Technology Subcommittee of the Governor's Council on Food Security
Minutes [DRAFT]
June 17, 2019

The Technology Subcommittee of the Governor's Council on Food Security held a public meeting on June 17, 2019 beginning at 1:00 P.M. at the following location:

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

Board Members Present	**Board Members Not Present**
Jodi Tyson, Vice President of Strategic Initiatives, Three Square Food Bank (Phone)	Annmarie Feiler, Executive Director, Urban Seed Foundation
Aurora Buffington, Assistant Professor, University of Nevada Cooperative Extension (UNCE) (Phone)	Marcia Blake, Executive Director, James Seastrand Helping Hands of North Las Vegas
Regis Whaley, Business Support Manager, Three Square Food Bank (Phone)	
Crystal Johnson, Community Services Block Grant (CSBG) Program Director, Office of Community Partnerships and Grants (OCPG), Department of Health Human Services (DHHS) Director's Office (Phone)	
Jenny Yeager, Director of Programs, Food Bank of Northern Nevada (FBNN) (Phone)	

Staff Present
Karissa Loper, MPH, Deputy Bureau Chief, Bureau of Child, Family and Community Wellness (CFCW), Division of Public and Behavioral Health (DPBH) (Carson City)
Lori Follett, Social Services Specialist III, OCPG, DHHS Director's Office (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 Program (WIC), CFCW, DPBH (Carson City)

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 March 27, 2019 Meeting**
   MS. TYSON ENTERTAINED A MOTION TO APPROVE THE MINUTES FROM THE MARCH 27, 2019 MEETING. A MOTION TO APPROVE WAS MADE BY AURORA BUFFINGTON. JENNY YEAGER SECONDED THE MOTION WHICH PASSED UNANIMOUSLY WITHOUT PUBLIC COMMENT.

3. **INFORMATIONAL: Present and discuss client-tracking database outcome-tracking capabilities.**

Ms. Tyson stated during the March 27, 2019 meeting the Subcommittee requested additional information regarding the outcome tracking capabilities and Application Program Interface (API) costs for each of the four (4) remaining systems. The Subcommittee also requested the issuance of a technology survey among food security partners to assess system users' perceptions and feedback on the current data systems used statewide. Ms. Tyson stated additional information regarding the outcome tracking features of each system can be found on the CFS website (Oasis Insight, eLogic, Clarity, and Link2Feed).

Ms. Tyson summarized the API costs of each system, which can be found in the matrix within the *Technology Subcommittee Final Report* draft.

Crystal Johnson stated her concern regarding the expensive API costs; especially the systems with monthly per-user costs. Her understanding is the Technology Subcommittee is not tasked with choosing one (1) system, but rather choosing systems with the ability to interact with each other, which will require ongoing APIs.

Subcommittee members discussed whether a single system would ever be required among Funds for a Healthy Nevada (FHN) Wellness subawardees. It was confirmed current recipients are required to have a client-tracking data system in place but are not mandated to use a particular system. If such a requirement was ever established, it would be included in the FHN Wellness Request for Application (RFA) and acquisition and implementation costs would be included in the subaward.

Subcommittee members discussed how APIs are critical for uploading service information to the State/the Office of Food Security (OFS). This collective, statewide data is critical to assessing needs and identifying food-security related service gaps.

Ms. Tyson stated currently no system recommendations exist. If one (1) system were to be mandated, the State would need a list of recommended systems to make a good choice. She suggested narrowing this Subcommittee's recommendations to 2 to 3 systems max, knowing a permanent bridge will need to be implemented at the State level.

Lori Follett added that state-level food security data is needed to justify future legislative attempts to increase FHN Wellness funding. The FHN Wellness fund has remained a flat $2.1 million since its inception. Partners advocating for such an increase must be able to demonstrate the evidence showing current funding levels do not meet the need.

Ms. Yeager suggested assessing the cost of one (1) ongoing API for the State/OFS among existing systems, rather than looking at the API cost at the individual system/agency level.

Ms. Johnson agreed. She stated the contract and cost for a single entity, like the State, to implement APIs across existing systems would look completely different than a contract with multiple, smaller local agencies.

Ms. Tyson agreed and suggested tabling the discussion at this time.

4. **ACTION ITEM: Discuss and discuss Client-Tracking Database User Survey results**
   Ms. Tyson stated a survey was issued to food security partners to assess perceptions and garner feedback regarding client-tracking database systems used statewide; she asked Laura Urban to share the results.

   Ms. Urban stated the survey was shared with various food security stakeholders and was open for two (2) weeks, but only three (3) responses were received. One (1) respondent used E-Logic, one (1) used Clarity but was switching to eLogic, and the last respondent used Oasis for tracking, as well as an Excel spreadsheet for tracking Child Nutrition Programs (CNP) (Child and Adult Care Food Program [CACFP], Summer Food Service Program [SFSP], the Backpack Program, and School Pantry Programs) and WebNEERS to track outcomes related to nutrition education programs. She added that one (1) partner commented on the need for a system with features to track CNP data, but ultimately, the biggest concern was system cost, funding availability, and hidden fees.

