

**Minutes**

**ICTS Advisory Committee Meeting on Friday, January 12, 2018**

**ISAC Offices, 5500 Westown Parkway, Suite 190, West Des Moines, Iowa 50266**

**Phone 515.244.7181**

<b>Name</b>	<b>Present</b>	<b>Term Ends</b>
<b>Carl Mattes</b>	<b>N</b>	<b>07/01/2020</b>
<b>Deborah Seymour-Guard</b>	<b>Y</b>	<b>07/01/2018</b>
<b>Jill Eaton</b>	<b>Y (Phone)</b>	<b>07/01/2020</b>
<b>Melvyn Houser</b>	<b>Y</b>	<b>07/01/2018</b>
<b>Sue Duhn</b>	<b>Y</b>	<b>07/01/2020</b>
<b>Michelle Fields</b>	<b>Y</b>	<b>07/01/2020</b>
<b>Sarah Berndt</b>	<b>Y</b>	<b>07/01/2018</b>
<b>Suzanne Watson</b>	<b>Y</b>	<b>07/01/2019</b>
<b>Marjorie Pitts</b>	<b>Y (Phone)</b>	<b>07/01/2018</b>

**Staff Present:** Bill Peterson, Jeanine Scott, Brad Holtan, Beth Manley, Robin Harlow, (Brandi Kanselaar)

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

**Motion by Berndt, seconded by Seymour-Guard to approve agenda. All ayes, motion passed.**

**Motion by Seymour-Guard, seconded by Fields to approve the minutes from the 9/6/2017 meeting. All ayes, motion passed.**

**Compliance Report:**

Manley gave an update on mental health committal documents. Some counties have had difficulties getting commitment documents from their clerks of courts, and Manley is working with Sydney Gangestad from the Iowa Judicial Branch to find a solution. Further, Gangestad has voiced concern over clerks giving county employees access to the electronic document management system (EDMS) to deliver committal documents. Gangestad is going to work with the Boone County clerk to see if it is acceptable to deliver committal documents using EDMS.

Manley has been working with Brandon Clark, an attorney at McKee, Voorhees & Sease, to copyright the CSN code. McKee, Voorhees & Sease charges a flat fee of \$500 to prepare and file a copyright application. The U.S. Copyright Office’s fee is either \$55 or \$85, depending on the information being protected.

**Motion by Seymour-Guard, seconded by Fields to approve filing a copyright application for CSN up to a cap of \$600. All ayes, motion passed.**

Scott gave an update on getting an endorsement from the State Auditor. The State Auditor is willing to recommend the use of CSN but won’t give a formal endorsement of accepting electronic signatures in the system.

**Provider Report/Demo:**

Kanselaar gave an update on provider outcomes. The State of Iowa requires the regions to provide outcomes data. Providers have used the CSN Provider Portal since 2015 to report on four types of outcomes: Community Inclusion, Employment, Housing, and Somatic Care. More outcomes will be added in the future. There is a proposed priority project to restructure the way providers are: entering the data; adding additional fields and reporting logic; allowing providers view and editing access to client level 1 data; and adding the ability to do single claim and funding request submissions. The Operations Committee approved the hours for this project at their meeting on January 11, 2018.

Currently, the types of outcomes being tracked are implemented by the QSDA group and approved by the CEOs. Houser voiced concerns that the State could require new or different outcomes to be tracked, meaning the work QSDA has done would no longer be useful. There is a chance the State could come up with different requirements for outcomes, but Scott said the State has been supportive up to this point.

**Financial Update:**

Holtan gave a financial update from FY 2018. ISAC and ICTS completes a yearly financial audit. The FY 2018 audit report was approved by the ICTS board at the November meeting. Several members asked for a copy of the report. Holtan agreed to send an electronic copy to the Advisory Committee.

**Eide Bailly Update:**

The CEO Committee previously discussed the possibility of continuing to contract with Eide Bailly. Scott updated the group on the cost of continuing to contract with Eide Bailly. The number of reports Eide Bailly creates for ICTS decreases every year. Watson said the CEO Committee agreed to discontinue using Eide Bailly because it is not cost effective. No action was taken because the Advisory Committee previously decided to discontinue contracting with Eide Bailly, and that decision has not changed.

