

April 3, 2025

BCC Agenda Date/Item: _____

Board of County Commissioners
 Clackamas County

Approval of an Intergovernmental Agreement with Washington County for the Get Trained to Help Regional Collaborative to reduce suicide. Agreement Value is \$15,500 for 2.5 years. Funding is through the Oregon Health Plan. No County General Funds are involved.

Previous Board Action/Review	Briefed at Issues December 3, 2024		
Performance Clackamas	Ensuring safe, healthy, and secure communities through the provision of mental health and substance use services.		
Counsel Review	Yes	Procurement Review	No
Contact Person	Mary Rumbaugh	Contact Phone	503-742-5305

EXECUTIVE SUMMARY: The Behavioral Health Division of the Health, Housing, and Human Services Department requests approval of an intergovernmental agreement (IGA) with Washington County for the Get Trained to Help (GTTH) Regional Collaborative. The Collaborative, which also includes Multnomah County, promotes suicide prevention and increases mental health literacy through a shared website, training, and acting as a forum for sharing experiences, lessons, and problem-solving related to GTTH. The Collaborative has an adopted charter, a GTTH contact management system, and a handbook on policies and practices.

The maximum contribution by each County is \$15,500 through June 30, 2026, to ensure a budget for the Collaborative of \$46,500. The budget funds a contract for the webmaster and technical support for the GTTH website, outreach and media campaigns, and translation services.

RECOMMENDATION: Staff respectfully requests that the Board of Commissioners approve this Intergovernmental Agreement (11883) and authorize Chair Roberts or his designee to sign on behalf of Clackamas County.

Respectfully submitted,

Mary Rumbaugh
 Director of Health, Housing and Human Service

For Filing Use Only



INTERGOVERNMENTAL AGREEMENT

This Agreement is entered into, by and between Washington County, a political subdivision of the State of Oregon, and Multnomah County and Clackamas County.

WHEREAS ORS 190.010 authorizes the parties to enter into this Agreement for the performance of any or all functions and activities that a party to the Agreement has authority to perform.

Now, therefore, the parties agree as follows:

- 1) The effective date is: January 1, 2024, or upon final signature, whichever is later.
The expiration date is: June 30, 2026; unless otherwise amended.
- 2) The parties agree to the terms and conditions set forth in Attachment A, which is incorporated herein, and describes the responsibilities of the parties, including compensation, if any.
- 3) Each party shall comply with all applicable federal, state and local laws; and rules and regulations on non-discrimination on the grounds of race, color, ancestry, national origin, religion, gender, sexual orientation, marital status, age, or disability.
- 4) Each party is an independent contractor with regard to each other party(s) and agrees that the performing party has no control over the work and the manner in which it is performed. No party is an agent or employee of any other.
- 5) No party or its employees is entitled to participate in a pension plan, insurance, bonus, or similar benefits provided by any other party.
- 6) This Agreement may be terminated, with or without cause and at any time, by a party by providing thirty (30) days written notice of intent to the other party(s).
- 7) Modifications to this Agreement are valid only if made in writing and signed by all parties.
- 8) Subject to the limitations of liability for public bodies set forth in the Oregon Tort Claims Act, ORS 30.260 to 30.300, and the Oregon Constitution, each party agrees to hold harmless, defend, and indemnify each other, including its officers, agents, and employees, against all claims, demands, actions and suits (including all attorney fees and costs) arising from the indemnitor’s performance of this Agreement where the loss or claim is attributable to the negligent acts or omissions of that party.
- 9) Each party shall give the other immediate written notice of any action or suit filed or any claim made against that party that may result in litigation in any way related to this Agreement.

- 10) Each party agrees to maintain insurance levels or self-insurance in accordance with ORS 30.282, for the duration of this Agreement at levels necessary to protect against public body liability as specified in ORS 30.269 through 30.274.
- 11) Each party agrees to comply with all local, state and federal ordinances, statutes, laws and regulations that are applicable to the services provided under this Agreement.
- 12) This Agreement is expressly subject to the debt limitation of Oregon Counties set forth in Article XI, Section 10 of the Oregon Constitution, and is contingent upon funds being appropriated therefore.
- 13) This writing is intended both as the final expression of the Agreement between the parties with respect to the included terms and as a complete and exclusive statement of the terms of the Agreement.
- 14) If federal grant or other specialty funds are used to fund this IGA, then the provisions of Attachment _____ are required and shall be met by the recipient of federal grant funds through this IGA.

Applicable Not applicable

SIGNATURES

WHEREAS, all the aforementioned is hereby agreed upon by the parties and executed by the duly authorized signatures below.

