Minutes
ICTS Advisory Committee Meeting on Thursday, May 30, 2019
ISAC Offices, 5500 Westown Parkway, Suite 190, West Des Moines, IA 50266
Phone: 515-244-7181

Name	Present	Term Ends
Melvyn Houser, Chair	**Y**	**07/01/2021**
Michelle Fields	**N**	**07/01/2020**
Suzanne Watson	**Y**	**07/01/2019**
Kathy Egbert	**Y**	**07/01/2021**
Jill Eaton	**Y**	**07/01/2020**
Sue Duhn	**Y**	**07/01/2020**
Sarah Berndt	**Y**	**07/01/2021**
Dawn Smith	**N**	**07/01/2021**
Duane (Dewey) Hildebrandt	**Y**	**07/01/2021**

Staff Present: Bill Peterson, Jeanine Scott, Brad Holtan, Beth Manley, Dylan Young, Chris Schwebach, Blake McClung, Ashley Clark

Houser called the meeting to order at 10:02 am.

Motion by Egbert, seconded by Berndt to approve the agenda. All ayes, motion passed.

Motion by Watson, seconded by Eaton to approve the minutes from the 11/28/2018 meeting. All ayes, motion passed.

FINANCIALS

Holtan presented the ICTS FY19 YTD financial statement. All member dues have been collected, and expenditures are within budgeted amounts. Community Services Network (CSN) trainings, interest rates, and hosting/monitoring of servers have increased this year; however, we are still about $300,000 under the projected budget amounts. Holtan predicts the budget should be right on target at the end of June.

Motion by Hildebrandt, seconded by Watson to approve the financial update. All ayes, motion passed.

JUSTICE INVOLVED SERVICES

Project Summary: Scott gave a summary on the Justice Involved Services (JIS) project. In January 2018, the Advisory Committee approved the exploration and definition of adding JIS to the CSN system. This included collecting and analyzing data being tracked across the state outside of CSN and creating a project team to define the scope of the project. In November 2018, the committee gave the approval to proceed with developing the functionality as defined by the JIS Project Committee. The projected completion date was July of 2019. Development

began in January 2019, external user testing was completed in May, and training will be held in June. The new functionality will go live on July 1 for all users. The main users of the new functionality will be jail coordinators, not necessarily sheriffs/deputies; however, this may change in the future.

A Southwest Iowa MH/DS employee suggested holding a best-practice meeting prior to training to gain group consensus on how the data will be entered and what processes will be followed by the jail coordinators across the state. After considering this request, it became clear doing this will not only be beneficial to users in understanding how to consistently and effectively use the system but will also ensure the data entered is understood in the same way by everyone. Danelle Bruce and Molly Brown led the best-practices meeting and did a great job! From the positive feedback of those involved, we will continue to hold this type of meeting prior to larger projects being deployed in the future. It should be noted that Iowa Counties Technology Services (ICTS) can only post the best practices and ensure the information is covered during training. It is up to the counties and regions to require adoption.

Security: Security was the biggest challenge throughout the project. The IT team worked very closely with the compliance officer throughout the process to ensure all HIPAA and state of Iowa laws were followed with regard to access and sharing of the data entered into the system. Security changes were needed in the new system since some of the information is being obtained from users who are part of non-HIPAA compliant entities. To comply with these stipulations, a new security level Level1Restricted (Level 1R) was created to further restrict information in the system. Non-covered entities (including general assistance (GA)) will be defaulted to Level 1R. Users that fall under this classification will still be able to enter new clients and see date of birth and social security numbers, but information such as the client's care team and who entered or modified information in the system will be restricted.

Entities who are a MH/DS region or community services will be defaulted to have Level 1 access. All other entities will be defaulted to Level 1R. If a department is a covered entity and has been defaulted to 1R, a ticket can be submitted to request a change of security level. The compliance officer will review the request and have the individual sign a verification form to confirm the requirements have been met for a higher overall security level.

Adding this additional level of security will allow law enforcement to use the system; however, their usage of the system has not yet been defined.

A security document was distributed that included a review of security definitions and specifications on each security level.

New CSN Multi-Party Release: To support the changes previously discussed, a new CSN Multi-Party Release form has been created to allow sharing information within CSN with law enforcement and other non-HIPPA covered entities. Substance abuse is no longer included on the form because this information can never, legally be shared due to laws. The compliance

officer continues to research the best security options for non-covered entities. In the future, non-covered entities may be required to sign a business association agreement (BAA).

The new form allows sheriffs to log into the system to see the care coordinator/care team for an individual. A member suggested the new form be presented to the Iowa State Sheriffs' and Deputies' Association (ISSDA) Jail Committee and ISSDA. The new form was distributed.

Motion by Eaton, seconded by Berndt to approve the new CSN Multi-Party Release form. All ayes, motion passed.

Demo: Schwebach presented the JIS module. The group agreed it is well formatted, user friendly, and will be very beneficial. A member suggested the demo be presented at the ISSDA Jail Winter School or at the ISSDA Conference. The more groups/people who are familiar with the system and learn about it, the more beneficial it will become. Scott will reach out to these groups to discuss.

