Jasper County, Iowa

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Board of Supervisors
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JASPER COUNTY BOARD OF SUPERVISORS AGENDA
www.co.jasper.ia.us
December 8, 2015
9:30 a.m.

Item 1   Approval of Annual Urban Renewal Report, Fiscal Year 2014-2015

Item 2   Resolutions approving Transfer Orders #1350 & #1351

Item 3   Approval of Letter of Support for HIRTA security camera project

Item 4   Human Resources – Dennis Simon
    a) New Position Resolution for Board of Health Administrator
    b) Employee Hiring Resolution – Secondary Roads

Item 5   Community Services – Jody Eaton
    a) Central Iowa Community Services FY 15 Annual Report

Item 6   GIS – Laurie Jackson
    a) Civic Plus Presentation of Website Options by James Hedstrom & James Reilly

Item 7   Approval of Board of Supervisors minutes for 12/1/15

Item 8   Jasper County Care Facility Demolition

Item 9   Board Appointments

PUBLIC INPUT & COMMENTS

Annual Urban Renewal Report, Fiscal Year 2014 - 2015

Levy Authority Summary

Local Government Name: JASPER COUNTY

Local Government Number: 50

Active Urban Renewal Areas	U.R. #	# of Tif Taxing Districts
JASPER COUNTY-AMENDED JASPER CO URBAN RENEWAL	50011	7
JASPER COUNTY-COLFAX INTERCHANGE URBAN RENEWAL	50015	4
JASPER COUNTY-COUNTY FARM URBAN RENEWAL	50016	1
JASPER COUNTY-NORTHWEST AREA URBAN RENEWAL	50020	5
JASPER COUNTY-KILLDUFF URBAN RENEWAL	50023	1
JASPER COUNTY-COLFAX URBAN RENEWAL	50024	2
JASPER COUNTY-GALESBURG URBAN RENEWAL	50025	1
JASPER COUNTY-NEWBURG URBAN RENEWAL	50026	1
JASPER COUNTY-IRA URBAN RENEWAL	50027	1
JASPER COUNTY-GUN CLUB ROAD URBAN RENEWAL	50028	2
JASPER COUNTY-COUNTRY ESTATES URBAN RENEWAL	50029	1
JASPER COUNTY-WOODS ESTATES URBAN RENEWAL	50030	1
JASPER COUNTY-CHEESE ROAD URBAN RENEWAL	50031	2
JASPER COUNTY-SUNSHINE ACRES URBAN RENEWAL	50032	1
JASPER COUNTY-MINGO URBAN RENEWAL	50033	1
JASPER COUNTY-ROCK CREEK HOMESITES URBAN RENEWAL	50034	2

TIF Debt Outstanding: 7,657,248

TIF Sp. Rev. Fund Cash Balance as of 07-01-2014:	0	0	Amount of 07-01-2014 Cash Balance Restricted for LMI
TIF Revenue:	1,056,859		
TIF Sp. Revenue Fund Interest:	0		
Property Tax Replacement Claims	0		
Asset Sales & Loan Repayments:	0		
Total Revenue:	**1,056,859**		
Rebate Expenditures:	525,528		
Non-Rebate Expenditures:	0		
Returned to County Treasurer:	0		
Total Expenditures:	**525,528**		
TIF Sp. Rev. Fund Cash Balance as of 06-30-2015:	**531,331**	**0**	**Amount of 06-30-2015 Cash Balance Restricted for LMI**

Year-End Outstanding TIF
Obligations, Net of TIF Special
Revenue Fund Balance: 6,600,389

Resolution _____

| STATE OF IOWA | } | **TRANSFER ORDER** | $119,796.13 |

Jasper County

Newton, Iowa, December 1, 2015

Doug Bishop, Treasurer, Jasper County, Iowa

Transfer One hundred nineteen thousand seven hundred ninety six and 13/100***dollars

From: 0802 - Amended   To: 2080 (2007) TPI/Opus Debt
      JC 28E Subfund

      xxxx-99-0051-000-81400   xxxx-4-99-0051-904000

Account of: Debt Payment

By Order of Board of Supervisors.

                                                                 Auditor

**NO. 1350**   _Teresa Huseboe_   **Deputy**

****

This transfer will cover the payment that will be made December 1, 2015 for debt interest on the following bond:
$4,825,000 bonds dated 11-1-2001 for the TPI/Opus Economic Development Grant.

Resolution _____

| STATE OF IOWA | TRANSFER ORDER | $16,625.00 |

Newton, Iowa, December 1, 2015 _____

Doug Bishop, Treasurer, Jasper County, Iowa

Transfer Sixteen thousand six hundred twenty five and 00/100***dollars _____

From: Various Funds   To: 2011 - (2012A)
     (See Below)

    xxxx-99-0051-000-81400   xxxx-4-99-0051-904000

Account of: Debt Payment

By Order of Board of Supervisors.

                                                    Auditor

NO. 1351   **Deputy**

From Fund	To Fund	Amount	
0810 - Colfax Interchange	2011 - (2012A)	$	16,625.00
2007 - (2006) LEC		$	-
		$	16,625.00

****

This transfer will cover the payment that will be made December 1, 2015 for debt interest on the following bond:
refunding of GO Bonds 2012A, $3,235,000, refunding of: 2001, 2006 & 2012 $1,450,000 Debt.

Jasper County, Iowa
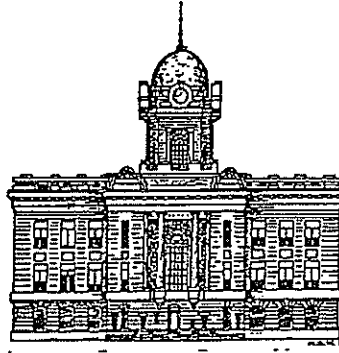
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December 8, 2015

Prairie Meadows
1 Prairie Meadows Drive
Altoona IA 50009

To Whom It May Concern:

The Jasper County Board of Supervisors wishes to express its support of the Heart of Iowa Regional Transit Agency's (HIRTA) security camera project proposal. The project involves the purchase and installation of security cameras in HIRTA vehicles.

Security cameras are common practice in public transportation as they provide enhanced security for both drivers and passengers, contribute to performance evaluation, and help reduce risks of violent incidents.

The Jasper County Board of Supervisors is pleased to continue its working relationship with HIRTA and supports safe, reliable transportation to the citizens of Jasper County.

Thank you for your consideration of HIRTA's security camera project proposal.

Sincerely,

Denny Carpenter, Chairman
Jasper County Board of Supervisors

Resolution 15-

WHEREAS, the Jasper County Board of Health has the need for and has requested the Jasper County Board of Supervisors create the permanent full-time position for Board of Health Administrator.

NOW, THEREFORE BE IT RESOLVED that the Jasper County Board of Supervisors shall create the permanent full-time position for a Board of Health Administrator.

A hiring resolution will be presented to the Jasper County Board of Supervisors to fill this position and establish the level of pay.

Resolution adopted this 8th day of December, 2015.

_____
Denny Carpenter, Chairman

Attest:

_____
Dennis Parrott, Auditor

RECORDED IN BOARD OF SUPERVISORS MINUTES
BOOK 21   12/8/2015   PAGE

Resolution 15-

WHEREAS, a position vacancy has been approved for the following appointment by the Board of Supervisors through the Personnel Requisition Process.

NOW, THEREFORE BE IT RESOLVED that the Board of Supervisors approves and certifies the following appointment to the Auditor for payroll implementation:

DEPARTMENT	POSITION	EMPLOYEE	PAY RATE	RANGE/STEP	EFFECTIVE DATE
Secondary Roads	Grade III Skilled Labor	Alvin Pickett	$21.28	Hire-in	12/14/15

Resolution adopted this 8th day of December, 2015

_____
Dennis Carpenter, Chairman

Attest:

_____
Dennis Parrott, Auditor

RECORDED IN BOARD OF SUPERVISORS MINUTES
BOOK 21   12/8/15   PAGE

Central Iowa Community Services
Mental Health and Disability Services
FY 2015 Annual Report

Central Iowa
Community
Services

Geographic Area: Serving Boone, Franklin, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story, and Warren Counties.

-continued-

Contents

Introduction

Central Iowa Community Services (CICS) provides coordination and financial support for mental health and disability services to individuals located in the 10-county area including Boone, Franklin, Hamilton, Hardin, Jasper, Madison, Marshall, Poweshiek, Story and Warren counties.

In compliance with IAC 441-25 the CICS Management Plan includes three parts: Annual Service and Budget Plan, Policies and Procedures Manual and the Annual Report.

CICS Management Plans are available on the CICS Website www.cicsmhds.org and DHS Website http://dhs.iowa.gov.

The Annual Report

The Annual Report reflects the first official year of regionalization. The report includes fiscal year 2015 efforts to merge the county mental health system into a regional system of care. The report contains information on the availability of core, additional core services, and the efforts and plans for expansion in services and provider proficiencies. Also reported are the statistical reports of individuals funded and expenditures and budgets. In the final section, we will report the struggles and the achievements, lessons learned, and show the collaboration and partnerships that will help lead to a better system of care in Iowa.

The CICS Governing Board Directors for FY15 are:

Tom Foster – Boone County
Mike Nolte – Franklin County
Doug Bailey – Hamilton County
Ronn Rickels – Hardin County
Joe Brock – Jasper County
Kirk MacUmber – Madison County (ended 12/31/14)
Phil Clifton – Madison County (began 1/1/15)
Dean Adams – Marshall County (ended 12/31/14)
Bill Patten – Marshall County (began 1/1/15)
Larry Wilson – Poweshiek County
Wayne Clinton – Story County
Dean Yordi – Warren County
Al Fagerlund – Ex-officio, non-voting Director
Mary Swartz – Ex-officio, non-voting Director (ended 12/31/14)
Pam Herrema – Ex-officio, non-voting Director (began 1/1/15)

The CICS Advisory Board members for FY15 are:

Tim Rogers, Mary Swartz, Jerry Kramer, Chad Huddelston, Tim Bedford, Harry Jacoby, Sherri Becker, Sarah Baird, Anne Vance, Al Fagerlund, Renae Northcutt, Pam Herrema, Brent Deppe, Mike Morrison, Terry Johnson, William Vaughn, Wendie Cooper, Kimberly Pavlica, Pete Bratner, Susan Kriegel, Linda Romero, Jennifer Scott, Kathy Dinges, Tom Foster and Doug Bailey – Governing Board ex-officio non-voting members.

Services provided in Fiscal Year 2015:

Included in this section of the report:
- Access Standards for Core Services and what we are doing to meet access standards
- Additional Core Services, availability and plans for expansion
- Provider Practices and Competencies
  - o Multi-occurring Capable
  - o Trauma Informed Care
  - o Evidence Based Practices

CICS contracts with local providers for core and additional core services throughout the 10-county area. CICS also honors host regional contracts to ensure that services are available.

Core Service/Access Standards: Iowa Administrative Code 441-25.3

The table below lists core services, describes if the region is meeting the access standards for each service, how the access is measured and plans to improve or meet access standards.

Code Reference	Standard	Results · Met Yes/No · By which providers	Comments · How measured · If not, what is plan to meet access standard and how will it be measured
25.3(1)a	A community mental health center or federally qualified health center that provides psychiatric and outpatient mental health services in the region.	Yes Berryhill Center for Mental Health, Capstone Behavioral Healthcare, Center Associates, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services, Marshalltown Primary Health Center, Primary Health Care – Story County Clinic	The Community Mental Health Centers identified serve 9 of the 10 counties. Additionally, CICS contracted provider in Poweshiek County, Grinnell Regional Mental Health Center (GRMHC) has inquired about receiving designation from DHS.
25.3(1)b	A hospital with an inpatient psychiatric unit or state mental health institute located in or within reasonably close proximity that has the capacity to provide inpatient services to the applicant.	Yes Mary Greeley Medical Center	Mary Greeley Medical Center has a 19-bed facility consisting of 12 adult beds and 7 adolescent beds. CICS also honors the host region contracts to provide access.

Outpatient: (Mental Health Outpatient Therapy, Medication Prescribing & Management, and Assessment & Evaluation)			
25.3(3)a(1)	Timeliness: The region shall provide outpatient treatment services. Emergency: During an emergency, outpatient services shall be initiated to an individual within 15 minutes of telephone contact.	Yes The Community Mental Health Centers (CMHC) listed above follow access standards in Iowa Code Chapter 230A, GRMHC also provides this access. These centers provide outpatient, medication prescribing, and management and assessment and evaluation. The CMHCs and GRMHC have also received Chapter 24 accreditation from DHS.	How Measured: CICS service coordination staff contacted outpatient providers and Integrated Health Home staff to gather information regarding access standards and timelines. CICS initiated on-call stipend for MHCs and GRMHC.
25.3(3)a(2)	Urgent: Outpatient services shall be provided to an individual within one hour of presentation or 24 hours of telephone contact.	Yes See information above	How Measured: CICS service coordination staff contacted outpatient providers and Integrated Health Home staff to gather information regarding access standards and timelines. CICS initiated on call stipend for MHCs and GRMHC.
25.3(3)a(3)	Routine: Outpatient services shall be provided to an individual within four weeks of request for appointment.	Yes/No Provider Network: Advanced Therapy Solutions, Anne Mc Crea, Berryhill Center for Mental Health, Capstone Behavioral Healthcare, Pam Caviness, Center Associates, Central Iowa Psychological Services, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services, Grinnell Regional Mental Health Center, Hansen Family Hospital, House of Mercy, Youth and Shelter Services. Other available providers: Achieve Mental Health, Adel Mental Health, Ames Counseling and Psychological Services, Behavioral Health Options, Behavioral Health	How Measured: CICS service coordination staff contacted outpatient providers and Integrated Health Home staff to gather information regarding access standards and timelines. Meeting access standards begins with contacting the MHCs. If it does not appear they are within the access standards, staff contacts other outpatient providers both within and outside the provider network to determine if services are available within the timeframe and distance standards. We are always striving to meet the access standard, at times in any given area there may be a staff shortage. The access standard is a moving target and is dependent on retention of staff and recruitment of new staff. Medication and Prescribing management is on occasion met by local Medical Providers, or referring to nearby communities to receive the service.

		Services, Borst Counseling, Patti Campidilli, Catalyst Counseling, Catholic Charities, Center for Interpersonal Effectiveness, Clear Brook Counseling Professionals, Clinical Associates of Ames, Compass Tree Counseling, Counseling for Growth and Change, Creative Counseling Services, Crossroads Counseling, Davis Psychological, 5th St. Mental Health Professionals, Genesis Mental Health Center, Healing Hearts Therapy, Health Homes, In Perspective PLLC, Integrated Treatment Services, Iowa Specialty Clinic, James R. Trahan Plc & Associates, Journey Counseling & Consultation, Linda Knierim, KW Counseling, Kun–Hong Lu, Lutheran Services in Iowa, William Martin, Phd., Mason City Clinic, Midwest Counseling LLC, Mind and Body Clinic, Monarch, Moonstone Wellness, Orchard Place Child Guidance, Peace of Mind Counseling Services, The Richmond Center, River Valley Clinic, Bailey Saal, LISW, SATUCI, Steiner and Associates, Dr. Stenger, Jeff Wells	
25.3(3)a(4)	Proximity: Outpatient services shall be offered within 30 miles for an individual residing in an urban community and 45 miles for an individual residing in a rural community.	Yes	While CICS meets access standards, the lack of transportation is still a concern. CICS provided funds in Poweshiek (FY 14), Story County, Boone County and Warren County (FY 15) to improve the access to outpatient services. (see Outcomes section for details on these projects)

Inpatient: (Mental Health Inpatient Therapy)			
25.3(3)b(1)	**Timeliness:** The region shall provide inpatient treatment services. An individual in need of emergency inpatient services shall receive treatment within 24 hours.	Yes/No Allen Hospital, Broadlawns Medical Center, Buena Vista Regional Medical Center (Geriatric), Cass County Memorial Hospital, Covenant Medical Center, Genesis Medical Center, Great River Medical Center, Iowa Lutheran Hospital, Jennie Edmundson Hospital, Mahaska Health Partners, Mary Greeley Medical Center, Mercy-Iowa City, Mercy-Clinton, Mercy-Des Moines, Mercy-Dubuque, Mercy-North Iowa, Mercy-Sioux, MHI, Satori Memorial Hospital, Spencer Municipal Hospital, St. Anthony Regional Hospital, St. Lukes-Cedar Rapids, St. Lukes-Sioux City, University Of Iowa Hospitals and Clinics	Even though inpatient beds are available, individuals are at times refused admittance by inpatient units. We have been informed that individuals with dual diagnosis, individuals needing detox, or those with disruptive behavior are often difficult to place in inpatient units. CICS has made Integrated Telehealth Partners available to local Emergency Rooms for access to psychiatry.
25.3(3)b(2)	**Proximity:** Inpatient services shall be available within reasonably close proximity to the region. (100 miles)	Yes	Inpatient units are located within 100 miles of all CICS counties.
25.3(3)c	**Timeliness:** Assessment and evaluation. An individual who has received inpatient services shall be assessed and evaluated within four weeks.	Yes See Routine Outpatient above	Self-report by MHCs, reports for Service Coordinators and Integrated Health Homes CICS has made arrangements to have individuals seen by alternate providers when necessary.

