

Welcome to Iowa Consumer Outcomes Measurement System (ICOMS)!

The Mental Health and Disability Services Division of DHS is thrilled to roll out the ICOMS outcome system to all mental health block grant provider agencies. Simply stated, ICOMS is a survey-based outcomes system that gives service recipients an easy to use tool to self-report how they feel they are doing in their life. For agency staff, these surveys and subsequent reports can provide valuable information about where their clients feel they are at in their recovery process. See more information about ICOMS at <https://outcomes.telesage.com/outcomes/projects/iowa/home.aspx>

We would like to provide every agency several opportunities to learn about ICOMS and to understand the steps necessary to take in order to be fully operational on the ICOMS system. As a reminder, all agencies will be using ICOMS by January 1, 2010 for at least a substantial portion of their adult SMI clients, and by July 1, 2010 for all SMI and SED clients as part of the block grant contract agreement.

1. Teleconference Q & A Calls: We have scheduled two upcoming conference calls to answer questions about the ICOMS system, including implementation and process questions. These calls will be held for staff taking primary responsibility for implementing ICOMS in their agency. Agencies are welcome to have multiple staff members on the call if desired. Questions and answers addressed during each of the phone calls will be sent out to all agencies after the call to keep all informed.

The dates and times for the upcoming call are as follows. You can join either or both calls – it is expected that the content will be very similar.

Thursday, Oct 1 at 9am and Friday, Oct 2 at 12pm

The call-in number is: 888-346-3950; pass code 5436353

2. ICOMS Implementation Checklist and Timeline: Prior to the scheduled conference calls, all agencies will be sent an 'ICOMS Implementation Checklist' with an accompanying timeline. The intent of this information will be to assist your agency's ICOMS leader to address all the necessary steps in a timely manner for a smooth transition to using the ICOMS surveys.
3. ICOMS FAQs: All agencies are encouraged to review further information about ICOMS through the FAQ's link on the website at: <https://outcomes.telesage.com/outcomes/projects/iowa/FAQ.aspx>. Information regarding equipment purchasing information can also be found at: <https://outcomes.telesage.com/outcomes/projects/iowa/TouchScreenAndPDAInfo.aspx>
4. Technical Assistance: The Iowa Consortium for Mental Health (ICMH) will be available to provide ongoing technical assistance as agencies continue to implement ICOMS in their offices. ICMH can be reached at 319-353-5436.
5. Outcomes Conferences: ICMH will provide two conferences in the coming year geared towards outcomes measurements to enhance the understanding and use of outcomes tools for Iowa mental health service recipients and their providers. **The first conference will be held on Nov 10 from 1-4 pm at the Johnston Public Library.** This meeting will coincide with the EBP training on Nov 11.
6. We encourage your agencies to take advantage of these opportunities for information and guidance and we look forward to talking with you on the conference calls in a few weeks.

For questions about ICOMS, please contact Brenda Hollingsworth at Brenda-hollingsworth@uiowa.edu or 319-353-5436.