only (RO)	Jan 7 2000 2:51PM by Sharon Tr
Clark Kent	69 - Test County	County Employee	Test County Master Group	County Administrator, Read/Write (CA-RW)	Apr 26 2007 8:42PM by MHS A
David Britton-Ohl	69 - Test County	Staff Programmer Analyst	Missing	Partnership Service Coordinator, Read/Write (PSC-R...)	Jan 11 2007 11:16AM by Munny Chitneri
John does	69 - Test County	whatever	Group A	Read Only (RO)	Apr 27 2007 10:24AM by MHS A
MHSA_ADMIN	69 - Test County	MHSA DCR Administrator	DMH Admin Group	State System Administrator (SSA)	Aug 16 2006 3:53PM by Sessa K
MHSA_USER2	69 - Test County	TEST USER	Test County Master Group	State System Administrator (SSA)	Oct 18 2006 10:36AM by MHS A
Mickey Mouse	69 - Test County	Chief Entertainer	Group C	Read/Write (RW)	Jul 2 2007 11:47AM by Traci Fujit Sauer
Minerva Reyes	DMH-POGI	Research Analyst	Group A	County Administrator, Read Only (CA-RO)	Aug 23 2004 12:14PM by ITWS A

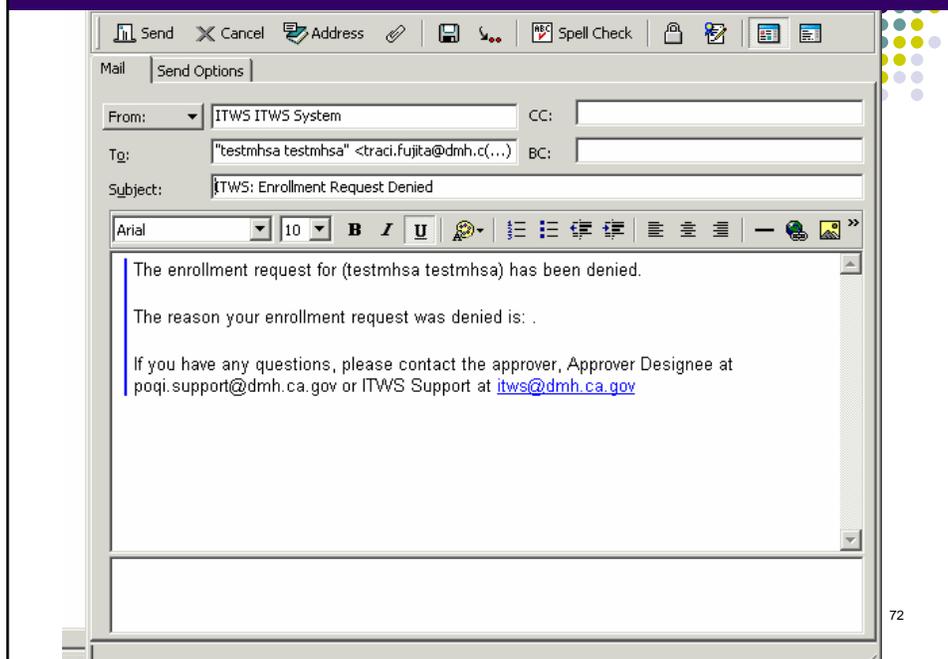
Done

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SAMPLE APPROVAL EMAIL



SAMPLE DENIAL EMAIL



Additional ITWS Information



- After 6 months of inactivity, the ITWS System will automatically disable a user's account and send an email communicating the deactivation
- To reactivate a disabled account, the user should send an email to the ITWS Help Desk (itws@dmh.ca.gov) that includes the username that should be enabled

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SECTION III: INFORMATION TECHNOLOGY WEB SERVICES (ITWS) ENROLLMENT PROCESS



74

APPROVER DESIGNEE *Designation & ITWS Enrollment Process*



75

How to Become an Approver Designee



Follow these steps:

- Step 1:** County Director designates the Approver Designee(s) by completing and faxing the County Approver Certification form (MH 3273) to the DMH ITWS Help Desk
- Step 2:** DMH ITWS Help Desk staff enters the Approver Designee(s) information into the ITWS System and notifies Approver Designee(s) via email when approval process is complete
- Step 3:** Approver Designee(s) enrolls / expands existing membership to the DMH ITWS MHSA Data System

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STEP 1

County Director designates the Approver Designee(s) by completing and faxing the County Approver Certification form (MH 3273) to the DMH ITWS Help Desk

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Go to the ITWS website: <https://mhhitws.cahwnet.gov/>

The screenshot shows a web browser window with the address bar containing <https://mhhitws.cahwnet.gov/>. The website header includes navigation links: Home, Systems, Information, Enroll, Support, Login. The main content area features a 'What's New' section with a notice about file processing delays and a 'Quick Links' sidebar. A red circle highlights the 'DMH Approver certification forms' link in the sidebar. A red arrow points from the text 'Select the "DMH Approver certification forms" under the Quick Links.' to this link. Another red arrow points from the text 'Go to the ITWS website: https://mhhitws.cahwnet.gov/' to the address bar.

What's New
Important Information About File Transfers
Created: 4/27/2007 10:37:00 AM

Due to the large volume of files currently being processed on ITWS, response times may take longer than usual. All files, which are uploaded to ITWS, will be processed as soon as possible.

Select the "DMH Approver certification forms" under the Quick Links.

If you do not receive a response from ITWS regarding your file processing status after 4 hours then initiate a status inquiry by contacting the ITWS Helpdesk at itws@dmh.ca.gov.