Basic Crisis Response: (24-Hour Access to Crisis Service, Crisis Evaluation, Personal Emergency Response System)			
25.3(2) & 25.3(4)a	Timeliness: Twenty-four-hour access to crisis response, 24 hours per day, seven days per week, 365 days per year.	Yes Community Mental Health Centers and GRMHC Amber Alert GPS, Connect America, Lifeline	How Measured: CICS service coordination staff contacted outpatient providers and Integrated Health Home staff to gather information regarding access standards and timelines. CMHCs either provide or contract with a provider for afterhours crisis line with CMHCs therapists providing on call services. CICS has implemented a Region-wide crisis line November 1, 2015.
25.3(4)b	Timeliness: Crisis evaluation within 24 hours.	Yes Community Mental Health Centers, GRMHC and Integrated Telehealth Partners	Through the CMHCs on-call therapist and through Integrated Telehealth Partners through Emergency Rooms.

Support for Community Living: (Home Health Aide, Home and Vehicle Modification, Respite, Supported Community Living)		
25.3(5)	Timeliness: The first appointment shall occur within four weeks of the individual's request of support for community living.	Yes Providers: Access Inc., ARC of Story County, At Home Care Services, Capstone Behavioral Healthcare, Central Iowa Residential Services, ChildServe, Choice Medical, Christian Opportunity Center, Diamond Life Health Care, Inc., Easter Seals of Iowa, Eyerly Ball Community Mental Health Services, Friends Forever Social Education Center, Friendship Ark Homes, Genesis Development, Grinnell Regional Home Care, Healthy Connections, Homecare Services of Boone County, Home Instead, Iowa Homecare, Jasper County Home Care, Lutheran Services in Iowa, Mainstream Living, MGMC Home Health and Hospice Services, Mosaic of North Central Iowa, Optimae Life Services, Phillips Floors, Inc., Progress Industries, The Respite Connection, Roberts Heating, Cooling, & Plumbing, Total Mobility, Universal Pediatrics, Village Enterprises, Warren County Public Health, Wesley at Home, Wesley Life Homecare	How Measured: CICS service coordination staff contacted outpatient providers and Integrated Health Home staff to gather information regarding access standards and timelines. All requests for these services have been met within the timeframe or the service is available. However, individuals with complex needs or interfering behaviors continue to be a challenge for community placement. In FY16 Transitional Housing site was opened by Optimae Life Services to assist individuals in providing a safe and secure place to live with staff supervision 16 hours/day while the individual establishes a plan, obtains support services, connects with resources, and secures safe and affordable housing.

Support for Employment: (Day Habilitation, Job Development, Supported Employment, Prevocational Services)			
25.3(6)	Timeliness: The initial referral shall take place within 60 days of the individual's request of support for employment.	Yes Job Development, Supported Employment, Prevocational Services: Christian Opportunity Center, Genesis Development, Mainstream Living Employment and Learning Center, MIW, Mosaic of North Central Iowa, North Iowa Vocational Center, Progress Industries Day Habilitation: Access, Inc., Capstone Behavioral Healthcare, Central Iowa Residential Services, Christian Opportunity Center, Friends Forever Social Education Center, Hardin County FIA Friendship Club, Mainstream Living Employment and Learning Center, Optimae Life Services	Supported employment providers were not available in each county previously. CICS drafted a proposal to partner with providers to establish, develop or expand supported employment services in each of the 10 counties. This project will continue for a period of 4 years.
Recovery Services: (Family Support, Peer Support)			
25.3(7)	Proximity: An individual receiving recovery services shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Yes/No Berryhill Center for Mental Health, Broadlawns Medical Center, Capstone Behavioral Healthcare, Center Associates, Central Iowa Recovery, Community Support Advocates, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services, Integrated Health Services, Lifeworks, Mid-Iowa Triumph Recovery Center, Orchard Place Child Guidance, Youth Emergency Services & Shelter, Youth and Shelter Services, Wellsource	Peer support is available through IHH providers and other trained peers. The required peer and family support training is beginning to become widely available. Recruitment of individuals to receive the training has been slow. CICS currently has NAMI trained peer support in some areas and has contracted with NAMI Iowa to provide Family to Family training to local volunteers. CICS has also contracted with NAMI of Central Iowa to provide guidance to other areas in developing support groups and educational opportunities.

Service Coordination: (Case Management, Health Homes)			
25.3(8)a	Proximity: An individual receiving service coordination shall not have to travel more than 30 miles if residing in an urban area or 45 miles if residing in a rural area to receive services.	Yes Berryhill Center for Mental Health, Broadlawns Medical Center, Capstone Behavioral Healthcare, Center Associates, Central Iowa Case Management Services, Community Support Advocates, County Community Services Case Management, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services, Lifeworks, Orchard Place Child Guidance, Poweshiek County Case Management, Youth and Shelter Services, Youth Emergency Services & Shelter, Warren County MHDD Services, Wellsource	Each County in CICS has a designated Case Management and one or more Integrated Health Home providers. Not all individuals are served through case management or IHH. CICS employs Service Coordinators in each county to meet the coordination needs of individuals not enrolled in Medicaid or not eligible for IHH or case management.
25.3(8)b	Timeliness: An individual shall receive service coordination within 10 days of the initial request for such service or being discharged from an inpatient facility.	Yes	We are able to meet the access standard with CICS Service Coordination working with individuals referred to us until the individual can be served by the IHH. CICS does not manage the IHH enrollment.

Additional Core Services Available in Region: Iowa Code 331.397(6)

The Chart below includes additional core services currently provided or being developed.

Service Domain/Service	Available • Yes/No • By which providers	Comments • Is it in a planning stage? If so describe.
Comprehensive Facility and Community-Based Crisis Services: 331.397~ 6.a.		
24-Hour Crisis Hotline	Yes Through CMHCs and GRMHC to cover the 10-county area	CICS implemented a Region-wide crisis line November 1, 2015.
Mobile Response	Yes Eyerly Ball Community Mental Health Services	Currently provided in Warren County; reviewing Chapter 24 Mobile Crisis rules to determine feasibility in rural areas.
23-Hour Crisis Observation & Holding	Yes Mary Greeley Medical Center	
Crisis Stabilization Community Based Services	Yes Berryhill Center for Mental Health	ACT is provided in Hamilton County.
Crisis Stabilization Residential Services	Yes Mary Greeley Medical Center Transitional Living Program (TLP)	Expansion of CSRS is in the beginning stages of development.
Other	Yes	Optimae Life Services Transitional Housing service implemented September 1, 2015.
Crisis Residential Services: 331.397~ 6.b.		
Subacute Services 1-5 beds	No	
Subacute Services 6+ beds	No	

-continued-

Justice System-Involved Services: 331.397~ 6.c.		
Jail Diversion	Yes Eyerly Ball Community Mental Health Services, Optimae Life Services (Intensive Case Management)	Jail Diversion services are provided in Warren County and as of May 1, 2015 these services are provided in Story County. Implementing in Jasper County October 1, 2015 and Poweshiek County January 1, 2016.
Crisis Prevention Training	Yes	CICS provided funding for Mental Health First Aid for Law Enforcement, First Responders and Fire personnel. Funds have been budgeted for additional Crisis Prevention Training.
Civil Commitment Prescreening	Yes Eyerly Ball Community Mental Health Services	Provided in Story County and Warren County CICS staff met with Court Administrators from the 2nd and 5th Judicial Districts to discuss how information could be shared. We will be reviewing civil commitment prescreening to see how effective it is to replicate in all counties.
Other	Yes Center Associates, House of Mercy, Integrated Telehealth Partners	CICS contracts with providers for therapy and psychiatric services in the jail.

Provider Competencies

Regions are expected to create a system of care that would incorporate provider practices that include the capacity to serve individuals with multi-occurring conditions, trauma informed care and evidence based or evidence supported practices. This initiative requires provider collaboration, creation of tracking mechanism for outcomes, and CICS identified the need for dedicated staff for Quality Assurance and implementing and measuring Evidence Based Practices. The additional administrative cost was not budgeted in FY 15. Realignment of job functions in FY 16 will allow us to dedicate additional time to these initiatives.

Below is a report from the Regional Collaborative regarding the
Outcomes measures and Provider proficiencies:

Regions, Iowa Provider Association and CSN staff have taken the lead in providing a mechanism for gathering data for outcome measures.
Quality Service Development and Assessment

I. **What are the regions being asked to do as it pertains to Quality Service Development and Assessment, QSDA.**
    - Identify and collect Social Determinant Outcome data.
    - Look at service delivery models- multi-occurring, culturally capable, evidence based practices, trauma informed care.
    - Enter into performance based contracts/pay for performance.
        (Each Region will need to compile this information as it is Region specific.)

II. Creating QSDA capacity within the regions.
    - In FY 15 Regions generally addressed the QSDA process as Region specific. Most regions were beginning to identify the QSDA scope and conclude that to fulfill the QSDA requirements would require building capacity, developing priorities and implementing in phases. The initial effort to look at a statewide standardized approach targeted outcomes began. The rationale for selecting outcomes was that there was a successful model which had been developed by Polk County and a service delivery model, regardless of the type, could be evaluated by looking at outcomes.

III. Statewide Outcomes Project.
    - The process began when the Iowa Association of Community Providers, IACP, scheduled a conference on the 5 star quality model in December 2014. Participants were providers and regional staff.
    - A core group of providers, regional staff and ISAC CSN staff organized to discuss and design a statewide outcomes project in January 2015.
    - At the ISAC Spring School in March, there was a presentation on an introduction to value-based social determinant outcomes and pay for performance.
    - IACP gave an overview of the 5 star quality model to about 600 provider participants from all HCBS waivers and Habilitation services at a statewide training in April.
    - IACP also trained providers (over 300 persons in attendance) on the 5 star quality model in May.
    - Objectives for the statewide outcomes project:
        o Provider Agencies and Regions will work collaboratively as partners
        o Develop one set of standardized outcomes statewide
        o Establish a single point for data entry and data retrieval
        o Establish a set of core values utilizing the 5 star model as a framework

- We have identified the need and value in providing disability support services in the person's home community. We believe individuals with disabilities have the same basic human needs, aspirations, rights, privileges, and responsibilities as other citizens. They should have access to the supports and opportunities available to all persons, as well as to specialized services. Opportunities for growth, improvement, and movement toward independence should be provided in a manner that maintains the dignity and respects the individual needs of each person. Services must be provided in a manner that balances the needs and desires of the consumers against the legal responsibilities and fiscal resources of the Region.
- We want to support the individual as a citizen, receiving support in the person's home, local businesses, and community of choice, where the array of disability services are defined by the person's unique needs, skills and talents where decisions are made thru personal circles of support, with the desired outcome a high quality of life achieved by self-determined relationships.
- We envision a wide array of community living services designed to move individuals beyond their clinically diagnosed disability. Individuals supported by community living services should have community presence (characterized by blending community integration, community participation, and community relationships).

Development of the Outcomes Model

We utilized the Polk County outcomes model that has 16 measurable outcomes: Community Housing, Homelessness, Jail Days, Employment: Working toward self-sufficiency, Employment: Engagement toward employment, Education, Participant Satisfaction, Participant Empowerment, Somatic Care, Community Inclusion, Disenrollment, Psychiatric Hospital days, ER visits, Quality of Life and Administrative. This system has been operational since FY 98.

Operational Steps:

- Developed in the first phase 6 outcomes – Somatic Care, Community Housing, Employment, Community Integration, Clients served and Staff.
- Met with Rose Kim with DHS who is overseeing the outcomes process to review outcomes and determine if the project track is consistent with the Outcomes Workgroup recommendations.
- Discussed with Jeanine, CSN Director, the viability of utilizing CSN for provider input of outcome data.
- Presented Outcomes Project proposal to CEOs.
- In April constructed the following timeline for the Statewide Outcomes Project:

July	Informational meetings
Sept.	Support team training and system testing
Oct.	Provide philosophical training (5-Star with Derrick Dufresne)
Oct.	Follow up support team training
Oct.	Web based portal launched
Oct.	In person training for providers and regional staff
Nov.	Project implementation – Providers begin entering data
Nov.	Fall School – EBP – supportive housing, fidelity scales, outcomes
Jan.	All providers begin entering data for the quarter

IV. Statewide Regional Objectives
- Move to create QSDA positions in the regions
- Set an organizational meeting by 10/1/15 for all regional designated QSDA staff
- Develop, implement and train on new provider portal built by ICTS by 11/1/15
- Identify scope of regional QSDA functions by 11/1/15
- Identify training needs (ongoing)
- Hold Statewide meeting in the fall focusing on QSDA

The Chart below is a brief description of the region's efforts to increase provider competencies.

COMPETENCY	DESCRIBE REGION'S EFFORTS TOWARD INCREASING PROVIDER COMPETENCY
Service providers who provide services to persons with 2 or more of the following co-occurring conditions: *a. Mental Illness* *b. Intellectual Disability* *c. Developmental Disability* *d. Brain Injury* *e. Substance Use Disorder*	CICS Administrative team met with Drs. Cline and Minkoff for two planning sessions to discuss strategies of implementing a system of care for multi-occurring individuals. CICS also hosted a region-wide provider meeting. Providers were encouraged to participate in the additional trainings. Quality Improvement Process Project (QuIPP) committee was initiated. Members of the steering committee consist of three Regional staff members and four provider members. The charge of this committee is to work to steer the implementation of a quality improvement and transformation process that included the Comprehensive, Continuous, Integrated System of Care model.
Trauma Informed Care	Gathered information from Community Mental Health Centers regarding services and trainings. DHS MHDS has contracts with CMHC's or other mental health providers to provide staff training and EBP development/implementation. Other initiatives such as trauma informed care, multi-occurring service delivery, and other services are also supported with these contracts.

The Chart below describes the region's efforts towards implementing and verifying fidelity of Evidence Based Practice.

EVIDENCE BASED PRACTICE	PROVIDERS	TRAINING	IMPLEMENTING EBP	DESCRIBE REGION'S EFFORTS TO INCREASE PROVIDER COMPETENCY IN EVIDENCE-BASED PRACTICES
Core: IAC441-25.4(3)	*List Agencies*	*List Trainings*	*List Agencies*	*Narrative*
Assertive Community Treatment or Strength Based Case Management	Berryhill Center for Mental Health			CICS is not the host county for the provider of ACT. CICS will partner with the regional host. Targeted case management for individuals with mental illness was phased out as those individuals transitioned into Integrated Health Homes contracted through the Iowa Plan.
Integrated Treatment of Co-Occurring SA & MH				
Supported Employment	Genesis Development, MIW, North Iowa Vocational Center, Progress Industries			
Family Psychoeducation				
Illness Management and Recovery	Berryhill Center for Mental Health, Capstone Behavioral Healthcare, Center Associates, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services	CMHCs have applied for funding for trainings through block grant administered by DHS.	Berryhill Center for Mental Health, Capstone Behavioral Healthcare, Center Associates, Crossroads Mental Health Center, Eyerly Ball Community Mental Health Services	As stated in Iowa Code 225c DHS MHDS, one of the many duties required of DHS is to emphasize the provision of evidence based outpatient and community support services. DHS contracts with CMHC's or other mental health providers to provide staff training and Evidence Based Practices development/ implementation through the Community Mental Health Center Block Grant. Other initiatives such as trauma informed care, multi-occurring service delivery, and other services are also supported with these contracts. CICS partnered with Community Mental Health Centers in the development of the scope of services for the block grant funds. Some of the initiatives in the requests were approved.
Permanent Supported Housing				

A fidelity assessment involves site visits by two trained fidelity assessors to gather information from various sources in order to make ratings on the critical components of the practice. We have not determined if we would train staff or outsource the assessments, both of which would add additional administrative costs. CICS participates in the regional outcomes collaboration to maximize efficiency, minimize administrative costs and inconsistencies in verification of fidelity standards.

