




COUNTY OF SANTA CLARA
Behavioral Health Services

DATE: March 12, 2024
FROM: Sherri Terao, EdD, Director, Behavioral Health Services 
SUBJECT: Launch of the Newly Redesigned County Behavioral Health Services Websites

Dear Behavioral Health Services staff,

I am excited to share the launch of the redesigned Behavioral Health Services Department (BHSD) websites. You may recall that in September 2023, County Executive James Williams shared the news about the launch of the County's website, including its new domain, SantaClaraCounty.gov, replacing SCCGOV.org, with the migration of all County public websites being conducted in several waves across all departments through 2024. The migration to the new County domain and the redesign of the BHSD's websites are part of the County's Web Innovation and Transformation (WIT) Initiative, which includes the migration and redesign of 90 County public-facing web portals. In Fall 2023, the County launched the SantaClaraCounty.gov domain and seven redesigned websites, which included the County's Home Page, the County News Center, and the websites for the Board of Supervisors as part of the County's Wave 1 group. Presently, BHSD is part of the Wave 6 group of this initiative. TSS is working with all County departments, and they are on track to help other County departments move to the new domain with a redesigned look and feel by the end of the year.

The WIT initiative's goal includes updating the County's website look and feel and addressing user experience, usability, and accessibility. For the past few months, our department, in collaboration with the County's Technology Services and Solutions (TSS) and the Office of the County Executive, has been working on the redesign and migration of the BHSD websites to a new domain. This initiative falls under the BHSD's Systems Initiatives, Planning & Communication Division. The division has also engaged with the BHSD System of Care divisions throughout the process to gather input and feedback.

With the migration of the BHSD's websites to the County's new SantaClaraCounty.gov domain, the new BHSD site names are as follows:

- For the department's *main site*, it will now be [BHSD.SANTA CLARACOUNTY.GOV](https://bhsd.santacruzcounty.gov), replacing bhsd.sccgov.org
- For the department's *provider site*, it will now be [BHDP.SANTA CLARACOUNTY.GOV](https://bhpd.santacruzcounty.gov), replacing bhpd.sccgov.org

Please note that our email addresses @hhs.sccgov.org will remain the same. Also attached to this memo is a one-page fact sheet summarizing the importance of this digital transformation that the County Executive provided to staff countywide last fall; please review it to learn more details. In addition, TSS has created a transformation project and migration plan site page on the Web Innovation and Transformation Initiative <https://sccconnect.sharepoint.com/sites/wit> that staff can visit for further information.

Should you have any questions about the websites, please email BHSD_Communications@hhs.sccgov.org. Thank you.

.Gov Launch Summary

<p><u>What</u> is changing?</p>	<p>We are changing 90 public-facing County websites to include</p> <ul style="list-style-type: none"> • a new SantaClaraCounty.gov web domain, replacing SCCGOV.Org, • a new modular, services-oriented website design, and • a resilient, robust cloud-based web platform. <p>Initially, we will launch the SantaClaraCounty.gov domain and seven redesigned websites for the County Home Page, the County News Center, and the five County Supervisors.</p>
<p><u>When</u> is it changing?</p>	<p>The initial websites will launch on September 26, 2023. Eighty-three remaining websites will continue to operate on the SCCGOV.org domain. A few websites will be redesigned and moved to the new domain each month, with all websites moved by December 31, 2024. Website visitors will automatically be directed to the appropriate domain.</p>
<p><u>Why</u> is it changing?</p>	<p>Our Domain: .Gov is the top-level web domain for US-based government organizations. It can only be used by government entities, with approval from the Cybersecurity and Infrastructure Agency (CISA). The goal of the domain change is to build trust and recognition in the community to make our websites a trusted source of County information.</p> <p>Our Website Design: Today, SCCGOV.org websites use templates with an outdated design and user interface. Our new design uses powerful, flexible templates to provide a modern look-and-feel across all SantaClaraCounty.gov websites. The new design supports improved accessibility and a services-focused user experience to help website visitors find what they need quickly. It also highlights stories that illustrate the positive impact of County services on the lives of those we serve.</p> <p>Resilient cloud-based web platform: In 2021, we moved our SCCGOV.org websites to a secure, cloud-based environment, without changing their look-and-feel. Websites in SCCGOV.org and SantaClaraCounty.gov reside on a scalable, open-source Drupal platform that is designed to facilitate the County's future shift to expanded digital services.</p>
<p><u>Where</u> will people see the change?</p>	<p>All changes will be visible on the web on computers, tablets and cell phones.</p>
	<p>**Please note that our email addresses will remain unchanged.**</p>