

Minutes

Iowa State Association of Counties

ICTS Advisory Committee Meeting on Monday, November 9, 2015

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

Phone 515.244.7181

Members Present: Melvyn Houser, Jill Eaton, Brandi Kanselaar, Deborah Seymour-Guard, Sarah Berndt, Marjorie Pitts

Members Absent: Carl Mattes, Joel Rohne, Justin Schieffer

Staff Present: Bill Peterson, Jeanine Scott, Robin Harlow, Brad Holtan, Andrea Jansen, Beth Manley, Madeline Schmitt, Gina Wernimont

Guests Present: Suzanne Watson (representing Regional CEOs)

Melvyn called the meeting to order at 10:00 am.

Review and Approve Agenda

Moved by Deborah, seconded by Marjorie to approve the agenda as written. Motion passed unanimously.

Review and Approve Minutes from Previous Meeting

Moved by Deborah, seconded by Brandi to approve the June 23, 2015 Advisory Committee meeting minutes as written. Motion passed unanimously.

CSN University Proposal - Andrea

Andrea presented the CSN University proposal developed in conjunction between the subcommittee chairs and relevant ISAC staff (CSN University Work Group). The following items were discussed:

Location: The Work Group recommended the South Central Iowa BH Region as a conference site since their small size makes it difficult for their users to leave the office and ICTS trainings are rarely held there. Several Committee members mentioned that regardless of location, certain areas will always be disenfranchised and suggested that a central location with adequate accommodations would still be preferable.

Dates: The Work Group did not propose any conference dates, instead choosing to bring it up for discussion at the meeting. Committee members suggested coupling the event with the Affiliate or ICIT conferences, but not with ISAC Spring/Fall Schools or Training Series. Although no date was decided upon, the Work Group will take these suggestions into consideration at their next meeting.

Attendance: The Work Group estimates that 300+ people will register for the conference. To encourage attendance, Committee members suggested ample promotion and conducting a survey asking users what topics they would like covered, how far they are willing to travel, etc.

Moved by Marjorie and seconded by Deborah to approve the Work Group proceeding with creating a project budget; selecting dates and locations; and developing marketing strategies to be presented at the next Advisory Committee meeting. Passed unanimously. *To view the proposal in its entirety, please refer to the CSN University Proposal attached to the meeting agenda.*

Compliance & Standards Subcommittee Report – Deborah

a) COA Project Update (Jill)

Jill explained that the COA Project was originally recommended by the County Finance Committee and developed with the goal of minimizing the number of COA codes for reporting purposes. The County Finance Committee recommended deleting all administrative codes from the MHDS section. DHS rejected this recommendation saying all active Department of Management codes must be available. Committee members and Suzanne made the following suggestions to try to minimize the number of COA codes used without having to change the Chart of Accounts:

- Creating a best practice manual to guide users to the most appropriate codes.
- Creating a color code to guide users when assigning codes in CSN. For example, in the dropdown box discouraged codes would be highlighted in red.

b) Kayako (Jeanine)

Jeanine explained that with the rollout of CSN 3.0 users will no longer utilize Kayako, the software currently used to manage CSN support tickets. Instead the ICTS IT team will develop in-system messaging. This will resolve security issues stemming from using third-party software.

c) Electronic Signature Update (Deborah)

Deborah stated that the Compliance Subcommittee has concluded that electronic signatures in CSN are most pertinent when obtaining client signatures. The next step is for the ICTS IT team to identify all areas in CSN that would require client signatures.

d) Izenda De-Identification (Jeanine)

Jeanine explained Izenda, an ad-hoc reporting tool currently available for users in CSN, will need to be updated to de-identify data pulled from CSN. Some Committee members stated this greatly reduces the value of the tool and the confidentiality agreement users sign to gain access to CSN should cover this type of usage. Committee members suggested the following options to supplement the intent of the current confidentiality agreement:

- In CSN 3.0 limit the number of users, by role, able to export data from CSN;
- Increased reliance on regional compliance officers to enforce privacy regulations; and
- Encouraging users to use the Claims History section if client-specific claims data is needed.

Committee members also stated that reports are used to count the number of committals or how many clients have certain diagnoses (not client specific) and are sent within regions, not to DHS. Based on this additional information, Beth will reassess the necessity of de-identifying data in Izenda and report back to the Committee at the next meeting.

e) Client Release (Beth)

Beth explained that HIPAA allows the exchange of PHI between government entities. However, Iowa law does not allow counties to share PHI. ISAC legal counsel, in conjunction with HIPAA attorneys at Dorsey & Whitney LLP, developed a multi-party client release giving counties the ability

to share PHI. The intent of this release is to provide one comprehensive release, thereby eliminating the numerous different releases currently used by providers, counties, and regions. Regions will still be allowed to use other releases, but this will be the only release CSN will recognize. Beth also reviewed the Patient Bill of Rights which explains the release in plain language. The release is currently available to entities. CSN will not function any differently after the new release is implemented; however, the new release must be present for a user to access client Level 2 data when CSN 3.0 is rolled out. Moved by Deborah, and seconded by Jill to approve the multi-party release for production after Board approval. *To view the Client Release and the Patient Bill of Rights in their entirety, please refer to the Client Release & supporting documents attached to the meeting agenda.*

f) ADA-AA Level of Compliance CSN 3.0 (Jeanine)

Jeanine explained that Spindustry will design CSN 3.0 to be Levels 1 and 2 ADA compliant. This will result in extra costs for the CSN 3.0 budget, but also negate potential federal fines.

g) Compliance Roles (Andrea)