This Chart shows other Evidenced Based Practices or other research based practices available.

Additional Core: 331:397(6)d	List agencies	Narrative
Positive Behavioral Support		
Peer Self Help Drop In Center	Capstone Clubhouse, Friendship Club of Hardin County, Friends Forever Social Education Center, Mid-Iowa Triumph Recovery Center, NAMI Mental Health Wellness Center, Optimae Life Services Peer Drop In and Connections, Station Clubhouse	
Other Research Based Practice: IE IPR IAC 331.397(7)	Central Iowa Recovery	Intensive Psychiatric Rehabilitation is available in all 10 counties. IPR is a consumer oriented, goal-focused rehabilitation program for individuals recovering from mental illness. Consumers are assisted in developing the skills and resources to achieve their personal goals. Consumer goals may relate to: employment, education, housing, and socialization. It is designed to help the consumers live, learn, work and socialize in the community.

Individuals Served in Fiscal Year 2015

This section includes:
- the number of individuals in each diagnostic category funded for each service
- unduplicated count of individuals funded by age and diagnostic category

The information in this section contains only information on individuals that were funded by fee for service through regional funding. It does not capture those funded through grant funding. Regions do not have access to information for other public funding as that information is not provided to us.

This chart lists the number of individuals funded for each service by diagnosis.

				Diagnostic		
Age	Account	Code		MI	ID	DD	Total
Adult	5373	Public Education Services	6			6
Adult	12425	Purchased Admin - Legal & Court Related Services	1			1
Adult	21375	Case Management - 100% County	4	3		7
Adult	31354	Transportation - General	122	23	13	158
Adult	31410	Transportation - Contract Carriers	4		2	6
Adult	32320	Support Services - Home Health Aides	6	2		8
Adult	32322	Support Services - Personal Emergency Response System	1			1
Adult	32325	Support Services - Respite Services		1		1
Adult	32327	Support Services - Representative Payee	18	12	1	31
Adult	32329	Support Services - Supported Community Living	114	25	40	179
Adult	32399	Support Services - Other	1	1		2
Adult	33340	Basic Needs - Rent Payments	7	1		8
Adult	33345	Basic Needs - Ongoing Rent Subsidy	9			9
Adult	33399	Basic Needs - Other	69	7	4	80
Adult	41306	Physiological Treatment - Prescription Medicine/Vaccines	55		1	56
Adult	42304	Psychotherapeutic Treatment - Acute & Emergency Treatment	1			1
Adult	42305	Psychotherapeutic Treatment - Outpatient	164	1		165
Adult	42306	Psychotherapeutic Treatment - Medication Prescribing	1			1
Adult	42366	Psychotherapeutic Treatment - Social Support Services	37			37
Adult	42396	Psychotherapeutic Treatment - Community Support Programs	13		1	14

Adult	42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	34	1		35
Adult	43301	Evaluation (Non Crisis) - Assessment and Evaluation		1		1
Adult	44301	Crisis Evaluation	1			1
Adult	44304	Crisis Services - Emergency Care	1			1
Adult	44305	24 Hour Crisis Response	3			3
Adult	44346	Crisis Services - Telephone Crisis Service	1			1
Adult	45366	Peer Family Support - Peer Support Services	14	3		17
Adult	46319	Iowa Medical & Classification Center (Oakdale)	12			12
Adult	46399	Justice System - Involved Services - Other	9			9
Adult	50360	Vocational/Day - Sheltered Workshop Services	3	14	3	20
Adult	50361	Vocational Skills Training			1	1
Adult	50362	Vocational/Day - Prevocational Services	13	19	5	37
Adult	50367	Day Habilitation	28	19	7	54
Adult	50368	Vocational/Day - Individual Supported Employment	19	9	9	37 **
Adult	50369	Vocational/Day - Group Supported Employment	6	1	2	9
Adult	50399	Vocational/Day - Day Habilitation	57	55	24	136
Adult	63310	Community Based Settings (1-5 Bed) - Assisted Living	1			1
Adult	63329	Community Based Settings (1-5 Bed) - Supported Community Living	11	2		13
Adult	64314	Community Based Settings (6+ Beds) - RCF	74	11	4	89
Adult	64316	Community Based Settings (6+ Beds) - RCF/PMI	7			7
Adult	64399	Community Based Settings (6+ Beds) - Other	35			35
Adult	71319	State MHI Inpatient - Per diem charges	56			56
Adult	73319	Other Priv./Public Hospitals - Inpatient per diem charges	23			23
Adult	73399	Other Priv./Public Hospitals - Other (non-inpatient charges)	4			4
Adult	74300	Commitment - Diagnostic Evaluations	17			17
Adult	74353	Commitment - Sheriff Transportation	586	14	1	601
Adult	74393	Commitment - Legal Representation	337	4		341
Adult	75101	Mental Health Advocate - Wages of Temp & Part Time Employees	43			43
Adult	75395	Mental Health Advocate - General	345			345
Child	31354	Transportation - General		1		1

Child	32325	Support Services- Respite Services		1	3	4
Child	32329	Support Services - Supported Community Living	2	1	1	4
Child	33399	Basic Needs - Other	1	1		2
Child	41306	Physiological Treatment - Prescription Medicine/Vaccines	4			4
Child	42305	Psychotherapeutic Treatment - Outpatient	14			14
Child	42397	Psychotherapeutic Treatment - Psychiatric Rehabilitation	1			1
Child	43301	Evaluation (Non Crisis) - Assessment and Evaluation		2		2
Child	50368	Vocational/Day - Individual Supported Employment	1			1
Child	50399	Vocational/Day - Day Habilitation		1	1	2
Child	64314	Community Based Settings (6+ Beds) - RCF	1		1	2
Child	73319	Other Priv./Public Hospitals - Inpatient per diem charges	2			2
Child	74353	Commitment - Sheriff Transportation	98	4	1	103
Child	74393	Commitment - Legal Representation	14	3		17
Child	75101	Mental Health Advocate - Wages of Temp & Part Time Employees	7			7
Child	75395	Mental Health Advocate - General	27			27

*Service Coordination serves many individuals not captured in this report. The costs for service coordination are not allocated out.
** Supported Employment is grant funded, 225 clients were served in FY15.

Unduplicated Count

The chart below shows the unduplicated count of individuals funded by diagnosis.

Disability Group	Children	Adult	Unduplicated Total
Mental Illness	127	1361	1488
Mental Illness, Intellectual Disabilities	2	38	40
Mental Illness, Other Developmental Disabilities	1	6	7
Intellectual Disabilities	8	111	119
Other Developmental Disabilities	4	49	53
Total	142	1565	1707

INDIVIDUALS FUNDED BY DISABILITY GROUP

Developmental Disability 3%

Co-Occurring 3%

Intellectual Disability 7%

Mental Illness 87%

-continued-
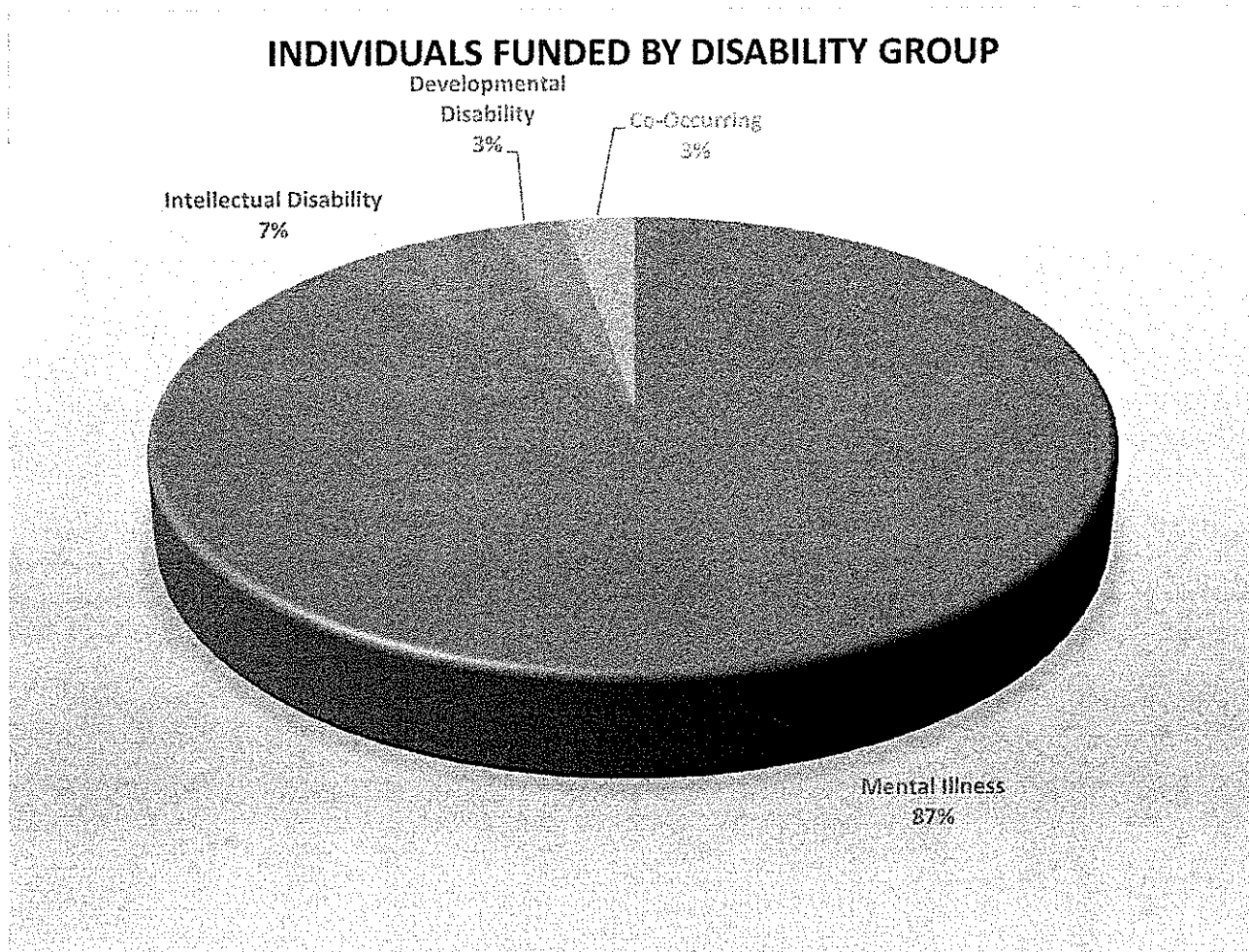
Moneys Expended

This section includes:

- Funds expended for each service
- Revenues
- County Levies

Expenditures

The pie chart below provides a preview of funds expended in FY15.
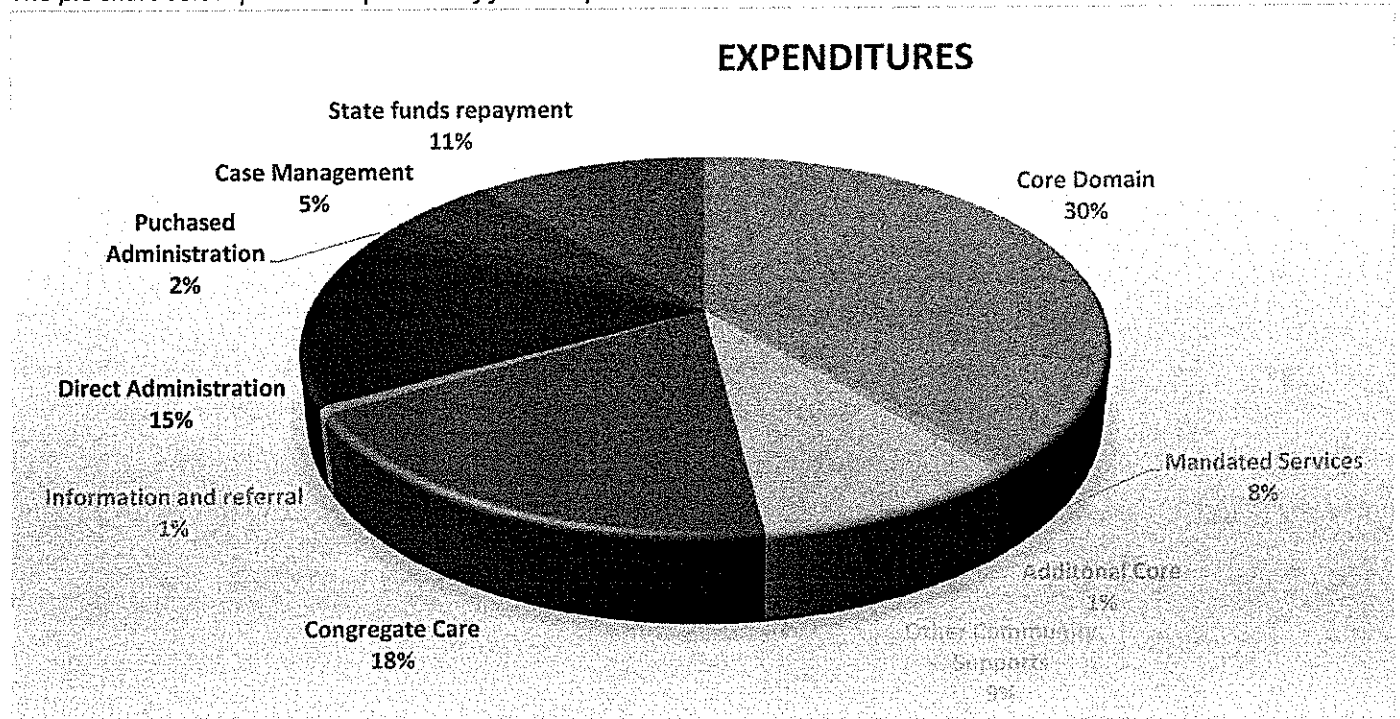
EXPENDITURES

FY 15 Expenditure data was compiled from all counties. The date provides utilization information that will guide future budgeting and expansion of services.
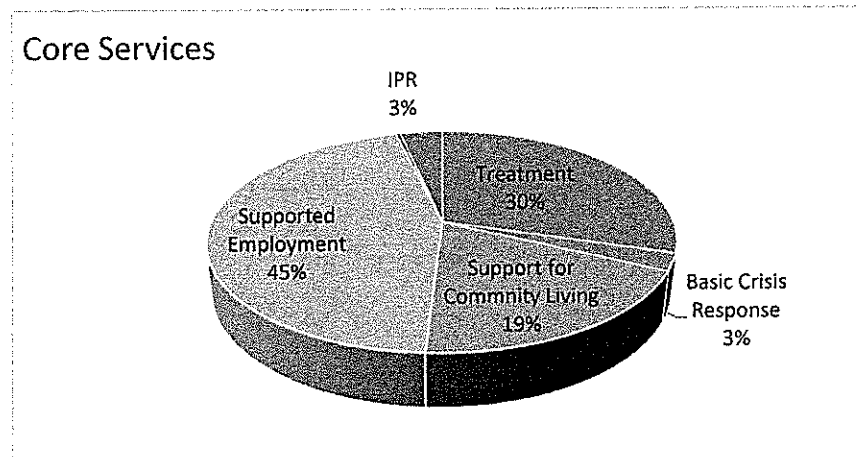
Core Services account for 30% of the CICS expenditures. The pie chart on the left provides further detail of those expenditures.

Fiscal Year 2015   23

The chart below shows the details of regional funds expended by service and by diagnosis.

