

Technology Subcommittee of the Governor's Council on Food Security
Minutes
February 25, 2019

The Technology Subcommittee of the Governor's Council on Food Security held a public meeting on February 25, 2019 beginning at approximately 1:00 P.M. at the following locations:

Division of Public and Behavioral Health
4150 Technology Way
Room 303
Carson City, NV 89706

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

Board Members Present

Jodi Tyson, Vice President of Strategic Initiatives,
Three Square Food Bank (Las Vegas)
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 (Las
Vegas)
Jenny Yeager, Director of Programs, Food Bank of
Northern Nevada (FBNN) (Phone)

Board Members Not Present

Annmarie Feiler, Executive Director,
Urban Seed Foundation

Staff Present

Laura Urban, Food Security and Wellness Manager, Office of Food Security (OFS), Bureau of
Child, Family and Community Wellness (CFCW), Division of Public and Behavioral Health
(DPBH), DHHS (Carson City)
Cathy Wright, Administrative Assistant III, Women, Infants and Children (WIC), CFCW, DPBH
(Carson City)

Others Present

Dr. Kenneth Osgood, MD, Board of Health, Southern Nevada Health District (SNHD) (Las
Vegas)
Benjamin Richmond, ELogic
Joshua Baer, Social Solutions
Zareen Hansotia, Social Solutions
Emily Branton, Link to Feed
Nagaraj Garimalla, Protech Solutions
Nisha Garimalla, Protech Solutions

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 Technology Subcommittee of the Governor’s Council on Food Security (GCFS) was present.

2. ACTION ITEM: Approve minutes from the January 23, 2019 Meeting

MS. TYSON ENTERTAINED A MOTION TO APPROVE THE MINUTES FROM THE JANUARY 23, 2019 MEETING. A MOTION TO APPROVE WAS MADE BY MARCIA BLAKE. CRYSTAL JOHNSON SECONDED THE MOTION WHICH PASSED UNANIMOUSLY WITHOUT PUBLIC COMMENT.

3. Discuss the Health Insurance Portability and Accountability Act (HIPAA) regulations and compliance

Ms. Tyson tabled this agenda item until the March 27, 2019 GCFS Technology Subcommittee meeting.

4. Present, discuss, and approve the updated Client-Tracking Database Matrix draft

Laura Urban presented the updated [Client-Tracking Database Matrix](#), to be used by Subcommittee members for note-taking during the system presentations. The matrix was updated to only reflect the systems to be presented at today’s meeting. A section for more detailed notes was also added.

Ms. Tyson reminded Subcommittee members to share their notes with Ms. Urban after the meeting for compilation.

5. INFORMATIONAL: Present and discuss existing client-tracking databases and national best practices.

Ms. Tyson reviewed the goals of the GCFS Technology Subcommittee:

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 introduced the four (4) presenters: 1) Emily Branton presenting Link to Feed; 2) Benjamin Richmond presenting E-Logic; 3) Joshua Baer and Zareen Hansotia presenting Apricot; and 4) Nagaraj and Nisha Garimalla presenting The Good Grid.

Ms. Branton presented the capabilities of the Link to Feed system. Link to Feed is a cloud-based software for food banks to streamline client program registration. Nutrition programs supported include food pantries, the Commodity Supplemental Food Program (CSFP), and the Supplemental

Nutrition Assistance Program (SNAP). Link to Feed is configurable and can accommodate other programs as needed, including education programs.

Jenny Yeager asked how the monthly fee is determined.

Ms. Branton replied cost is customized based on the data being tracked. After a Link to Feed demonstration, the requesting agency's needs are determined via a post-presentation survey. Link to Feed provides the agency with a proposal outlining total anticipated cost based on the post-survey results. For an average food bank, the cost is approximately \$25 per agency per month.

Ms. Blake asked whether Link to Feed accommodates reporting requirements for various programs.

Ms. Branton replied yes, Link to Feed can be customized according to specific tracking needs.

Ms. Blake asked whether one (1) profile is created per client, or if a profile is created per service the client receives.

Ms. Branton replied one (1) profile is created per client and can be used for any program the client accesses.

Ms. Johnson asked whether Link to Feed is HIPAA-compliant.

Ms. Branton replied Link to Feed is not a covered entity under HIPAA, and therefore cannot be classified under legislation to be HIPAA-compliant. However, she clarified Link to Feed system features do align with HIPAA best practices. She also confirmed Link to Feed can be customized for both food and non-food programs, including case management.

Ms. Johnson asked whether Link to Feed allows for client goal setting, to demonstrate outcomes rather than outputs.