Multnomah County

For: Jurisdiction

Brian R. Smith for Jessica Vega Pederson

10/23/24

Authorized Signature

Date

Printed Signatory Name

Chair, Board of Commissioners

Title

Address: Multnomah County Health Department | 619 NW Sixth Ave. | Portland, OR 97209 US

Clackamas County

For: Jurisdiction

Authorized Signature

Date

[REDACTED]

Printed Signatory Name

Title

Address: _____

For: Jurisdiction

Authorized Signature

Date

Nicholas Ocon

Printed Signatory Name

Title

Address: _____

DocuSigned by: **N COUNTY**

Marni Kuyf

1/3/2025 | 10:46 PST

65B0D494A448440...
Authorized Signature

Date

ACA

Signatory Printed Title

Address: 155 N. First Ave., Suite 130. Hillsboro Oregon 97124



ATTACHMENT A

Statement of Work/Schedule/Payment Term

Purpose

The Purpose of the Get Trained to Help (GTTH) Regional Collaborative is to promote suicide prevention and increase mental health literacy by sharing the website across the three counties (Clackamas, Multnomah, and Washington), collaborating on trainings, and acting as a forum for sharing experiences, lessons, and problem solving related to GTTH.

Statement of Work

1. Counties agree to the focus, roles, policies, and processes/practices of the Collaborative captured in following documents, included herein as Attachment 1 and Attachment 2, respectively, which may be revised from time to time:
 - Get Trained to Help (GTTH) Regional Collaborative Charter – Revised 01/04/2024
 - Get Trained to Help Contact Management System, Policies & Practices Handbook – Latest version 07/2020 (Currently under revision)
2. Counties shall each contribute \$15,500.00 for the entirety of this contract to support the work of the GTTH Regional Collaborative.
3. Washington County assumed the responsibility as the administrative and fiscal lead for the Collaborative beginning January 1, 2022. This lead role will continue with Washington County until otherwise determined by the GTTH Leadership group. The county leading this role will be revisited every two years.
4. Washington County shall execute and manage contracts and agreements required for the work of the Collaborative.

Contacts

- Cynara Blackwood, Shannon Marble, or designee will act as liaison for Washington County.
- Scott Vu, Canada Taylor parker, or designee will act as liaison for Multnomah County.
- Kathy Turner or designee will act as liaison for Clackamas County.



ATTACHMENT A

BUDGET AND FINANCIAL CONTRIBUTIONS

1. Contributions by County beginning January 1, 2024

County	01/2024-06/2024	07/2024-06/2025	07/2025-06/2026	Total
Clackamas	\$3,100.00	\$6,200.00	\$6,200.00	\$15,500.00
Multnomah	\$3,100.00	\$6,200.00	\$6,200.00	\$15,500.00
Washington	\$3,100.00	\$6,200.00	\$6,200.00	\$15,500.00
Totals	\$9,300.00	\$18,600.00	\$18,600.00	\$46,500.00

2. Washington County shall invoice Multnomah and Clackamas counties each as outlined in the above table, and not to exceed \$15,500.00 for each county during the term of this agreement.

3. Budget. **Get Trained to Help Regional Collaborative Projects Budget**

Projects 01/2024-06/2026	Total
GTH Webmaster/Technical Support	\$37,500.00
• Nick Blizzard Contract	
Outreach and Media Campaigns	\$7,500.00
Translation Services	\$1,500.00
Totals	\$46,500.00



Get Trained to Help (GTTH)
Regional Partnership Charter
January 2024
Adopted January 4, 2024



Contents

Purpose	2
GTTH Leadership Team (LT) Focus and Roles	2
Primary Focus Areas	2
Related Areas of work	4
Currently out of scope	5
GTTH County Leadership Partners (CLP) Focus and Roles	5
Partnership Processes	5
Decision-making model	5
Website-posting Guidelines and Check list	7
Communication and Agenda Template	8
Meeting Facilitation, Note taking & Scheduling	8
Team Information	9
GTTH Leadership Team	9
County Leadership Partners (CLP)	10
Miscellaneous Committees	11

PURPOSE

The purpose of the Get Trained to Help (GTTH) Regional Partnership is to promote awareness of and build basic skills for mental/behavioral health wellness and suicide prevention by sharing the website across the three Metro counties, collaborating on trainings, and acting as a forum for sharing experiences, lessons, and problem solving related to GTTH.

Every two years or as needed, the GTTH partnership leadership team will conduct a review and make changes to the charter to coincide with the renewal of the Tri-County IGA. The next review is due by January 2026.

GTTH Leadership Team (LT) Focus and Roles

Primary Focus Areas

- I. Share website across three counties – counties will share responsibilities for the primary focus areas
 - A. Classes
 1. Each County will post trainings offered by the County and/or its contractors each month, as much as is feasible -- as budgets and personnel allow. The intent is equal division of the financial and human resource burden to offering trainings between the three counties.
 2. GTTH will expand topics and types of training beyond those identified by “OHA Big River” to meet the needs of the community. Areas that the GTTH Partnership will explore include more culturally specific & identity specific training, wellness, related topics and skills such (but not limited to) as grief, communication, de-escalation and self-care. Trainings may be evidence-based or not. When a training is not evidenced-based, we will rely on available research and/or other data as a foundation.
 3. GTTH will post trainings delivered by other community based organizations and agencies, individuals and/or partner trainings and links to other training websites approved and sponsored by at least one of the counties in the partnership. The county where the training is located will approve submissions. GTTH will create a process on the website for soliciting trainings and a sorting mechanism for website users to review trainings. If the training is offered by a regional and/or an organization outside the Metro Tri

Counties, the decision will be delegated to one of the counties for decision.

