

Minutes

Iowa State Association of Counties

ETC Advisory Committee Meeting on Tuesday, October 7, 2014

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

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Present: Carl Mattes, Deborah Seymour-Guard, Justin Schieffer, Sarah Berndt, Melvyn Houser, Brandi Kanselaar, Jill Eaton, Bill Peterson, Marjorie Pitts

Absent: Joel Rohne

Staff: Brad Holtan, Jeanine Scott, Robin Harlow, Andrea Jansen

Chair Carl Mattes called the meeting to order at 10:00 am and welcomed everyone.

Bill Peterson announced Marjorie Pitts as the newest member of the ETC Advisory Committee. Marjorie gave an introduction of herself to the group.

Approval of Minutes

The ETC Advisory Committee meeting minutes from August 13, 2014 were reviewed.

Moved by Sarah Berndt, seconded by Deborah Seymour-Guard to approve the August 13, 2014 meeting minutes as written. The motion passed unanimously.

Operations Subcommittee Report

Chair Brandi Kanselaar reported that the Operations subcommittee met and discussed future and immediate CSN needs. There was an update on counties that consistently require more assistance due to noncompliance of CSN best practices. Often these counties require more resources by IT staff and expert users so solutions were investigated to alleviate this financial liability. (The Finance subcommittee also discussed this matter in their meeting.) It was recommended by the Committee that first data compliance standards be created and sent out so as to formally notify all regions of this criteria.

The training structure was also discussed at the subcommittee meeting. It was determined that CSN training will be held two times a year in October and April. If there are training needs in between these time periods, the Expert User(s) will be responsible for training those individuals. The professional filming and recording of trainings was also recommended. In addition, a training fee was pondered with the intent of encouraging attendance yet discouraging last minute cancellations and/or no-shows.

Allowing providers into CSN was discussed and agreed upon in the subcommittee meeting after a lot of discussion. Jeanine Scott explained to the Committee that there is a market for this project now and action is required soon if the Committee wants to pursue this revenue possibility. Data integrity and HIPAA concerns were brought up surrounding this topic.

Jeanine Scott gave an update on the Auditor Integration project. Tyler counties have been on hold due to lack of participation at this time. The Solutions phase of this project is moving along a lot faster and IT has been given a file format for import/export purposes.

Compliance Subcommittee Report

Chair Deb Seymour-Guard reported that the Compliance subcommittee met briefly and gave an outline of the meeting. The group discussed Intrusion Detection Monitoring (IDS) for the ETC servers, DSH compliance, COA changes, HIPAA items, and the SSAE16 audit. There was a discussion on staff allocation needed for compliance.

Finance Subcommittee

Chair Jill Eaton gave a summary of the finance meeting that was held in September. The subcommittee approved the IDS monitoring monthly costs. They had a line item question on the Spindustry hours and how those were going to be utilized. Bill Peterson explained that the intent of those contract hours are for development hours above and beyond ISAC's internal IT resources. They also discussed a per capita dues structure and how to get to that. Lastly, the subcommittee debated the possibility of charging providers but are not recommending this path at this point in the project.

Action Required

CSN 3.0 – the redesign/re-architecting project

Recommendation: This recommendation was motioned by Brandi Kanselaar and seconded by Marjorie Pitts.

Discussion: There was discussion on what would be accomplished with this rewrite including updating the code structure, addressing browser issues, enhanced security roles, and a more provider friendly architecture. It was brought up that perhaps the SSAE16 audit should be completed beforehand. Jeanine Scott recommended that the design pieces (themes, colors, code base) be started on with Spindustry and then the audit could be taken into consideration for the architecture and coding structure.

Decision: The motion passed unanimously.

Expansion of CSN to include providers and new programs

Recommendation: The Operations subcommittee recommended expanding CSN to include provider access. The consideration to include new providers/programs into CSN from the Operations subcommittee was motioned by Jill Eaton and seconded by Melvyn Houser.

