Technology Subcommittee for the Governor's Council on Food Security
[Draft] Minutes
January 23, 2019

The Governor's Council on Food Security Technology Subcommittee held a public meeting on January 23, 2019 beginning at approximately 1:00 P.M. at the following locations:

Division of Public and Behavioral Health
4150 Technology Way
Room 301
Carson City, NV 89706

Health Care Quality and Compliance
4220 S. Maryland Parkway
Building D, Suite 810
Las Vegas, NV, 89119

<u>**Board Members Present**</u>
Jodi Tyson, Vice President of Strategic Initiatives, Three Square Food Bank (Carson City)
Aurora Buffington, Faculty Instructor, University of Nevada Cooperative Extension (UNCE) (Phone)
Regis Whaley, Business Support Manager, Three Square Food Bank (Las Vegas)
Marcia Blake, Executive Director, James Seastrand Helping Hands of North Las Vegas (Las Vegas)
Crystal Johnson, Community Services Block Grant (CSBG) Program Director, Office of Community Partnerships and Grants, Department of Health Human Services (DHHS) Director's Office (Carson City)
Annmarie Feiler, Executive Director, Urban Seed Foundation (Phone)

<u>**Board Members Not Present**</u>
Jenny Yeager, Director of Programs, Food Bank of Northern Nevada (FBNN) (Phone)

<u>**Staff Present**</u>
Karissa Loper, MPH, Deputy Bureau Chief, Bureau of Child, Family and Community Wellness (CFCW), Division of Public and Behavioral Health (DPBH) (Carson City)
Laura Urban, Food Security and Wellness Manager, Office of Food Security (OFS), CFCW, DPBH, DHHS (Carson City)
Cathy Wright, Administrative Assistant III, Women, Infants and Children (WIC) Program, CFCW, DPBH (Carson City)
Charlotte Williams, Data Analyst, FBNN (phone)

1. **Call to Order, Roll Call, and Announcements**
   Jodi Tyson, chair, called the meeting to order at 1:00 P.M.

   Roll call was taken, and it was determined a quorum of the Governor's Council on Food Security (GCFS) Technology Subcommittee was present.

2. **ACTION ITEM: Approve minutes from the November 27, 2018 meeting**
   MS. TYSON ENTERTAINED A MOTION TO APPROVE THE MINUTES FROM THE NOVEMBER 27, 2018 MEETING. A MOTION TO APPROVE WAS MADE BY MARCIA BLAKE. CRYSTAL JOHNSON SECONDED THE MOTION WHICH PASSED UNANIMOUSLY WITHOUT PUBLIC COMMENT.

   Ms. Tyson recapped the goals of the GCFS Technology Subcommittee established at the November 27, 2018 meeting. The three (3) established goals are to:

   1) Learn about partners' existing database systems, national best practices, and the perspective of statewide agencies on technology use. Ms. Tyson suggested the Subcommittee assess potential system add-ons to track service needs and outcomes.
   2) Identify a conduit and develop a reporting process for the frequency of statewide partner/program data collection which will be presented to the GCFS for consideration and approval, if applicable.
   3) Create a database systems/add-ons table or decision tree to present to the GCFS for consideration and approval, if applicable.

   Ms. Tyson noted she would need to leave the meeting at 2:00pm and Regis Whaley would chair the remainder of the meeting upon her departure.

3. **ACTION ITEM: Present, discuss, and approve Client-Tracking Database Matrix draft**
   Ms. Urban presented the Client-Tracking Database Matrix draft. The matrix includes the various databases to be considered and the indicators identified at the November 27, 2018 meeting.

   Ms. Tyson requested Subcommittee members use the matrix to take notes during each presentation, and requested they scan their notes to Ms. Urban after the meeting for summary compilation.

   No action was taken. The Client-Tracking Database Matrix was adopted by consensus.

4. **INFORMATIONAL: Present and discuss existing client-tracking databases and national best practices.**
   Ms. Tyson introduced today's three (3) presenters: 1) Kyle Minckler from Simon Solutions, presenting on the Oasis Insight database; 2) Julee King and Cameron Shorkey from Bitfocus Incorporated, presenting on the Community Management Information System (CMIS); and 3) Aging and Disabilities Services Division (ADSD) representatives Jeff Duncan and Cheyanne Pasquale, presenting on the Social Assistance Management System (SAMS).

   Mr. Minckler provided a demonstration on the capabilities of the Oasis Insight database. Oasis Insight is a client intake and reporting system for food banks and their partner agencies. Currently, the Food Bank of Northern Nevada (FBNN) is using Oasis Insight for client/program tracking.

An Oasis Insight subscription costs $30.00 monthly per food pantry participating. Technical assistance and support is offered free of charge via email, chat, and/or phone. Oasis Insight has Application Programming Interface (API) capabilities and can be bridged with other systems to share data. Oasis Insight is Health Insurance Portability and Accountability Act (HIPAA) compliant and includes a Business Associate Agreement to ensure information confidentiality.

Ms. Blake asked if agencies can create their own reports using the system.

