Council on Food Security Technology Subcommittee

Client-Tracking Database Report, Matrix, and Recommendations

Executive Summary

Upon the recommendation of the 2018 Council on Food Security (CFS) Policy Subcommittee, Chair Steve Fisher established the CFS Technology Subcommittee in September 2018. The Technology Subcommittee was tasked with assessing existing client-tracking databases used in Nevada and nationally, and to make recommendations for technology use among Nevada food security partners. This initiative directly aligns with DATA Goal One (1) of the *2018 Food Security in Nevada: Nevada's Plan for Action*, which prioritizes establishing evaluation and reporting processes to enhance data collection to drive future strategies and track progress in improving food security in Nevada. Additionally, technology usage and enhancement statewide is critical to streamlining data collection processes to assess needs and identify food security-related service gaps.

The Technology Subcommittee was comprised of seven (7) members, including representation from Three Square Food Bank, the Food Bank of Northern Nevada, James Seastrand Helping Hands of Vegas Valley, University of Nevada Cooperative Extension, Urban Seed Foundation, and the Nevada Department of Health and Human Services Office of Community Partnerships and Grants. Between November 2018 and June 2019, the Technology Subcommittee met five (5) times to establish goals, learn about systems and discuss national resources and best practices, and make recommendations for the CFS's consideration regarding technology use among Nevada food security stakeholders.

The Subcommittee's goals were:
1) Learn about partners' existing database systems, national best practices (including review of Feeding America's *Technology Buy's Guide*), and the perspective of statewide agencies on technology use;
2) Create a database systems matrix to share with food security partners statewide; and
3) Identify a conduit for statewide partner/program data collection.

The Technology Subcommittee assessed the seven (7) systems through vendor presentations and a statewide technology survey. Throughout the five (5) meetings, the seven (7) systems were narrowed down to (4), then down to two (2) recommended systems at the fifth and final meeting. To assess systems, the Subcommittee developed a set of standards identified as critical system features and capabilities. Each system has been outlined in the attached matrix according to the identified standards. Standards include, but are not limited to cost, programs supported, Application Program Interface capabilities (APIs) to bridge systems and share data, Health Insurance Portability and Accountability Act (HIPAA) compliance, and the system's ability to track outcomes. There are two (2) versions of the matrix: 1) outlining capabilities consistent

among the seven (7) systems and 2) one highlighting the differences in capabilities among the seven (7) systems.

Ultimately, the Technology Subcommittee established the following recommendations for the CFS's consideration:

1. Recommend/support usage of the Oasis Insight and eLogic database systems statewide and
2. Recommend to the Aging and Disabilities Services Division (ADSD) an alternative be considered for the SAMS database.

Additionally, the Technology Subcommittee identified the OFS as the conduit for statewide data collection, which will occur on an annual basis once statewide technology is implemented. The OFS and CFS will use the data collected to identify priorities, gaps in services, and food security trends in Nevada.

System Standards Matrix I

	SAMS	Clarity	Oasis Insight	eLogic Genesis	Link2Feed	Apricot360	The GoodGrid
Accessibility/Portability	Internet-based	Internet-based, interfaces with multiple devices	Internet-based, interfaces with multiple devices	Internet-based, interfaces with multiple devices	Internet-based, interfaces with multiple devices	Internet-based	Internet-based, interfaces with multiple devices
Customizable Reports	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HIPAA Compliant	Yes	Yes, and is willing to sign a Business Associate Agreement	Yes, through a Business Associate Agreement	Follows HIPAA best practices	Follows HIPAA best practices; HITA approval in-process	Follows HIPAA best practices	Yes
Technical Assistance	Yes, ADSD has an application support team and Wellsky assists with customizations	Yes, via phone, email support, and help desk chat	Yes, free support via email, phone, and chat	Yes, caseworker plan and guides/videos available	Yes, 24-hour support team and user guides available	Yes, users are assigned a dedicated Account Manager	N/A
Customizable Databases	Yes	Yes	Yes, can be customized per agency-specific needs; customization is $150/hr	Yes, every component of the system can be manipulated/ customized.	Yes, fields can be customized per user	Yes	Yes
Client Flagging	Yes	Yes, through the "Public Alert" feature	Yes, but is a customizable feature.	Yes, shows eligibility for specific programs.	Yes	N/A	Yes
API Capabilities	Yes, import, export, and interfacing	Yes	Provides a one-time data import	Yes	Yes	Not currently; API capabilities are on vendor's plan for later in 2019	Yes, will be interfaced with Clarity in