Updated Aid Codes Master Char is available on ITWS
Created: 1/31/2007 2:58:00 PM Last Updated: 1/31/2007 3:00:00 PM
Updated Aid Codes Master Char is available on ITWS, at https://mhhitws.cahwnet.gov/docs/public/reference_information.asp

The Department of Mental Health (DMH) has been informed by the Department of Health Services (DHS) of the addition of Medi-Cal aid codes 3D, 06 and 46 as well as the modification of Medi-Cal aid code 65 (definitions below). DHS has determined that beneficiaries with these aid codes are eligible for full scope Medi-Cal benefits. Thus beneficiaries with any of these aid codes are eligible for specialty mental health services assuming all other criteria for the specialty mental health program such as medical necessity are met.

Please note that it is recommended Mental Health Plans (MHP's) use whatever eligibility verification practices and procedures the MHP currently has in place to verify eligibility for all these aid codes. . .

3D: Not on cash aid, but cash-linked Medi-Cal eligible because the individual has been determined to be eligible for CalWORKS.

06 Out of State Interstate Compact on Adoption Assistance: AA children from out of state placed in CA

ITWS Login
Username:
Password:
Login Enroll

Quick Links

- Pre-Enrollment guide
- DMH Approver certification forms**
- ADP Approver certification forms
- System enrollment guides
- Contact ITWS (DMH & ADP)
- ITWS QA web site
- Check enrollment status
- Related links
- User computer requirements
- DMH-IT mission

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DMH Approver Certification Forms - Microsoft Internet Explorer

Address: https://mhbtws.cahwnet.gov/docs/public/authforms.asp

DMH Approver Certification Forms

The following forms are meant for use by the various approving personnel. To enroll in ITWS as a "user", please [press here](#).

Each county, vendor, business partner, and DMH employee is authorized specific access within the Information Technology Web Services (ITWS). Each entity (county, state department, etc.) has one or more individuals identified as "approvers" who have the authority to authorize ITWS access for people with whom they work. These individuals are, for example in a county, appointed by the county mental health director.

Every individual with access to the ITWS, therefore, has approval from a duly authorized person at their place of employment. Security mandates that this protocol be continued for all entities that may have rights to view data on the ITWS.

An approval form has been created for each entity. Please select the appropriate one, read the general descriptions and download the appropriate form. Each form saves in Acrobat (.pdf) format.

Please note there are specific guidelines for the appropriate use of confidential information. These are summarized in [DMH Letter 99-02](#).

Title	Description	Form
Approver Forms		
County Approver Certification	This form is for use by county representatives to authorize county employees access to ITWS application(s). It is to be certified by the County Mental Health Director. The form asks for two "approvers" and any appointed vendors to be listed. When complete, fax the form to (916) 654-3007. It will remain in effect until a revised form is submitted.	Form MH3273.pdf
Vendor Approver Certification	This form is for use by vendor representatives to authorize vendor employees access to ITWS application(s). The respective county on its County Approver Certification form MH3273 must acknowledge the vendor. The vendor form is to be certified by an executive officer of the organization. The form asks for two vendor "approvers". When complete, fax the form to (916) 654-3007. It will remain in effect until a revised form is submitted.	Form MH3258.pdf
Business Partner Certification	This form is for use by non-county organizations (not county vendors) to appoint their authorizing personnel. For example, other State departments, DMH hospitals, and private organizations may use it. When complete, fax the form to (916) 654-3007. It will remain in effect until a revised form is submitted.	Form MH3254.pdf

- Print a copy of the County Approver Certification Form
- Complete the sections highlighted in yellow
- Have the County Mental Health Director sign the COMPLETED form
- Fax the completed form to the DMH ITWS at (916) 654-3007

State of California - Health and Human Services Agency Department of Mental Health

County Approver Certification

MH3273 (Rev 05/06)

For Access to Confidential Mental Health Information

County: Test County 69 (County Name and Number)

To ensure the confidentiality of county mental health data, the Department of Mental Health, Information Technology (DMH-IT) requests the county mental health director designate a primary and a secondary contact to be responsible for approving county staff requests for access to confidential patient data in the systems listed below. Please provide this information below and fax this form to (916) 654-3007. If you have questions about this form, please call (916) 654-3117.

Primary Approver:

First Name: Approver Last Name: Designee
 Title: IT Program Specialist
 Phone Number: (123) 456-7890 Fax Number: (123) 456-7891
 Email Address: Approver.Designee@testcounty69.gov

Primary Approver's Signature:
 (Sign and acknowledge having read DMH Letter No. 99-02 regarding Confidentiality of Client Information)

Secondary Approver:

First Name: Last Name:
 Title:
 Phone Number: () Fax Number: ()
 Email Address:
 Secondary Approver's Signature:
 (Sign and acknowledge having read DMH Letter No. 99-02 regarding Confidentiality of Client Information)

Appointed Vendor(s): (if applicable)

The vendor listed below has the authority to receive, send and process the above named county's confidential mental health information as marked below. The vendor will establish its own primary and secondary approving contacts.

Vendor Name:
 Vendor Contact Name: Phone Number: ()

Mental Health Systems:

Please check the systems for which the above individuals and/or vendors may authorize access requests:

<input type="checkbox"/> Client and Service Information System (CSI)	<input type="checkbox"/> Short-Doyle / Med-Cad Claims - EOB (SDAC-EOB)
<input type="checkbox"/> Healthy Families Program (HFP)	<input type="checkbox"/> Institutions for Mental Disease (IMD)
<input type="checkbox"/> Monthly MEDs Extract File (MMEF)	<input type="checkbox"/> Therapeutic Behavioral Services (TBS)
<input type="checkbox"/> Provider / Legal Entry (PRV/LE)	<input type="checkbox"/> Performance Outcome Data Systems (PODS)
<input type="checkbox"/> Statistics and Data Analysis (SDA)	<input type="checkbox"/> Cost and Financial Reporting System (CFRS)
<input checked="" type="checkbox"/> Mental Health Services Act (MHSA)	<input type="checkbox"/> Admission, Discharge & Transfer System (ADT)

County Mental Health Director Certification:

As Mental Health Director for Test County 69 (County), I designate the above individuals (and vendor if applicable) to have independent authority to approve access requests to specific confidential mental health patient data. DMH-IT may rely on approvals, denials, and changes made by the above individuals/vendor in its processing of access requests to this county's data in the systems listed above. As changes occur to the above approving contacts or vendor information (name, phone, e-mail), I will sign an updated certification and forward it to DMH-IT. Also, I acknowledge reading DMH Letter 99-02 regarding Confidentiality of Client Information.

