

California's Ninth Annual National Information Management Conference and Exposition

Addressing the Needs of Mental Health, Alcohol, and Other Drug Programs

Conference Theme:

*The Role of Information Technology in Promoting Individual
Recovery and Transforming Behavioral Health Systems of Care*

Preliminary Program

April 22-23, 2009

Crowne Plaza Anaheim Hotel
12021 Harbor Boulevard
Garden Grove, CA 92840



2009 Conference Planning Committee

Denise Blair

*Information Technology Division
California Department of Mental Health*

Mark Bryan

*Executive Committee, County Alcohol and Drug
Program Administrators Association of California and
Yolo County Department of Alcohol, Drug and Mental
Health Services*

Monica Davis

*California Association of Social Rehabilitation Agencies
and Business Operations Officer, Mental Health
America of Los Angeles*

William Dombrowski, PhD

*Executive Committee, California Association of Alcohol
and Drug Program Executives and Substance Abuse
Services Division, Didi Hirsch CMHC*

Evelyn Egger, RN, MSW

*California Quality Improvement Committee and
Merced County Behavioral Health Services*

James L. Featherstone, LCSW

*California Mental Health Directors Association
IT Committee and Napa County Health and
Human Services*

Michael Gorodezky, PhD

Behavioral Health Informatics Consultant

Randy Heldt

*Advisory Board of Substance Abuse Programs
Stanislaus County*

Marti Johnson

*Research and Evaluation Division
California Department of Mental Health*

Karin Kalk

California Institute for Mental Health

Memo Keswick, MPA

*Conference Co-Chair and Co-Chair, Certification
Commission for Healthcare Information Technology*

Pamela Lane

California Hospital Association

Kimberly Laskowski

United Advocates for Children and Families

George Lembi

*Office of Applied Research and Analysis
California Department of Alcohol and Drug Programs*

Kitty Mason, MSW

*California Council of Community
Mental Health Agencies and Behavioral Health
Services, Catholic Charities of San Jose*

Michael McPherson

*Board of Directors, California Network
of Mental Health Clients*

Dede Ranahan

NAMI-California

Mark A. Refowitz

*California Mental Health Directors Association
IT Committee and Behavioral Health Services,
Orange County Health Care Agency*

Saumitra SenGupta, PhD

California External Quality Review Organization

Nicette Short, MPA

*California Alliance of Children
and Family Services*

Gigi Smith

*Information Management Services Division
California Department of Alcohol and Drug Programs*

Tom Trabin, PhD, MSM

Conference Chair

Dean True, RN, CHC

Butte County Department of Behavioral Health

Dan Walters

*California Mental Health Directors' Association
IT Committee and Kern County Mental Health*



National Information Management Conference and Exposition

Wednesday, April 22, 2009

7:30 AM – 5:15 PM **REGISTRATION**

7:30 AM – 10:00 AM **CONTINENTAL BREAKFAST AND EXHIBIT HALL OPEN**

8:00 AM – 8:45 AM **PRODUCT DEMONSTRATION**



9:00 AM – 9:45 AM **PRODUCT DEMONSTRATION**



10:00 AM – 10:20 AM **CONFERENCE OVERVIEW**

Tom Trabin, PhD, MSM - Conference Co-Chair and Behavioral Health Executive Consultant

Sandra Naylor Goodwin, PhD - Executive Director, California Institute for Mental Health (CiMH)

The primary theme of this conference, which will be addressed by the various speakers as they describe their particular endeavors, is how the role of information technology (IT) and the development of electronic health records (EHRs) can advance the vision of system of care transformation and promote person-centered, recovery-oriented services. We will explore how thoughtful design of EHRs and collaborative implementation of information technology can help achieve the transformation vision that clients, family members and communities are demanding. The conference will provide descriptions and updates of nationwide and regional initiatives to promote EHRs, and anticipation of what will likely be coming next. Many presentations will provide pragmatic guidance for those implementing EHRs and related management information systems. The conference program includes several presentations that directly address the interests of clients and family members with regards to information management for behavioral health care. The conference will also highlight policy initiatives focused on privacy, recognition of electronic signatures, and interoperability.

