

Minutes

ICTS Advisory Committee Meeting on Wednesday, November 28, 2018

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

Phone: 515-244-7181

Name	Present	Term Ends
Carl Mattes, Chair	Y	07/01/2020
Melvyn Houser	Y	07/01/2021
Michelle Fields	N	07/01/2020
Suzanne Watson	Y	07/01/2019
Kathy Egbert	Y	07/01/2021
Jill Eaton	Y	07/01/2020
Sue Duhn	Y	07/01/2020
Sarah Berndt	Y (Phone)	07/01/2021
Dawn Smith	Y	07/01/2021
Duane (Dewey) Hildebrandt	Y	

Staff Present: Bill Peterson, Jeanine Scott, Brad Holtan, Beth Manley, Robin Harlow, Kristi Harshbarger, Dylan Young, Chris Schwebach, Nick Ballard, Ashley Clark

Mattes called the meeting to order at 10:01 am.

Motion by Houser, seconded by Duhn to approve the agenda. All ayes, motion passed.

Motion by Watson, seconded by Eaton to approve the minutes from the 1/12/2018 meeting. All ayes, motion passed.

Introductions:

To begin the meeting, Mattes asked everyone to introduce themselves. This was helpful for everyone.

Advisory Committee Membership:

Scott gave an update on committee membership. Houser and Berndt have agreed to extend their membership on the committee to 7/1/2021.

Pitts and Seymour-Guards' memberships expired on 7/1/2018. The new committee members to serve are Dawn Smith and Kathy Egbert, who began on 7/1/2018. Duane (Dewey) Hildebrandt's appointment will begin in January 2019 when Carl Mattes retires. The group welcomed the new members to the committee.

With Mattes' upcoming retirement, the committee discussed appointing the new chair. The group discussed the requirements for the chair position. Mattes suggested Houser would be a great replacement for the position.

Motion by Eaton, seconded by Smith to appoint Houser as the next committee chair, beginning in January 2019. All ayes, motion passed.

Compliance:

ISAC has received several requests for data from CSN. ISAC wants to have a consistent process for responding to requests for data from CSN received directly by ISAC. A memo was distributed explaining the confidential nature of the information in CSN, the types of data requests ISAC has received, and who has the legal authority to release the data. The memo concluded the MHDS regions are the lawful custodian of the data and, therefore, the MHDS region should decide what data is released. The MHDS region CEOs were consulted and asked how they want to handle data requests received by ISAC. The MHDS region CEOs voted to approve all data requests before any data is released. ISAC developed a policy, which was also distributed at the meeting, that outlined the data request process. Any person or entity requesting data directly from ISAC must fill out a form to be submitted to the MHDS region CEO for approval. After a decision has been made, the MHDS region CEO will release the data accordingly.

Motion by Houser, seconded by Watson to approve the proposed data release policy. All ayes, motion passed.

Financials:

Holtan gave a presentation on FY18 finances. He explained the budget looks a little different because all of the salary expenses were moved to the capital assets line. An Audit Report was completed by McGowen, Hurst, Clark & Smith, P.C. the first part of September. The summary of the Independent Auditor's Results are: an unmodified opinion was issued on the financial statements, no material weaknesses in the internal control over financial reporting were disclosed by the audit of financial statements, and the audit did not disclose any noncompliance which could have a material effect on the financial statement accounts.

The FY18 audit has been completed and finalized. Holtan said he can get copies of the FY18 data if members would like to review it in more detail.

Holtan continued his presentation with the FY19 finances. The flat membership fee is \$20,000. The cost per capita is 23.6 cents. Apart from census changes, the dues will not change in FY20. Membership flat rate will stay at \$20,000, per capita rate will stay at .244, and Polk County's rate will stay at .0525.

Holtan gave a presentation on the proposed FY20 budget. He pointed out a few items:

- Data back-ups budget amount is projected to be \$18,000 over budget. This is due to the increased fees from IP Pathways for the datacenter backups and storage fees.
- Audit fees are projected to be \$49,000 under budget.
 - Scott stated an independent security audit is being researched. If done, this will change the projection.

- Software & Hardware has been increased by \$22,000.

Motion by Houser, seconded by Smith to approve the proposal CSN Advisory Budget for FY20. Multiple nays. Motion did not pass.

The reserve amount is high for the budget size. Normally it is about 25% of the budget. The group discussed the causes of the high reserves, such as the special 3.0 Allocation, staffing efficiencies, etc. Several options to lower the reserves were discussed such as a cut in dues, special disbursement, grants, etc.

