



## County Community Services (CSN) Overview

### History

CSN was developed to help counties across Iowa securely share and access client information in a way that is efficient, ethical, and compliant with HIPAA and state regulations.

Originally designed for mental health services, CSN has expanded to include programs such as General Assistance, Veterans Assistance, and other county social services. This broader use allows counties to view the full scope of services provided to a client, supporting more informed and coordinated care.

Without a system like CSN, sharing client information can expose counties to compliance risks and inefficiencies.

### Benefits

- **Better Use of County Resources**  
By giving staff access to client history and cross-program involvement, CSN reduces duplication of services and helps ensure funds are used effectively.
- **Continuity of Services**  
When staffing changes occur, client caseloads can be reassigned quickly and securely. This minimizes service disruptions and ensures residents continue receiving support.
- **Stronger Coordination Across Programs**  
CSN allows staff to see what services a client is receiving across departments and providers, leading to more coordinated, holistic care and better outcomes for residents.
- **Real-Time Financial Insight**  
Departments can monitor budgets, spending authority, and fund balances in real time. This supports more accurate forecasting and informed budgeting decisions.
- **Reduced Administrative Burden**  
Automated required reporting to agencies like the HHS, saving staff time and keeping counties compliant with Iowa Code.
- **Locally Controlled and User-Driven**  
CSN is governed by the ICTS Operations Committee made up of CSN users. This ensures the system continues to evolve based on real needs at both state and local levels.

### Integrations/Data Exchanges

- CSN is already integrated with Harris/Solutions, Tyler Technologies, as well as other county ERP systems.
  - These integrations support paperless claim submission, processing, and reconciliation, and CSN can be adapted to work with most ERP systems.
- CSN exchanges data with Iowa Integrated Justice (IJI), part of the Iowa Judicial Branch.
  - Arrest records for simple misdemeanors and above are automatically imported into CSN when a matching client is identified, helping workers stay informed of critical updates.
- ICTS partnered with Deerfield Solutions, who holds the exclusive online versions of the LOCUS and CALOCUS assessments, to integrate these tools into CSN.
- There are numerous opportunities to collaborate with state and local entities to explore potential data-sharing and/or integration initiatives.