10:20 AM – 11:15 AM **GENERAL SESSION KEYNOTE**

INITIATIVES INFLUENCING WIDESPREAD ADOPTION OF EHRs: CHANGES CONTINUE WITH NEW NATIONAL DIRECTIVES

Donald Mon, PhD - Vice President, Practice Leadership, American Health Information Management Association; Industry Liaison, Certification Commission for Healthcare Information Technology (CCHIT); and Co-Chair, HL7 EHR Technical Committee (invited)

Behavioral health leaders must consider developments in the broader health care field when setting their organizations' goals and strategies, particularly when considering the selection, implementation and use of electronic health record systems. After attending this session, participants will be able to list several emerging regulations, policies and standards that are likely to impact the direction of EHR-related strategies for public agencies and provider organizations including those serving behavioral health consumers. They will be able to explain how electronic health records can support person-centered care, and the impact that they are likely to have for health care services.

11:15 AM – 12:30 PM **GENERAL SESSION KEYNOTE**

EMERGING NATIONWIDE TRENDS FOR BEHAVIORAL HEALTH ORGANIZATIONS SELECTING AND IMPLEMENTING EHRs

Memo Keswick, MPA - Conference Co-Chair and CCHIT Behavioral Health Workgroup Co-Chair
Kevin Scalia - Chair, Software and Technology Vendors Association (SATVA) and Executive VP of Corporate Development, Netsmart Technologies, Inc.

Behavioral health organizations are increasing their selection and implementation of EHRs to support person-centered care, and a commission is now focusing its efforts upon certification criteria for behavioral health EHRs. After attending this session, participants will be able to describe the role of the CCHIT in developing and using certification criteria to determine the quality of behavioral health EHRs, and list at least three of the criteria likely to be established. Participants will also be able to describe the results of a recently completed landmark study to assess the rate of EHR adoption by behavioral health organizations and their plans for future use.

12:30 PM – 2:15 PM **LUNCH, EXHIBIT HALL OPEN**





National Information Management Conference and Exposition

Wednesday, April 22, 2009

1:15 PM – 2:00 PM **PRODUCT DEMONSTRATION**



2:15 PM – 3:30 PM **GENERAL SESSION KEYNOTE**

THE CENTERPIECE OF AN EHR: HOW CAREFUL DESIGN OF THE TREATMENT PLAN MODULE CAN GUIDE MORE EFFICIENT AND EFFECTIVE CLIENT CARE PLANS

Dennis Morrison, PhD - CEO, Centerstone Research Institute

Jeffrey D. Sivek, LSW, MEd - Director of Program Implementation, Western Psychiatric Institute and Clinic of University of Pittsburg Medical Center

The treatment plan module is at the heart of an EHR, providing guidelines for documentation and prompts to help support clinical decision making. After attending this session, participants will be able to explain how treatment planning modules within EHRs can profoundly influence client care plans by the types of problems, strengths and resources, goals, objectives, and interventions that are featured, and by how those elements are linked together. Participants will be able to describe different elements of treatment plan designs that address Medicaid/Medi-Cal audit requirements, encourage strength-based and recovery orientations, customize care plans for setting-specific needs, and reflect the dynamic nature of treatment planning over long time frames. They will be able to describe how a collaborative process between IT and end-users can be used to develop treatment planning modules that can be used for person-centered recovery planning, and how the outcomes of those treatment plans can then be measured more easily.

3:30 PM – 4:00 PM **BREAK AND EXHIBIT HALL OPEN**

4:00 PM – 5:15 PM **CONCURRENT SESSIONS**

OVERVIEW OF INTEROPERABILITY: STANDARDS NEEDED, BARRIERS TO ADOPTION AND INITIATIVES UNDERWAY

California Mental Health Directors Association IT Committee Representative

John Raden - Treasurer, Software and Technology Vendors Association Representative (SATVA) and CEO, The Echo Group

John Helvey - Director of Information Technology, Victor Family of Services

Moderator: Memo Keswick, MPA - Conference Co-Chair and CCHIT Behavioral Health Workgroup Co-Chair
Interoperable EHR systems are crucial to enable coordination of care and help achieve the vision of person-centered care through exchange of information across provider organizations, county agencies and systems of care. After attending this session, participants will be able to list several major types of interoperability, and to explain how interoperable information systems can help enable person-centered care. They will be able to explain the most important next step needs for interoperable standards from the perspectives of behavioral health county departments, provider organizations and software vendors, and further explain the barriers to making those steps a reality. Participants from the audience in this session will be invited to share what overriding interoperability standards, supporting policies, and collaboration they think will be needed from broader initiatives that cannot be handled by local efforts alone.