County Mental Health Director: (signed and printed) Date: 80

STEP 2

DMH ITWS Help Desk staff enters the Approver Designee(s) information into the ITWS System and notifies Approver Designee(s) via email when approval process is complete

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Once DMH Receives the Form:

DMH enters the Approver Designee's information into the ITWS System.

DMH contacts the Approver Designee via email to let the Approver(s) know that they are approved.

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Sample Approval Email for Approver Designees

You are receiving this message for one of three reasons:

- 1) You have been added as an approver with authority to approve certain users for access to the ITWS system, or
- 2) Your status as an approver on the ITWS system has changed through the addition or deletion of systems you are authorized for, or
- 3) Your approver status has been audited for accuracy.

If you have not already done so, please review the appropriate confidentiality statements and ensure you fully understand your responsibilities before exercising this authority.

You have approver authority for the following organizations and data systems:

69 - Test County - MHSA

If you leave this position or no longer need this authority, if any of the enrolled users you have approved leaves or no longer needs access to this data system or ITWS, please notify us at itws@dmh.ca.gov.

Note: After you receive this email, you need to enroll into ITWS.

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STEP 3

Approver Designee(s) enrolls / expands existing membership to the DMH ITWS MHSA Data System

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Two ways to enroll into ITWS:

Enroll as a NEW user

Or

Enroll as an EXISTING user

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To Enroll as a **NEW** ITWS User

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Go to the ITWS website: <https://mhitws.cahwnet.gov/>

**California Department of Mental Health
Information Technology Web Services (ITWS)**

What's New
Important Information About File Transfers
Created: 4/27/2007 10:37:00 AM

Due to the large volume of files currently being processed on ITWS, response times may take longer than usual. All files, which are uploaded to ITWS, are being queued for processing in the order in which they are received.

If you do not receive a response from status after 4 hours then initiate a status Helpdesk at itws@dmh.ca.gov.

Click on "Enroll" if you are a NEW ITWS User

ITWS Login

Username:
Password:
Login Enroll
[Forgot your Username or Password?](#)

We encourage everyone to read the Pre-Enrollment Guide and net ment vers.

Quick Links

- Pre-Enrollment guide
- DMH Approver certification forms
- ADP Approver certification forms
- System enrollment guides
- Contact ITWS (DMH & ADP)
- ITWS QA web site
- Check enrollment status
- Related links
- User computer requirements
- DMH-IT mission

Updated Aid Codes Master Char is available on ITWS
Created: 1/31/2007 2:58:00 PM Last Updated: 1/31/2007 3:00:00 PM
Updated Aid Codes Master Char is available on ITWS, at https://mhitws.cahwnet.gov/docs/public/reference_information.asp

The Department of Mental Health (DMH) has been informed by the Department of Health Services (DHS) of the addition of Medi-Cal aid codes 3D, 06 and 46 as well as the modification of Medi-Cal aid code 65 (definitions below). DHS has determined that beneficiaries with these aid codes are eligible for full scope Medi-Cal benefits. Thus beneficiaries with any of these aid codes are eligible for specialty mental health services assuming all other criteria for the specialty mental health program such as medical necessity are met.

Please note that it is recommended Mental Health Plans (MHP's) use whatever eligibility verification practices and procedures the MHP currently has in place to verify eligibility for all these aid codes.

3D: Not on cash aid, but cash-linked Medi-Cal eligible because the individual has been determined to be eligible for CalWORKS.

06 Out of State Interstate Compact on Adoption Assistance: AA children from out of state placed in CA

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ITWS Enrollment - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <https://mhitws.cahwnet.gov/enroll/default.asp?Page=1>

ITWS Enrollment

Step 1: Description of Enrollment Process	Step 4: Approvers and Optional Functions
Step 2: Enter User Information	Step 5: Verify Information and Submit
Step 3: Select Memberships	Step 6: Submission Confirmation and Final Steps

The Information Technology Web Services (ITWS) for the Department of Mental Health (DMH) provides a secure environment for the transfer of confidential data.

Enrollment into the ITWS is very specific as to the individual; there are no generic logons. Written permissions are required in order to access data and only those specific data systems granted by your approving authority are made available.

To protect information, the ITWS has four levels of security: server certificates, user ID, user password and SSL-128 bit encryption.

An applicant to the ITWS must locally print, sign, obtain approval, and fax the enrollment request form to DMH. Applicants will receive e-mail responses as to the status of their request.

The enrollment request form will be produced electronically upon completion of the following enrollment screens. Applicants select their own Username and Password. Once enrollment is complete, additional systems may be added. Enrollment and use of the ITWS requires the Microsoft Internet Explorer browser.

In addition to the handling of files, you will be able to view and download system documentation. Please review the [Support Page](#) for additional information.

This site is best viewed with Internet Explorer version 5.5 and above.