Ms. Branton replied yes, Link to Feed includes an assessment center, which allows clients to establish benchmarks and track progress towards their goals.

Aurora Buffington asked whether Link to Feed has the ability to track and compare data related to Social Determinants of Health (SDOH).

Ms. Branton replied yes, this could be done a few ways. SDOH surveys could be developed, distributed, and overlaid with other data sources. Link to Feed also features an export tool, which allows users to pull raw data for manipulation as needed, and a referral tool to connect with other service providers.

Ms. Tyson asked how information sharing between service agencies is accomplished, and how information is secured; specifically, can agencies allow access to only a portion of the client's information?

Ms. Branton replied yes, the user can determine what information and profiles will be available to other users or agencies. The user can also determine how information is shared, including service notes. The system will notify users if a client profile already exists.

Ms. Tyson thanked Ms. Branton for her presentation and requested Subcommittee members relay additional Link to Feed system questions to Ms. Urban after the meeting.

Mr. Baer and Ms. Hansotia presented the capabilities of the Apricot system. Three (3) versions of Apricot are available. The Apricot systems vary to meet the purchasing organization's size and needs.

Ms. Johnson asked about the cost of the Apricot system.

Mr. Baer replied the costs include a subscription cost: an annual license-based fee determined by the number of users. The total cost would be configured per the requesting agency's specific needs and number of users. On average, for a food bank with 160 users, the total cost would be \$55 per user per month. Additionally, there would be an implementation cost for the initial system launch and training users.

Ms. Buffington asked whether Apricot is HIPAA-compliant.

Ms. Hansotia replied yes, Apricot is HIPAA-compliant. Currently, Apricot is seeking a High Trust Certification with the Health Certification Trust Alliance. The application for the Certification is in the final approval process.

Ms. Tyson thanked Mr. Baer and Ms. Hansotia for their presentation and requested Subcommittee members relay additional Apricot system questions to Ms. Urban after the meeting.

Mr. Richmond presented the capabilities of the E-Logic system, Genesis. Genesis is an engine used to optimize different systems. As systems begin to grow, Genesis is used as the core system and can be manipulated to correspond with different systems to include various features, such as staff management. Every function within the system can be customized.

Ms. Buffington stated she had no questions for Mr. Richmond. She added Genesis appears to be a large, powerful system.

Mr. Richmond agreed, but stated the size of the system will vary per agency.

Ms. Yeager asked if Genesis includes modules to support federal nutrition programs.

Mr. Richmond stated yes, applications can be embedded in Genesis to assist with eligibility determinations.

Ms. Blake asked how services received are tracked in Genesis.

Mr. Richmond stated Genesis includes barcode tracking abilities; when receiving a service, the client scans their card and the service information auto-populates into the system. He reinforced the point that end users determine the capabilities of their system.

Ms. Tyson thanked Mr. Richmond for his presentation and requested Subcommittee members relay additional Genesis system questions to Ms. Urban after the meeting.

Mr. and Ms. Garimalla presented the capabilities of The Good Grid system. The Good Grid is a collaborative case management system for requesting and delivering social services between providers and volunteers. The Good Grid system is currently used in Washoe County for case management work for the homeless and indigent populations. Additionally, the Nevada Division of Welfare and Supportive Services (DWSS) uses The Good Grid for child support case management.

Ms. Blake asked how The Good Grid is used in conjunction with the Community Management Information System (CMIS) within Washoe County.

Ms. Garimalla replied CMIS will perform an application program interface (API) with The Good Grid, so any client information entered into The Good Grid will populate within the CMIS upon approval from the client or a designated client representative. The information shared between the two (2) systems is customizable.

Ms. Tyson asked who provides the scanner cards for The Good Grid system to track services.

Ms. Garimalla replied there is usually an “anchor” agency responsible for printing the cards and providing the Quick Response (QR) Codes, but this varies per state and agency situation.

Ms. Tyson thanked Mr. and Ms. Garimalla for their presentation and requested Subcommittee members relay additional questions about The Good Grid system to Ms. Urban after the meeting.

6. ACTION ITEM: Present and approve future agenda items

Ms. Tyson stated Ms. Urban will compile Subcommittee members’ notes from the presentations and develop one (1) comprehensive report with a matrix and recommendations. This report and recommendations will be presented for the consideration of all GCFS members at the May 15, 2019 meeting.

7. ACTION ITEM: Public Comment

There was no public comment.

8. ADJOURNMENT

Ms. Tyson adjourned the meeting at 5:02 PM.