Discussion: There was discussion on the many aspects of opening up CSN clientele to non-county users. Throughout the discussion, three business approaches and were considered. The first was to expand the system but not include providers ~~others~~ which would then require that the counties encumber all of the expenses. The second was to get up front capital for investment purposes which would possibly bring up ownership issues. The third was to price out the necessary changes to

accommodate providers and then charge them accordingly which will take some time to develop. Overall, it was determined that requirements should be gathered from RFP's that are available and a cost will be based on those with the plan to profit from the investment in 2/3 years.

Decision: The motion passed but not unanimously. Jill Eaton did not approve due to the possibility of an increase of dues for the counties.

Training Fee Charge

Recommendation: Charge a \$15 fee for CSN training classes.

Discussion: The group discussed in regards to administratively handling the tracking of the fees. It was determined that a \$25 training fee would be reasonable for lunch and materials for the training. This fee would be non-refundable but transferable.

Decision: The motion was approved by Sarah Berndt and seconded by Justin Schieffer. The motion passed unanimously.

Public Portal

Recommendation: Activate the public Portal. The portal is built but was never made public. It may need re-working due to the amount of changes made in the system since initial development.

Discussion: It was recommended that the Compliance subcommittee will review this as PI and PHI are being entered into the portal.

Decision: The motion was approved by Jill Eaton and seconded by Deb Seymour-Guard. The motion passed unanimously.

Subcommittee Expenses

Recommendation: Reimburse sub-committee members for travel, cost, and meal expenses for any meetings related to CSN.

Discussion: The subcommittee Reimbursement recommendation from the Finance subcommittee was debated. Several felt the cost of this expense for all members of each subcommittees would be substantial and some questioned how this fit into FY15 budget.

Decision: It was decided that only voting members of the sub-committees and members of the Advisory Committee would qualify for mileage, hotel, and meal reimbursement. Brad Holtan will work up an official policy on these reimbursements.

The motion was approved by Jill Eaton and seconded by Marjorie Pitts. The motion passed unanimously.

FY15 Budget Revision

Recommendation: Budget Revisions from the Finance subcommittee was clarified as a line item revision due to money taken out of reserves for the Spindustry contract. It was decided that an addendum was not needed knowing that the budget may have to be revised to reflect this. No action was taken on this matter.

Server Audit Log Reports

Recommendation: The Compliance Committee asked that IT provide monthly server audit log reports. These reports would help ensure that high level compliance matters are being monitored and reviewed by the subcommittee.

Discussion: After discussion roles and responsibilities the Committee determined the reports must be defined by the Compliance sub-committee prior to approval.

Decision: No action was taken on this matter.

IDS monitoring

Recommendation: Contract with LightEdge to provide Intrusion Detection Monitoring on the CSN servers. This will help ensure the system is compliant with HIPAA, PI, and PII Federal mandates.

Decision: Motioned by Melvyn Houser and seconded by Deb Seymour-Guard. The motion passed unanimously.

SSAE16 Audit

Recommendation: Conduct a SSAE16 audit in FY15

Discussion: Brad Holtan explained the reasoning behind doing a SSAE16 audit vs. other audits available in the industry.

Decision: Authority was given to the Compliance and Finance sub-committees to send out the RFP, choose a firm and proceed with the audit (not to exceed \$40,000). This was motioned by Melvyn Houser and seconded by Jill Eaton. The motion passed unanimously.

Discussion Items

Communication and the Decision-making Processes between the subcommittees and the ETC Advisory Committee were discussed. It was recommended that staff and subcommittee chairs draft a process/protocol for effective communication between the groups and bring those guidelines back to the Committee for further discussion.

Meeting Wrap Up and Listing of Action Steps

Committee members shared issues, concerns, ideas, achievements, etc. with other members.

The next meeting of the ETC Advisory Committee was set as Thursday, January 29, 2015.

Chair Carl Mattes adjourned the meeting at 2:30 p.m.