

Minutes

Iowa State Association of Counties

ICTS Advisory Committee Conference Call on Tuesday, June 23, 2015

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

Phone 515.244.7181

Members Present: Carl Mattes, Melvyn Houser, Sarah Kaufman, Justin Schieffer, Jill Eaton, Marge Pitts, Joel Rohne, and Brandi Kanselaar.

Members Absent: Deborah Seymour-Guard

Staff Present: Bill Peterson, Jeanine Scott, Brad Holtan, Kristi Harshbarger, Andrea Jansen, Robin Harlow, and Gina Wernimont.

Guests Present: Micah Van Maanen

Chair, Carl Mattes, called committee meeting to order at 1:00 pm.

Review & Approve Agenda

Moved by Melvyn, seconded by Marge to approve the agenda as written. Motion passed unanimously.

Review & approve minutes from previous meeting

Moved by Joel, seconded by Jill to approve the April 23, 2015 meeting minutes as written. Motion passed unanimously.

Finance Subcommittee Report – Brad

a) Software & Hardware Purchases (Jeanine & Micah)

As a result of the ICIT audit and projected growth of CSN, software and hardware purchases are needed at this time. Jeanine presented a spreadsheet comparing several options for cloud-based solutions. Azure was ruled out as an option for several reasons. The primary being cost and the requirement to have Enterprise level Microsoft Office licensing (250 seats) to be eligible for a BAA. Light Edge was also eliminated as an option since they would charge \$5,000/month for cloud services. The most cost-efficient and practical option researched was to virtualize using a combination of current and new equipment.

Jeanine also included costs that Polk County pays for cloud services in order to explain why ICTS would not be able to obtain the same, or even similar, rates. Polk County:

- i. is a 501c3 and receives government pricing;
- ii. hosts their application in a non-production environment (not available any longer);
- iii. locked in their rates when prices were lower;
- iv. infrastructure is built to serve one county rather than 99.

Micah gave a review of the ICIT audit, which suggested purchasing one new server; upgrading current hardware to ensure sufficient back-up storage and up-time; and purchasing licenses to virtualize ICTS systems. These recommendations will help ensure adequate system performance

for the next 5 years. Melvyn asked what the cost breakdown as related to the ICIT audit. Micah responded that approximate costs are \$20,000 for software and \$54,000 for hardware.

The remaining \$20,000 is for staff hardware purchases and software purchases/upgrades.

Moved by Jill, seconded by Melvyn to approve hardware/software purchases up to \$90,000. Motion passed unanimously.

b) Eide Bailly Contract (Brad)

Brad presented changes made to the Eide Bailly (EB) contract that will be renewed for the next Fiscal Year. The only area that had significant changes was Section 3.1 and include:

- i. an increase in fees from \$1,350 to \$1,400 per report;
- ii. Provider Reviews (PRs) invoiced between July 1, 2014 and June 30, 2015 will be considered 2015 PRs and paid at the 2015 rate;
- iii. EB will complete a minimum of 40 PRs for FY 2015.
 - a. Anything over the minimum 40 PRs must be requested by ICTS in writing or via email.
 - b. If EB receives a PR from a region that goes over the minimum of 40, they must forward it to ICTS for approval.
- iv. Invoices will contain an activity report with a listing of each finalized PR and which region requested the review.

These changes will make it easier for ICTS to budget for EB reviews. Brad estimates that total costs for EB reports will be \$70,000 for the year, much lower than last year. Melvyn asked for clarification of how reports are tracked and who is monitoring them. Brad replied that each invoice will list each report in progress, the Fiscal Year the report pertains to, and the date of the Provider's year end; and will be monitored by ICTS Staff.

Moved by Jill, seconded by Melvyn to accept EB contract as written. Motion passed unanimously.

c) Financial Update (Brad)

Brad presented the Balance Sheet and Income Statement for the nine months ending Thursday, April 30, 2015 and reported the following:

- i. In a year-over-year comparison, Cash & Savings are down because money was moved into Investments, which are up. Investments are CDs from different banks, with no more than \$250,000 in same bank so deposits are covered by FDIC.
- ii. The SOC audit caused the Professional Services budget to go over by \$10,000.

d) Spindustry Contract (Jeanine)

The contract with Spindustry is primarily a formality since the \$400,000 has already been approved. The contract asks for \$250,000 so ICTS would not be locked into a higher amount; and can be reviewed every 90 days after \$250,000 to determine if additional time/costs are necessary.