4. Share schedule to the extent possible - Explore collaborative scheduling to leverage resources, drive demand and avoid inadvertently competing. Establish a joint calendar and establish a short 30-minute calendar review each month to review plans 3 months in advance.
5. Conduct outreach to community partners to post trainings
6. Promote, facilitate the availability of specific trainings, and leverage each other's focus areas and language abilities.
7. Explore expanding content and trainers to support more communities, including Southeast Asian, Ukrainian/Eastern European, African, Older Adults, Children and Families, Individuals living with developmental disabilities, and individuals impacted by domestic violence and substance use.
8. Each county will apply training guidelines and make their own decisions about which trainings they will post or sponsor on the website. Each county is responsible for assuring that trainings posted or sponsored meet minimum standards.
9. Field and coordinate regional special training requests
10. Review resources distributed at trainings, as needed.

B. Website Content, Marketing Policies & Operations

1. Create content for the website
2. Manage website policies, operations and logistics
3. Market the website through regular outreach of the email list and through physical and virtual materials, QR codes and an updated "brochure."
4. Explore trauma informed policies for participants who routinely register but do not attend classes
5. Internal staff trainings (specific to each county) are permitted and at the option of each participating county.

C. GTTH Partnership Expansion to other counties

1. Identify and market opportunities to other counties to be part of GTTH partnership; develop marketing package to include services available, fees, roles & responsibilities

II. Collaborate on trainers and training contracts

A. Trainers

1. Explore creating a system to share trainers – contracts, letters of agreement and county staff
2. Once a system for sharing trainings is established, email list of classes and dates to the regional training group for training commitments
3. Explore creating a trainer learning community to bring together trainers presenting classes through GTTH
4. Create event, process to honor trainers – successes, certificate, gift cards, recognition

III. Share experiences, lessons, problem solving related to GTTH as part of regular Leadership Team Meetings

- A. Share lessons learned and problem solving
- B. Review attendance and attrition analysis to inform work
- C. Review number of trainings offered by each entity and attendance across counties
- D. Follow up on issues/ problems that come up in the work

RELATED AREAS OF WORK

1. Except in the context of the trainings delivered through GTTH, the Partnership does not delve into or deal with clinical matters.
2. GTTH will not post links to other mental health and suicide prevention resources outside of links to the county resource pages, the national lifeline, the senior loneliness line, Oregon Youth Line and Trevor Project. We will not include links to for-profit organizations. The leadership team can revisit this on a case-by-case basis for resources that provide unique services.
3. Other Suicide Prevention/Mental Health events – the leadership team will consider other events, such as mental/behavioral health, postvention, etc. on a case by case basis
4. Collaborate on grant proposals
5. Other related initiatives (e.g., Older Adult Behavioral Health, Garrett Lee Smith grantees)

CURRENTLY OUT OF SCOPE

1. Creating something for other initiatives (i.e. conducting formal assessments, etc.)
2. Treatment/clinical (non-training related)

GTTH County Leadership Partners (CLP) Focus and Roles

1. Meet biannually (two times per year) with Leadership Team (LT).
2. LT will communicate with the County Leadership Partners (CLP) before engaging with media as a GTTH partnership, if there is a request from the media to the GTTH partnership, or if LT anticipates the potential for a negative or controversial public response from GTTH partnership activities. Individual counties will manage associated activities and situations related to individual counties.
3. LT will meet with CLP about proposals to further share or expand financial and human resources across the counties, e.g. shared training contracts, shared trainers, shared coordination staff and increased funding for discussion and approval.
4. CLP meetings will have written highlights of discussions and decisions distributed to CLP and LT representatives.

Partnership Processes

Decision-making model

As much as possible, we will use a consensus based model for partnership decisions – if we are unable to reach consensus, each county will advance their thinking and possible solutions to the question at hand, which may produce an option that all can agree to.

Each county may post trainings that are related to the purpose of the website without the approval of the other counties. Each county will be responsible for applying guidelines before posting a training that has not previously been posted on GTTH.

The Leadership Team will develop proposals for the County Leadership Partners to consider when considering submitting grant proposals, requests for additional funding, engaging with and/or responding to the media, and any time the Leadership Team believes there will be public controversy related to GTTH business or activities.

Authority/ Scope for Specific Types of Decisions:

Types of Decisions	County Specific	Leadership Team	County Leadership Partners
Posting classes on website	X	X	
Guidelines for types of trainings		X	
Application of guidelines for trainings	X		
Website content/ design		X	Input only
Money/ resources (not yet allocated)			X
Allocated money		X	
Develop proposal to share trainers financial and human resources		X	
Decide on proposal to share trainers, commitment of resources			X
Anything with public impact (i.e. controversial speakers)			X
Engaging media as a Partnership - proposals		X	
Engaging media as a Partnership – decision and commitment of resources			X
Proposal – broader Partnership initiatives (i.e. anti-stigma campaign) & commitment of resources		X	
Decision – broader Partnership initiatives (i.e. anti-stigma campaign) & commitment of resources			X
Working with other partners/ collaboratives		X (unless \$ or public impact)	
Providing additional/ different types of trainings		X	
Responding to media requests - proposal		X	
Responding to media requests - - decision			X

Website-posting Guidelines and Check list

Purpose

The purpose of these guidelines are to ensure that trainings, events or presentations posted on the GTTH webpage meet established guidelines that support GTTH Regional objectives. This document includes a checklist for assessing posting proposals and trainers for the established guidelines.