FY 2015	CICS MHDS Region	MI (40)	ID(42)	DD(43)	Admin (44)	Total
Core Domains						
COA	**Treatment**					
43301	Assessment & evaluation		$833.43			$833.43
42305	Mental health outpatient therapy	$105,872.07	$3,100.00			$108,972.57
42306	Medication prescribing & management	$36,401.00				$36,401.00
71319	Mental health inpatient therapy-MHI	$583,081.69				$583,081.69
73319	Mental health inpatient therapy	$49,970.97				$49,970.97
	Basic Crisis Response					
32322	Personal emergency response system	$395.45				$395.45
44301	Crisis evaluation	$63,378.04				$63,378.04
44305	24-hour access to crisis response	$2,950.00				$2,950.00
	Support for Community Living					
32320	Home health aide	$15,204.50	$7,397.38			$22,601.88
32325	Respite		$6919.67	$3928.05		$10,847.72
32328	Home & vehicle modifications	$0.00	$0.00	$0.00		$0.00
32329	Supported community living	$257,099.06	$57,129.46	$141,734.59		$455,963.11
	Support for Employment					
50362	Prevocational services	$32,578.99	$63,174.00	$69,162.78		$164,915.77
50367	Day habilitation	$118,069.60	$98,894.33	$30,430.77		$247,394.70
50364	Job development					$0.00
50368	Supported employment	$336,181.66	$366,690.39	$50,659.95		$753,532.00
50369	Group Supported employment-enclave	$8,890.40	$3,712.45	$1,721.96		$14,324.81
	Recovery Services					
45323	Family support	$0.00	$0.00			$0.00
45366	Peer support	$4,624.00	$238.00			$4,862.00
	Service Coordination					
21375	Case management	$2,949.01	$1910.53			$4859.54
24376	Health homes					$0.00
	Core Evidenced Based Treatment					
45373	Family psychoeducation					$0.00
42397	Psych rehab (ACT & IPR)	$89,273.44	$1,026.00			$90,299.44
	Core Domains Total	$1,706,919.88	$614,953.69	$293,710.05	$0.00	$2,615,583.62

Mandated Services						
46319	Oakdale	$274,953.56				$274,953.56
74XXX	Commitment related (except 301)	$287,745.36	$7,305.61	$388.97		$295,439.94
75XXX	Mental health advocate	$157,952.13				$157,952.13
	Mandated Services Total	$720,651.05	$7,305.61	$388.97	$0.00	$728,345.63

Additional Core Domains						
	Comprehensive Facility & Community Based Crisis Services					
44346	24-hour crisis line	$21,610.00				$21,610.00
44366	Warm line	$0.00				$0.00
44307	Mobile response	$5,690.50				$5,690.50
44302	23-hour crisis observation & holding	$0.00				$0.00
44312	Community based crisis stabilization	$0.00				$0.00
44313	Residential crisis stabilization	$0.00				$0.00
	Sub-Acute Services					
63309	Subacute services-1-5 beds					$0.00
64309	Subacute services-6 and over beds					$0.00
	Justice system-involved services					
46305	Mental health services in jails	$2,510.00				$2,510.00
46422	Crisis prevention training	$0.00				$0.00
74301	Civil commitment prescreening	$0.00				$0.00
46399	Justice system-involved services-other	$5,849.28				$5,849.28
	Additional Core Evidenced Based Treatment					
42366	Peer self-help drop-in centers	$30,051.24				$30,051.24
	Additional Core Domains Total	$65,711.02	$0.00	$0.00	$0.00	$65,711.02

Other Informational Services						
03XXX	Information & referral	$34,230.00				$34,230.00
05XXX	Public education	$19,048.48				$19,048.48
	Other Informational Services Total	$53,278.48	$0.00	$0.00	$0.00	$53,278.48

Other Community Living Support Services						
22XXX	Services management	$147,931.49	$80,184.82	$23,936.55		$252,052.86
31XXX	Transportation	$106,225.45	$28,278.28	$16,947.64		$151,451.37
32327	Representative payee	$7,396.80	$8,588.77	$699.45		$16,685.02
33340	Rent payments (time limited)	$2,415.00	$180.00			$2,595.00
33345	Ongoing rent subsidy	$4,162.90				$4,162.90
33399	Other basic needs	$50,046.19	$2,596.18	$2,542.63		$55,185.00
41306	Prescription meds	$22,924.13		$60.84		$22,984.97
42309	Partial hospitalization					$0.00
42363	Day treatment					$0.00
42396	Community support programs	$92,354.04		$11,949.60		$104,903.64
44304	Emergency care	$30,660.00				$30,660.00
44399	Other crisis services					$0.00
50361	Vocational skills training			$4,944.28		$4,944.28
63XXX	RCF 1-5 beds	$120,959.49	$14,870.86			$135,830.35
	Other Community Living Support Services Total	$585,075.49	$134,698.91	$61,080.99	$0.00	$780,855.39

Other Congregate Services						
50360	Work services (work activity/sheltered work)	$9,602.74	$77,453.57	$19,472.05		$106,528.36
64XXX	RCF--6 and over beds	$1,279,377.60	$171,348.97	$64,736.97		$1,515,463.54
64XXX	ICF--6 and over beds					$0.00
64329	SCL--6 and over beds					$0.00
64399	Other 6+ beds					$0.00
	Other Congregate Services Total	$1,288,980.34	$248,802.54	$84,209.02	$0.00	$1,621,991.90

Administration						
11XXX	Direct Administration				$1,278,871.72	$1,278,871.72
12XXX	Purchased Administration				$171,204.77	$171,204.77
	Administration Total				$1,450,076.49	$1,450,076.49
*Transition and Medicaid Offset funds paid to the state						$973,177.39
	Regional Sub total	$4,420,616.26	$1,001,832.70	$443,317.08	$2,423,253.88	$8,289,019.92
(45)County Provided Case Management					$442,198.00	$442,198.00
(46)County Provided Services						$0.00
	Regional Grand Total					$8,731,217.92

Revenue

REVENUE BY SOURCE

Federal Funds 5%

State Funds 22%

Local/Regional Funds 73%
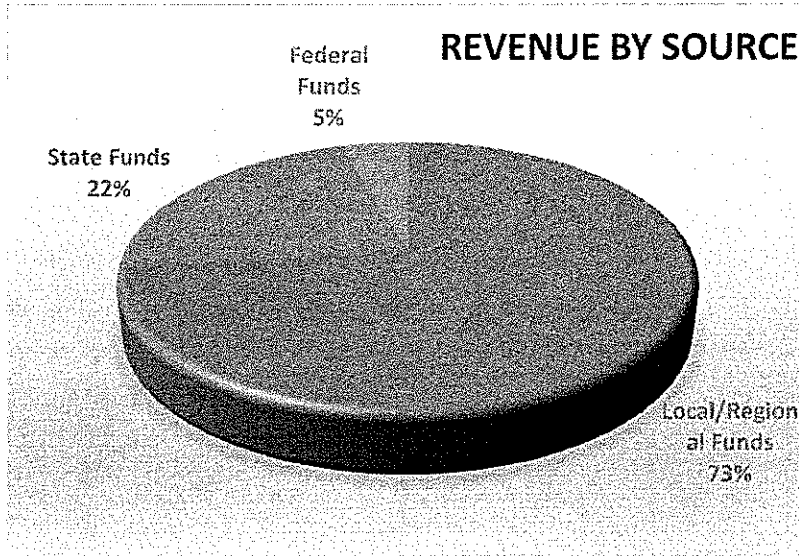
Funds Returned

State Equalization funds were received for FY 15. A portion of those funds were sent back to the state due to Medicaid offset as reported in the expenditures section.

Boone	$ 95,203.00
Franklin	$ 13,125.00
Madison	$ 51,399.00
Poweshiek	$ 71,774.00
Story	$323,574.00
Warren	$185,862.00
Transition funds	$232,240.39
Total Returned	$973,177.39

FY 2015 Accrual	CICS MHDS Region		
Revenues			
	Fund Balance as of 6/30/14		**$13,032,622**
	Local/Regional Funds		$ 11,601,151
10XX	Property Tax levy (budgeted)	$11,572,668	
5310	Client Fees	$28,483	
	State Funds		$ **$3,541,667**
2250	MHDS Equalization	$3,522,645	
2645	State Payment Program	$19,022	
2646	MHDS Transition	0.00	
	Federal Funds		$ 713,610
2344	Social Services Block Grant	$713,610	
2345	Medicaid	$0	
	Total Revenues		$ 15,856,428

Total Funds Available for FY15	$28,889,050
FY15 Regional Expenditures	$8,731,218
Accrual Fund Balance as of 6/30/15	$20,157,832

County Levies

County	2012 Est. Pop	47.28 Per Capita Levy	Base Year Expenditure Levy	FY 15 Max Levy	FY 15 Actual Levy	Actual Levy Per Capita
Boone	26195	$1,238,500	$878,976	$878,976	$878,967	$33.56
Franklin	10554	$498,993	$358,934	$358,934	$358,934	$34.01
Hamilton	15344	$725,464	$860,241	$725,464	$725,464	$47.28
Hardin	17302	$818,039	$898,104	$818,039	$818,039	$47.28
Jasper	36602	$1,730,543	$3,120,466	$1,730,543	$1,730,543	$47.28
Madison	15654	$740,121	$534,189	$534,189	$534,189	$34.12
Marshall	40857	$1,931,719	$2,115,400	$1,931,719	$1,931,719	$47.28
Poweshiek	18736	$885,838	$444,227	$444,227	$444,227	$23.71
Story	91140	$4,309,099	$3,066,575	$3,066,575	$3,066,575	$33.65
Warren	46891	$2,217,006	$1,084,011	$1,084,011	$1,084,011	$23.12
Region	**319,275**	**$15,095,322**	**$13,361,123**	**$11,572,677**	**$11,572,668**	**$36.25**

Fund Balance Contribution		
Boone	$ 335,405	
Franklin	$ 446,273	
Hamilton	$ 500,000	
Hardin	$ 1,288,345	
Jasper	$ 2,420,665	In FY 15 counties transferred fund balance to the Fiscal Agent
Madison	$ 482,542	
Marshall	$ 3,732,976	
Poweshiek	$ 742,241	
Story	$ 3,400,000	
Warren	$ 1,439,405	
Total		**$ 14,787,851**

Outcomes Achieved in Fiscal Year 2015:

This Section includes:
- Updates to the Transition Plan
- Progress on goals
- Collaboration efforts
- Waiting lists
- Appeals and Exceptions to Policy

Transition

Prior to the beginning of FY 15, regions were required to submit a transition plan that included the following elements. This section will explain what we have learned this first year and what changes we have made.

- Designate local access points for the disability services administered by the region.
  - o CICS retained our previous access points and continued to provide information and training as the service system evolved.
- Define the service access and service authorization process to be utilized for the region.
  - o In January, 2015 administrative assignments were realigned resulting in three Coordination Officers designated to provide oversight and standardization to the access and authorization process. Additional local service coordinators were hired in counties where the need was identified.
- Designate the region's targeted case manager providers funded by the medical assistance program.
  - o The process remains the same.
- Identify the service provider network for the region.
  - o CICS has added providers to our network as needs are identified and providers apply through the process.
- Establish business functions, funds accounting procedures, and other administrative processes.
  - o 28E Board- The original 28E agreement was not approved by DHS. The 28E was amended to fit the criteria necessary to gain approval.
  - o Funds and Accounting Procedures - The process remained as written for FY 15 which provided authority to member counties to use locally held regional funds to support administrative and service claims. At the end of FY 15, counties were allowed to retain funds for administrative expenses budgeted for FY 16, and transferred the remainder of the fund balances to the fiscal agent account.
  - o Other Administrative Processes: CICS CEO assigned administrative functions to Community Services Directors. The positions include:
    - Finance Officer
    - Operations Officer
    - Planning Officer
    - Compliance Officer
    - Coordination Officers
- Identify the information technology and data management capacity to be employed to support regional functions.
  - o SharePoint: CICS has employees located in 10 county offices throughout CICS. We require a system that allows for connectivity without compromising our county access and also provide access according to the employee's function. Additional features we wanted to incorporate included using a standard format for files, online meetings, and secure email capabilities for

users that are not necessarily technology experts. We enlisted the expertise of the Iowa Counties Information Technologies Organization and followed the recommendation to use a subscription service that combines Web Apps with a set of web-enabled tools that are easy to use and work with our existing hardware.
  o Community Services Network/ETC: Regions are supporting enhancements of the CSN database that are in process.

- Comply with data reporting and other information technology requirements identified by the department.
  o Warehouse data reports: CICS submits data reports through the Community Services Network. DHS staff works closely with regions and CSN staff in order to provide data in the required format. CICS has invested additional administrative funds for the enhancement of CSN that includes outcome tracking, level of care utilization and interface with our regional fiscal agent.
  o Provides monthly updates to DHS MHDS regarding service implementation.

Progress on Goals
CICS FY 15 Annual Service and Budget Plan listed the following goals:

Identify the level of service needs in each member county
Each county was asked to report the providers and services available in their area regardless of the funding stream. The next step was to prioritize the service system enhancements according to core, access standards and additional core services. As needs are identified, we target providers who are providing services in the area or similar services outside of the area, or issue an RFP if it is a larger need or a need in multiple counties.
We continue to receive feedback from our advisory board on needed service expansion and track needs through service coordination.

Access to Community Based Services projects
After identifying the level of service needs in each member county we developed a continuum of care based on access to community based services as the foundation to support the development of Crisis Services and Justice Involved Services in FY 16. As we routinely assess our ability to meet access standards, we are aware that there are many factors that will require us to continue to enhance community based services. Listed below are projects that CICS has supported:

Story County Community Life Program transition: The Story County Board of Supervisors worked in conjunction with the CICS region in determining the future of the Community Life Program (CLP). The process began by contracting with Parker Dennison Behavior Healthcare Consultants to determine program viability and options. Following Parker Dennison's review of CLP services, finances, and dialogue with CLP management staff, the recommendation was to transition the services to another provider or providers through a Request for Proposal (RFP) process. The Story County Board of Supervisors and CICS Governing Board approved the recommendation and received assistance from Parker Dennison with developing the RFP. In October 2014 CICS contracted with Progress Industries to establish an office in Story County and provide supported employment services through the supported employment grant process that the entire region was offering. In January 2015, Optimae Life Services was awarded the bid to provide RCF, Day Habilitation, SCL, and Jail Diversion services effective May 1, 2015.

House of Mercy: In FY15 CICS Region approved a one-time payment for a service expansion project for funds to renovate office space in Warren County. This will increase access for six outpatient counselors and one medication prescriber.

Grinnell Regional Mental Health Center: CICS provided retroactive funds for GRMC to assume services from the closing of Poweshiek County Mental Health Center. The funds included both space costs and service costs for individuals whose services were denied by Medicaid and Magellan due to the timeframe required for credentialing therapists. (GRMHC took over services in Poweshiek County due to the closing of the Poweshiek County Mental Health Center due to financial issues.)
GRMHC requested designation as a community mental health center but has been informed no new CMHCs are being designated by DHS. This affects Medicaid reimbursement rates and ability to apply for block grant funds available to the CMHCs.

Eyerly Ball Community Mental Health Services: Counties in the CICS Region, Boone, Story, and Warren, were involved with routine meetings with Eyerly Ball and Polk County Health Services to discuss Eyerly Ball's services and financial viability. The counties provided funding to Eyerly Ball Community Mental Health Services in FY14 to assist with cash flow while issues were being addressed with Medicaid cost settlements. The funds were used to continue to provide services in Story, Boone, Warren, and Polk counties. In FY15 CICS funded Community Capacity Development for Psychiatric Care. The funds were used to meet the costs of adding a med prescribing provider while building a caseload and credentialing with funders.

Supported Employment RFP: CICS issued a Request for Proposals (RFP) for all counties to develop or expand the capacity of service delivery of vocational services:
   a. Supported Employment Job Development and Job Coaching
   b. Community Work Site Assessment
   c. Comprehensive Vocational Evaluation
   d. Work Adjustment Training in the Community
   e. Job Seeking Skills Training
A competitive selection process was followed to compare provider qualifications, terms, conditions, prices of equal or similar services, and historical outcome data in order to determine the best candidate.
The initial providers awarded were:
   • Genesis - Boone, Madison, Poweshiek and Warren
   • MIW - Marshall
   • Progress Industries - Jasper
Additional providers were sought for the remainder of the counties, and by the end of FY 15 all counties were covered under the Supported Employment Project. Progress Industries - Story, NIVC - Franklin, Hardin, and Hamilton.
Cost considered for compensation include the following:
   • 100 percent of staffing costs for the first year;
   • 75 percent of staffing costs for the second year;
   • 60 percent of staffing costs for the third year;
   • 45 percent of staffing costs for the fourth year; and
   • Other expenditures related to the program, development or expansion of a community rehabilitation program providing the services identified as necessary, but are not ongoing operating expenses of the program.