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ITWS Enrollment

Step 1: Description of Enrollment Process | Step 4: Approvers and Optional Functions
 Step 2: Enter User Information | Step 5: Verify Information and Submit
 Step 3: Select Memberships | Step 6: Submission Confirmation and Final Steps

Enter User Contact Information

Fields in GRAY are optional

First:
 Last:
 Title:
 User Type: Select a type Help
 Organization: Select an organization Help
 Street Address:
 City / State / Zip: CA
 Phone: () Ext.
 Fax: ()
 Email:
 Username:
 Password:
 Re-Type Password:
 Approver: Check this box if you are an existing ITWS approver.

Check the box for 'Approver'

Username must be 6-15 characters long and can only contain:
 A-Z, 0-9, _ (Underscore), - (Dash), or . (Period).

Password Requirements:

- Must be at least 6 characters
- Must be re-entered exactly as typed here during login
- Password is case sensitive

Next Back Cancel

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Things to keep in mind when enrolling

FIRST NAME / LAST NAME

- Users need a unique first name / last name combination when enrolling into the ITWS
- This helps to uniquely identify users (including PSCs in the PSC drop-down menu in the DCR)

USERNAME

- Users need a unique username when enrolling into the ITWS
- Select a username that is easy for you to remember
- Username must be 6-15 characters long and can only contain A-Z, 0-9, _ (underscore), - (dash), or . (period)

PASSWORD

- Must be at least 6 characters in length
- Password is case sensitive
- Select a password that is easy to remember

MHSA System Users can only select 'County Employee' or 'Direct Provider for DMH.'



User Type: Select a type

- Select a type
- ADP Employee
- CONREP Field Office
- County Employee
- Direct Provider for ADP
- Direct Provider for DMH
- DMH Employee
- Evaluator
- State Business Partners
- State Contractor
- State Hospital
- Vendor

NOTE: Approver Designee's can verify that the user selected the appropriate "user type" when the pending request has been received and is visible in the Approver Management screen under "User Information."

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ITWS Enrollment - Microsoft Internet Explorer

Address: https://mhitws.cahwnet.gov/enroll/default.asp

ITWS Enrollment

Step 1: Description of Enrollment Process | Step 2: Enter User Information | Step 3: Select Memberships | Step 4: Approvers and Optional Functions | Step 5: Verify Information and Submit | Step 6: Submission Confirmation and Final Steps

Fields in GRAY are optional

First: Approver
Last: Designee
Title: IT Program Specialist
User Type: County Employee
Organization: 69 - Test County
Street Address: 123 Street Address
City / State / Zip: Testtown CA 12345
Phone: (916) 456-7890
Fax: () ()
Email: poqi.support@dmh.ca.gov

Username: ADesignee
Password:
Re-Type Password:

Approver: Check this box if you are an existing ITWS approver.

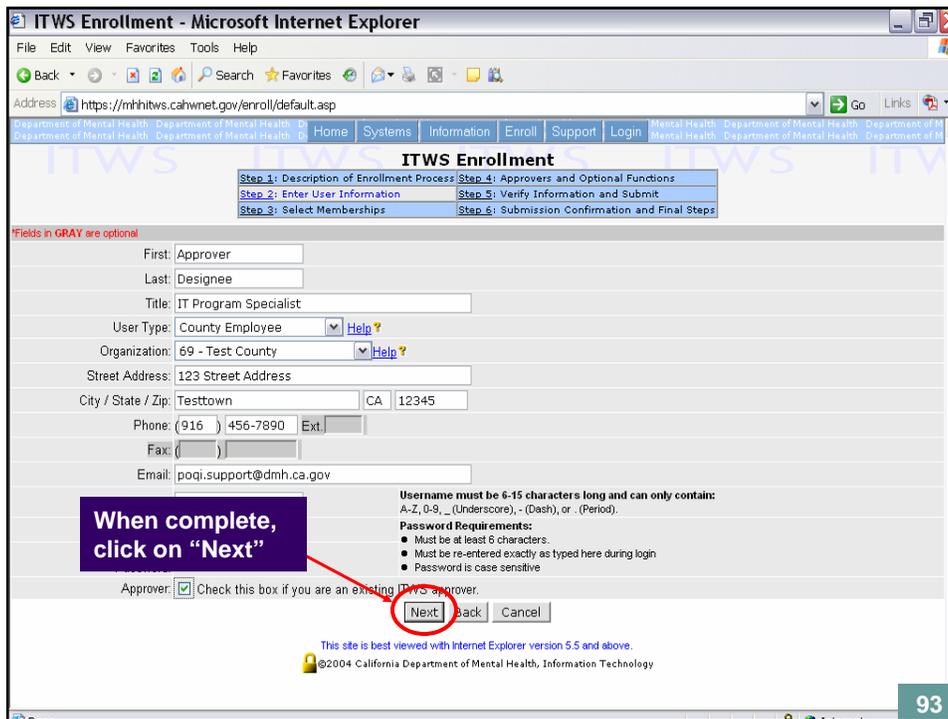
Make sure that this box is checked for all Approver Designees enrolling into ITWS. (Other county users will NOT check this box.)

Username must be 6-15 characters long and can only contain: A-Z, 0-9, _ (underscore), - (Dash), or . (Period).
Password Requirements:
• Must be at least 6 characters.
• Must be re-entered exactly as typed here during login
• Password is case sensitive