Responsibilities

Each of the three jurisdictions involved in the *Get Trained to Help* collaboration (Clackamas, Multnomah, and Washington counties) will assume the following responsibilities for every training, event, presentation, or trainer endorsement posted by their county, unless the training is regional or involves more than one county and then responsibilities will be shared:

- **Quality Control:** Each jurisdiction is responsible for assuring that trainings hosted by their county are delivered to fidelity, that trainers are prepared and skilled in presenting their trainings, for monitoring consumer feedback about trainers, and taking action if not in alignment with guidelines.
- **Guidelines:** The GTTH Leadership Team team adopts the following guidelines for use by individual counties within GTTH. The checklist below is a tool to assess alignment with the guidelines.
- If a training does not meet the majority of the guidelines, it will be discussed in the LT before posting.

Guidelines Checklist		
Will the training, event or presentation:	Y / N	Comments
Increase participant knowledge, skill and ability to identify, make referrals to and use resources for mental/behavioral health, mental illness, suicidal ideation, and postvention.		
Improve access to health improving activities & choices		
Increase opportunities for identification and intervention for suicidal ideation, postvention and/or mental/behavioral health issues		
Increase opportunities to decrease stigma		
Mental/Behavioral Wellness - Increase opportunities for those offering support to build additional knowledge or skills, e.g. motivational interviewing, listening, safety planning, grief, self-care, hoarding, loneliness, etc.		
Is the training, event or presenter:	Y / N	Comments
(1) Evidenced-based (NREPP or other) OR		

(2) a promising practice that aligns with one or more of the Partnership objectives & outcomes and/or an audience at risk OR (3) outcomes are supported by another credible body of evidence (4) If no evidence, a member of the leadership team will attend and make recommendation. We will require trainer to include participant feedback about trainings to be shared with appropriate GTTH county representative or Leadership Team		
Available to community members		
Available regionally thru GTTH		
Sponsored by one of the counties in the Partnership		
Aligned with GTTH Partnership purpose and policies		
If training is not in county of origin, then sign-off from both counties about the training/ trainers		When applicable
The training logistics are managed well for users		
The training content matches the description		

Communication and Agenda Template

1. Standing agenda item to review decision points
2. At end of each meeting, there will be a discussion to determine if there is any need for leadership input. The Leadership Team will determine a date to get feedback by and all committed to gathering feedback individually by that date.
3. Decisions, Relevant Notes & Action Items will be emailed within one week; they will be attached to email and saved in google docs

MEETING FACILITATION, NOTE TAKING & SCHEDULING

The GTTH Leadership Team meetings will rotate facilitation, note taking and scheduling.

TEAM INFORMATION

GTTH Leadership Team

Leadership Team Information:

Name	Meeting Frequency	Roles
Leadership Team (LT)	At Least Quarterly More frequently as needed	<ol style="list-style-type: none"> Operational decisions Schedule and plan agenda for leadership team (rotate facilitation and scheduling) Communication/Proposals to County Leadership Partners (CLP)

Leadership Team Member Information:

Name	Title	Dept/Div.	County	Contact Information
Shannon Marble	Suicide Prevention Coordinator	Health & Human Services/ Behavioral Health	Washington	Phone Shannon_Marble@washingtoncountyor.gov
Scott Vu	Behavioral Health Prevention Coordinator	Health Department/ Behavioral Health	Multnomah	971.442.5640 scott.vu@multco.us
Canada Taylor Parker	Suicide Prevention Coordinator	Health Department/ Behavioral Health	Multnomah	503.473.3419 canada.taylor.parker@multco.us
Kathy Turner	Special Projects Coordinator	Health, Housing & Human Services/ Behavioral Health Division	Clackamas	503.742.5962 desk 971.413.1384 cell kturner@clackamas.us

County Leadership Partners (CLP)

County Leadership Partners Information:

Name	Meeting Frequency	Roles
County Leadership Partners (CLP)	At least twice per year; other meetings as necessary	Please see <i>Authority/ Scope for Specific Types of Decisions in the Partnership Processes</i> Section beginning on page six.