Integrated Telehealth Partners (ITP): Central Iowa Community Services entered into a contract with Integrated Telehealth Partners to provide tele psychiatry in the jails and Emergency Rooms in the Central Iowa Community Services region. The services in the hospital ER covers:

- 800 # hotline to schedule an appointment
- Within 60 minutes, a MSW will assess the patient via telehealth and consult a psychiatrist on every assessment
- If requested by the ER doctor, the psychiatrist will see the patient via telehealth
- Will provide documentation for inpatient or outpatient care
- If inpatient placement is needed, ITP will find inpatient placement on behalf of the hospital allowing the nurses/staff to focus on their hospital duties
- If outpatient services are needed, ITP will coordinate with the Community Services office for those services

Coverage in the Jails: (Prior to evaluation, inmate is given prescreening assessment)

- Online scheduling is provided in the jails
- Inmate documentation is provided to the psychiatrist , including any medical information and history
- Application is filled out for the inmate and faxed to the Central Iowa Community Services representative
- Inmate will have an evaluation with the psychiatrist through telehealth
- Post consultation is provided after the evaluation; the psychiatrist will fax patient documentation and prescription orders to the jail

Currently in the Central Iowa Community Services region Integrated Telehealth is available in:

- Hamilton County Jail
- Boone County Jail
- Madison County Jail
- Jasper County Jail
- Poweshiek County Jail
- SKIFF Medical Center - Jasper County
- Madison County Health Care System
- Boone County Hospital

Integrated Telehealth Partners have reached out to all jails and hospitals in the Central Iowa Community Services Region. There is still interest, and contracting is currently being pursued.

Lifelong Links Collaboration: Central Iowa Community Services Region has collaborated with Lifelong Links and Boston University by investing resources for 17 Service Coordination staff to take Center for Aging Disability Education Research Options Counseling training offered through Boston University. This training is for the purpose of qualifying Service Coordination staff as Option Counselors. The goal of the course is to train staff in the areas of Aging and Disability services to be able to guide individuals in the process of choosing services that are appropriate for them. The training consists of five modules; staff must meet the requirements of the courses in order to become a certified options counselor. The course consists of the following modules:

- Core Issues in Aging & Disability
- Assessment with Older Adults and Persons with Disabilities
- A Guide to the Aging and Disability Networks
- Consumer Control, Choice, and Direction in Options Counseling
- Mental Health Training in Options Counseling

Testing is required at the end of each online course. Once requirements are met the Certification is granted.

Replicate effective programs in member counties.

Staff reviewed documentation of connections program and mobile crisis provided through Eyerly Ball Community Mental Health Services to determine effectiveness. There were times throughout the year that the positions were vacant and data could not be gathered. We determined further information is needed to assess both effectiveness and feasibility of replicating the programs in other areas.

Develop services in addition to inpatient and outpatient settings.

Chapter 24 rules regarding crisis services came out mid-year. Planning is underway and a continuum of services matrix has been created. Services are based on routine, urgent and emergent care that would adhere to the crisis rules.

Educate the community on mental health issues.

CICS provided funding for Mental Health First Aid Programs to be provided throughout the region and provided funding to Eyerly Ball Community Mental Health Services to coordinate and hold a Mental Health Expo.

Collaborative Efforts

The following information describes regional efforts to collaborate with other funders, service providers, individuals and families, advocates and the courts in the interest of better serving individuals with mental illness and disabilities:

Advisory Board Meetings: The CICS Regional Advisory Board is an advisory stakeholders group and consists of two members from each county and two Governing Board Directors. One member is a provider and one member is an individual who utilizes mental health and disability services or is an actively involved relative of such an individual. Two Directors from the Governing Board serve as ex-officio non-voting members. From the Regional Advisory Board one provider and one individual with mental health and disability services or actively involved relative of such an individual serves on the Governing Board as ex-officio non-voting Directors. The Regional Advisory Board met on 4 occasions during the fiscal year, the following is a summary of those meetings:

Meeting date: September 9, 2014: Member Participation: 1 family member, 6 providers, 2 Governing Board members, 3 Regional staff members. Meeting content: Governing Board meeting updates, Supported Employment update, Finance, provider information, agency updates, and communication.

Meeting date: January 13, 2015: Member Participation: 2 clients, 1 family member, 7 providers, 1 Governing Board member, 3 Regional staff members. Meeting content: election of chair and vice chair, appointments to Regional Governing Board, 2014 Regional Advisory Board review, Governing Board meeting updates, planning for 2015.

Meeting date: March 10, 2015: Member Participation: 1 client, 2 family members, 4 providers, 1 Governing Board member, 4 Regional staff members. Meeting content: Governing Board meeting updates, Medicaid Modernization RFP, Annual Service and Budget Plan, CICS SharePoint site, 2015 plan, Administrative team structure, agency update.

Meeting date: June 9, 2015: Member Participation: 1 client, 2 family members, 8 providers, 4 Regional staff members. Meeting content: Governing Board meeting updates, touring Crisis Stabilization Centers, client surveys, contracting, mental health advocate update, provider staff update, legislative updates, Microsoft Office 365/SharePoint, agency updates.

Provider Meetings:
- Optimae Life Services: Transition meetings
- House of Mercy: Expansion meetings
- Eyerly Ball Community Mental Health Services: Access to services
- NAMI of Central Iowa: Expansion efforts
- NAMI of Iowa: Access to NAMI training
- Progress Industries: Supported Employment expansion
- MIW: Supported Employment expansion
- Genesis Development: Supported Employment expansion
- NIVC: Supported Employment expansion
- Integrated Telehealth Partners: Services to jails and ERs

Additional collaborative: CICS Staff participated in an assessment of behavioral health services and funding in Central Iowa through The United Way of Central Iowa, Mid-Iowa Health Foundation, and the Community Foundation of Greater Des Moines.

Leadership meetings: Regional CEOs and DHS MHDS representatives meet monthly to discuss regional issues. MHDS Regions CEO Collaborative was formed as a result of a strategic planning session held October 30, 2014. The CEOs have joined together in a unified effort to work towards statewide initiatives. The CEOs meet monthly.

Mental Health and Disabilities Services Commission: CICS attends monthly meetings of the MHDS Commission. Former CEO, Deb Schildroth, served on the Commission from May 2012 to May 2015. Jody Eaton now serves on the MHDS Commission.

Iowa Community Services Association meetings: The ICSA Board of Directors represent county community services for the purpose of promoting progressive county government administration. The group meets monthly. Russell Wood served as Affiliate president.

Legislative Review Committee: The purpose of the legislative review committee is to make recommendation on priorities for legislative action and to review legislation in regards to the effect on counties.

CSN-ETC: CSN-ETC strategic plan meeting was held February 18-19, 2015. Representatives from CICS participated in planning sessions to develop a vision and priorities for the Community Services Network database and address system needs for accurately gathering and reporting the required data. There are a number of committees under this heading that CICS participates in: Oversight, Operations, Compliance, Finance, Outcomes.

Local Collaborations: CICS encourages local collaboration through local MHDS Advisory Boards and with other social services agencies including:
- Homeless Coordinating Boards
- Local Providers
- AEA Transition Advisory Board
- Case Management Agencies
- Mental Health Interdisciplinary Team

- Mental Health Task Force
- Human Service Providers
- Criminal Justice Task Force
- ASSET - Analysis of Social Services Team

Waiting List

CICS Region did not have a waiting list for funding of services in Fiscal Year 2015. Individual providers at times have waiting lists for particular programs.

MH/DS Appeals and Exceptions to Policy

There were five appeals filed during FY 15. The following is a summary of those appeals:

September 2014 – Consumer was married and the additional household income placed the consumer on sliding fee scale. The copay was waived for a 60-day period to allow time for consumer to make adjustments. The appeal was resolved at the reconsideration step of the appeal process.

September 2014 – Consumer was denied Regional funding for inpatient services due to having Medicaid insurance. Medicaid denied payment for the inpatient services and the inpatient provider appealed the Medicaid decision. The consumer was asked to contact our office regarding the decision of the Medicaid appeal. No further information was provided to our office.

December 2014 – Consumer's income placed consumer on sliding fee scale with copay. Copay was waived to allow time for consumer to apply for other insurance programs. The appeal was resolved at the reconsideration step of the appeal.

April 2015 – Consumer completed two appeals for different reasons. Consumer does not have Medicaid insurance and appealed to have a Case Manager. Consumer has Service Coordination services, and a referral for this service to be provided near the consumer's location was completed. RCF funding was denied as consumer was over resources. The consumer did not provide requested additional financial information. Original decision to deny funding was upheld. The appeals were resolved at the reconsideration step of the appeal process.

May 2015 – Consumer was denied inpatient services funding due to not returning requested information to determine eligibility. The inpatient services provider appealed the decision, and the original decision to deny funding was upheld as the appeal was not filed within the appeal timeframe allotted.

Two Exceptions to Policy (ETP) were received during FY15. The following is a summary of those ETPs:

February 2015 - Consumer was over income. An Exception to Policy was granted to fund services for three- month period to allow for transition to other funding stream, budget management, and avoid disruption of services.

April 2015 - Consumer was over resources. An Exception to Policy was granted to fund services for three-month period to allow for transition to other funding stream and connection to community resources.

Appeals and exceptions to policy decisions are reviewed to determine if policies are a barrier to services.

Under the guidance of the CICS Governing Board the region has merged 10 county processes into a single process while building and maintaining community based services. Our focus was to build local access to community based services. The FY 15 service expansion focused on building core services and meeting access standards. We plan to continue that focus and have begun planning and implementing additional core services in the areas of crisis services and justice involved services. Please visit our website www.cicsmhds.org for updates on service expansion.

CIVICPLUS

ACHIEVING YOUR VISION

JASPER COUNTY, IOWA

JAMES REILLY
REGIONAL SALES MANAGER
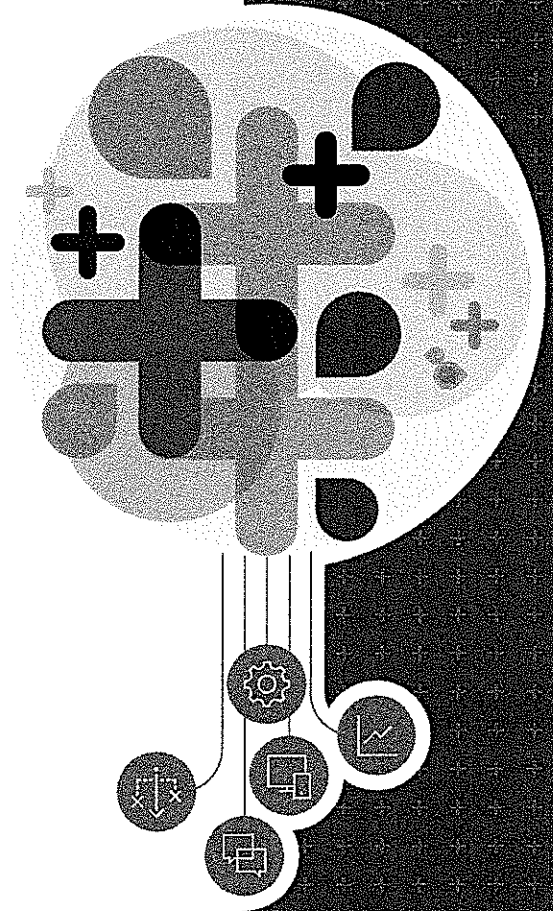
October 19, 2015

Laurie Jackson
Web Administrator & GIS
Jasper County
101 1st Street N, Room 203
Newton, IA 50208

Dear Laurie:

Meeting the expectations of citizens is at the core of civic responsibility. Finding that perfect blend of functionality, ease of maintenance and citizen engagement can be daunting. Today's "what I want, when I need it" population is all about digital and timely responses. Saving time and money and increasing citizen satisfaction is every government entity's goal. How do you achieve both? It's easy with CivicPlus—we help you achieve your vision of success.

Our company is passionate about our mission to help make local government better. We are not just designing a website, we are helping build a trusted and long-term relationship between you and your community through our state-of-the-art technology and process. Our expertise lies in collaborating with our clients to deliver the right solution, housed within a sophisticated and custom design that captures the culture of your community.
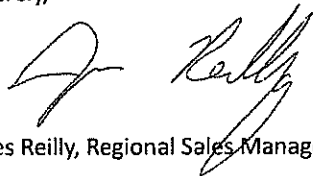
How will we help you achieve your vision? With our proven, **The 5 Essentials**, process to creating functional and dynamic websites and teaming with CivicPlus on the journey, you will get where you want to go.

- **Vision** – Finding your way with clarity. Determine where you want to go, and why.

- **Alignment** – Moving forward...together. Clearly communicate your goals and plans to all stakeholders.

- **Usability** – Navigating your journey in style. Designing a website that is up-to-date, easy-to-navigate and user friendly.

- **Mobility** – Keeping your visitors in touch – wherever they access. Today's websites need to be accessible from any device.

- **Measurement** – Monitoring how successful your website is throughout the process and beyond. Analyze and adjust to meet your needs.

The following information will show you how the CivicPlus solution will reduce your staff's workload, respect your available budget and most importantly provide your community with a powerful online resource. A resource that promotes open and transparent access to your municipal offices and becomes an engaging communication hub for your community.

Please review our proposal closely. We encourage you to contact our references and find out for yourself their experiences working with CivicPlus. We think you will be impressed. With CivicPlus, you will save time, resources, and dollars by moving your communications online and your citizens will find what they need, when they need it. We look forward to working with you and your staff to help make your vision become a reality.

Sincerely,

James Reilly, Regional Sales Manager
reilly@civicplus.com
302 S. 4th Street, Suite 500
Manhattan, KS 66502
Direct Line 785.370.7782

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ACHIEVING YOUR VISION

Jasper County's proactive vision to develop a user-friendly, self-service government web environment for its community and employees is commendable. You should have complete confidence that the firm you choose to achieve your vision and create your website is the right choice. Becoming your strategic, trusted partner is paramount to the professionals at CivicPlus.

Although you currently have a capable web presence, it's time for a new look with better functionality. CivicPlus will help you re-envision, re-new and re-invigorate your website. Working closely with you, we will assist in designing a new look, updated usability, accessibility and quality for the delivery and exchange of information for your audience.

Our approach to achieving your vision will include:

- **Unique Design** – A customized website design to meet your unique needs and desires. This will include project design, development, and implementation of our GCMS, as well as hosting and continual support.

- **eGovernment Content Management System** (GCMS®) - A robust and sophisticated management system which allows migration of existing content and ease of use for your staff to update and manage.

- **Customized Training** – Offered either onsite or virtually, our trainers will ensure your staff is ready to hit the ground running at Go Live.

- **Dedicated Project Team & Continuing Support**- Your dedicated team will assist you through the development process, and includes your project manager, expert designer, and a team of content experts to edit and optimize your website. Our support team ensures your complete satisfaction with our products for as long as you are part of the CivicPlus family.

- **Fully Responsive Design** - As part of providing industry-leading technology, responsive design is included with your CivicPlus site. With responsive design, your site adjusts to the screen size regardless of the device they are using.

- **Guaranteed Redesign** - At the end of your fourth year of continuous service with us, you are eligible to receive a basic website redesign with no further out-of-pocket expense. Your website stays current and doesn't need to be re-built from the ground up again!

- **CP Connection** - *THE* place to stay in the loop! Our online community for all CivicPlus clients provides you the venue to exchange ideas and best practices with other CP clients; continue training and learning more about our GCMS and support services.

OUR PHILOSOPHY

Deliver a unique and customized, fully responsive website design reflecting your vision.

- Intuitive navigation and page layout with unlimited submenus and subpages.

- True live editing and training so your staff can be efficient on day one of your new website.

- Interactive functionality through our GCMS® and continuously updated,cutting-edge solutions designed by experts specifically for you.

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CIVICPLUS COMPANY OVERVIEW
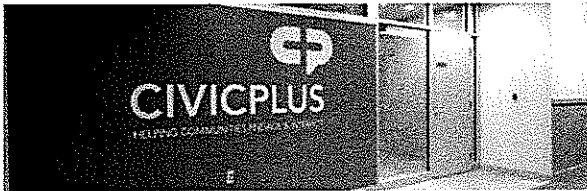
CivicPlus is the unique provider of the Government Content Management System (GCMS®)—the most innovative, user-friendly and comprehensive source for engaging eGovernment websites. Our clients' solutions are based on the latest in web coding technologies. They function across all major browsers, platforms (including mobile) and incorporate engaging features such as social media integration.

Today, under the leadership of founder Ward Morgan, CivicPlus has more than 200 staff members and continues to implement new technologies and services to maintain the highest standards of excellence and efficiency for our more than 1,900 clients with over 50,000 users. Our commitment to setting the standard in website design, management and government communication has been instrumental in making CivicPlus a leader in web design, communication programming and hosting. We consider it a privilege to partner with municipalities such as yours to provide your community a website that will serve your needs today and in the future.