	SAMS	Clarity	Oasis Insight	eLogic Genesis	Link2Feed	Apricot360	The GoodGrid
							Washoe County

System Standards Matrix II

	SAMS	Clarity	Oasis Insight	ELogic	Link2Feed	Apricot360	The GoodGrid
# users in Nevada	ADSD Community-Based Care Programs, Older Adult Program Grantees, Katie Beckett Program, Care Coordination, Facility Outreach and Community Integration Services (FOCIS).	200 agencies, with ~400 programs and 900 users, including Nye Communities Coalition, Catholic Charities, and the Children's Cabinet.	13 partners under the Food Bank of Northern Nevada	17 agencies and 138 users in Nevada.	Not currently used in Nevada.	Not currently used in Nevada.	Currently used by Washoe County Health District for a pilot, including the following agencies/organizations: Washoe County Sheriff's Office, Community Health Alliance, Eddy House, Northern Nevada Hopes, Salvation Army, Rise Academy for Adult Achievement, and the Crossroads Program. Also, currently used by Nevada Division of Welfare and Supportive Services child support services.
Cost	Biennium cost: $868,456 for FY20-21	Pricing is based on the type and number of users per license. There are three different licenses; each system needs	No Set-up fees; $25 per user per month	License cost: $225 for limited license; $525 for annual license	$25 per agency per month, varies per customizations	Initial set-up starts at $2,950. Varies per customization and number of users. About $55 per user, per month in addition to implementation costs.	Free for small organizations with under 1,000 clients. Cost would only to the "anchor agency" – usually State agency. Cost is $2.00 – $2.50 per client.

		all three, but the amount of each type needed will vary.					
API Cost	N/A	The Data Analysis Tool is generally billed at $500 monthly ($6,000 annually), and the Data Integration Tool is $600 monthly ($7,200 annually).	$5,000 - $20,000; final costs will depend on exact functionality of the system	Most APIs are between $2,500 - $5,000, which includes ongoing support at no charge and no hidden fees.	Minimum-$1,500 one time, $100/month Average Cost-We have one client using multiple APIs that pays around $5,400/year	N/A	N/A
Outcome Tracking	No	Yes, through report library feature, custom report and data analysis tools, dashboards, and the goal creation/goal tracking tool. See appendix for detailed outcome tracking capabilities.	Yes, shows progress with goals and action steps. Can standardize assessments across users. See appendix for detailed outcome tracking capabilities.	Yes, tracks data per set of standards. See appendix for detailed outcome tracking capabilities.	Yes, benchmarks are established and tracked.	Yes. Apricot tracks participant progress from intake to program completion and measures progress/outcomes based on user-defined milestones.	Yes, through evaluation matrix to track progress. Set of metrics established to measure client-level and community/congregate-level progress.
Programs Supported	ADSD Programs, Hospice Services	Housing programs, employment programs, education, and food services (food	Federal nutrition programs, nutrition education, pantry	Federal nutrition programs, Medicaid, workforce and employment	Federal nutrition programs, pantries, and non-food programs.	Pantries, distribution of meals, child/youth programming, employment programs	Child support, employment, SNAP, TANF, Medicaid

		bank/food pantry services)	referrals, meal assistance	programs, housing programs, and educational programs. Infinite number of programs.			