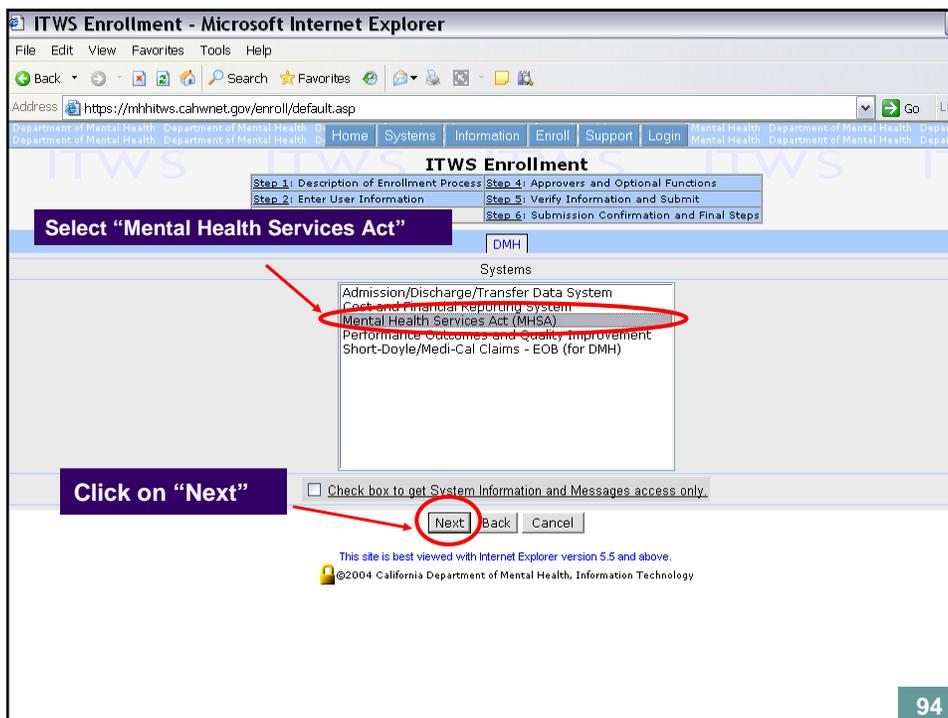
next Back Cancel

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ITWS Enrollment - Microsoft Internet Explorer

Check box for 'DCR Application' if you want to view/edit data that are entered online AND/OR if you want to upload/download XML data.

All names of Approver Designees for your county (including yours) will appear in this drop-down box. Select one name from the drop-down menu.

ITWS Enrollment

Step 1: Description of Enrollment Process | Step 2: Enter User Information | Step 3: Select Memberships | Step 4: Approvers and Optional Functions | Step 5: Verify Information and Submit | Step 6: Submission Confirmation and Final Steps

Approvers

Organization	System	Approver
69 - Test County	Mental Health Services Act (MHSA) Choose one or more Functions: <input checked="" type="checkbox"/> DCR Application	Approver Designee

Next Back Cancel

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Review "User Information", "Selected Memberships" and "Selected Functions" before submitting the request.

Address: https://mhitws.cahwnet.gov/enroll/default.asp

Department of Mental Health | Department of Mental Health | Department of Mental Health | Home | Systems | Information | Enroll | Support | Login | Mental Health | Department of Mental Health | Department of Mental Health

ITWS Enrollment

Step 1: Description of Enrollment Process | Step 2: Enter User Information | Step 3: Select Memberships | Step 4: Approvers and Optional Functions | Step 5: Verify Information and Submit | Step 6: Submission Confirmation and Final Steps

Step 2: User Information [Edit]

User Type: County Employee
Username: ADESIGNEE
Name: Approver Designee
Title: IT Program Specialist
Organization: Test County
Address: 123 Street Address
City/State/Zip: Testtown, CA 12345
Phone: (916) 456-7890
E-Mail: pqqi.support@dmh.ca.gov

Step 3: Selected Memberships [Edit]

Systems: Mental Health Services Act (MHSA)

Step 4: Approvers and Optional Functions [Edit]

69 - Test County - Mental Health Services Act (MHSA): Approver Designee

Submit Cancel

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https://mhhitws.cahwnet.gov/enroll/default.asp?Page=6&Button=Submit - Microsoft Internet Explo...

Address: https://mhhitws.cahwnet.gov/enroll/default.asp?Page=6&Button=Submit

ITWS Enrollment Request

User	
Username:	ADESIGNEE
User Type:	County Employee
Name:	Approver Designee
Title:	IT Program Specialist
Organization:	Test County
Address:	123 Street Address
City/State/Zip:	Testtown, CA 12345
Phone:	(916) 456-7890
E-Mail:	poqi.support@dmh.ca.gov
Browser:	Mozilla 4.0 (compatible; MSIE 6.0; Windows HT 5.1; SV1; JIET CLR 1.1.4322; JIET CLR 2.0.59727; InfoPath.1)
Enrollment Date:	6/15/2007 3:03:00 PM

Please Print, Sign and Fax to (916) 654-3007
(State Dept. of Mental Health Hq)

- [CONTINUE \(CLICK TO PRINT\)](#)
- [MORE INFORMATION](#)
- [RETURN HOME](#)

(The contact person acknowledges having read [DMH Letter No. 99-02](#) regarding Confidentiality of Client Information.)

User	Signature	Date
Approver enrolling as user.		
Approver Designee		

Organization	Approver	Signature	Date
69 - Test County Access to optional functions: MHSA DCR Application	Approver Designee		

State DMH Use Only

Approver enrolling as user. Must contact Approver and link. Contacted the Approver?

MHSA	Mental Health Services Act (MHSA)		
------	-----------------------------------	--	--

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Sign your name as the "User."

Sign your name as the "Approver."

Fax to the DMH ITWS Help Desk at (916) 654-3007.