County Leadership Partners (CLP) Member Information:

Name	Title	Dept/Div.	County	Contact Information
Elise Thompson	Operations Manager	Health, Housing & Human Services/ Behavioral Health Division	Clackamas	503.742.5353 desk 971.334.5354 cell ethompson@clackamas.us
Mary Rumbaugh	Director	Health, Housing & Human Services/ Behavioral Health Division	Clackamas	503.742.5305 desk 503.406.7005 cell MaryRum@clackamas.us
Kathy Turner	Special Projects Coordinator	Health, Housing & Human Services/ Behavioral Health Division	Clackamas	503.742.5962 desk 971.413.1384 cell kturner@clackamas.us
		Health Department/ Behavioral Health	Multnomah	
Scott Vu	Behavioral Health Prevention Coordinator	Health Department/ Behavioral Health	Multnomah	971.442.5640 scott.vu@multco.us
Canada Taylor Parker	Suicide Prevention Coordinator	Health Department/ Behavioral Health	Multnomah	503.473.3419 canada.taylor.parker@multco.us
Cynara Blackwood	System of Care Supervisor	Health & Human Services/ Behavioral Health	Washington	503.846.3396 desk 971.294.1374 cell Cynara_Blackwood@washingtoncountyor.gov
Shannon Marble	Suicide Prevention Coordinator	Health & Human Services/ Behavioral Health	Washington	Phone Shannon_Marble@washingtoncountyor.gov
		Health & Human Services/ Behavioral Health	Washington	
Nick Ocon	Behavioral Health Supervisor	Health & Human Services/ Behavioral Health	Washington	503-846 Nicholas_Ocon@co.washington.or.us

Miscellaneous Committees

Miscellaneous Committee Information:

Name	Meeting Frequency	Roles
GTTH Trainer Learning Collaborative	TBD	Scheduling Support Informative Speakers
Ad Hoc Subcommittee	As needed	Specific issues (i.e. postvention)
Networking/ Forum sharing	TBD	

Miscellaneous Committee Member Information:

Team	Audience	Name/Title	County	Contact Information
GTTH Trainer Learning Collaborative	GTTH Trainers			
Ad Hoc Subcommittee	Subject matter experts (identified by Leadership Team)			
Networking/ Forum sharing	TBD			



**GET TRAINED TO HELP
CONTACT MANAGEMENT SYSTEM
POLICIES & PRACTICES HANDBOOK**

July 2020 version

**GET TRAINED TO HELP CONTACT MANAGEMENT SYSTEM
POLICIES & PRACTICES HANDBOOK
July 2020 version**

Table Of Contents

		Page
I.	County Partners	2
II.	System Overview	2
	A. Purpose	2
	B. Website Address	2
	C. CMS System Components & Functions	2
	D. Definition of Authorized Users	3
III.	Roles	3
	A. Owner	3
	B. Administrator	3
	C. Regional Prevention Promotion Partnership Team	3
	D. Authorized Users	4
	1. Password Assignment	4
	2. Password Standards	4
	E. Technical Support	5
	F. Hosting Entity	5
IV.	Data Collection, Retrieval, Storage and Destruction	5
	A. Personally Identifiable Information	5
	B. Opting Out	7
	C. Users Less Than Eighteen Years of Age	7
	D. Anonymous Information	7
	E. Data Collection, Retrieval and Storage	7
	1. Google Analytics	8
	2. Information Retrieval	8
	3. Information Storage	9
	4. Securing CMS PII	9
	a. Transfer	10
	b. Storage	10
	5. Retention & Archive	10
	6. Destruction	10
V.	Privacy Notices & Policies	10
	Acknowledgement Form	11

I. County Partners

The county partners for the Get Trained to Help (GTTH) Website and Contact Management System (CMS) are the Behavioral Health Divisions of Clackamas and Multnomah Counties and the Public Health and Community Mental Health Division of Washington County. The county partners administer the GTTH CMS according to the GTTH charter 12.18.

II. System Overview

A. Purpose

The purpose of the CMS is to provide a regional location where community members and other interested parties from Clackamas, Multnomah and Washington counties can go to learn about and register for available mental health first aid and suicide prevention trainings, related events and information about mental health and suicide prevention.

B. Website Address

The website address is <https://www.gettrainedtohelp.com>

C. CMS System Components & Functions

The CMS includes editable content, class schedule, class locations, class capacity, schedule for reminder emails, confirmation and reminder emails, registrant records, registrant registration status, and reports. The portion of the CMS visible to the public has a description of the regional partnership, the available trainings in English and Spanish, a list of available classes, a list of county and national crisis lines, links to county crisis information web pages, and links to county mental health web pages.

The CMS collects and stores the following information about Visiting Users: first and last name, organization (if applicable), phone(s), email address, county, zip, whether the Visiting User is a mental health professional, role (position, field, parent, etc.), whether they are 18 years of age or older, how they learned about the trainings and whether they would like to be added to a mailing list to receive information about upcoming trainings and events.

The CMS automatically generates a confirmation email to the Visiting User with more specific information about the training including contact information from the specific county managing the respective training. CMS also generates an email reminder to Visiting Users at a frequency customized by the Regional and county-specific prevention coordinators.

Authorized Users are also able to register registrants manually. Registrants added manually are automatically registered as wanting to be part of the mailing list, and users may opt out by contacting the Administrator. The CMS includes the ability to send the confirmation notice when registrants are added manually to the system. The CMS also includes a function to

email the registrants of a specific class if the Special Projects Coordinator with Clackamas County Behavioral Health and/or county specific prevention coordinators want to send an additional reminder or information to the registrants.