Your new website will convey a sense of place for your community, be visually appealing and utilize the latest technology to provide a convenient source of information to communicate and engage your community – so they can find the information they need, when they want it.

Why should Jasper County choose CivicPlus to achieve its vision?

- We are driven by client service, not billings. Our goal is to become your trusted partner and deliver what you need.

- We set the industry standard and have the reputation to back it up, for helping governments better connect with citizens and constituents and we will bring that same expertise to your project.

- We deliver in-house professional consulting services to provide direction for your vision, alignment, consistency and peace of mind knowing your website will be what you need today and tomorrow.

? DID YOU KNOW?

Our clients have won over 370 state and national awards for their websites designed and implemented by CivicPlus. We think our clients' success speaks for the quality of our work.

- We develop highly-usable, mobile responsive sites so your website is available anywhere at any time.
- We create a website specific to how you and your citizens will use it and design it to be both end-user and maintenance friendly. We securely host your site in our state-of-the-art facilities – keeping it safe. **We exceed industry standards maintaining over 99.7% up time for our clients' websites!**
- Our proven step-by-step implementation process has been effective for clients throughout the United States, Canada and Australia.

Since our inception nearly 20 years ago, our focus has been and continues to be, helping local governments work better and that involves knowing what you need to be successful in your procurement process. From the RFP process and finalization interviews to contract negotiation and approval to accounting and billing, CivicPlus brings the experience and familiarity with procurement processes to help keep your project moving forward and moving smoothly.

Our dedication to working closely with you throughout the project and developing a unique-to-you design ensures we deliver a website that is not only functional, but will **WOW** your visitors.

We can't wait to get started on yours!

YOUR TEAM OF PROFESSIONALS

From project management, design and development to training and support, our professional staff ensures the success of your website. Our expert project leaders will coordinate your needs with qualified specialists who will work directly with you throughout your project development and beyond.

James Reilly – Regional Sales Manager

As your regional sales manager, I will initially work with you to determine the best solutions for your administrative users and website audience. My extensive knowledge of our GCMS®, website usability expertise and client-driven philosophy will ensure that we arrive at the best solution for your budget.

Katrina Lewison – Manager of Project Administration

Katrina leads our project management team. This team oversees inter-departmental and client interactions assuring that your project will be developed in a timely manner by professional website experts. Using their knowledge of effective online citizen engagement techniques, they will keep the process moving smoothly from phase to phase.

Jessica Jones – Manager of Content Development

Jessica's goal is to help make your website convey the messages you need. She heads our content development department. She will assign a team of developers to help you develop and maintain quality content for your site and keep your project on schedule.
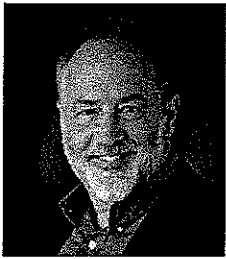
Tony Ridder – Manager of Creative Services

Tony knows all things design. He is the head of our creative development and graphic representations and is responsible for each website overview and uniqueness. He leads our brilliant team of designers at CivicPlus and will team you with the right designer for your project. Your senior designer will assist the project manager in the direction of your project.

Jim Steffensmeier – Manager of Training and Consulting

From consulting services to content development to technical specifications, our consulting and training department will assist you in developing the right message in the right way by the right team. As Manager, Jim brings unprecedented experience to our customers through his many years with CivicPlus and in the technology industry. He will coordinate his team of professionals to deliver the solutions you need to achieve your training and consulting success and hit the ground running at Go Live.

Troy Galvan - Manager of Account Management

Upon launch of your website to the public, Troy will assign an account manager to your project. Your dedicated account manager stays current on new CivicPlus products and will continue to optimize your site. This specialized team member will provide you with information on how to better engage your citizens utilizing the tools that CivicPlus has put into place on your website.

Robin Genschorck – Manager of Support

Robin's team is here to help you. Our proactive approach to keeping you up and running is in identifying and preventing potential issues before they occur. Through regularly scheduled reviews of site logs, error messages, servers, router activity and the internet in general, our personnel often identify and correct issues before they even affect our clients' websites. They are ready and available to answer your staff members' questions and ensure their confidence in using our site.

OUR PROJECT DEVELOPMENT APPROACH

Consulting, design, usability guidance, programming, secure hosting and dedicated training - CivicPlus delivers all of this and more during the development of your new website.

Typical Project Timeline	Timeline
Phase 1 – Website Optimization Includes: Needs assessment, best practices, and takeaways assigned.	4-6 weeks
Phase 2 - Website Layout Includes: Layout presentation, mood board and main navigation review, design feedback meeting and approval and takeaways assigned.	3-5 weeks
Phase 3 – Website Reveal Includes: Presentation of a functional website based on goals, recommendations and combined vision; final approval and takeaways assigned.	3-5 weeks
Phase 4 – Customized Training Includes: Customized to give your staff the skills they need to maintain your website.	3-4 weeks
Phase 5 – Go Live	3-5 weeks
Website Launch	16 - 24 Weeks (On Average)

Average Project Timeline 16-24 Weeks
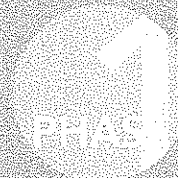
KICKOFF

1 PHASE

Timeline 3-6 Weeks

2 PHASE

Timeline 3-5 Weeks

PHASE

Timeline 3-5 Weeks

PHASE

Timeline 3-4 Weeks

PHASE

Timeline 3-5 Weeks

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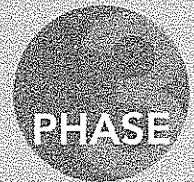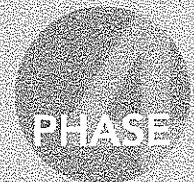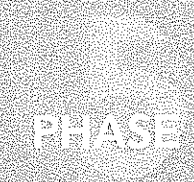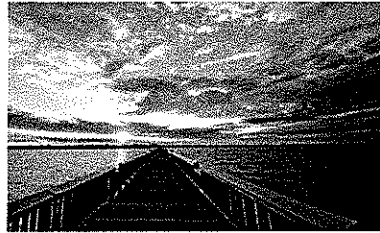
Kick-Off Meeting

During the initial kick-off meeting, you will meet your project manager to establish your project timeline, review the startup kit and discuss the takeaway items that need to be completed. Your project manager will discuss the implications of deadlines and the expectations required to keep the project on track.

Phase 1: Website Optimization

Review Needs

We will review where you are now and discuss where you want to go.

Functionality, Design & Content

We will review how you want your website to look, feel and function.

Best Practices

We will discuss our CivicPlus content best practices and standards.

Phase 2: Website Layout

Based on your results and goals outlined during the website optimization phase, your project team will collaborate to present the most effective user interface for your website, ensuring a flexible design optimized to display in any format now and in the future.

Deliverables Include:

- Layout: You will be presented with a custom layout that showcases the placement of your navigation and key functionality. Very similar to the floor plan of a house, the layout will allow you to focus on where things are and if the function and proportion of the space is adequate.

- Global Navigation: Simple navigation and consistent page layouts ensure that your visitors can easily find the information they seek. We'll provide you with a best practice navigation for your new website based on your community engagement goals and our prior experience in working with government entities.

- Mood Board: Your Project Team will also present a custom mood board reflecting the color and imagery that will set the tone for your design. A mood board is a collection of colors, textures, images, graphics, text and descriptive words. These items will be applied to the floor plan you choose. Think of this as the paint that will be used on the canvas that you have chosen.

Average Project Timeline 16-24 Weeks

KICKOFF

Timeline 3-6 Weeks

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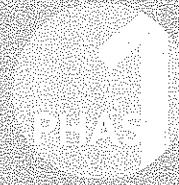
Timeline 3-5 Weeks

PHASE

Timeline 3-5 Weeks

PHASE

Timeline 3-4 Weeks
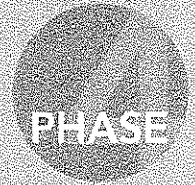
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Timeline 3-5 Weeks
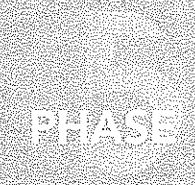
Phase 3: Website Reveal

Your Project Team will present your layout, functionality and design based on your goals, our recommendations and our combined vision.

Content Development

During the Kick-Off Meeting and Phase 1 your staff has the role of updating the content on your current primary site. While you are making design decisions, our content development team will optimize and reorganize your content based on CivicPlus best practices. Content from sites other than the primary site can be migrated to the new primary site for an additional fee.

The CivicPlus content usability experts research and establish their standards from the following resources: Jakob Nielsen, www.Usability.gov and www.HowTo.gov. We will format and reorganize your content so it is easy for visitors to quickly scan and retrieve desired information. There is no limit to the pages you can create after you have gone through training.

Design Review

You will have the opportunity to evaluate and collaborate with the Project Team on proposed changes. You can revise your design composition up to the deadline that you and your project manager agree upon during the timeline meeting (the average client requests a total of three). After that deadline, your project's Go Live date will be adjusted. Following design approval and functionality development, we conduct a review to ensure your expectations are met and website best practices are upheld. Custom designs are rarely produced in anticipation of a project.

Copyright authorization and/or photography production are required unless you already have quality, usable photographs.

Accessibility Compliance

Our designers and programmers automatically implement all the accessibility features necessary to ensure your site is compliant with accessibility standards outlined within Section 508. We will make recommendations on best practices for keeping your content accessible and available for all users by ensuring that, among other things:

- All menu items are clickable
- Submenus display throughout the site
- Alt tags are used for images
- Site maps are dynamically generated
- Documents and links can be set to open in the same window

CivicPlus recognizes accessibility standards recommendations made by a variety of groups, including the World Wide Web Consortium (W3C) and the Web Accessibility Initiative (WAI) as written in the Web Content Accessibility Guidelines (WCAG). Through adherence to Section 508, CivicPlus is able to meet nearly all Priority One, Two and Three guidelines set forth in the WCAG. Those left unmet do not need to be addressed in order to allow basic access to content; some of the more stringent requirements of the WCAG may limit design and content development options.

Average Project Timeline 16-24 Weeks
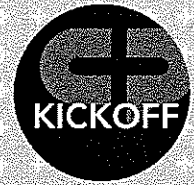
KICKOFF

PHASE 1
Timeline 3-6 Weeks

PHASE 2
Timeline 3-5 Weeks
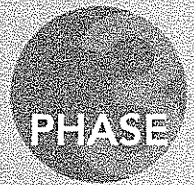
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Timeline 3-5 Weeks
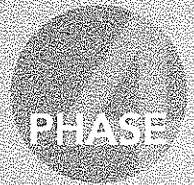
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Timeline 3-4 Weeks
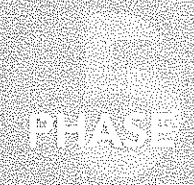
PHASE
Timeline 3-5 Weeks

Phase 4: Customized Training

Our goal for training is to give your staff the skills and tools they need to quickly and easily keep your website current. Trainers will work with you to ensure your staff is correctly trained. Before your site is launched, CivicPlus provides in-person or online webinar training to equip your staff with the knowledge, tools and comfort level needed to maintain the site's integrity upon Go Live.

Regardless of technical ability, we will help your staff gain the confidence to effectively maintain your website.

Features, Module & Page Creation Training

Included in our training for Administrators & Content Contributors will be delivering an understanding of your site's navigation and page layout and how these affect target audiences. We will instruct your staff on creating area-rights and back-end features for site administration as well as review all the modules included with your site. Your staff will learn how to create links, format text and lay out pages for usability and scannability.

CivicPlus training manuals and videos are available for download at no cost from our online resources.

Phase 5: Go Live

This is an exciting time; it is the last step before your new site launches! Your Project Team will provide you the information you need to prepare your site for Go Live.

Testing and Review

You typically have three weeks after training to become familiar with your site. This will allow you to add, create and make adjustments to content on your production site, as well as ensure overall satisfaction with your website. Content changes will display and function the same way before and after your Go Live date.

Upon completion of a collaborative final review of the website and a final spelling and links checkup by our Quality Control Team, your domain name is directed to the newly developed website.

You are now a part of the CivicPlus family and will continue to receive both technical and consultative support from our support and account management team.

Average Project Timeline 16-24 Weeks

KICKOFF

Timeline 3-6 Weeks

PHASE 2

Timeline 3-5 Weeks

PHASE

Timeline 3-5 Weeks

PHASE

Timeline 3-4 Weeks

PHASE
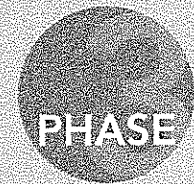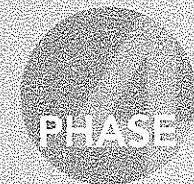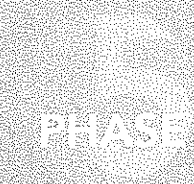
Timeline 3-5 Weeks

Your Role

We will need your help to create the strongest possible website for your community. During the process, you will have homework. Yes, homework! We will need you to:

Assess Your Current Website

For the best consulting experience possible the following takeaways need to be completed prior to your consulting:

- **Functionality and Design Form** - Prior to starting this form, research other websites that you like based on functionality and design elements. Provide URLs and specifics about what you like. This form also asks for details on your community's tagline, logo and branding.

- **Web Team Form** - Prior to starting this form, please have an understanding of your project goals, focus and expectations. This allows your CivicPlus project team to develop a site specific to your needs and lays the foundation for developing a highly functional information architecture.

- **Content Form** – The information that you provide on this form will also help our content development professionals to assess your wants and needs.

Clean House and Update Content

We will need you to update the content on your current primary live website. This step is critical to guaranteeing the information available is relevant, fresh and on-point. Your staff should delete any pages from your current website that you no longer want or need and ensure the remaining information is applicable and up-to-date. If you are not able to access your current site, our team will work with you to ensure that your content needs are addressed.

Gather Photos and Logos

Collect pictures that will be used in the overall design and logos or branding that should remain consistent.

Department List

Provide a list of all departments in your organization.

Website Statistics

Provide statistics from you current site for the previous 12 months along with a list of all pages and downloaded documents.

Site Map

Provide the outline of your current site's navigational structure.

External Application List

Supply a list of all third-party or in-house applications being utilized.

Verbatim Content

Compile a list of any content on your current website that must be migrated verbatim to your new site.

Update Internet Browsers
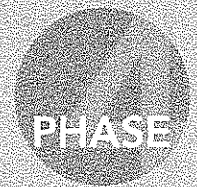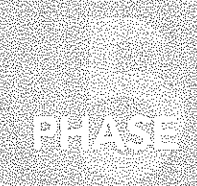
Average Project Timeline 16-24 Weeks

KICKOFF

Timeline 3-6 Weeks

PHASE 1

Timeline 3-5 Weeks

PHASE 2

Timeline 3-5 Weeks

PHASE

Timeline 3-4 Weeks

PHASE
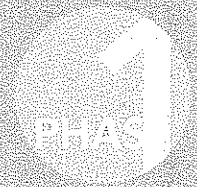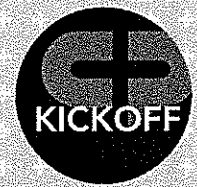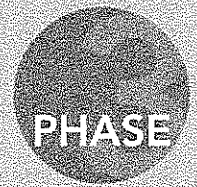
Timeline 3-5 Weeks

SCOPE OF WORK

Kick-Off Meeting

Deliverable: Project timeline, training jump start, online forms, kick-off meeting

CivicPlus will:	What we will need from you:
▪ Assign a project manager to your project	▪ Completion of: Functionality and Design Form, Web Team Form and Content Form (prior to Phase 1)
▪ Conduct a project Kick-off meeting to review awarded contract	▪ Attend Kick-off meeting with key stakeholders and decision makers
▪ Assign your dedicated project manager	▪ Approval of the project timeline
▪ Establish communication plan for project duration	▪ Update current primary content and delete any pages no longer needed or not to be migrated.
▪ Identify all key internal and external key stakeholders	
▪ Develop project plan and timeline	
▪ Provide project management and support	

Phase 1: Website Optimization

Deliverable: Website optimization meeting

CivicPlus will:	What we will need from you:
▪ Provide communication support and status to key stakeholders via email or phone as needed	▪ Gather and provide statistics from the current website for the previous 12 months
▪ Review goals and expectations you submitted on the completed forms to ensure all needs are clearly understood	▪ Collect graphics to be incorporated in the new site
	▪ Submit a list of all divisions and/or departments within the organization
	▪ Submit a list of third-party and in-house developed applications presently being utilized
	▪ A site map or outline of the current website's navigational structure
	▪ A list of any content on the primary website that must remain intact (verbatim)

Phase 2: Website Layout

Deliverable: Website grayscale layout and mood board color pallet presentation

CivicPlus will:	What we will need from you:
▪ Present one custom layout in grayscale and one mood board color palette including placement of navigation, graphic buttons and feature areas - based on previously determined goals	▪ Approval of and/or request changes to layout and mood board concepts
▪ Begin design development once approved	▪ Review of marketing packet material and guidelines
	▪ Phase 2 - Website Layout billing milestone complete

Phase 3: Website Reveal

Deliverable: Website design and production

CivicPlus will:

- Present a fully functional website on production URL

- Migrate all agreed upon content pages

- Migrate Microsoft Word or .pdf documents of current, plus previous three years, of agendas and minutes

- Conduct a quality review of the website to ensure the statement of work is met, after approval of design and functionality

- Coordinate training needs

What we will need from you:

- Evaluate and provide feedback on design and content

- Collaborate with CivicPlus on proposed changes

- Provide all necessary DNS items identified

- Submit any revisions to design (until agreed deadline date determined during Kick-off meeting)

- Design changes requested after agreed deadline date, will cause Go Live date to be adjusted

Phase 4: 24 Hours of Customized Interactive Webinar Training for up to 6 employees

Deliverable: Train *System Administrator(s)* on GCMS® Administration, permissions, setting up groups and users, module administration. *Basic User* training on pages, module entries, applying modules to pages. Applied use and usability consultation

CivicPlus will:

- Provide training as agreed upon for staff members, based on internal daily task and workflow

- Train staff on GCMS®, including updating content pages and modules

- Provide access to online training manuals and videos for additional assistance

What we will need from you:

- Provide a location for training with internet access

- Provide computers for training purposes

- Phase 4 - Training billing milestone complete

Phase 5: Go Live

Deliverable: Custom website launched to the public.