Moved by Marge, seconded by Justin to approve Spindustry contract as written. Motion passed unanimously.

e) Grant Update (Jeanine)

The federal grant application to extend CSN was completed and submitted June 15 by Gina and Robin. Award announcements are expected to be made on August 14, 2015.

Compliance & Standards Subcommittee Report – Jeanine & Kristi

a) Compliance Officer Hire Update (Jeanine)

Jeanine reported that three applicants have been identified. All applicants have law degrees and experience in the healthcare industry, one applicant also has Outcomes/Analytics experience. Interviews will be scheduled over the next few weeks.

b) SOC Readiness Review Update (Jeanine)

Jeanine reported that she is currently in the process of reviewing the results of the McGladrey project plan so ICTS is able to arrange priorities.

c) 28E Revision (Kristi)

Kristi reported that no county disapproved the amendments to the 28E Agreement. The next step is to bring regions in. Kristi asked for suggestions on who should sign the letter that will be sent to regional CEOs requesting approval of the 28E. Melvyn proposed the letter have multiple signees. Members decided that Carl, Melvyn, and Bill will sign and send as soon as possible.

Bill added that by-laws need to be updated to reflect changes in the 28E Agreement for the Advisory Committee to review and make a recommendation to ICTS Board. For example, the by-laws expanding voting membership of the ICTS Advisory Committee to include an additional 1-2 CEOs; and the official change from ETC to ICTS.

d) Update on Client Release (Kristi)

The client release has been finalized and Kristi is working with Alyssa on a memo explaining how to use the release and what to do if someone refuses to sign it. Kristi and Alyssa will also attend the July 13 Operations and Compliance meetings to give updates on the client release.

Operations Subcommittee Report – Brandi & Jeanine

a) CSN 3.0 Update (Brandi)

Brandi reported on recent Operations and Spindustry meetings that have focused on:

- i. defining roles;
- ii. making Funding Request, Provider, and Rate changes for regions;
- iii. adding other entities like General Assistance;
- iv. adding Levels of Care which will determine service options in dropdowns;
- v. strengthening security with defined roles; and
- vi. enhancing service via comprehensive client releases.

Jeanine added that ICTS is on schedule to have specifications complete in October/November, and then development beginning late in the year. We will know if we can make the July 1, 2016 target before development begins.

b) NE31A Update (Jeanine)

Jeanine reported that she visited with NEIAAA last month and found that they use many of the same processes that Community Services do. However, because their FY 2016 budget is already done and there is still a lot of uncertainty regarding the introduction of MCOs, they will not join CSN on July 1, 2015. Jeanine will follow-up with them later in the year.

c) Training Update (Andrea)

Andrea reported that the past production release webinars were recorded on June 1 and include the past three production releases. Videos will be available via the Best Practices link in CSN as a resource to answer user questions.

The Intermediate CSN Training video is currently in production awaiting feedback from a focus group made up of users that took part in April's Beginner CSN Training. Focus group participants have until July 1 to reply with what they did or did not like about the video to inform the final edit.

Lastly, preparation has begun for an Expert User training session in August. It is hoped that CSN will be able to add two new Expert Users for regions that do not currently have one.

d) Expert User Protocols (Jeanine)

An Expert User Protocol has been developed by the Operations Subcommittee to address concerns that Expert User mentors are not getting answers to users quickly enough. The protocol dictates if there was a complaint made about an Expert User the first step would be for the Expert User Mentor to address the Expert User. If the matter is still not resolved the regional CEO would be notified by Jeanine via email with the Expert User Mentor being cc'd. At that point suggestions may be made about additional training, reductions in workload, or suspension of Expert User duties.

Moved by Justin, seconded by Brandi to approve Expert User Protocols. Motion passed unanimously.

Other Discussions

Bill mentioned that three Advisory Committee members, Marge, Melvyn, and Sarah, are nearing the end of their first set of terms. Bill asked if they would consider reappointment and all stated that they are willing to be reappointed. The next step is for the ICTS Board to take action to reappoint each of them to a term of three years.

Wrap Up & Action Steps – Jeanine

- Compose and send a letter to regional CEOs requesting they join the 28E Agreement. Letter to be signed by Carl, Melvyn, and Bill. (Kristi)
- Update by-laws to reflect changes in the 28E Agreement. (Kristi)
- ICTS to reappoint Marge, Melvyn, and Sarah to a term of three years each.

- Bill to sign Eide Bailly and Spindustry contracts.

Carl adjourned meeting at 1:50 pm.