



ICTS ADVISORY COMMITTEE MINUTES

11.5.25 | 10:00am

Member	Term Ends	Member	Term Ends
Barry Anderson, Chair	7/1/28	VACANT (CSA CEO)	
Karla Weiss	1/1/28	Sandy Sweeney	11/1/28
Ryan Eaton	7/1/26	Sue Duhn	7/1/26
Dewey Hildebrandt	7/1/27	Chopper Albert	7/1/27
Niccole Schippers	7/1/28	Andrea Woodard	

In attendance:

Barry Anderson, Karla Weiss, Ryan Eaton, Dewey Hidebrandt, Niccole Schippers, Sandy Sweeney, Sue Duhn, Chopper Albert

ISAC Staff:

Dylan Young, Brandi Kanselaar, Brad Holton, Andrea Woodard, Andrew De Hann, Joel Rohne, Ashley Clark, Beth Manley, Jake Brunkhorst

Meeting called to order at 10:00 am.

Approval of Minutes

The committee reviewed the Advisory meeting minutes from 4/2/25.

MOTION: Approve Advisory meeting minutes from 4/2/25. Motion by Albert. Seconded by Duhn. Motion passed.

The Operations Committee minutes from April 2025 were also reviewed.

Advisory Appointment Updates

Nicole Schippers, replacing Bill Horning for the IT Affiliate and Sandy Sweeney, replacing Sarah Berndt for Community Service Association Affiliate, have been added to the committee.

The ICTS bylaws currently state that one member of this committee must be represented by a Regional CEO, but regions were dissolved on 6/30/25, so there is no CEO to fill the appointment. ICTS will be redoing the bylaws to reflect this change. If there is feedback on who the representative should be, please share.

MOTION: Approve changes to the ICTS Advisory membership. Motion by Hildebrant. Seconded by Albert. Motion passed.

Via Zoom Meeting

CSN Operations Committee Update

All the members of the Operations committee were regional staff members, so with the dissolution of regions, that committee became 100% vacant as of 6/30/25. The plan is to wait and see who is using CSN and then have a discussion on the appropriate types of entities that should be represented on that committee. Until then, the enhancement and report requests ICTS has received since the last Operations meeting in April are on hold.

CSN Update

Entities Using CSN

ISAC/ICTS has been marketing CSN as much as possible at conferences, during the 99-county tour, and anywhere else they may be asked to speak at. Last week, Kanselaar spoke at the Judicial Advocate conference and both Manley and Kanselaar spoke at the General Assistance Retreat. Due to this marketing, we are not only gaining more entities like General Assistance, Veteran's Assistance, and Community Services programs, but we have attracted new entities such as Johnson County Violence Prevention program, Warren County Conservation, Pottawattamie County Jail, and Story County Homeless/Housing Program.

Not counting the Disability Access Points, who are using CSN as well, all 99 counties are using CSN in some manner.

Future of CSN Expert Users

The latest CSN Expert User Support hours were shown. For FY26, Quarter 1, the support hours have dropped significantly to only 5.5 hours due to less users in the system and less expert users to provide support. CSN had around 30 expert users, and we are now down to around 10 with a few having end dates as of 12/31 after they close out the region. ICTS has picked up support for various entities, but even ICTS support hours have decreased for CSN.

Expert Users had specific requirements they had to meet to keep their status, which included support, training, and testing new functionality in CSN. In return, they got special expert user functions in CSN that regular users could not do. The biggest question Kanselaar is getting from the remaining expert users is will they lose their special functions in CSN if expert users are no longer needed.

Kanselaar's proposal is to sunset the expert users either on 12/31/25 or at the end of this fiscal year and ICTS takes over the user support. The biggest thing needed in the future is we'll still need testers for CSN. For CSN Testing, the proposal is that if an individual serves on the Operations committee, CSN testing is a requirement to serve on that committee. We'd also ask for volunteer CSN testers like we always have as well. As a perk, the Operations member or a volunteer CSN tester would be rewarded with the Expert User functions in CSN.

Duhn, who is a current expert user, agreed that support tickets have decreased significantly and the tickets that do come in are very simple issues that don't take long.

The committee suggested sunsetting the expert users at the end of the fiscal year so new policies could be drafted and looked over by this committee.

The question was asked if there should be a limit on CSN Testers. Kanselaar stated ICTS has a current policy in place that for new functionality to be implemented in CSN, it must be tested by 75% of the testers. Duhn stated over the last year, ICTS has struggled with meeting that threshold due to the current climate, so the more CSN Testers we have the better, to make sure that requirement is met.

Data Transfer to HHS Update

The data transfers to HHS are all completed, including client documents, except for one final transfer that will be sent after 12/31/25 after regions are closed out. That transfer may only include financial data, but we haven't gotten confirmation on that yet.

TSB Update

Rohne presented the projects that TSB is working on. For the software taskforce, things are moving forward and two vendors selected: Tyler Technologies and ReGov. The purpose of this project is to help counties with county financial software options and offer support.

Another project being worked on is IT as a Service. Counties need technical assistance with vendor engagement and technology in general. IT as a Service is still being defined what it looks like, but this is not to take over IT for a county. Instead, the goal is to offer supplemental services to fill the resource gaps that are happening.

TSB Financial Review

ISAC will hire an individual to help set up and navigate both IT as a Service and the Software Taskforce projects. Once that person starts and projects are defined, there will be a better idea of revenue. Holtan clarified that if the revenue isn't there as expected, the expenses won't be either.

ICTS Financial Review

Holtan presented the ICTS financials. Total equity as of 6/30/25 is at \$3.2 million. ICTS performed a PEN Test which included additional cost for FY25. However, there was not a lot of staff time for CSN in FY26 due to no production releases.

For FY27, the suggestion for CSN dues is charging each county \$2,500 annually and charging each Disability Access Point (DAP) entity using CSN \$2,500 annually.

The future plan is to move TSB out from under ICTS and onto the ISAC budget. The feeling is that the services that are being offered by TSB should be a member service under ISAC. IT as a Service and Risk Assessments can be contracted through ICTS, when needed.

Anticipated total revenue for FY27 is about \$1.4 million and expenses are anticipated at about \$1.46 million. This would be a loss of about \$76,000. Holtan states he's comfortable with the loss because there would still be \$2.3 million left in reserves.

MOTION: Approve FY27 ICTS Budget as presented. Motion by Albert. Seconded by Eaton. Motion passed.

Open Discussion Items

No items discussed.

Next Meeting

Anderson will discuss options with Clark in the spring of 2026 to see if a meeting is needed before the Fall 2026 meeting.

Meeting adjourned at 10:38am.