



ICTS ADVISORY COMMITTEE MINUTES

October 21, 2020 | 10am

Member	Term Ends	Member	Term Ends
Melvyn Houser, Chair	7/1/21	Jennifer Robbins	7/1/22
Dawn Smith	7/1/21	Eric Guth	7/1/23
Kathy Egbert	7/1/21	Libby Reekers	7/1/23
Dewey Hildebrandt	7/1/21	Sue Duhn	7/1/23
Sarah Berndt	7/1/21	Bill Peterson	

In attendance:

Melvyn Houser, Dawn Smith, Kathy Egbert, Dewey Hildebrandt, Sarah Berndt, Jennifer Robbins, Eric Guth, Libby Reekers, Sue Duhn

ISAC Staff:

Ashley Clark, Dylan Young, Chris Schwebach, Nick Ballard, Brandi Kanselaar, Beth Manly, Brad Holton, Kristi Harshbarger, Bill Peterson

Meeting called to order at 10:00am

Approval of Agenda

The committee reviewed the agenda.

MOTION: Approve agenda with no changes. Motion by Smith. Seconded by Hildebrandt. Motion passed.

Approval of Minutes

The committee reviewed the meeting minutes from 10/30/19.

MOTION: Approve meeting minutes from 10/30/19. Motion by Hildebrandt. Seconded by Robbins. Motion passed.

Welcome New Members

Eric Guth, IT Director from Winnebago County and Libby Reekers, Judicial Advocate from Tama County has been appointed to the committee as of 7/1/20.

ICTS Financials & FY22 Budget

Holtan presented ICTS Financials and FY22 Budget. For FY21, cash balance increased by \$64,925. For FY22, it's projected the cash balance will increase \$97,095.27. There are no plans to change the current dues structure.

Via Zoom Meeting

Robbins asked if ISAC decides to move or make changes to their current location, will the ICTS budget be affected. Holtan stated with rent changes, the staff hourly charge may change, but it's not believed to make a big difference. The FY22 budget does not reflect any of these potential changes since the lease on ISAC's current location is through 2022.

Hildebrandt asked if interest rates are shopped around for. Holtan stated they use an investment advisor at Wells Fargo and the interest rates are comparable to local banks.

Hildebrandt asked why Polk County dues are less than that of other regions. Holtan and Kanselaar reported that Polk County does not use CSN as they have their own system at this time. However, with Polk County's interest coming into CSN by 7/1/22, they will start paying the same due structure as other regions starting in FY23.

Smith asked how easy it is to transfer money from investments to cash. Holtan stated there's no need to liquidate to move the funds.

MOTION: Recommend to the ICTS Board the approval of ICTS financial report, FY22 Budget, and FY22 dues structure. Motion by Hildebrandt. Seconded by Smith.

Discussion: When Polk County starts using CSN, the question was raised if ICTS would need additional staff. Young stated no, as Expert Users take the brunt of support so ICTS can focus on development and maintenance of CSN. **Motion passed.**

Polk County Project Update & MOU

ICTS worked with Polk County in 2014 & 2015 and Polk County decided to continue using their system and looking into alternatives. In 2019, Polk County approached ICTS again with interest in using CSN for a second time. A gap analysis was re-done, and three gaps would need added/expanded in CSN that includes Level of Service, Outcomes, and Financial/Budgeting Tools. Phase I has already begun. The project is set to be completed by 7/1/22 with Polk County invited to use CSN at any time.

A Memo of Understanding (MOU) has been created for this project. The MOU has been signed off on by Polk County already. This is considered to be a huge benefit. There have been times when DHS has been putting the systems against each other. By all regions using the same system, this helps standardization and presenting data for all regions and counties in the same format.

MOTION: Recommend to the ICTS Board the approval of the MOU between ICTS and Polk County. Motion by Robbins. Seconded by Duhn. Motion passed.

CJIS Update

Clark presented an update on the Criminal Justice Information System (CJIS) feed to pull arrests and charges into CSN. This would lessen data entry for CSN users if the arrest/charge records can be matched to a client in CSN using demographic information. It's been approved by the Judicial Branch, and we are just waiting for final signatures to start. ICTS will get the feed daily and be stored in a holding database.

The data elements being sent include:

1. Name
2. County
3. Case Number
4. Charges
5. Date of Complaint
6. DOB
7. Address
8. Last 4 of SSN
9. Race
10. Gender
11. Case disposition - including notice of deferrals/expungements for removal from all systems

Case dispositions that are deferred or expunged will have to be removed from our holding database and CSN completely in accordance to Iowa law.

It was questioned if there is any liability if ICTS fails to remove a record they are asked to remove. Liability has not been checked into, but Manley will do that. Within the exchange when there is a web response to delete information, CSN then has to respond that the record has been removed, couldn't find it, or any other options that happen so there is an audit trail of the request, and the final response.

The feed will only include adults. CJIS will filter out any juveniles, and ICTS will also scan in CSN to make sure the clients are 18 or over. It appears Iowa may be the only one to start this type of data exchange.

CJIS is a hub of information that houses arrests and charges on individuals. They feed information to various sources, including Iowa Courts Online. This is a federal program that has been around for a while. Guth mentioned he had to get a certification to deal with CJIS data and asked if ICTS staff have to get certified as well. Clark stated CJIS has never mentioned this requirement. Since the majority of the data ICTS will get is public information, and ICTS does not have any access to the actual CJIS system, CJIS probably felt a certification was not necessary.

CSN Updates

Kanselaar presented the following updates on CSN.

ICTS Trainings & Videos: All training tracks (if appropriate) will have a webinar option. After Covid19 is no longer an issue, ICTS Training will be restructured to have a choice to attend tracks in person or via webinar. If less than ten people register for in person, the track will be webinar only. Video blogs and tutorial videos are being done a couple times per month and have been appreciated by CSN users.