Authorized users may also download participant emails for a specific class and send email correspondence related to that class to participants through standard emails.

D. Definition of Authorized Users

“Authorized Users” are the Administrator, county specific coordinators, county-specific staff, and designated contractors. Only Authorized Users with the appropriate access are allowed to use the event management section of the CMS. Authorized Users are also allowed to generate aggregate reports about training attendees: type of training, type of registrant (e.g., caregiver, educator, mental health professional, etc.), and registrants by county and by zip code.

The Special Projects Coordinator with Clackamas County Behavioral Health, the designated Administrator for the system, will generate and review analytic reports from Google, maintained separately from CMS system. Only the Administrator and technical support contractor will have access to Google Analytics. Google Analytics are primarily used to track marketing efforts such as visits to the site.

III. Roles

A. Owner

Clackamas County will manage the CMS on behalf of Clackamas, Multnomah and Washington counties and be the owner of record. However, website content is managed collaboratively through the Get Trained to Help Steering Committee. The GTTH SC is made up of designated behavioral or mental health prevention and public health staff from each of the counties.

B. Administrator

The Special Projects Coordinator with Clackamas County Behavioral Health is the designated Administrator (Administrator) for the CMS. The Administrator has the authority to make content changes agreed to by the GTTH Steering Committee and to administer the information flow process. The Administrator has full access to the CMS, including access to the login user identification for Authorized Users of the CMS. The Administrator assigns access and restrictions to designated Authorized Users for CMS components that are editable (content, class schedule, confirmation emails, database reports, etc.) The Administrator coordinates with the technical support contractor as needed. The Administrator approves all work orders for the technical support contractor.

C. Get Trained to Help Steering Committee (GTTH SC)

All decisions about changes to content, other than the class schedule and confirmation emails, are managed by the GTTH SC. Additional county staff from the partner counties may be consulted at the discretion of the GTTH SC. The Administrator makes the agreed-upon content changes to the website.

D. Authorized Users – County and Third Party

Authorized Users are granted access to add and edit classes, confirmation and reminder emails, and to create specific class rosters and database reports. Other content is changed by the Administrator in consultation with the GTTH SC.

The number of Authorized Users for the CMS is limited and based upon job role assignments. Authorized Users are granted access and authenticated by the Administrator. The Administrator is responsible for termination of access and permission changes for any Authorized User.

Each county and third party may authorize up to three Authorized Users and is responsible for notifying the Administrator in writing for Authorized User authorization permission and terminations. Each county and third party are responsible for ensuring that the designated Authorized Users from their entity are trained in and comply with privacy and confidentiality policies that pertain to the use of personally identifiable information (PII). Each county and third party must also provide documentation that training has been completed and/or Authorized Users have the required signed confidentiality statements upon request.

Authorized Users agree to the terms of use of the CMS, and effective February 1, 2016 will acknowledge with their signature that they have read, understood and agree to terms of use. Authorized Users are responsible for promptly communicating technical problems with the CMS to the Administrator.

1. Password Assignment

The Administrator will assign each Authorized User a unique log in and complex password. Passwords must comply with the standards identified in this document and are required to be changed every ninety days. Authorized Users are not permitted to share log in information. The Administrator will terminate access to the CMS for violators. Authorized User access to the CMS will also be terminated if an Authorized User is found to be in violation of other agreements and/or policies.

2. Passwords Standards

This standard identifies the minimum password requirements needed to protect CMS data and systems. Passwords are used to facilitate authentication. The security of CMS data is dependent upon the secrecy and characteristics of the password. Compromised passwords can result in loss of data, denial of service for other Authorized and Visiting Users, or attacks

directed at other Internet Visiting Users from a compromised machine. Compromised passwords can also result in the inappropriate disclosure of private data such as private individual information.

The following standards set the minimum requirements for passwords for CMS:

1. Passwords must have a minimum length of 8 characters.
2. Passwords must meet at least 3 out of the 4 requirements for quality:
 - at least 1 lower case letter
 - at least 1 upper case letter
 - at least 1 number
 - At least 1 special character (?, *, %, etc.)
3. Passwords will not contain the Authorized User's first name, middle name, last name, or username.
4. The Administrator will assign passwords that are difficult to guess. Passwords will not:
 - Be based on a single dictionary word
 - Contain more than 2 repetitive characters (e.g., Mmmmmmm1, Ab7777777, etc.)
5. The Administrator will change passwords every ninety days.
6. Passwords used within the last year will not be repeated.
7. Unique passwords will be provided through a secure and confidential manner.

E. Technical Support

The CMS will contract for professional technical support. Technical support is granted access to the CMS as needed. Authorized Users must contact the Administrator with technical support issues; the Administrator will contact the technical support contractor. Authorized Users can expect a response within two business days.