Andrea presented the Compliance Roles/Responsibilities which was developed with the intent of clarifying the roles of various entities interacting with ICTS. Moved by Sarah, seconded by Marge to approve the roles and responsibilities and forward them to DHS for review. Passed unanimously. *To view COA Code Compliance Roles/Responsibilities in its entirety, please refer to Compliance Roles attached to the meeting agenda.*

h) DSM-5 (Deborah)

Deborah explained that DHS changed the administrative rules to require the most current medical code sets (ICD-10 & DSM-5). Both of these codes are fields in the current warehouse reports however neither are required. The DSM is proprietary and would cost ICTS \$11 per user, per year, or an estimated \$11,000 a year. While the administrative rules state that CSN must use ICD and DSM codes, DHS has not provided funding for associated costs. Committee members suggested researching whether DHS would cover costs or if CSN users could be included under DHS's license. It was decided that ICTS staff will create a draft a document outlining the location of the administrative rules that dictate DSM requirements; the cost for ICTS to acquire a license for DSM-5; and a request for DHS to clarify their intent and provide a recommendation on how ICTS should proceed. The CEOs will then present this document to DHS. Melvyn stated that action on this item would be postponed until a response from DHS is received.

Operations Subcommittee Report – Brandi

a) Outcomes Update (Jeanine)

Jeanine gave a demonstration of the Outcomes Provider Portal and explained that it allows regions to monitor progress on housing initiatives, somatic care, etc. Since the beginning of October providers have been entering data. In six to nine months the focus will shift from data entry to reporting. During the last week of October Andrea and Jeanine traveled to Independence, Coralville, Johnston, and Storm Lake to provide training to over 300 users from providers. Jeanine stated that the overall response from providers was positive.

b) Patient (Mental Health) Advocate Update (Jeanine)

Since Patient Advocates are now county employees, regions want them to enter their client information into CSN. Jeanine met with the Advocates at the statewide meeting in October and received a positive response. Three Advocates also attended Fall Training Series. Due to the specific nature and history of Patient Advocates a separate training will probably be developed for them. Within CSN, Patient Advocates will be a separate entity and ICTS staff is currently developing the court mandated Patient Advocate Quarterly Report for advocates to generate within CSN. *Please note that the preferred term is "Patient Advocates" rather than "Mental Health Advocates" and ICTS will utilize the former in all subsequent discussions and documents.*

c) DHS bi-annual Data Pull (Brandi)

DHS has developed regional dashboards. The data on the dashboards is from fiscal year 2013. Regional CEOs have requested bi-annual data pulls from CSN in order to have current data to present to the Iowa legislature. While this information can also be acquired from DHS, the data provided by DHS is consistently 18 – 24 months out of date. The time required by ICTS staff to facilitate bi-annual data pulls would equate to an additional ¼ FTE. Committee members mentioned that more frequent data pulls would not necessarily result in more accurate reports since regions and counties do not always enter data in a timely manner. Some Committee members responded to this by suggesting a schedule for data entry be mandated. Suzanne will take this information back to the CEOs to make a determination on how to move forward. *To view the recommendation in its entirety, please refer to DHS bi-annual data pull attached to the meeting agenda.*

d) CSN 3.0 Design Presentation (Jeanine)

Jeanine demonstrated CSN 3.0 prototype to illustrate design elements to Committee members.

e) CSN 3.0 Specification Sign-off (Brandi)

Brandi reviewed CSN 3.0 specifications. Full rollout of CSN 3.0 is expected for October 2016. Moved by Jill and seconded by Deborah to approve specifications as written and ICTS staff begin development. Passed unanimously. Melvyn signed off on CSN 3.0 specs. *To view the CSN 3.0 Specifications in their entirety, please refer to CSN 3.0 Specification Sign-off attached to the meeting agenda.*

Finance Report – Brad

a) 2015 ICTS Audit Report

Brad presented the 2015 ICTS Audit and had no concerns to report. *To view the 2015 ICTS Financials and Independent Auditor's Report in its entirety, please refer to ICTS Financials attached to the meeting agenda.*

b) Balance Sheet & Income Statement

Brad presented the Balance Sheet and Income Statement for the three months ending September 30, 2015 and reported the following:

- i. One region has yet to pay their dues.
- ii. Two regions have yet to pay the assessment.

- iii. The miscellaneous budget is over by \$1893 due to the production of a training video and an advertisement for employment.

Brad and Jeanine will begin creating the next ICTS budget to present at the next Finance meeting in December. *To view the Balance Sheet & Income Statement in their entirety, please refer to Balance Sheet & Income Statement attached to the meeting agenda.*

ICTS By-Laws Discussion – Bill

Bill asked Committee members consider the following changes to ICTS subcommittees:

- In the past there has been discussion of adding 1-2 CEOs to the ICTS committee membership, but a decision has yet to be made as to whether this would increase the number of members on the Advisory Committee. Bill advised that expanding the number of Committee members would increase ICTS governance expenses. Jill mentioned that the Strategic Plan called for the Finance Subcommittee Chair to be a CEO. Suzanne reminded the Committee that the CEOs are a committee of the Community Services affiliate and the overall decision should come from the Community Services Affiliate.
- One or more subcommittees could be dissolved or combined in order to reduce the number of meeting and governance expenses. For instance, Bill encouraged members to think about if the Compliance Subcommittee is still necessary since ICTS now has a Compliance Officer. It was also suggested that by reducing the number of subcommittees, decision-making would be less affected by bureaucracy.

Bill requested that Committee members consider these items and contact Jeanine if they have any suggestions. Jeanine will collect ideas from members and draft a proposal for the next Committee meeting.

Wrap Up & Action Steps - Jeanine

The next Advisory Committee meeting will be scheduled for some time in January.

Melvyn adjourned meeting at 1:48 pm.