HOW TO DESIGN A QUALITY CLIENT CARE MANAGEMENT SYSTEM USING PERFORMANCE MEASURES BASED UPON ELECTRONIC DATA

Richard Rawson, PhD - Associate Director of UCLA Integrated Substance Abuse Programs and Professor-in-Residence, UCLA Department of Psychiatry

Ryan Quist, PhD - Quality Manager, Riverside County Department of Mental Health and Assistant Professor of Pharmacy Practice and Administration, Western University of Health Sciences

Information technology can enable more efficient and effective use of data for managing the quality of care. This session will feature how administrators, managers and supervisors can use data to monitor performance and identify opportunities for improvement. After attending this session, participants will be able to describe how design of a performance measurement-based initiative may improve client quality of care. They will be able to list at least one method recommended for selecting appropriate measures, one for maximizing the accuracy of data collection and one for selecting appropriate comparison groups for benchmarking. They will be able to list several characteristics of well-designed performance measure reports that provide useful information. They will also be able to explain how to institute feedback loops within the organization to improve the quality management system and, more importantly, services to clients.



National Information Management Conference and Exposition

Wednesday, April 22, 2009

4:00 PM – 5:15 PM **CONCURRENT SESSIONS** *(continued)*

INCORPORATING IT-RELATED ISSUES AND SKILLS INTO BEHAVIORAL HEALTH WORKFORCE EDUCATION AND TRAINING FOR NEW CONSUMER AND FAMILY MEMBER EMPLOYEES

Michael McPherson - Member and Far South Region Representative, Board of Directors, California Network of Mental Health Clients

Lisa St. George, MSW, CPRP - Regional Vice President, Recovery Innovations of California, Inc.

Wellness and recovery-oriented values and supportive research encourage increasing employment of behavioral health consumers and family members in the behavioral health workforce. After attending this session, participants will be able to describe the usefulness of IT skills development for employed consumers and family members to sustain their employment and maximize their value to their employers, as well as, to the clients and family members they support. They will be able to explain the importance of IT-related focal points for training and technical assistance to new client and family member employees of the behavioral health system including policies addressing privacy and confidentiality, policies for client access to their own records, and technical skills for working with electronic health record systems. Participants will also be able to describe several initiatives to launch these types of trainings.

CHALLENGES AND SOLUTIONS FOR IMPLEMENTING EHRs AND CLIENT CARE-RELATED INFORMATION SYSTEMS

Cheri Silveira Moliere - IS Manager, Santa Clara Valley Health & Hospital System, Santa Clara County Mental Health Department

Deane Wiley - Director of Learning Partnerships, Santa Clara Valley Health and Hospital System, Santa Clara County Mental Health Department

Chris Wyre - CEO, Volunteer Behavioral Health Care System

Organizations that are well-informed about implementation processes and include client and service provider participation during implementations are more likely to experience a successful implementation and avoid the high price of failure. After attending this session, participants will be able to explain the importance of major stages of implementation including workflow analysis, software reconfiguration, prioritizing the staging of fiscal vs. clinical functions, staff training, strategies for going live, debugging, and feedback loops for ongoing refinements. They will be able to delineate at least three common challenges and lessons learned from EHR implementations in provider and county settings. Participants will also be able to relate three examples of how the effectiveness of an implementation is likely to impact the quality of care for clients.

5:15 PM – 7:00 PM **EXHIBITOR RECEPTION AND EXHIBIT HALL OPEN**

5:30 PM – 6:15 PM **PRODUCT DEMONSTRATION**



Thursday, April 23, 2009

7:30 AM – 3:30 PM **REGISTRATION**

7:30 AM – 8:15 AM **CONTINENTAL BREAKFAST AND EXHIBIT HALL OPEN**

7:30 AM – 8:15 AM **PRODUCT DEMONSTRATION**





National Information Management Conference and Exposition

Thursday, April 23, 2009

8:20 AM – 9:45 AM GENERAL SESSION KEYNOTE

CALIFORNIA POLICY DEVELOPMENTS IMPACTING BEHAVIORAL HEALTH INFORMATION TECHNOLOGY AND USE OF ELECTRONIC DATA

Gigi Smith - CIO, CA Department of Alcohol and Drug Programs (ADP)

Jim Featherstone, LCSW - Co-Chair, California Mental Health Directors Association (CMHDA) IT Committee and Assistant Director, Napa County Health and Human Services

Denise Blair - CIO, California Department of Mental Health (DMH)

Madelyn Schlaepfer, PhD, CEAP - Associate Director, Stanislaus County Behavioral Health and Recovery Services

California is leading the nation in actively promoting health information technology adoption for its public behavioral health system through policy initiatives, standards development and funding mechanisms. This session will feature presentations about these developments by officials from DMH and the ADP. After attending this session, participants will be able to summarize: 1) general findings from the Mental Health Services Act (MSHA) Request for Information (RFI) regarding the match of behavioral health EHR software products to DMH guidelines, and future development work needed; 2) an overview of county activity in response to the MSHA funding opportunities for EHR acquisition, enhancement and implementation; and 3) an update on initiatives from ADP for county agencies and providers promoting use of health information technology and use of electronic data for quality management.