Training: CSN Training will be held June 18 – 20 at Upper Iowa University, West Des Moines campus. Registration numbers are low compared to past trainings. As a trial, live webinars for Client 101 and JIS will be streamed to two regions. If the trial is successful, we will likely consider this approach in the future. In addition, short training videos are being recorded for smaller components and will be released in July.

Prolaw Charging Table Access: ICTS has partnered with the Iowa County Attorneys Case Management Project (ICACMP) to create an agreement that gives ICTS permission to use an electronic version of the Iowa Code. This is referred to as the ProLaw charging table. Without this agreement in place, CSN users would be required to manually enter the charges which could be costly both in time and accuracy. ICAMP has set the cost for this data at $1,500 per year, which is the same price that ICACMP member counties pay.

Motion by Hildebrandt, seconded by Berndt to approve the ICACMP ProLaw Charging Table Access contract for one year. All ayes, motion passed.

PROJECT UPDATES

Children's Mental Health: With the passage of HF690 in the spring of 2019, ICTS staff has been in communication with the CEO member of the statewide Children's Mental Health committee and will continue to stay involved as processes are developed to support the legislation. The compliance officer is researching data availability and how the data should be handled after an individual has aged out of the children's system. The project would need to go into effect March 2021.

Centralized Intake Software Analysis: Story County GA approached ICTS to explore an option to streamline GA applications and to work with multiple outside agencies in an efficient manner. The Iowa County Community Services Association Board approved up to 40 hours to be spent on research options outside of CSN to fulfill needs of the project. Following discussion with a

group of GA workers from several counties, it was discovered that CSN offers most of the features Story County GA is seeking. Story County GA is encouraged to begin to utilize CSN for GA and to continue to work within the affiliate and operations for enhancements to CSN if/and as needed.

Crisis and Intake/Referral Services: Regional CEOs requested that ICTS track crisis and intake/referral services. They are beginning the process of standardizing the way regions define and report this data. Southwest Iowa MH/DS region currently tracks its statistics and received over 700 calls in 2018. This project will be explored in July 2019.

Community Resource Site: A project idea was proposed to create a public site for Iowa citizens searching for services. The site would guide the citizen through a series of questions before presenting them with service options that most closely matched their need. Members had concerns about moving forward with this proposal because it is possibly duplicating information that is already available and can be very difficult to keep up-to-date with current service providers and services. A member suggested looking into the website Aunt Bertha-Connecting People and Programs, which may have similar functionality. The group also mentioned that the Iowa Department of Human Services is implementing a 24-hr crisis hotline. This proposal will be tabled.

Data Governance and Analytics: After approval by this group, a small group travelled to New York in March to meet with the Center for Technology in Government (CTG) staff to discuss data security, access to data changes, integrity of data, interacting with other state data sources, and reporting. CTG will send a finalized report of the meeting by the end of June. The Committee suggested that the group give a presentation at ISAC's Annual Conference about lessons learned and future considerations.

ICTS is currently gathering "dark data" (information tracked outside of CSN). Data being tracked outside of the system is a serious concern for many reasons, not the least of which are security, the lack of statewide reporting and communication, and duplication of efforts. So far we have received several spreadsheets, but we do not feel we have a full view yet of what is happening outside of the system. Statewide data-driven decision making can only be done by the CEOs if they have a complete view of information. The group agrees this is a positive move, but the struggle will be getting users engaged who do not understand the importance and benefits of the data in CSN. This is something the group presenting at the ISAC conference will focus on. Watson also mentioned that an even bigger concern is the lack of standardization with the way services are being coded (COA) across the regions. Without statewide understanding and clear agreement as to which services belong in which accounts, reporting is not effective nor informative.

Outcomes Within CSN: After four years, the Provider Outcomes project is being closed due to a lack of interest. Providers will still be able to enter and retrieve data in the system (i.e. NOD and billing), but they will not do outcomes. This is a big loss for the system.

Staff Updates: Brandi Kanselaar has accepted a position with ISAC working as a CSN support coordinator on July 1, 2019. Some of her responsibilities will include maintaining the training manual, support coordination, advanced user support, creating webinars/training videos, among many other things.

The data analytics position has not been filled. It has been a challenge finding someone with the vision and skills to move us forward to the next level. Interviews are still in progress, along with exploring other options.

ICTS GOVERNANCE

In the past six years, ICTS/CSN has evolved significantly in terms of purpose and functionality. What was originally designed primarily as a financial management system is evolving into a client management and business analytics tool. To continue to effectively manage the growth and usage of the system the governance structure also needs to be reviewed and refined. Scott presented a history on the governance and the evolution of the system over the last six years as well a proposal for some changes for the governance structure. The purpose of the presentation was to encourage brainstorming and discussion. The group will continue to discuss possibilities and solutions over the next year. The full proposed presentation was distributed.

WRAP UP

The next meeting will be held in October or November. A doodle poll will be sent to select a meeting date.

Houser adjourned the meeting at 2:33 pm.