**FY 2019 Budget:**

Holtan reviewed the FY 2018 budget and whether ICTS was over or under budget on different line items.

Holtan then reviewed the FY 2019 budget. The overall program dues will not increase; however, individual regions may see minor adjustments based on population changes. Holtan proposed an internal program billing model change that will restructure the way programs are billed. Rather than having a separate line item within the budget for employee overhead cost (i.e. rent, phones, supplies, etc.), ISAC will bill employees time spent on ICTS projects at an hourly rate based on that employee's position. Some questions were asked about how staff hourly rates would be calculated. Hourly rates will not directly correlate with employee salary and benefits because other expenses need to be accounted for, but the rates are significantly lower than rates currently being charged by IT vendors.

It was noted that this budget includes a replacement for BizTalk due to the age of the software.

Scott reviewed recent conversations about the SOC II audit. Scott County requested ISAC and ICTS

complete a SOC II audit at the request of one of their auditors. SOC II audits are meant more for accounting programs and CSN is not an accounting program. As a result, completing a SOC II audit has been put on hold and will be revisited, if necessary, at a future date. ICTS might consider completing more of a technical audit of CSN in place of SOC II. The money for a SOC II audit will remain in the budget in case a technical audit is completed in its place.

Watson said the CEOs approve of the budget, less the Eide Bailly line item, because the dues structure is not changing and any changes in dues because of population changes.

**Motion by Watson, seconded by Berndt to approve the FY 2019 budget, removing the \$30,000 rate structure change. All ayes, motion passed.**

**Motion by Fields, seconded by Duhn to adopt the proposed dues structure. All ayes, Motion passed.**

## **Operations Report**

### **Training Update:**

Duhn gave an update on recent trainings. CSN 3.0 fall training went well with around 120 people in attendance. There will be another training session in April. Training will be expanded to include a CEO track, a County Business 101 and Budgeting track, and a State Reporting class in the fall. Adding training on Microsoft Office software may be added in the spring of 2019.

Scott said the March CSN trainings will be held at Upper Iowa University (about one mile east of the ISAC offices), and it is \$25 to \$50 per room to rent. Having CSN trainings at Upper Iowa University will allow for more training sessions and users. Houser asked about the duration of the trainings. Duhn said training takes place over a two-day time period, but it is not necessary for users to stay for the entire training. The length of training depends on how many sessions the user wants, or needs, to attend.

Scott reviewed the cost of the trainings for each user. The trainings are free to attend, but there is a \$25 no show fee if a user registers for a training but does not attend. Several providers have not paid their \$25 no show fee. Houser suggested we charge everyone \$25 for the training but then refund the money if the user shows up. ISAC staff will discuss the feasibility of this suggestion. Lunch is currently provided for users that attend the training. To decrease costs, users could be required to provide their own lunch

### **Dashboard Demo:**

Scott gave a short demonstration of the dashboard and widgets in CSN. Houser voiced concerns about the security of widgets if they are linked to outside websites, like news websites. Scott said none of the widgets currently direct users to outside websites, so there are no security concerns.

Harlow gave an overview of how the dashboard incorporates Tableau to create charts and graphs about outcomes data in CSN. The reports give an overview of data, including expenses, number of client visits, how long clients stay in different types of residences, etc. Users can also create PDFs of dashboard charts and graphs. Scott added that dashboards will be updated as more reports and new functionality is added to the system. Houser asked how Tableau gets data for the charts and tables.

Scott explained the current process. An ICTS staff member (currently Harlow) manually uploads CSN aggregate data into Tableau. The process could be automated in the future, but ICTS would need to purchase a server specifically for Tableau. It was noted that having client level data available for reporting would be very helpful for decision making. This could also be accomplished by having an internal Tableau server. Currently, the cost of the software is only a developer license of about \$300. Purchasing the full version of Tableau is very costly. This may be considered at a future date, depending on usage and demand for the reports.