After further discussion about reserved finances and upcoming projects, the following motion was presented.

Amendment Motion by Eaton, seconded by Houser to keep the membership flat rate at \$20,000, decrease per capita rate to .22 for all counties, and Polk County's rate will lower to .04. All ayes, motion passed.

Second amendment motion by Eaton, seconded by Duhn to change Polk County's rate to .047. All ayes, motion passed.

Motion by Houser, seconded by Egbert to adopt the proposed amended budget. All ayes, motion passed.

FY18 Report & Staff Updates:

Scott presented FY18 costs for Development, IT Support, Program Management, Security & Compliance, User Support, User Training, and State Mandates.

Several important initiatives are being discussed for FY20; importing IME data, Provider Placement module, Homeless Initiative, Children's Mental Health and Phase 2 Justice Involved Services.

CSN Training Update:

Duhn reported training was held in November 2018, 48 users participated.

Project Updates:

Scott gave a brief overview of the Justice Involved Services project. A workgroup with over 20 volunteer members from each MHDS region, community services providers, Department of Corrections employees, and ISAC staff was created in March 2018. The group held a kick-off meeting in March and has held two meetings (June & September). During the kick-off meeting the group agreed the best area to begin the project focus on Post Booking. ISAC staff reviewed over 500 data elements submitted by entities across the state. Hildebrandt offered insights into the booking process and use of data exchanges.

If the project is approved to move forward, the goal is to have the first phase fully implemented by July 1, 2019.

Schwebach gave a presentation to show the proposed screens and explained the project plan. The project is estimated at 400 hours, and development would begin in January 2019.

A good discussion was had, discussing project scope and capabilities of CSN. Smith stated she is on a couple other committees that would really benefit from this project as well. Peterson suggested Scott to talk with Jamie Cashman to see if he has a recommendation for an individual from the judicial branch join the committee.

Motion by Smith, seconded by Egbert to approve moving forward with the development phase of the Justice Involved Services project, which will begin in January 2019. All ayes, motion passed.

Scott discussed offering a Predictive Services Model Contract with Karen Walters-Crammond. Walters-Crammond would assist in the definition phase to create a model that would utilize data within CSN to link clients with suggested services that may best match the client's needs. The contract term is up to 120 hours at a rate of \$60 / hour, which would go until February 28, 2019.

Scott explained the statement of work contract has defined points, it is only for the definition phase of the project, and the contract is "up to 120 hours"; therefore, it can be shortened if needed.

Motioned by Houser, seconded by Duhn to approve the Predictive Services Model Contract with Karen Walters-Crammond. All ayes, motion passed.

Harlow gave an overview on data analytics. Harlow completed research on Izenda 6 (the current tool), Izenda 7, and Tableau (used by ISAC and limited use within CSN). Harlow recommends using both Izenda and Tableau for one year, to give individuals a chance to learn Tableau. The cost to use the blended approach for both tools for a year will be \$7,875.

A Data Analytics Reporting Committee has been formed to expand CSN's reporting capabilities, assist with data-driven decision making, and standardize business processes to improve data integrity and accuracy. A kick-off meeting was held at the end of October to discuss the committee goals and purpose. The first committee meeting will be held on December 11, 2018. Committee members are Jody Eaton, Ryan Wood, Jennifer Vitko, Drew Skinner, Kim Wilson, and Molly Brown. ISAC staff working with the committee are Robin Harlow, Jeanine Scott, Chris Schwebach, and Ashley Clark.

ICTS Governance:

Scott and Peterson have discussed the challenges surrounding governance as the regional focuses have changed. Scott gave an example with vetting system changes through the Operations sub-committee, which has traditionally been financially focused. At the current

time, Operations is in charge of approving or denying changes. At times, it is difficult for members to make decisions on changes to areas they may not use every day or at all.

Peterson suggested having task forces for projects instead of ongoing committees. These would include individuals directly affected by the project, and members would know the project length. This would prevent people from getting burned out and allow more people to be involved. Watson, Egbert, Duhn, and Eaton all agreed with this suggestion. Another option discussed is limiting committee member terms.

Scott will present some reorganization options at a future Advisory Meeting. The Operations sub-committee will also be involved with the discussions.

Next meeting will be held in either February or March 2019.

Motioned by Watson, seconded by Duhn to adjourn the meeting at 2:00 pm. All ayes, motion passed.