F. Hosting Entity

~~HostGator.com LLC (HostGator) is the hosting entity for CMS. Privacy policies for the HostGator may be found at <http://www.hostgator.com/privacy>. This information is out of date.~~

IV. Data Collection, Retrieval, Storage and Destruction

A. Personally Identifiable Information

Through the registration process, CMS will collect the following personally identifiable information (PII): individual names, emails, phone numbers and zip codes. The registration process will also collect county name, organization (if applicable), whether the Visiting User is a mental health professional, role (position, caregiver, parent, etc.), confirm that the Visiting User is 18 years of age or older, how the Visiting User heard about the training, and whether they would like to be added to the mailing list.

CMS collects PII for the following limited purposes:

- To register registrants for a training class,
- To generate a specific training class list,
- To generate confirmation and reminder emails, specific to a class or training,
- To generate other communication about the specific class or to send materials, specific to the class
- To provide names and emails to national training organizations to provide certification to individual registrants, and
- To create a mailing list of Visiting Users for publicizing upcoming trainings and related events who have asked to be added to the mailing list through class rosters and/or through the website registration process.

Visiting Users are informed how their information is used and disclosed at the time of collection. The following language is included on the registration page of the website:

Your email address, name and any other information you provide, such as an address and phone number, are held in strict confidence. We only use the information you provide us to generate class rosters, and to communicate with you regarding any changes, materials, updates or reminders for the specific class you registered for.

If you do not want to have your information collected and stored on this database, please email the Regional Coordinator to request that your information is removed.

If you indicate that you would be like to added to the mailing list for upcoming trainings and events, we will also use your email to communicate with you for those purposes only.

To request privacy policies from Clackamas County, Multnomah County, or Washington County, please send an email to the Regional Coordinator. (Please Note: Once the privacy notice is approved, this sentence will be

replaced with: To view the privacy notice for this website, click here [with a link to the privacy notice]).

Thank you. ”

Counties and third parties may collect PII for other purposes with written consent or authorization from the party, separate from the CMS. Counties and third parties are required to document consent and authorization for additional uses and disclosures of information other than those identified above, as requested.

B. Opting Out

Visiting Users who have registered may opt out of having their information stored on the CMS by emailing the request to the Administrator through info@gettrainedtohelp.com. In any circumstance, a Visiting Users who opts out of having their information stored on the CMS will have their record deleted from the CMS. If they opt out before attending training, their registration for an upcoming training will be cancelled and they will be informed that they are no longer registered for the training. Visiting Users who opt out after training will have their record deleted from the CMS. To delete a CMS record, the Administrator will take a screen shot of the registration and save the record in a secure folder. The Administrator will delete the user's record in the CMS. All requests for opting out must be in writing.

Visiting Users may also opt out of receiving emails about upcoming trainings and events and will be given the option of opting out on each email sent. The Administrator will manage the removal of emails from the email list and will keep a copy of the email request.

C. Users Less Than Eighteen Years of Age

Visiting Users who have registered who are under 18 years of age will automatically have their record deleted from the CMS as soon as they are detected; the Administrator will delete their record and note that the registrant was under eighteen years of age at the time of registration on the screen shot.

D. Anonymous Information

CMS and Google Analytics collect anonymous information that cannot be linked to specific Visiting Users. Google Analytics captures information about Visiting User's browser, operating system, service provider and Internet Protocol (IP) address; for mobile devices it collects the Visiting User's operating system, service provider and screen resolution. The CMS collects anonymous information to assist with understanding, anticipating, and creating a better experience for the Visiting User.

CMS also uses anonymous information to create reports about how many people attended training, the number of trainings held in a specific county, how many people attended training from a specific county, etc. The statistics are compiled into reports which assist with further understanding, responding and anticipating future needs.

E. Data Collection, Retrieval and Storage

Information from the registration form submitted by the Visiting User is collected and placed in a “Joomla” database. Through the registration process, CMS collects the following PII: individual names, emails, phone numbers and zip codes. The registration process will also collect county name, organization (if applicable), whether the Visiting User is a mental health professional, role (position, parent, caregiver, etc.), whether they are over 18 years of age, how the Visiting User heard about the training and whether they would like to be added to a mailing list to receive information about upcoming trainings and events

1. Google Analytics

The CMS utilizes Google Analytics. Basic reports can be generated and auto-emailed on a daily, weekly or other time-certain schedule, for review and analysis to determine if any changes should be implemented. Google Analytics is designed so customizable reports can be created for purposes of evaluating and adjusting marketing efforts and will be controlled by the Administrator.