9:45 AM – 10:45 AM GENERAL SESSION KEYNOTE

ENHANCING COMPUTER ACCESS AND TARGETING CONTENT TO PROMOTE CLIENT RECOVERY, RESILIENCY, AND SHARED DECISION MAKING

Paul Cumming - National Outreach and Training Manager, Network of Care (NOC), Trilogy Integrated Resources

Heidi Shaffer, RHIA - Health Services Project Coordinator, Mental Health Services, San Diego County Mental Health

Increasing numbers of behavioral health clients are discovering the value of computers and online services for supporting their recovery and strengthening their resiliency. After attending this session, participants will be able to cite at least three examples of how consumers are using computers and online services to enhance recovery, and how provider organizations can build the use of these offerings into their continuum of services for shared decision making. They will be able to list differing examples of computer usage by consumers from specific age groups, consumers who are veterans, and consumers with disabilities requiring assistive technologies. In addition, participants will be able to describe the results of a recent survey of behavioral health clients about the extent of their computer use and how they would use computers differently if they were more available.

10:45 AM – 11:15 AM BREAK AND EXHIBIT HALL OPEN

11:15 AM – 12:30 PM CONCURRENT SESSIONS

MANAGING THROUGH AN EHR TRANSITION WITH CO-EXISTING PAPER AND ELECTRONIC CHARTS

Lamar Kerley, MS, MFT - Senior EHR Analyst, Kern County Mental Health Department

Erica Melbourne, PsyD - Director of Quality Management & Evaluation, Los Angeles Child Guidance Clinic

Pamela Bright, MPA - CMSS Specialist, Los Angeles Child Guidance Clinic

Implementation of EHRs and related information systems sometimes involves challenging transitions from paper to computers for both the implementing organization and for some of its employees. After attending this session participants will be able to describe several types of common challenges in transitioning to an electronic health record, including: a) extensive sets of historic records still on paper while current records are electronic, b) signed paper documents in hard copy while progress notes are electronic, and c) clinicians disinclined to leave paper for direct computer entry. Participants will be able to describe solutions to these challenges that have been implemented successfully in a variety of clinical settings, including policy solutions that address parallel paper and electronic records, and such technology-related solutions as document imaging. Participants will also be able to explain the importance of adequately resourcing the transition and of encouraging active and ongoing collaboration between IT staff and clinical/operational end-users to work through the challenges that the transition inevitably presents.



National Information Management Conference and Exposition

Thursday, April 23, 2009

11:15 AM – 12:30 PM **CONCURRENT SESSIONS** (continued)

THE ADVENT OF PERSONAL HEALTH RECORDS (PHRs): FUNCTIONS, STANDARDS, EXAMPLES, ISSUES

Afshin Khosravi - CEO, Trilogy Integrated Resources

Jan Oldenburg - Senior Practice Leader, Health Portfolio, Internet Services Group, Kaiser Permanente

National standards for PHRs were established recently, and many products are beginning to proliferate with the primary purpose of enabling clients to consolidate their health care information into a single record they control. After participating in this session, participants will be able to describe emerging standards for PHRs, list at least three major types of PHRs, and summarize at least three major controversies that impede widespread client adoption of PHRs. Participants will also be able to explain the potential value of PHRs to behavioral health consumers for enhancing self-care, shared decision making, participation in coordination of their care, and steady progress through their recovery. They will be able to describe how use of PHRs can be promoted and supported by case managers and other providers involved in a client's care.