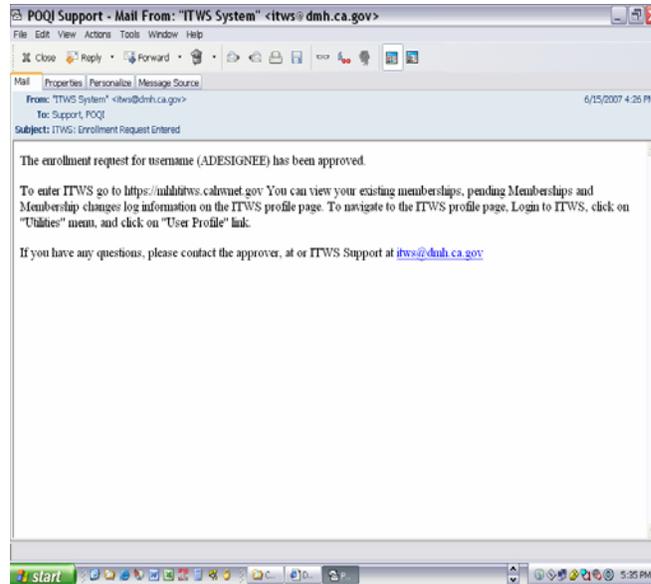
Approver Designee Account Activation



Once the signed ITWS Enrollment form has been received, DMH staff will approve enrollment into the ITWS. Approver Designees will receive the following TWO emails:

- Email # 1: ITWS Enrollment Approved
- Email # 2: MHSA System Enrollment Request is Queued for Your Review

Email # 1: ITWS Enrollment Approved

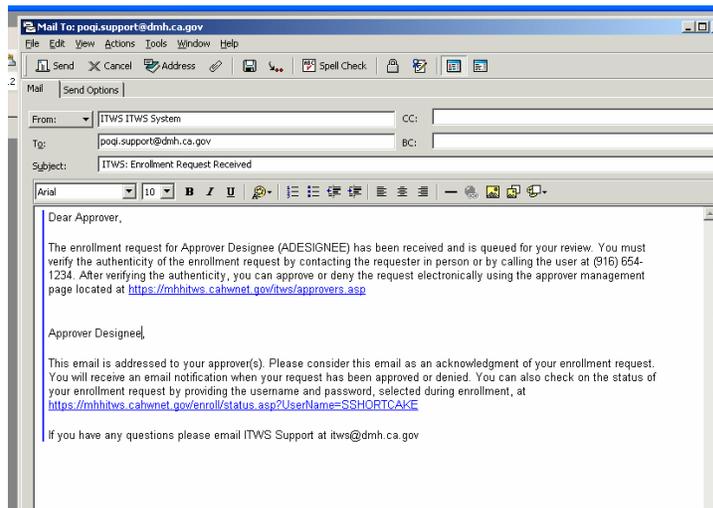


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Email # 2: MHS System Enrollment Request is Queued for Your Review



At this point, you will need to go into the Approver Management screen and approve your own request for access to the ITWS MHS System. (Approving requests was covered in the section called "Managing Access to the ITWS / DCR.")



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To Enroll as an **EXISTING** ITWS User

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Go to the ITWS website: <https://mhhitws.cahwnet.gov/>

Address: <https://mhhitws.cahwnet.gov/>

Department of Mental Health | Home | Systems | Information | Enroll | Support | Login

Log into ITWS with your existing Username and Password.

ITWS Login

Username:

Password:

[Forgot your Username or Password?](#)

We encourage everyone to read the Pre-Enrollment Guide and get familiar with the ITWS enrollment process, for users and approvers.

Quick Links

- Pre-Enrollment guide
- DMH Approver certification forms
- ADP Approver certification forms
- System enrollment guides
- Contact ITWS (DMH & ADP)
- ITWS QA web site
- Check enrollment status
- Related links
- User computer requirements
- DMH-IT mission

UPDATED ITWS will be unavailable
Created: 1/2/2007 4:29:00 PM Last Updated: 6/14/2007 1:21:00 PM
ITWS will be unavailable **June 14, 2007 from 9:30 pm - 10:30 pm PST** due to maintenance.

We apologize for any inconvenience. If you have any questions, please contact ITWS Helpdesk at ITWS@dmh.ca.gov.

Important Information About File Transfers
Created: 4/27/2007 10:37:00 AM

Due to the large volume of files currently being processed on ITWS, response times may take longer than usual. All files, which are uploaded to ITWS, are being queued for processing in the order in which they are received.

If you do not receive a response from ITWS regarding your file processing status after 4 hours then initiate a status inquiry by contacting the ITWS

Internet 102

Information Technology Web Services - Microsoft Internet Explorer provided by Comcast

https://mhbtws.cahwnet.gov/itws/home.asp

Go to UTILITIES and select "Request Additional Membership"

Welcome Approver
Last Online: 4/27/2007 2:54:39 AM Email

System Messages
Important Information About File Transfers
Created: 4/23/2007 10:17:00 AM

Due to the large volume of files currently being processed on ITWS, response times may take longer than usual. All files, which are uploaded to ITWS, are being queued for processing in the order in which they are received.

If you do not receive a response from ITWS regarding your file processing status after 4 hours then initiate a status inquiry by contacting the ITWS Helpdesk at itws@dmh.ca.gov.

Updated Aid Codes Master Char is available on ITWS
Created: 4/21/2007 2:58:00 PM Last Updated: 4/21/2007 3:00:00 PM

The Department of Mental Health (DMH) has been informed by the Department of Health Services (DHS) of the addition of Medi-Cal aid codes 3D, 08 and 46 as well as the modification of Medi-Cal aid code 65 (definitions below). DHS has determined that beneficiaries with these aid codes are eligible for full scope Medi-Cal benefits. Thus beneficiaries with any of these aid codes are eligible for specialty mental health services assuming all other criteria for the specialty mental health program such as medical necessity are met.

Please note that it is recommended Mental Health Plans (MHP's) use whatever eligibility verification practices and procedures the MHP currently has in place to verify eligibility for all these aid codes.

3D: Not on cash aid, but cash-linked Medi-Cal eligible because the individual has been determined to be eligible for CalWORKS.

08: Out of State Interstate Compact on Adoption Assistance: AA children from out of state placed in CA.