Standardized Applications: A standardized mental health application is being worked on by the Data Analytics committee due to the addition of the children's program. A standardized general assistance application will be worked on by the Operations committee.

Client Planning Tool: The assessment tool was finalized by the pilot participants and approved by the Justice Involved Services committee. The Operations committee approved for it to be added into CSN as an additional assessment option.

Data Integrity/Quality Insurance: Data in CSN is reviewed periodically and data integrity in the system is improving. Between data integrity reports, and quality insurance checks, the users are doing a great job in keeping data meaningful and using the system as intended.

Major projects in the queue: Major projects on the horizon, but no start date yet include: Mobile Crisis, Information/Referral tracking, Pre-Booking, Children's system, and a Financial upgrade. These projects will be prioritized by the various CSN committees.

Service Collaboration: The service collaboration project that Story County had asked for has been completed and is live in CSN. Other entities have shown interest in using it, so it was a good addition to the system.

CEO Support Position: The job description has been through many edits. Where it left off, was the CEO Chair, Darci Alt, and Manley was to get together and discuss a final version. However, Covid19 hit and in person meetings were cancelled. Since then, the need declined due to remote meetings. For now, the position has been shelved as Kanselaar has been doing their meeting minutes and providing minimal support. There have also been discussions of putting a list together of "needs" the CEO's would like and get a quote from ISAC to cover those.

Data Migration Policy

ICTS has a data migration policy they'd like this committee to approve:

Since CSN is complex in having both parent and child tables, it's very difficult to migrate in data. For example, if we migrate in claims information, it's not as easy as pulling them into one table. There are provider ID's, rate ID's, and service ID's we must connect to. And if a provider or service/rate does not exist in the system, it'd have to be added first. As for clients, we'd have to run a check on if they already exist in the system, and that is based on if the data is entered correctly (correct SSN, DOB, Name spelling, etc) in both systems to determine a potential match. It's a lot of work on both ICTS and the entity coming into CSN. Since entities in the past, both large and small, have determined migration isn't worth it, and operated by starting to use CSN as of a specific date, we are going off that set precedence. Some entities have then just manually entered historical data where they felt was needed. If an agency/entity feels very strongly about their data being migrated in, they can have a meeting with ICTS to discuss the process in detail and go over the pros and cons. The final decision on if migration is done or not is left up to the ICTS team.

The committee suggested to add an appeals process that includes going to the various committees and boards, with the final appeal decision being with the ICTS Board.

MOTION: Approve ICTS Data Migration policy that includes an appeal process. Motion by Berndt. Seconded by Reekers. Motion passed.

Kanselaar and Manley will update the policy with the appeals process and send it out to this committee for final review before presenting to the ICTS Board.

Expert User Support Hours

Duhn, a CSN Expert User Mentor, presented an update on Expert Users and support hours. There are 25 expert users across the state that are the first line support for CSN users. The support tickets sent onto ICTS to handle is minimal.

Expert User Support hours:

- **For FY20:** 161.96 hours
- **For FY21 thus far:** 33.8 hours

Without Expert Users, ICTS would have to find a way to build these hours into their support time, so ICTS appreciates having CSN Expert Users. All regions are covered by an expert user either in their region, or by another expert user from another region. Polk County is covered by Kanselaar since their support is minimal at this time.

CSN 2.0 Status

The Operations Committee voted to shutdown the CSN 2.0 system version as of 6/30/21 due to compliance, security, and nonsupport issues. CSN 2.0 was supposed to shut down in 2018, but Johnson County Case Management continued using the system, so the shutdown kept being pushed back. They were officially notified in April 2020 that the system will shut down in June of 2021, so they needed to find an alternative. Since then, the Case Management Supervisor has been requesting that the case management module be built into CSN 3.0 or allow them to keep using CSN 2.0.

ICTS has explored the possibility of selling/giving Johnson County Case Management the CSN 2.0 system; however, the system is intertwined with multiple servers at ICTS. It'd take a long time to set up on their end and untangle from all the servers. Building the case management module into CSN 3.0 will not benefit the entire state, so the Operations Committee had denied that request as well. Additionally, CSN 2.0 has shown signs of various issues happening. Since it's not updated or maintained, the system is eventually going to start breaking.

Alternatives and options have been passed onto Johnson County Case Management, but they are struggling with money for software and CSN 2.0 is free for them. They took over all the HIPP clients for the state, which means these clients are covered by IME, not an MCO, and that is how they were able to keep their agency going. They have approximately 100 clients when checked in April 2020.

This committee feels the system needs to shut down and will recommend the ICTS Board approve this committee's recommendation to help solidify the decision for shutdown.

MOTION: Recommend to the ICTS Board to approve the shutdown of CSN 2.0 on 6/20/21. Motion by Egbert. Seconded by Smith. Motion passed.

BI Alliance of Iowa & Other Partnerships

The Brain Injury (BI) Alliance of Iowa approached ICTS for a partnership. ICTS built the BI Assessment tool for adults in CSN since it's a standardized statewide assessment. BI Alliance has presented to the region CEO's and has encouraged regions to use it in CSN. Having more partnerships like this is a great thing for CSN.

A couple of providers have approached ICTS and asked to use CSN has their Electronic Health Records (EHR) system. At this time, ICTS must decline their request since it would take some significant changes to CSN to protect the provider's clients that never received county or region funding. If this committee feels this is something they'd like to allow in the future, ICTS is open to discussion.

Next Meeting

Next meeting will be scheduled in April or May 2021. Clark will send out a Doodle poll to get exact date.

Meeting adjourned at 11:38pm