PANEL DISCUSSION: PERSPECTIVES ON CONTROVERSIAL PRIVACY ISSUES PERTAINING TO ELECTRONIC CLIENT RECORDS

Pam Dixon - Executive Director, World Privacy Forum

Rory Jaffe, MD MBA - Executive Director, California Hospital Patient Safety Organization

David B. Nelson, CISSP, CIPP/G - Privacy Officer, Health and Human Services, County of San Diego

Tom Trabin, PhD, MSM (Moderator) - Conference Co-Chair and Behavioral Health Executive Consultant

Privacy issues continue to loom as controversial and perplexing challenges to widespread adoption of electronic health records, sometimes prompting clashes between consumer advocates and industry representatives. This session will feature a panel of privacy experts representing client, provider and county perspectives on such issues as global consent forms, higher security and privacy standards for substance abuse treatment records, challenges for cross-organization information-sharing, and approaches for provider organizations to protect against identity theft. After the panel discussion, the audience will be invited to provide further input, including their suggestions for policy and technology solutions to major privacy concerns. After attending this session, participants will be able to explain the challenging balance between client, provider and county perspectives regarding at least three major privacy issues. They will also be able to describe at least one major policy initiative to address privacy concerns that is in progress nationwide and at least one in California.

ELECTRONIC DECISION SUPPORT TOOLS FOR CLINICAL AND QUALITY MANAGEMENT OF BEHAVIORAL HEALTH SERVICES

Dennis Morrison, PhD - CEO, Centerstone Research Institute

Joshua Freedman, MD - UCLA Clinical Associate Professor of Psychiatry

Among the greatest contributions of EHRs is improving the quality of care through the decision support tools they can provide. After attending this session, participants will be able to describe how electronic clinical decision support tools can help prompt and guide such decisions as level of care placement, type of medication, and treatment best practices. They will be able to describe three major types of electronic decision support tools used in client care, some of the settings in which these tools are currently in use, and what barriers and incentives exist for more widespread adoption. They will be able to discuss the theoretical underpinnings of such tools, and articulate some of the complexity of information that can be incorporated into the tools' decision trees. In addition, they will be able to describe how they can be implemented so they enhance without replacing the professional judgment of providers and do not result in "cookie cutter" services.

12:30 PM – 2:15 PM **LUNCH AND EXHIBIT HALL OPEN**

1:15 PM – 2:00 PM **PRODUCT DEMONSTRATION**



CLINIVATE



National Information Management Conference and Exposition

Thursday, April 23, 2009

2:15 PM – 3:30 PM **CONCURRENT SESSIONS**

UPDATE ON POLICY DEVELOPMENTS FOR ELECTRONIC SIGNATURE RECOGNITION FOR CHART AUDITS

Denise Blair - CIO, California Department of Mental Health (DMH)

Carol Sakai, LCSW - Chief, Medi-Cal Oversight, South, DMH

Lanis Clark - Audit Branch Manager, Audit Services, California Department of Alcohol and Drug Programs (ADP)

For complete transition to EHRs, organizations need confidence that state auditors will recognize electronic signatures and use their electronic charts rather than require hand-signed paper printouts. This session will feature officials from California DMH and California ADP presenting about their joint intensified efforts to establish policies for electronic signature recognition and thereby support the organizations that have developed and, rely primarily on, electronic client records. After attending this session, participants will be able to summarize and explain policy developments and auditor expectations regarding varying types of electronic signatures, usage of scanned documents, and dilemmas presented by organizations in transition with client records partially on paper and partially in electronic format.

DOCUMENTATION COMPLIANCE AND QUALITY ASSURANCE MADE EASIER: THE DIFFERENCE AN EHR CAN MAKE

Kirlos M. Guerguis - Administrator of Information Systems and HIPAA/EHR Security Officer, Children's Bureau of Southern California

James D. Sorg, PhD - Director of Information Technology, Tarzana Treatment Centers, Inc.

EHRs can provide automated checks and prompts for documentation requirements that heighten compliance dramatically, make quality assurance procedures less labor-intensive to manage, and free up resources to focus more intensively on improving care processes. After attending this session, participants will be able to cite both county and provider examples of how EHRs can be used to support documentation compliance and quality assurance. They will be able to report lessons learned from case examples that they can use in their own organizations. They will also be able to describe how these electronic supports free up resources for more time caring for clients.

COST EFFECTIVE ELECTRONIC BRIDGING THAT IMPROVES THE CONTINUITY OF CLIENT CARE BETWEEN COUNTIES AND CONTRACTED PROVIDER ORGANIZATIONS

Robert Greenless, PhD - CIO, Los Angeles County Department of Mental Health

Carolyn Chadwick - COO, Tessie Cleveland Community Services

M. Daniel Walters - Technology Services Manager, Kern County Mental Health Department

Chris Reilly - Behavioral Health Director, Clinica Sierra Vista

Continuity of client care and quality management are greatly enhanced when cost effective information sharing is possible between counties and their client service providers, but the widely varying information systems they use make information exchange a challenge. After attending this session, participants will be able to list at least three types of electronic data exchange between counties and providers that are important for quality management and/or continuity of care. They will be able to describe two different best practice examples of client information sharing via electronic bridges between counties and their contracted client service providers that obviate wasteful double data entry and are cost-effective. They will also be able to explain how counties and their service providers can address interoperability challenges to enable electronic bridging for billing transactions, client care coordination and quality management.



