

**Communication from the Office of the ACBH Director -**

**DATE:** March 24, 2022  
**TO:** All ACBH Staff & Stakeholders  
**FROM:** Karyn L. Tribble, PsyD, LCSW, ACBH Director   
Imo Momoh, MPA, Deputy Director Plan Administration  
**SUBJECT:** SmartCare Implementation Milestone & Priority Update

ACBH is pleased to announce a major SmartCare Implementation milestone in completing the Pre-Implementation Planning Phase (PIPP). As a Practice Management system, *SmartCare* will replace InSyst, eCura, and other Microsoft Access databases. During the PIPP, the SmartCare Core Team diligently attended discovery sessions, reviewed high-level business requirements, and received training in SmartCare's core product. The purpose of this work was to develop final requirements to be used as ACBH embarks on the next milestone phase.

**During the Design and Development phase (expected to run through May 2023), the system will significantly impact the Medi-Cal revenue and client data.** As a result, the ACBH subject matter experts will be heavily involved in system planning and extensive processes to determine the final SmartCare system design for ACBH.

The critical activities are as follows:

- Collaborate with Streamline, our vendor for the new system, to document system specifications and "to be" workflows across multiple divisions/units.
- Start the Design phase in March, and Development phase tentatively in late May.
- Start the Testing of the approved functionality in early June.

In preparation for the system cutover and estimated Go-Live on July 1, 2023, the SmartCare Implementation Leadership Team recognizes and emphasizes the importance of:

- Staff alignment to ensure SmartCare implementation is the highest priority.
- Staff substantive focus and commitment efforts to ensure a successful implementation.
- Ensuring department required initiatives are prioritized and halt non-required initiatives.
- Staff allocation of time and attention to the current system changes and implementation.
- Dedication of resources and time to the project to mitigate loss of revenue.

As the SmartCare implementation is a priority for the department, ACBH will strictly enforce the 'moratorium' (temporary hold) on changes to existing systems except for changes that are mandated by law or policy. For these requests, please follow the instructions on the [System Change Management & Data Management Form](#).



**IMPORTANT: Due to limited staffing resources, requests received will be carefully reviewed and prioritized to ensure the SmartCare implementation stays on track and meets its timeline objectives.**

A successful implementation requires focus and commitment to the project. Due to the aforementioned impacts, it is **essential and critical for all ACBH staff to afford the highest priority to the SmartCare Implementation.** If you have any questions, please email Jade Phan at [jade.phan@acgov.org](mailto:jade.phan@acgov.org).

Thank you for your dedication and continued support over the course of this SmartCare Implementation project.