CivicPlus will:

- Address system issues identified

- Redirect the domain name to the newly developed website once you sign off on the completed project

What we will need from you:

- Test GCMS® functionality and update the final site as per approved timeline

- Report any system issues

- Sign off on finalized site before Go Live

SHARED VISION

Snohomish County, Washington

URL:
www.snohomishcountywa.gov

Contact:
Dave Stroble
Web Project Manager
david.stroble@snoco.org
425.388.7020

EXPERIENCE & CLIENT REFERENCES

We have assisted more than 1,900 clients throughout the United States, Australia and Canada with the design, implementation and hosting of new, engaging, innovative and functional websites. Included are just a few examples of relevant sites, similar in scope to your project, which we have designed. But don't take our word for the success of these sites. Contact our clients and let them tell you about their experiences working with CivicPlus. Want to see more? Just let us know...we have about 1,900 we can share with you!

Tiburon, California

URL:
www.townoftiburon.org

Contact:
Suzanne Creekmore
Management Analyst
415.435.7383
screekmore@townoftiburon.org

Bexar County, Texas

URL:
www.bexar.org

Contact:
Todd Alvis
Innovation Technology Manager
210.335.0122
talvis@bexar.org
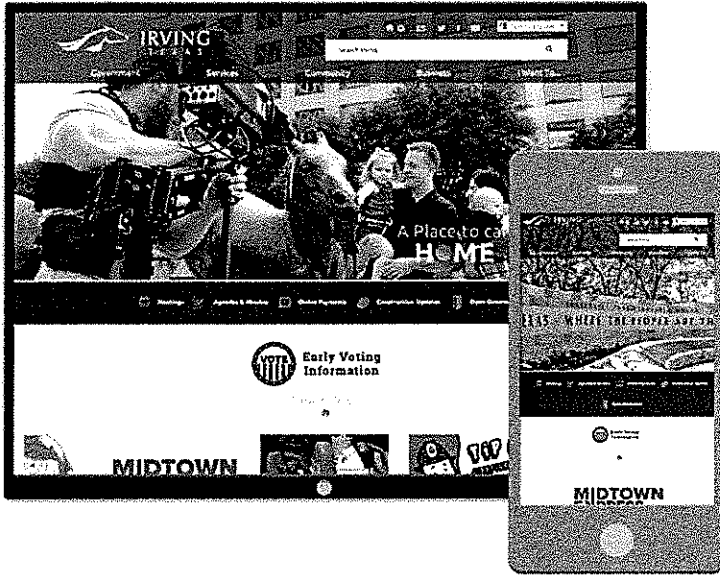
Irving, Texas

URL:
www.ci.irving.tx.us

Contact:
Angie Kilbourne
Web Content Specialist
972.721.2521
akilbourne@cityofirving.org
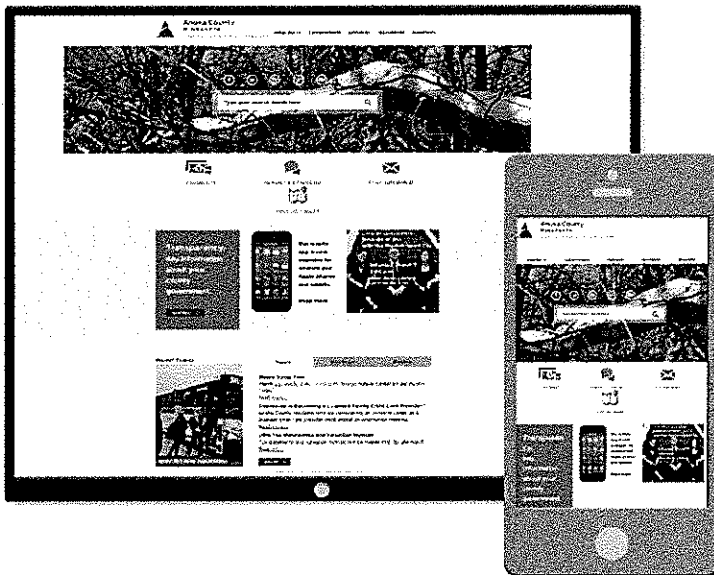
Anoka County, Minnesota

URL:
www.co.anoka.mn.us

Contact:
Paul Burtness
Web Site Coordinator
763.323.5732
paul.burtness@co.anoka.mn.us

HOSTING & SECURITY SERVICES

CivicPlus protects your investment and takes hosting and security of our client sites seriously. Redundant power sources and internet access ensures consistent and stable connections. We invest over $1.0m annually in to ensure we adapt to the ever-changing security landscape while providing maximum availability. To help ensure your site is protected at the level you need, CivicPlus offers two options for coverage.

Included Hosting & Security Package
Your system is monitored 24/7/365. CivicPlus' extensive, industry-leading process and procedures for protecting and hosting your site is unparalleled. From our secure data center facilities to constant and vigilant monitoring and updating of your system, including 99.7% guaranteed up-time. We've got you covered.

TOP CONSEQUENCES OF AN ATTACK

REPUTATION DAMAGE

DIMINISHED PRODUCTIVITY

REVENUE LOSSES

SOURCE: PONEMON INSTITUTE, MARCH 2015

Platinum Hosting & Security Package
Ensuring your visitors can access your site and that it continues to be business as usual with least amount of interruption is attainable through the CivicPlus Platinum hosting and security. Cyber security is a high profile topic that makes the news almost daily. Every industry is a target, including local government. Our Platinum package protects your site through all of our included hosting and security features, but also adds the peace of mind of comprehensive and continuous DDoS protection. Our team has been pressure tested by high-profile events and has the experience and expertise to handle any situation. We've got you covered.

Ongoing Protection Services
If you choose the Included Package and experience a DDoS attack or threat, CivicPlus has mitigation and DDoS Advanced Security options that are available to you at the time of event. Whatever your needs are we have an option that will be a fit for your community.

Hosting & Security Features	Included Hosting & Security	Platinum Upgrade Hosting & Security
Data Center		
▪ Highly reliable data center	☑	☑
▪ Managed network infrastructure	☑	☑
▪ On-site power backup & generators	☑	☑
▪ Multiple telecom/network providers	☑	☑
▪ Fully redundant network	☑	☑
▪ Highly secure facility	☑	☑
▪ System monitoring	24/7/365	24/7/365

Hosting		
▪ Automated GCMS software updates	☑	☑
▪ Server management & monitoring	☑	☑
▪ Multi-tiered software architecture	☑	☑
▪ Server software updates & security patches	☑	☑
▪ Database server updates & security patches	☑	☑
▪ Antivirus management & updates	☑	☑
▪ Server-class hardware from nationally recognized provider	☑	☑
▪ Redundant firewall solutions	☑	☑
▪ High performance SAN with N+2 reliability	☑	☑
Bandwidth		
▪ Multiple network providers in place	☑	☑
▪ Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)	☑	☑
▪ Burst bandwidth	**22 Gb/s**	**45 Gb/s**
Disaster Recovery		
▪ Emergency after-hours support, live agent (24/7)	☑	☑
▪ On-line status monitor by Data Center	☑	☑
▪ Event notification emails	☑	☑
▪ Guaranteed recovery TIME objective (RTO)	**8 hours**	**4 hours**
▪ Guaranteed recovery POINT objective (RPO)	24 hours	**4 hours**
▪ Pre-emptive monitoring for disaster situations	☑	☑
▪ Multiple data centers	☑	☑
▪ Geographically diverse data centers	☑	☑
DDoS Mitigation		
Defined DDoS Attack Process		
▪ Identify attack source	☑	☑
▪ Identify type of attack	☑	☑
▪ Monitor attack for threshold* engagement	☑	☑
DDoS Advanced Security Coverage		
▪ Continuous DDoS mitigation coverage	**Not Included** Additional coverage available at time of event. (Additional fees apply)	☑
▪ Content Distribution Network support		☑
▪ Proxy server support		☑
▪ Live User Detection service		☑

*Thresholds:
Traffic exceeds 25 Mb/s sustained for 2+ hours
Traffic over 1 Gb/s at any point during attack

CONTINUING SERVICE & SUPPORT

CivicPlus won't be with you just for the development, design and launch — we will be here year after year to respond to new needs and new opportunities for you to continue to have the best site possible. We offer all of our clients continuing support and additional advantages as a member of the CivicPlus family.

Dedicated Account Management

CivicPlus has a team of dedicated account managers to help you implement the tools needed to successfully meet the level of Community Engagement that you desire. Upon website Go Live, you will have a dedicated member of this team to help you keep up on new CivicPlus products and optimize your site. This specialized team member can provide you with further information on how to engage your citizens, utilizing the tools that CivicPlus has put into place on your new website.

Around-the-Clock Technical Support

Our support personnel are ready to answer your staff members' questions and ensure their confidence in using our site. When you choose CivicPlus, our knowledgeable staff is available from 7 a.m. to 7 p.m. (CST) to field your calls and emails, and emergency services are available after regular hours with our on-call staff 24-hours a day.

In addition to fielding support requests, CivicPlus is proactive in identifying any potential system issues. Through regularly scheduled reviews of site logs, error messages, servers, router activity and the internet in general, our personnel often identify and correct issues before they even affect our clients' websites. Our expertise in website management provides assurance to our clients that their site is in good hands.

Support	Maintenance of CivicPlus Application & Modules
7 a.m. – 7 p.m. (CST) Monday – Friday (excluding holidays)	Install service patches for OS system enhancements
24/7 Emergency Support	Fixes
Dedicated support personnel	Improvements
2-hour response during normal hours	Integration
Usability improvements	Testing
Integration of system enhancements	Development
Proactive support for updates & fixes	Usage License
Online training manuals	
Monthly newsletters	
Routine follow-up check-ins	
CivicPlus Connection	

COMPANY & CONTACT INFORMATION

Contact Information	James Reilly Regional Sales Manager reilly@civicplus.com 785.370.7782	Primary Office	302 S. 4th Street, Suite 500 Manhattan, KS 66502 Toll Free 888-228-2233 Fax 785-587-8951
Incorporated In	State of Kansas	Company Website	www.CivicPlus.com
Legal Name	Icon Enterprises, Inc. d/b/a CivicPlus	Company Founder	Ward Morgan, President/CEO
GSA Contract	# GS-35F-0124U	TIPS/TAPS Contract	# 2092613
CMAS Contract	# 3-13-70-2966A		

PROJECT DEVELOPMENT ESTIMATE

All Quotes are in US Dollars and Valid for 60 Days from October 19, 2015. Prices per project - fixed

Project Development & Deployment	Initial GCMS® upgrades, maintenance and support Migration of 198 pages of existing content	Included
Project Enhancements & Functionality	24 Hours of Customized Interactive Webinar Training for up to 6 Staff Members	Included
Hosting & Security	Included Premium Security Package Hosting server storage not to exceed 20 GB	Included

Total Investment Year 1
The CivicPlus Advantage Payment Plan (details below) allows you to pay over the length of your contract - lowering your initial "out of pocket" expenses dramatically.) **$28,741**

Ongoing (Annual) Protection Services allows you to receive maximum benefit at minimal cost while protecting your investment. Each year of your contract, you'll receive system enhancements, maintenance and optimization and have full access to our support staff so your site stays up-to-date with our latest features and functionality. Your annual protection fee includes redundant hosting services, daily backups, extensive disaster recovery plans, 24/7 support, software maintenance, system enhancements, recurring training, and access to the CivicPlus community. Billed 12 months from contract signing - subject to annual 5% increase year three **$5,810** and beyond (beginning year 2)

CivicPlus Advantage Payment Plan eases the budgetary impact of your new site and provides a zero interest, level payment plan that divides the expense of your investment over the life of the contract. Through a minimum four-year contract, it will dramatically lower your out of pocket expenses for your *Total Investment Year 1* cost.

	1st year	2nd year	3rd year	4th year
CivicPlus Advantage Annual Investment Payments	$13,454	$13,454	$13,454	$6,100.50

CivicPlus Redesign Guarantee

At the end of your fourth year of continuous service with us, you are eligible to receive a basic website redesign with no further out-of-pocket expense. Your website stays current and doesn't need to be re-built from the ground up again!

CIVICPLUS FEATURES & FUNCTIONALITY

Developed for organizations that have a need to update their site frequently, CivicPlus provides a powerful government content management structure and website menu management system. The system allows non-technical employees the ability to easily update any portion of your website instantaneously. The CivicPlus Government Content Management System (GCMS®) utilizes Microsoft SQL Server, ASP, JavaScript and HTML for web development.

Each website begins with a unique design developed to meet your specific communication and marketing goals, while showcasing the individuality of your community. Features and capabilities are added and customized as necessary, and all content is organized in accordance with web usability standards.

| Modules	Functionality
Agenda Center	Action Items Queue
Alerts Center & Emergency Alert Notification	Audit Trail / History Log
Archive Center	Automated PDF Converter
Bid Postings	Automatic Content Archiving
Blog	Dynamic Breadcrumbs
Business/Resource Directory	Dynamic Sitemap
Citizen Request Tracker™	Expiring Items Library
Community Connection	Graphic Link Administration
Community Voice™	Links Redirect
Document Center	Menu Management
ePayment Center or eCommerce Integration	Mouse-over Menu Structure
Facilities & Reservations	Live Editing and Page Creation
Frequently Asked Questions	Online Web Statistics
Form Center	Printer Friendly/Email Page
Intranet	RSS
Job Postings	Site Layout Options
My Dashboard	Site Search & Entry Log
News Flash	Slideshow
Notify Me™ email and 500 SMS subscribers	Social Media Integration
Photo Gallery	User & Group Administration Rights
Quick Links	Web Page Upload Utility
Spotlight	Website Administrative Log
Staff Directory	

CIVICPLUS PREMIUM MODULES

- Agenda Center – Create and display agendas and minutes for various civic organizations

- Alert Center - Graphically show when there is an emergency or important notification

- Bid Postings - Simple and easy to use method of posting your bids

- Blog - Post opinions/information about various topics. Can also be set up to allow site visitors to comment and subscribe

- Business / Resource Directory – The *Yellow Pages* of your website

- Calendar – Create multiple calendars for various divisions and departments

- Citizen Request Tracker™ - Allow users to report a problem while providing follow-up communication with the point of contact

- Community Voice™ – Open forum in which citizens can interact while allowing you to showcase projects in your community

- Document Center – Organize and house documents in department or division folders and sub-folders

- ePayment Center - The ePayment module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website.