National Information Management Conference and Exposition

Thursday, April 23, 2009

2:15 PM – 3:30 PM **CONCURRENT SESSIONS** *(continued)*

STAFF AS A CRITICAL SUCCESS FACTOR TO MAKING YOUR IT SYSTEM WORK

Gigi Smith - CIO, CA Department of Alcohol and Drug Programs

Christy D. Quinlan - Chief Deputy Director, Office of the State Chief Information Officer

Talented, engaged IT personnel are critical for the effective development, implementation, maintenance and support of enterprise software solutions. IT positions that are long-vacant or that engender high turnover can seriously impede even the best-designed implementation plan. After attending this session, participants will be able to explain best practice examples of how government and non-government behavioral health provider organizations can creatively and effectively recruit and retain essential IT staff. They will also be able to explain why some non-IT jobs may have to be redefined as a consequence of EHR implementation, resulting in morale problems, some initial turnover and the need for retraining. Participants will be able to explain some proactive best practices for anticipating and addressing these concerns.

3:30 PM **CONFERENCE ADJOURNS**

CONSUMER AND FAMILY MEMBER SCHOLARSHIP SPONSOR



Thank You to Our Sponsors



REGISTRATION INFORMATION

California's Ninth Annual National Information Management Conference and Exposition

Addressing the Needs of Mental Health, Alcohol, and Other Drug Programs

Wednesday, April 22 - Thursday, April 23, 2009

Crowne Plaza Anaheim Hotel • 12021 Harbor Boulevard • Garden Grove, CA 92840

Learn from presentations that address:

- Nationwide developments in IT policies and standards to promote widespread adoption of electronic health record systems (EHRs)
- Up-to-date developments in IT initiatives and requirements from California's Mental Health Services Act
- Statewide policy changes impacting data and IT requirements for alcohol and other drug programs
- Challenges, solutions, and benefits to implementing EHRs
- Case studies of how to use electronic data for decision support and quality improvement programs
- Involving clients and families in web-based solutions to enhance treatment and wellness

***Participate in discussions and network with your colleagues!
Meet the major software companies serving California's mental health,
alcohol, and other drug programs and evaluate their products - all in one exhibit hall!***

Registration Fee: \$325.00 on or before Tuesday, March 31, 2009 • \$355.00 after Tuesday, March 31, 2009
Payment may be made by Visa/MasterCard/Discover (there is a 4% surcharge on all credit card payments), check, or purchase order. Registration will be confirmed by email. CiMH TAX ID # 68-0314970.

Register Online NOW at www.CiMH.org

You will not be considered registered until you receive an email confirming your information.

Cancellation/Refund Policy: By registering for this conference, you are liable for the registration fee whether or not you attend. Refunds will be honored provided a written notice of cancellation is received five business days prior to the first day of the conference. All refunds will be assessed a \$25.00 processing fee, which will be deducted from the refund check. Refunds will be processed within six weeks from the date of request.

HOTEL INFORMATION

Please contact the Crowne Plaza Anaheim Hotel at (714) 867-5555 to place your reservation.

The cut-off date for the group rate is **Tuesday, March 31, 2009.**

Request the \$125.00 Single or Double Occupancy group room rate for the **California's Ninth Annual National Information Management Conference and Exposition.**

CONTINUING EDUCATION: \$45.00

Psychologists: The California Institute for Mental Health (CiMH) is approved by the American Psychological Association to sponsor continuing education for Psychologists. CiMH maintains responsibility for this program and its content.



California Institute for Mental Health
2125 19th Street, 2nd Floor
Sacramento, California 95818
(916) 922-0856 • www.cimh.org • conferences@cimh.org



The California Institute for Mental Health is a non-profit public interest corporation established for the purpose of promoting excellence in mental health. CiMH is dedicated to a vision of “a community and mental health services system which provides recovery and full social integration for persons with psychiatric disabilities; sustains and supports families and children; and promotes mental health wellness.”

California Institute for Mental Health
2125 19th Street, 2nd Floor
Sacramento, California 95818
www.cimh.org
(916) 556-3480 • Fax: 916.446.4519