Mr. Minckler stated yes, partners can generate customizable reports.

Ms. Tyson asked if a network-wide report could be generated reflecting duplicated and non-duplicated data. For example, number of first-time pantry visits versus total number of pantry visits per month.

Mr. Minckler stated yes, the system can track network-wide duplicated/non-duplicated data.

Ms. Johnson inquired about outcome measurement. She asked if there is a set of standardized indicators to track client progress/outcomes.

Mr. Minckler stated a standardized list of indicators is not provided; the user/caseworker would establish the indicators needed by their program. Clients do not have access to the information within the database. A printout of progress can be provided to the client.

Ms. Tyson asked if Oasis Insight has a flagging/queuing feature to indicate a clients' eligibility for services he/she is not receiving but for which they may be eligible.

Mr. Minckler stated yes, though it is not an existing feature. A pop-up/flagging feature would require a system customization. Customization costs are $150 per hour. A quote of overall cost is available upon request.

Mr. Whaley asked whether outside data from other agencies could be imported into the system.

Mr. Minckler stated yes, a one-time data import can be conducted for $150 per hour.

Ms. Tyson thanked Mr. Minckler for his time and requested Subcommittee members relay additional Oasis Insight database questions to Ms. Urban after the meeting.

Ms. Tyson introduced the second presentation on the Bitfocus data system, CMIS, and presenters Ms. King and Mr. Shorkey.

Ms. King and Mr. Shorkey provided a demonstration on CMIS capabilities. CMIS is an online database enabling organizations to collect data on the services provided to clients. The State of Nevada currently uses CMIS to generate various reports improving local organizations' ability to provide access to housing and services and strengthen Nevada

efforts to end homelessness. No personally identifiable information is included in these reports. Currently, The United States Department of Housing and Urban Development (HUD) requires any organization providing services to homeless persons or those at risk of homelessness to enter data into the State of Nevada CMIS/Homeless Management Information System (HMIS).

Ms. Johnson asked if CMIS includes a client portal, where clients can access their data.

Ms. King stated no. CMIS does not have a client portal feature.

Ms. Johnson stated she understood CMIS is web/cloud-based. She asked if CMIS's design is responsive/varies per the device used (computer/tablet/phone etc.).

Ms. King stated the system design is fixed and does not vary per device used.

At this time, Ms. Tyson left the meeting and Mr. Whaley assumed responsibility of Chair.

Mr. Whaley thanked Ms. King and Mr. Shorkey for their presentation. He requested Subcommittee members relay any additional questions to Ms. Urban.

Mr. Whaley introduced the third presentation on SAMS, and presenters Mr. Duncan and Ms. Pasquale.

Ms. Pasquale presented on SAMS features and capabilities. Her presentation can be found [here](#).

On behalf of Ms. Tyson, Ms. Blake asked if ADSD could use another database system other than SAMS to collect program data, or if SAMS provides mechanisms/features that cannot be met through another system.

Mr. Duncan stated anything is possible, but to change systems would be a huge undertaking for the Division.

Ms. Pasquale stated SAMS is customizable and can vary per user. For instance, SAMS can be used differently by a pantry than by a case manager.

Ms. Blake asked how much the State currently pays for SAMS.

Mr. Duncan was unsure, but stated he would get the total cost, including licensing, and share with Ms. Urban for member dissemination.

Ms. Blake asked whether the contract with Well Sky, the SAMS's vendor, is long-term or year-to-year.

Mr. Duncan was unsure but stated he would get the contract information and share with Ms. Urban for member dissemination.

Ms. Blake asked if ADSD would be willing to consider a new system if the GCFS were to recommend an alternative to SAMS.

Mr. Duncan reemphasized transitioning to a new system would be a huge undertaking for the Division. He stated ADSD is always working to streamline reporting processes for partners. Transitioning to a new system to consolidate reporting has been an on-going discussion among ADSD and other State agencies.

Ms. Pasquale stated ADSD has made a significant investment in the systems currently used. She believes there is interest in consolidating data systems, but lack of resources and funding are significant barriers. Ms. Pasquale stated rather than transitioning to a new system, bridging current systems would be valuable.

Mr. Whaley stated bridging current systems would be difficult, as data collected would need to be consistent across all partners.

Ms. Blake stated the challenge is the difference in information collected for intake versus for case management. Some programs collect income, demographics, etc., while other programs may need to collect additional information, such as medical and household information.

5. **ACTION ITEM: Present and approve future agenda items.**
   Mr. Whaley called for future agenda items. The next meeting is called for Monday February 25, 2019 at 1:00 PM.

   Mr. Whaley stated the Office of Food Security is working to identify a presenter to discuss HIPAA regulation and compliance.

   Mr. Whaley stated the February 25th meeting will have three (3) presentations from E-Logic, Link to Feed, and Efforts to Outcomes.

6. **PUBLIC COMMENT:**
   No public comment.

7. **ADJOURNMENT:**
   Mr. Whaley adjourned the meeting at 3:24 PM