   Ms. Yeager expanded on the need for a system with CNP tracking capabilities. She stated Oasis Insight does not have a CNP tracking feature. Link2Feed tracks meals served and eaten, for CACFP and SFSP. FBNN staff currently tracks this information using Excel, which is administratively burdensome and time-consuming. A database system with a CNP data tracking feature would be an incredible time-saver and would allow all nutrition program data to be centrally located.

   Ms. Tyson asked Ms. Yeager whether FBNN has considered transitioning to Link2Feed.

   Ms. Yeager replied Link2Feed is not an affordable option for FBNN at this time.

   Ms. Tyson and Ms. Yeager agreed there are two (2) main benefits to using Oasis Insight: 1) it is a Feeding America recommended system, per the [Feeding America Technology Buyers' Guide](#) and 2) it is already used by FBNN and various partners within their Northern Nevada service network.

   Ms. Tyson asked Ms. Urban to expand on why one (1) respondent felt Clarity did not meet their needs and was therefore transitioning to eLogic.

   Ms. Urban replied the respondent shared Clarity staff are not always responsive, and they have had problems with additional fees being added for customizations or APIs. The respondent also mentioned "outrageous" costs were quoted for building APIs across systems.

   Subcommittee members discussed which systems were currently used in Nevada. Of the remaining four (4) systems, Clarity/HMIS, eLogic, and Oasis Insight are currently used by Nevada service providers. There are no Link2Feed users currently in Nevada.

   Ms. Yeager stated FBNN is working with a partner who is grant-required to use Clarity for tracking services. The partner agency has also expressed frustration with the Clarity,

specifically regarding pulling reports and gathering data about the customer service provided. She recommended BitFocus be made aware of these issues.

Ms. Johnson agreed.

Ms. Tyson stated this information can be shared in the Technology Subcommittee's final report and recommendations.

5. **ACTION ITEM: Discuss and approve final client-tracking database system recommendations**
Ms. Tyson summarized the Technology Subcommittee's assessment and elimination processes over the past four (4) meetings. The four (4) remaining client-tracking systems include: Oasis Insight, Clarity, eLogic, and Link2Feed. She asked members whether the list of four (4) systems should be narrowed further.

Subcommittee members agreed to further narrow the recommendations and discussed whether to include the recommendations regarding SAMS in the final report to the GCFS.

The Subcommittee agreed to include in the final report the recommendation for the Aging and Disability Services Division to review SAMS and consider an alternative system to meet their needs, preferably from among the systems to be recommended by this Subcommittee.

Ms. Tyson stressed the importance of including cost savings in future system recommendations.

Ms. Yeager stated Clarity was originally required if an agency was providing Housing and Urban Development (HUD) services, but not for food services. Very few food banks nationally use Clarity for tracking services. Considering the negative feedback from food security partners using this software, the Technology Subcommittee should not recommend Clarity to the GCFS, despite the number of current users statewide. The Subcommittee should recommend systems best suited for tracking food security programs.

Ms. Tyson stated many agencies would prefer to use one (1) system for tracking services. Various agencies offer additional social services apart from direct food service programming. She questioned whether Oasis, eLogic, and Link2Feed could track data for these additional programs as well.

Ms. Johnson agreed; the systems chosen to be recommended must meet the needs of diverse agencies. She stated per the matrix developed, eLogic and Oasis Insight include most of the criteria and features prioritized by the Technology Subcommittee.

It was confirmed there are no Link2Feed users in Nevada.

Ms. Yeager stated the CNP tracking feature sets Link2Feed apart from other systems. Otherwise Link2Feed is comparable to Oasis Insight. She confirmed Link2Feed is the only system she is aware of with a CNP tracking feature. She also stated Oasis Insight's capabilities

are vaster than demonstrated here, as the Oasis Insight presentation focused solely on food security program tracking. Oasis Insight has a tracking arm for social services as well, called "Charity Tracker."

Ms. Tyson stated Link2Feed also has a food inventory tracker, which is very helpful.

Ms. Yeager confirmed Oasis Insight does not have a food inventory tracking feature.

Subcommittee members discussed how to best frame their recommendation to the GCFS. Members agreed the recommendation must be as clear as possible and providing a high-level summary would be best.

Subcommittee members agreed to recommend Oasis Insight and eLogic and not to recommend Link2Feed and Clarity/HMIS. Members agreed BitFocus (Clarity vendor) should be given the opportunity to address the issues identified regarding high system costs, transparency of costs specific to customizations and APIs, and poor customer service. If these issues are addressed, then the Subcommittee will consider identifying Clarity as a recommended system in the future.

Subcommittee members also recommended the Aging and Disability Services Division consider an alternative to the SAMS database system.

Finally, the Subcommittee recommended the approved systems consider inclusion of a food inventory tracking feature.

6. **ACTION ITEM: Present, discuss, and approve final Client-Tracking Database Report and Matrix draft**
The Technology Subcommittee agreed to present the executive summary and system matrix to the GCFS for consideration and potential further action. The entire report will be posted to the GCFS website for transparency and reference.

7. **PUBLIC COMMENT**
There was no public comment.

8. **ADJOURNMENT:**
Ms. Tyson adjourned the meeting at 4:10 P.M.

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