- Facilities & Reservations - Facilities and meeting places in one convenient place allowing reservations online

- Form Center - Create custom online forms that can be completed and submitted online

- Frequently Asked Questions (FAQs) – Answer the most frequently asked questions from your visitors

- Job Postings - Post available jobs in an easy to access manner

- My Dashboard – Allow users to personalize their dashboard to stay updated on news, events, and information they care about

- NotifyMe™ - Send out mass emails to subscribers of specific lists and modules, includes 500 SMS subscribers

- News Flash - Post organizational news items, right on your home page, that are important to your citizens

- Opinion Poll – Interact with your site visitors by posting various questions and polls

- Photo Gallery - Store and display photos

- Quick Links - Place links on any page

- Spotlight – Allows you to highlight important text or widgets in a compact, easy-to-update module

- Staff Directory - Detailed contact information for your staff and offices

Social Networking & Gov 2.0

CivicPlus understands the importance of Gov 2.0 and how social networking sites like Facebook and Twitter help governments connect with their residents in unique and innovative ways. From community-centric pages on Facebook to real-time Twitter feeds that can deliver emergency alerts, we are dedicated to helping our clients integrate their web content into the most dynamic social media sites and make their marks in the world of Gov 2.0.

CivicPlus can sync your website to your Facebook and Twitter profiles to automatically publish news, notices, and calendar events on Facebook with a link to your website for more information. Twitter's short, 140-character "tweets" offers a way to distribute information quickly and effectively. Other social networking sites (such as LinkedIn, YouTube, Pinterest, etc.) can be featured on your website as links to your profile on those websites.
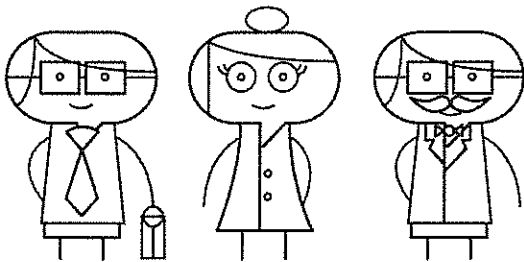
Administrative Features

- Instantaneous Updates – Once published, updates are posted to the live site in real time.

- Browser Based – No installation of programs or software needed! Your staff can update the site from an internet connection or platform (Mac or PC) at any time.

- Mobile Updates – Immediately upgrade your site from any location using your tablet or phone.

- Action Items – Direct access to a queue of pending items to be published or reviewed by the administrator upon login.

- Site Search and Search Log – Powerful site search automatically indexes all content making it easy for visitors to find information. A log of all words that have been searched by visitors is kept, allowing you to update highly searched information and feature key items.

- Automatic Alt Tags – Built-in features ensure your site is Section 508 compliant without having to know the requirements.

- Bad Links Identifier - This module creates a list of the broken links on your site when they are accessed.

- Content Creation - The CivicPlus GCMS® makes it easy to add new content, edit old content, and keep page layout consistent through use of our *What You See Is What You Get* (WYSIWYG) editor. Content changes will not affect the design - site breadcrumbs, page structure and sitemaps will dynamically update upon publishing. With mega menus and drop-down, pop-out menu functionality, you can essentially get to any page on your website within a single click if desired!

- Content Scheduling - Material throughout the entire system can be set to auto-unpublish (expire) or it can be manually retired.

- Content Versioning - The GCMS includes version control, a history log for reviewing changes made within the system, file locking through our permission system and an archive of all published content.

- Dynamic Layout - The layout for your website will be determined by you and the designer. Placement of navigation and dynamic areas are important in guiding site visitors to key information quickly and easily.

- Dynamic Page Components - Events Calendar, FAQs, Opinion Poll, News Flash and other new features may be included as dynamic page components. Dynamic Page Components may be placed on any page and will help dedicated areas of the site appear as its own website. For example, the entry page for your Parks and Recreation Department can be customized with specific lists of events, FAQs and news announcements pertaining to that department.

- Dynamic Breadcrumbs and Site Map - Dynamic Breadcrumbs are used to show a visitor's location within the site. Breadcrumbs are automatically generated by our system. A dynamically generated site map automatically updates to reflect your new navigation if changes are made.

- ePayment & eCommerce Integration - The ePayment module is included with our premium website solution and allows customers to have the ability to process payment transactions via the website. This makes payment processes more convenient for clients as well as online visitors, saving staff time and effort by lessening the burden and confusion of manually processing payments. To take advantage of this module, additional processing transaction and merchant account fees will apply. Please talk to your Sales Representative for additional information regarding the CivicPlus ePayment module.

- History Log - Easily tracks changes made to your website including items in your Page Menu, Archive Center, Document Center and more. History Log information is searchable, sortable and exportable.

- Integration/Interfacing - CivicPlus' integration services work cohesively with most third-party software applications. We have the capability to link with most software or databases currently utilized. Systems such as purchasing, taxes, assessment and utilities have been developed for many of our clients.
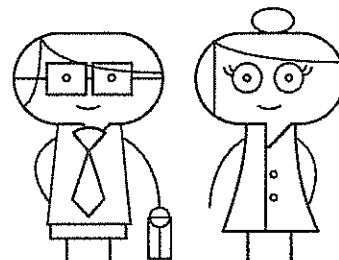
- Intranet - An intranet is a secure location on your website that allows employees and other groups to login and access non-public resources and information. You will have the ability to set up multiple intranet groups with varying view rights.

- Levels of Rights - Levels of Rights may be defined as publishers (create or publish) or authors (create but not publish), or as administrators of modules. Assigned groups may have the right to update their own content without affecting web pages, menu structure, top of page, banner or navigation.

- LDAP Authentication - LDAP authentication provides a powerful and simple way to manage users and permissions within our system by syncing your website with your existing active directory database - negating the need for multiple user upload and sign-on. Because LDAP authentication requires custom programming time, additional fees apply.

- Link Redirects - Instead of sending your users to http://civicplus.com/248/Awards-and-Recognition, you can send them to http://civicplus.com/awards. A more intuitive approach to help visitors find particular pages.

- Maps – Help website users find commonly requested information such as bus routes, highways, tourist attractions, education information, major employers, or demographics. Maps can be simple, clickable maps, using our Image Map Editor, or more sophisticated JavaScript or Flash (additional fees required for JavaScript or Flash development).

- Printer Friendly - Our printer friendly functionality does separates critical content from the site template to provide a clean print without menu structure and banner information included.

- RSS Feeds - RSS stands for Real Simple Syndication and in short, it brings your site to the people. After signing up, they receive email notifications of the latest news updates.

- Supported Browsers - CivicPlus websites are viewable in all common browsers. We optimize them for administrative use with Windows 2000+ and in the two most recent versions of major browsers including: Internet Explorer, Firefox, Safari and Chrome.

- Website Statistics - Administrators will be trained on the use and analysis of web statistics, provided through Piwik Analytics.

### Application Programming Interfaces

We have nearly a dozen application programming interfaces (APIs) throughout the system and continue to build more to make integrations with our GCMS* and disparate applications as straightforward as possible. It's this "open architecture" approach that allows your IT staff and programmers to spend time creating applications and systems that are specific to your community's needs and tie them into the site, using the site itself as a sturdy platform on which to build.

CivicMedia - Mobile Video

CivicPlus offers a robust mobile video experience as part of our CivicMedia solution. Consumption of video is continuing to grow, and providing this option as part of your overall experience is a must have to drive engagement. CivicMedia is available for an additional fee.

Mobile Video
- Just about any file format is supported and are easily searchable, shareable and accessible from almost any device.

- Live streaming is also available—use for anything from traffic cams to beach cams (additional charges may apply).
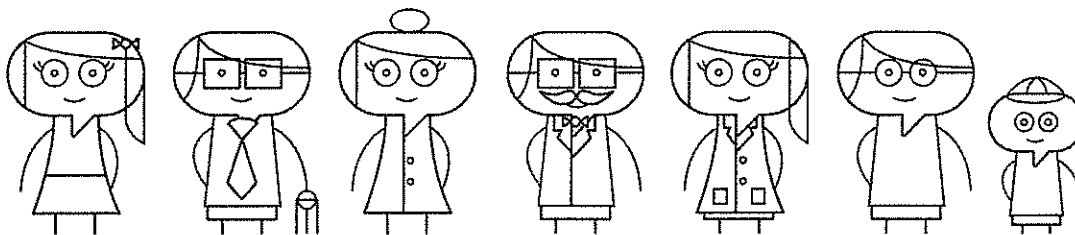
CIVICMOBILE®

Mobile device ownership is at an all-time high, and it's growing! In order to meet your citizens where they're at—you need to provide a comprehensive mobile experience. CivicPlus addresses all of your mobile needs including responsive web design, the CivicMobile app, and a robust mobile video experience as part of CivicMedia. Mobile devices are used everywhere for everything by everyone. Drive engagement by offering a robust mobile experience.

As part of providing industry-leading technology, responsive design is included with your CivicPlus site.

Benefits of Responsive Design

- Seamless experience between desktop and mobile device
- Shorter URL structure
- Easier management of search engine optimization
- Content adjusts to screen size and device orientation

CivicMobile App

The CivicMobile App is designed to look and work great on both iOS and Android mobile devices. Designed to keep users informed, content and alerts can be scheduled for automatic delivery. The controls are simple and easy for anyone to use. The CivicMobile app is connected directly to your CivicPlus website; your content will always be in-sync with your mobile site visitors. Our professional staff makes sure the system stays up-to-date with hardware and software upgrades. This will ensure a system that is always optimized, secure and problem-free.

We work closely with our clients to match the aesthetics of their application – from the splash screen to the background

imagery to the banner – with their website to create a polished and seamless theme across the different media with which your site visitors are interacting with you. Our mobile app is available for an additional fee.

Benefits of CivicMobile:

- Cross-Platform Compatibility. CivicMobile is designed to both look and work great on both iOS and Android mobile devices. The controls are simple and easy for anyone to use.
- Push Notifications. The CivicMobile app will keep your citizens informed. Content and alerts can be scheduled for automatic delivery, freeing up local administrators for more pressing tasks.
- Fully Integrated. The CivicMobile app is connected directly to your CivicPlus website; your content will always be in-sync with your mobile citizens. Our professional staff makes sure the system stays up-to-date with hardware and software upgrades. This will ensure a system that is always optimized, secure and problem-free.
- Custom Design. We've got it covered. We work closely with our clients to match the aesthetics of their application – from the splash screen to the background imagery to the banner – with their website to create a polished and seamless theme across the different media with which your citizens are interacting with you.
- Emergency Alerts. Alert your citizens about emergencies in the community quickly and efficiently right to their mobile devices.

CIVICADVISE

A Product of CivicPlus®

CivicAdvise helps you create the web environment that fits your needs with the right look, content, functionality and the right people involved. The CivicPlus consultants listen to what you want and need in order to accomplish your vision and then help develop the best solution to achieve it. Our job is to make sure your issues, ideas and needs are addressed and met to your satisfaction by our team of professionals. We take the time to ensure you are moving in the right direction with your online needs for today and well into the future. Our consulting packages can be purchased at any time during the life of a client's website.

Consulting services include:

- Content Evaluation and Planning
- Process Roadmap Assessment and Recommendations
- Citizen Engagement and Marketing Strategy
- Current Website Assessment and Adjustment Planning
- Interactive Training
- Social Media Planning and Integration

> *Snohomish County Information Services*
> *David Stroble*
> *Business Analysis and Project Management Team*
> *425.388.7020*

CIVICREADY

A Product of CivicPlus®

CivicReady™ enables communication quickly, clearly and effectively in times of emergency and weather-related disasters within communities. Advanced preparation and timely communication with citizens during an emergency is critical. CivicReady's Emergency Preparedness focuses on helping emergency management professionals prepare and communicate quickly with citizens before, during and after a local emergency. This cloud-based emergency preparedness and mass notification solution goes beyond sending out alerts and notifications. We engage citizens through a customized website where they can easily access emergency preparedness content.

CivicReady's Weather Warning enables local government to inform communities in severe weather situations. Automated weather warning keeps communities informed via multiple distribution venues including SMS, text or email providing citizens extra time to prepare. In this cloud-based emergency communication portal, designed for high traffic and low bandwidth connections, efficient communication is available when you need to share it. Notifications can be sent to all citizens or predefined groups via phone, email or SMS.

> *Texas County, OK*
> *Emergency Management*
> *Harold Tyson, EM Director*
> *580-338-0911*

> *Dickinson County, KS*
> *Emergency Management*
> *Chancy Smith, EM Director*
> *785-263-3608*

CIVICHR

A Product of CivicPlus®

CivicHR™ is the only software specifically focused on helping governments recruit, hire and engage employees with personalized customer service and easy implementation. CivicHR™ simplifies the HR™ processes associated with hiring and engagement to help communities perform at their best. Our web-based platform integrates and organizes data, automates job postings, parses resumes, and simplifies onboarding and performance management. The CivicHR™ tools are designed to help local government HR professionals hire, onboard, and manage highperforming employees.

The suite includes the following product modules:

- Applicant Tracking
- Employee Onboarding
- Performance Management
- Human Resource Information System (HRIS) Portal

To find more about CivicHR, contact your sales manager and find out how CivicHR has helped solve our clients' employee-related challenges.

CIVICSEND

A Product of CivicPlus®

CivicSend™ is a visually rich e-communication platform designed with governments and citizens in mind. It saves time, improves efficiency and increases citizen engagement.

CivicSend™ offers both beauty and brains. Our clients use CivicSend™ to deliver all types of non-emergency communication—from simple messages to event invitations to multi-image e-newsletters. Templates can be customized to reflect the client's style. CivicSend is built to communicate over multiple channels—email, text and social media from a single point of access. One communication solution. One user-friendly interface. Endless possibilities.

The advantages of adding CivicSend™ are many:

- Versatility and efficiency in multiple communication channel delivery
- Citizens can receive mobile responsive communication
- Keeps citizens informed and engaged
- Content posts to the front end of the client's website —no extra effort
- Intuitive and easy-to-use. Integrates with the CivicPlus GCMS® subscriber list
- Value-conscious for clients by offering unlimited emails and lists

To find out more about CivicSend™, contact your sales manager and find out how we have helped our clients keep citizens informed.

December 1, 2015

Tuesday, December 1, 2015 the Jasper County Board of Supervisors met in regular session at 9:30 a.m. with Supervisors Carpenter, Brock & Stevenson present and accounted for; Chairman Carpenter presiding.

Motion by Brock, seconded by Stevenson to table agenda item #1 Approval of Annual Urban Renewal Report, Fiscal Year 2014-2015.

YEA: STEVENSON, BROCK, CARPENTER

Motion by Brock, seconded by Stevenson to adopt Resolution 15-50 re-appointing Dr. Phillip L. Clevenger, DO, as the Jasper County Medical Examiner.

YEA: STEVENSON, BROCK, CARPENTER

A complete copy of the resolution is on file in the Office of the Jasper County Auditor.

Motion by Stevenson, seconded by Brock to approve Dr. Pat Edwards and Dr. Steve Hill as Jasper County Deputy Medical Examiners and to appoint Mike Balmer, John Halferty, Sandy Cupples and Duane Rozendaal as Jasper County Medical Examiner Investigators.

YEA: BROCK, STEVENSON, CARPENTER

Motion by Stevenson, seconded by Brock to approve the 2016 County Holiday Schedule as follows:

NEW YEARS DAY – January 1, 2016 (Friday)

PRESIDENTS DAY – February 15, 2016 (Monday)

MEMORIAL DAY – May 30, 2016 (Monday)

INDEPENDENCE DAY – July 4, 2016 (Monday)

LABOR DAY – September 5, 2016 (Monday)

VETERANS DAY – November 11, 2016 (Friday)

THANKSGIVING HOLIDAYS – November 24 & 25, 2016 (Thursday & Friday)

CHRISTMAS HOLIDAYS – December 23 & 26, 2016 (Friday & Monday)

(Due to the Court's schedule the County Attorney's Office will observe Martin Luther King Day instead of Presidents Day)

YEA: BROCK, STEVENSON, CARPENTER

Motion by Stevenson, second by Brock to approve Board of Supervisors minutes for November 24, 2015.

YEA: BROCK, STEVENSON, CARPENTER

There was no new information available about the Jasper County Care Facility Demolition.

There were no Board Appointments.

Motion by Brock seconded by Stevenson to adjourn the Tuesday, December 1, 2015 meeting of the Jasper County Board of Supervisors.

YEA: CARPENTER, STEVENSON, BROCK

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     Dennis K. Parrott, Auditor   Denny Carpenter, Chairman