46: Out of State Interstate Compact: Foster Care children from out of state placed in CA.

65: As of Fall 2005 aid code exclusively used for eligible evacuees of hurricane Katrina.

If you have any questions, please contact Nancy Mengelbar at (916) 654-3486

Important Notice for Microsoft Windows XP Service Pack 2 Users
Created: 4/16/2004 3:45:00 PM

If you have installed the Windows XP Service Pack 2 (SP2), or are considering installing it, please read the following notice:

XP SP2's new security features do not restrict the functionality of the ITWS. However, certain functions will require additional confirmation steps. To maintain the same level of security and eliminate these extra steps, we recommend adding the ITWS as a trusted site in your browser settings. For additional information on ITWS compliance with XP SP2 and on adding the ITWS as a trusted site, please [click here](#) to review the Online Technical Support item called "XP SP2 - Did you notice the Information Bar?"

For any questions or problems, please contact the [ITWS Administration](#) at 916-654-3117.

This site is best viewed with Internet Explorer version 5.5 and above.
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Edit View Favorites Tools Help

ack - Search Favorites

https://mhbtws.cahwnet.gov/itws/addmem.asp

Home Systems Information Functions Utilities Support Logout

Request Additional Memberships

Available Memberships

69 - Test County - Mental Health Services Act (MHSA)

Select "Mental Health Service Act (MHSA)"

Verify Additional Membership Request

This site is best viewed with Internet Explorer version 5.5 and above.
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Click on "Verify Additional Membership Request"

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Request Additional Memberships - Microsoft Internet Explorer provided by Comcast

Select one name as the Approver (an email request will automatically be generated when a user requests membership)

Select the DCR Application, if desired

Click "Continue"

Membership Request Verification

Memberships

Approver

Brenda Grajales
Munya Chibeni
Sophia Akouf
Approver Designee
MUSA ADMIN
Traid Fujita Bauer
DCR Application - 09 - MUSA

Optional Functions

Continue
Go Back

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FINAL CONFIRMATION SCREEN:

Approver Designee has successfully requested additional membership.

Sign your name as the "User."

Sign your name as the "Approver."

WRITE: "I am an Approver Designee for [write your county name here] County, please link my Approver Account to my User Account."

Fax to the DMH ITWS Help Desk at (916) 654-3007.

ITWS Membership Request

ITWS Enrollment Request

Your request has been received and will be processed electronically.
• [RETURN HOME](#)

User	Signature	Date
Approver Designee		

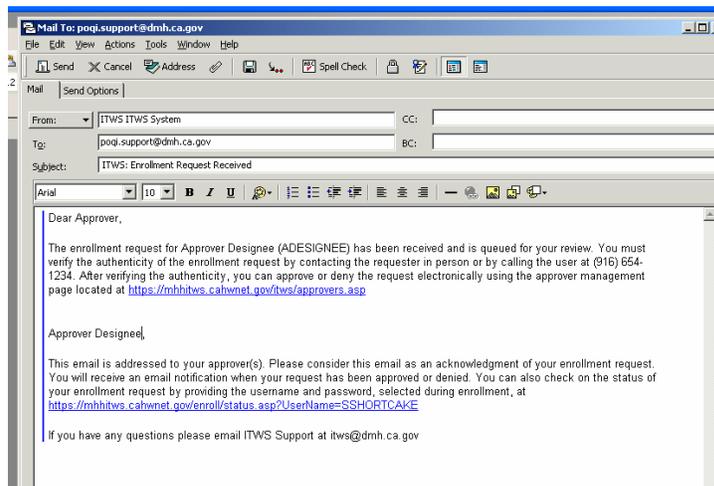
County	Approver	Signature	Date
89 - Test County	Approver Designee		

System	Verified and Entered by	Date	Comments
MUSA	Mental Health Services Act (MUSA) Requesting access to DCR Application		

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Approver Designees will then receive the following email:

At this point, you will need to go into the Approver Management screen and approve your own request for access to the ITWS MHSA System. (Approving requests was covered in the section called “Managing Access to the ITWS / DCR.”)



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Additional Information Regarding Approver Designee Enrollment

- Approver Designees may only approve other county users to access the ITWS MHSA System once they, themselves, have been enrolled/approved
- Each Approver Designee will most likely be assigned to the “<County> Master Group” (described in Section I) and given the role of County Administrator Read/Write

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Other ITWS User Enrollment



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ITWS User Enrollment



Again, there are two ways to enroll into ITWS:

1. **Enroll as a NEW user**
Follow the instructions outlined in Step 3 for NEW users
- OR -
2. **Enroll as an EXISTING user**
Follow the instructions outlined in Step 3 for EXISTING users

EXCEPT users do NOT do the following:

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ITWS Enrollment - Microsoft Internet Explorer

Address: https://mhhitws.cahwnet.gov/enroll/default.asp

ITWS Enrollment

Step 1: Description of Enrollment Process | Step 2: Enter User Information | Step 3: Select Memberships | Step 4: Approvers and Optional Functions | Step 5: Verify Information and Submit | Step 6: Submission Confirmation and Final Steps

Fields in GRAY are optional

• Please select a User Type

First: Mickey
Last: Mouse
Title: Chief Entertainer
User Type: County Employee
Organization: 69 - Test County
Street Address: 001 Disneyland Dr.
City / State / Zip: Santa Anna CA 12345

DO NOT check the "Approver" box.

Email: alice.chen@dmh.ca.gov
Username: MMOUSE
Password: [Edit Password]
Approver: Check this box if you are enrolling as an approver.