As of May 1, 2015, the following report is set up for the CMS website:

- Browser type
- Operating System
- Service Provider
- Screen resolution for mobile devices
- Page views/visits
- Length of time on page
- Geographic area

2. Information retrieval

Downloads: Google Analytic and joomla database reports can be downloaded as a pdf, csv or tsv file. “Joomla” database reports have the following fields:

- Event Name (e.g. the training) and Event Date (e.g. the date of the training)
- First Name and Last Name
- Organization
- County of residence
- City, State and Zip
- Phone 1 and Phone 2
- Email

- Are you a Mental Health Professional?
- Do you confirm that you are 18 years of age or older? (classes are available to those who are 18 years of age or older at the present time)
- Are you employed by one of the Tri-Counties?
- What is your role in the community?
- How did you hear about the training?
- Would you like to be added to our mailing list about upcoming trainings and events?
- Privacy Message (this field is not used at the present)
- # Registrants (the number of Visiting Users per registration)
- Amount (this field is not used at the present)
- Discount Amount (this field is not used at the present)
- Gross Amount (this field is not used at the present)
- Registration Date
- Transaction ID
- Payment Status (Pending, Paid, Waiting List, Cancelled) – “Paid” indicates that a Visiting User is registered for a class; “cancelled” status means the Visiting User has cancelled or did not attend the class; and as of January 1, 2016, the term "no show" will be added on the phone 2 space of the registrant form for registrants who do not cancel and do not attend the class

Authorized Users will keep all PII confidential in CMS downloaded reports.

Downloaded Google Analytics database reports are limited to the use of anonymous information.

- Export: CMS reports that can be exported are for all registrants who have a “paid” status and for registrants from a specific class. Exported reports include all the information from the fields that can be downloaded.
- Information from the CMS can also be copied and pasted to another document and through screen shots and excel spreadsheets.

Authorized Users may export reports from the CMS to generate class registrant rosters which include first name, last name and email address. Authorized Users may also download information to generate reports.

3. Information Storage

Data for reports is stored on Google Analytics and the host server.

4. *Securing CMS PII*

Authorized Users will ensure that the CMS PII, reports and rosters are not accessible to casual visitors, passersby, or other individuals within the office without a “need to know.” Authorized Users will log off the CMS or activate a password-protected lock before leaving their work area for any reason. Authorized Users will not leave PII unattended on desks, printers, fax machines, or copiers. Authorized Users will secure PII in a locked desk drawer, file cabinet, or similar locked enclosure when not in use. Authorized Users will secure PII in an area where access is controlled and viewing is limited to persons with an official need to know.

a. Transfer

Authorized Users must use secure email that is password protected and/or encrypted when emailing rosters that contain CMS PII. Authorized Users may transfer or receive reports that contain CMS PII; these reports will be transferred via secure email that is password protected and/or encrypted and stored in a secure file. Authorized Users may work with CMS PII off site using secure remote access or a password protected and/or encrypted USB flash drive. Authorized Users will avoid faxing PII. In the event that faxing is the only method available, Authorized Users will contact the Administrator for written instructions. Authorized Users will not use the mail or other shipping methods to transfer rosters or reports containing CMS PII.

b. Storage

To protect PII, rosters and reports that include CMS PII must be saved in a secure location accessible only to Authorized Users, such as a secure folder with limited access.

5. *Retention & Archive*

CMS training records will be kept securely for at least five years from the date of the registration for a class; CMS training records must be securely destroyed using these policies and/or best practices at the time.

CMS training records may be securely archived provided that only Authorized Users have access to the archive and the destruction dates and secure destruction process are clearly identified.

6. *Destruction*

PII, including that found in archived emails, must be disposed of when no longer required, consistent with the applicable records retention schedules. If destruction is required, take the following steps:

- Shred paper containing PII; do not recycle or place in garbage containers. Be especially alert during office moves and times of transition when large numbers of records are at risk.
- Sanitize PII from computer drives and other electronic storage devices before transferring and/or retiring computers, Personal Electronic Devices, copiers and/or fax and other electronic storage devices according to the component’s information security standards.

V. **Privacy Notices and Policies**

Privacy Policy for Web Hosting

The privacy policy for HostGator can be found at <http://www.hostgator.com/privacy> (user-facing privacy notice/policy)

Privacy Notice for CMS

The privacy policy for CMS can be found at: (include link once approved).

GET TRAINED TO HELP CONTACT MANAGEMENT SYSTEM POLICIES & PRACTICES HANDBOOK

The Get Trained To Help Contact Management System (GTTH CMS) Policies & Practices Handbook has been prepared for your information and understanding of the policies and practices of Authorized Users of the GTTH CMS. Please read it carefully. Upon completion of your review of this Handbook, sign the statement below, and return it to the Special Projects Coordinator with Clackamas County Behavioral Health, Kathy Turner, by the due date. A copy of this acknowledgment appears at the back of the handbook for your records.

I, _____, have received and read a copy of the Get Trained To Help Contact Management System (GTTH CMS) Policies & Practices Handbook which details the policies and practices of the GTTH CMS as well as my responsibilities as an Authorized User.

I have familiarized myself with the contents of this Handbook. By my signature below, I acknowledge, understand, accept and agree to comply with the information contained in the Get Trained To Help Contact Management System (GTTH CMS) Policies & Practices Handbook.

I understand that the Special Projects Coordinator with Clackamas County Behavioral Health will provide the most current version of the handbook and addendum to the handbook dated and in writing.

I understand that the Special Projects Coordinator with Clackamas County Behavioral Health will keep a copy of the acknowledgement.

(Authorized User Signature)

(Date)

Please return by: _____ (insert date)