### **Upcoming Priorities**

#### **Justice Involved Services Workgroup:**

Berndt gave an update on a presentation given by Polk County at the Operations Committee meeting on January 11, 2018 about data driven justice. The Operations Committee discussed adding jail diversion data to CSN but they did not decide if they should model the project on one that has already been created or create a new one. One option would be to model the project off Polk County's data collection method. Scott said it would probably take at least six months to create full specifications if a new state-wide model is developed. A lot of the data Polk County is collecting matches the requirements in SF 504. Polk County is also in the process of creating a data use agreement to use with local hospitals so the hospitals will be able to share outcomes data with Polk County. Polk County has agreed to share their data use agreement with other counties. Watson shared concerns about adopting outcomes standards that might not work with all Regions. Watson suggested also working with Johnson County and its Data Driven Justice program.

Berndt shared a discussion the Operations Committee had about SF 504 and how the data collected for SF 504 does not represent all arrests. Arrests and releases that happen within 24 hours are not reflected in the SF 504 data. Counties need the ability to collect data directly from the jails to record all arrests. Berndt suggested asking sheriffs what kind of data would be helpful for them. Scott will work with Lonnie Pulkrabek, ISAC President and Johnson County Sheriff, to find out what kind of data would be helpful for sheriffs. She will also get input from CEOs and other key parties on who should be involved in creating the data collection model.

#### **Continue Dashboard Development**

Scott gave an update on dashboard development. Dashboard development is currently being completed on time and goals are being met. The CEO dashboards rolled out at the end of 2017 as promised in the project plan presented to the CEOs in late summer. The service coordination and home page dashboards were also released. The claims dashboard will be released at the end of January. Dashboards have been presented to several committees, and all have given positive feedback.

#### **Provider Functionality**

Watson voiced concerns over providers being able to change certain client information in CSN without community services being alerted. Scott said Operations agreed that alerts will be created, but what alerts and to whom need to be further defined by Operations.

Fields asked if ICTS would be able to charge providers if they start using CSN. Scott said this was discussed at the Operations Committee meeting on January 11, 2018. Providers will not initially be charged for using CSN because the information added to CSN benefits community services. If

enhancements are requested that benefit only providers or if the providers start using the system for their sole benefit, like processing non-county claims, budgeting, reporting, etc., this committee will be asked to act on a pricing model.

Watson voiced concerns about the governing structure of ICTS. Currently, the bylaws state the Operations sub-committee defines and approves all functionality. All regions have the options to have an appointment to the Operations committee. Larger projects and priorities are approved by the Advisory Committee, and, when necessary, the ICTS Board of Directors. The CEOs don't currently have a part in the decision approval process.

The CEOs would like to have a part in approving ICTS priorities. The CEOs would like Scott, along with the individual(s) advocating for a priority, to present priorities at the CEO meetings. Scott mentioned that this has, in the past, created difficulty in moving projects forward and getting decisions made. It also creates a loop of decision making between CEOs and Operations and seems to be duplication of effort, especially because Operations is staffed by CEO appointees and Advisory approves priorities.

Watson said, the essential point is for the CEOs to know the resources each priority project will consume. She said that while receiving the minutes from the Operations meetings are good, but for many, they are much too detailed and technical. Watson suggested a few ways of accomplishing this is to have a widget in CSN that summarizes each priority and the number of hours associated. Scott agreed and offered to create a summary of the Operations Committee meeting minutes for the CEOs to review in addition to the full minutes of the meeting.

Watson also made a comment that the bylaws should be changed to make the approval process easier.

Scott will work on timelines for completing priorities.

**Motion by Watson, seconded by Seymour-Guard to approve the priorities as set forth in no order. All ayes, motion passed.**

### **Training Module**

Scott gave an update on the training module. In CSN 2.0, the training sessions each user attended could be tracked. Training is not currently tracked in CSN 3.0, but that feature will be added in the future.

**Next meeting will be on April 18, 2018.**

**Motion by Houser, seconded by Fields to adjourn the meeting at 1:07 pm. All ayes, motion passed.**