Next Back Cancel

This site is best viewed with Internet Explorer version 5.5 and above.
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WHEN the USER is presented with the final confirmation screen, the enrollment request is complete! Unlike Approver Designees, other county users DO NOT need to fax the confirmation page to DMH

ITWS Enrollment Request

User	
Username:	MMOUSE
User Type:	County Employee
Name:	Mickey Mouse
Title:	Chief Entertainer
Organization:	Test County
Address:	001 Disneyland Dr.
City/State/Zip:	Santa Anna, CA 12345
Phone:	(945) 123-4567
E-Mail:	alice.chen@dmh.ca.gov
Browser:	Mozilla 4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322; JET CLR 2.0.59727; InfoPath.1)
Enrollment Date:	5/16/2007 4:29:26 PM

Your enrollment request has been received and a confirmation email has been sent to you and the approver. Your approver will complete the enrollment process.

• RETURN HOME
(The contact person acknowledges having read DMH Letter No. 93-02 regarding Confidentiality of Client Information.)

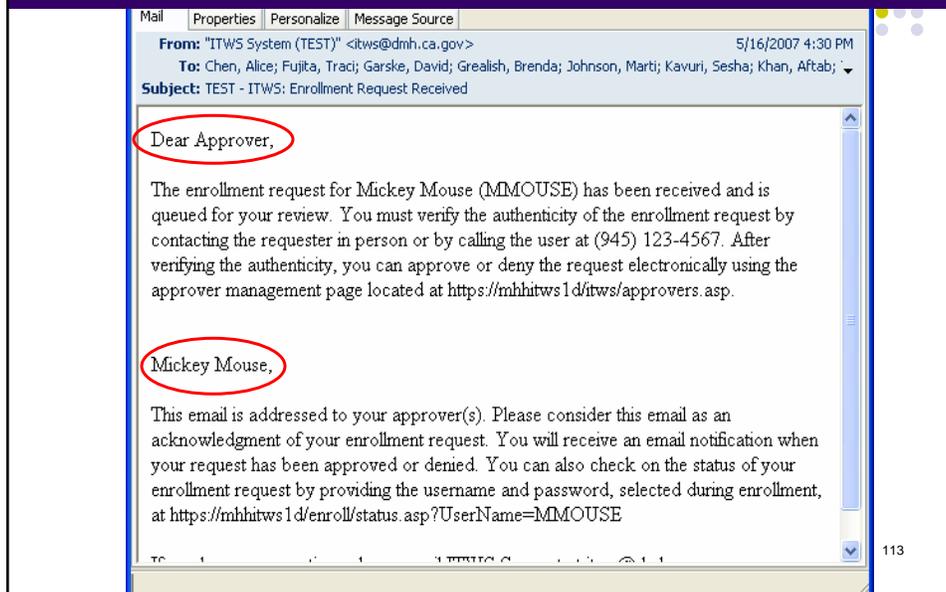
User	Signature	Date
Mickey Mouse		

Organization	Approver	Signature	Date
69 - Test County Access to optional functions: MHSA DCR Application MHSA DCR Download MHSA DCR Upload	Marti Johnson		

State DMH Use Only

System	Verified and Entered by	Date	Comments
MHSA Mental Health Services Act (MHSA)			

An email will be generated for the user and all Approver Designees of the county. This email serves as a prompt for Approver Designees to log onto the ITWS and navigate to the Approver Management screen to approve / deny the request.



SECTION IV: COUNTY CERTIFICATION & DMH STAFF CONTACT INFORMATION



County Certification Requirements



The following conference call trainings must be completed by county staff before submitting FSP Outcomes Assessment Data to DMH:

1. County Director identifies Approver Designee(s), who receive Approver Designee training (up to 2 hours)
2. Approver Designee Group Structure Development conference call (up to 1/2 hour)
3. Full Service Partnership (FSP) Outcomes Assessment Training (up to 2 hours)
4. FSP Program ID Code Assignment (up to 1/2 hour)
5. DCR Direct On-Line Key-Entry Training (1 hour)

More training information, including scheduling, is located at:
<http://www.dmh.ca.gov/POQI/trainingMHSA.asp>

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Next Steps



1. Approver Designees (and other relevant staff) will need to determine which group structure(s), presented in this training, most closely match their business needs.
2. Contact POQI staff to schedule the “Approver Designee Group Structure Development” conference call once Approver Designees have consulted with county staff on group structure. (For more information, visit <http://www.dmh.ca.gov/POQI/trainingMHSA.asp>)
3. Following the “Approver Designee Group Structure Development” conference call, get users enrolled into the ITWS and request DCR Application, if appropriate. (Authentication processes may need to be developed internally in your county to determine who these users are and how to inform Approver Designees when access needs to be removed.)
4. To assist counties with training local users on enrollment into the ITWS, an “ITWS User Enrollment Guide” has been posted on the POQI Training Website at: <http://www.dmh.ca.gov/POQI/docs/ApproverDesigneesTrainingLink.asp> (You may need to modify this document based on what “user type” users should select, along with your contact information, and any other information specific to your county.)

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Support Process



- Questions related to conceptualizing/configuring/managing groups and roles should be directed to POQI Staff
- Question related to ITWS enrollment should be directed to the ITWS Help Desk

NOTE: When communicating with the POQI Unit regarding specific MHSA Full Service Partners, please contact a POQI staff member directly. DO NOT email personal information such as client ID numbers, names, initials, etc. because this is considered Personal Health Information that cannot be communicated electronically. Sending clients' personal health information electronically is in violation of HIPAA.

Although we have asked other county users to contact County Approver Designees whenever possible for help, if other staff do need to contact the POQI Unit, please ensure that they also follow the instructions provided above. ¹¹⁷

DMH Performance Outcomes & Quality Improvement Contacts



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**For ITWS Enrollment/Access Issues,
contact the DMH ITWS System HelpDesk:**

Phone: (916) 654-3117

Fax: (916) 654-3007

Email: itws@dmh.ca.gov