Governor's Council on Food Security Technology Subcommittee

Client-Tracking Database Report, Matrix, and Recommendations

Introduction

Upon the recommendation of the 2018 Governor's Council on Food Security (GCFS) Policy Subcommittee, Chair Steve Fisher established the GCFS Technology Subcommittee in September 2018 to assess existing client-tracking databases used in Nevada and nationally. The 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 March 2019, the GCFS Technology Subcommittee met four (4) times to establish goals, learn about systems and discuss national resources and best practices, and make recommendations for moving forward.

The Subcommittee's goals were:
1) Learn about partners' existing database systems, national best practices, and the perspective of statewide agencies on technology use through:
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; and
3) Create a database systems/add-ons table or decision tree to present to the GCFS for consideration and approval.

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. The matrix was then refined to highlight distinct differences among the systems.

This report has been developed to support agencies in identifying existing systems and choosing a system that meets recommended GCFS standards and the agency's specific client and program management needs. This report includes system summaries, a system standards crosswalk matrix, and the GCFS Technology Subcommittee's final recommendations.

System Summaries

Seven (7) systems were identified and presented to the Subcommittee: 1) the Social Assistance Management System (SAMS); 2) Clarity; 3) Oasis Insight; 4) eLogic; 5) Link2Feed; 6) Apricot; and 7) The GoodGrid. A summary of each system is provided below.

SAMS

The Nevada Aging and Disabilities Services Division (ADSD) holds the license for the SAMS database in Nevada. The vendor for SAMS is Wellsky. SAMS is a case management system used by ADSD Community-Based Care Programs, grantees of Older Adult Programs (ADSD Social and Nutrition Programs), and the Nevada Division of Healthcare Financing and Policy (Nevada Medicaid).

Clarity

The Community Management Information System (CMIS) is an online database enabling organizations to collect data on services provided to clients. The State of Nevada currently uses CMIS to generate various reports improving local organizations' abilities to provide access to housing and other services and strengthen Nevada's 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).

Oasis Insight

Oasis Insight is deployed via Software-as-a-Service (SaaS) and can be securely accessed via any web browser. Oasis Insight allows food banks to create a standardized, coordinated intake process, record client distributions, customize the specific data elements/metrics needed for reporting and grant writing, and allows the Food Bank Oasis Insight Administrator to directly generate reports for individual sites or network-wide. The data-driven approach of Oasis Insight allows service providers to identify gaps, demonstrate impact to funders, analyze demographic information, and make data-driven decisions to move clients from crisis to self-sustainability.

elogic

eLogic Genesis is a powerful evidence-based software system that tracks outcomes and other data standards required by the user. Genesis is a tool-based, client-centered data management system that molds to each agency through robust customization options. Agencies using Genesis can connect to other organizations through either the eLogic network or by using back-end API connections, creating streamlined electronic referrals and client tracking, ensuring unduplicated counts in reports. Clients can work in tandem with staff members using the client portal, enabling interactive and unified case management. eLogic Genesis can be used anywhere there is an internet connection and on any size screen, from smartphone to desktop. Using advanced role settings, eLogic Genesis is HIPAA compliant and can be adapted to any organization's confidentiality and privacy needs. With affordable licensing options based on user needs, Genesis is subscription-based and affordable to agencies of all types and sizes.

Link2Feed

Link2Feed is cloud-based software developed for food banks to help complete client intake (registration) in a way that is both dignified for the client and efficient and easy for agency workers,

many of whom are not comfortable using technology. A social-purpose business and certified B Corporation, Link2Feed is dedicated to "Feeding change" around the world. Link2Feed's social mission is to help organizations use real-time data to take the hypothesizing out of hunger relief, so efforts can be focused on addressing root cause issues.

Apricot 360

Apricot 360 provides a holistic view of program participants receiving case management services. Third-party data integration allows case managers insight into potential improvement areas for their clients. The Apricot 360 analytics engine uses predictive analytics to craft recommendations at the individual and aggregate level, ensuring every participant receives the services needed to reach their goals. Apricot 360 subscription features include: referral and workflow functionality; multi-site and programs settings; regular updates and maintenance; enterprise reporting and analytics; use of over 60 prebuilt forms in the template library; a dedicated Account Manager; and five (5) gigabytes (GB) of file storage.

The GoodGrid

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 with the homeless and indigent population. Additionally, the Nevada Division of Welfare and Supportive Services (DWSS) uses The Good Grid as the child support case management system for the state.

Recommendations

Recommendations will be presented to the GCFS at the May 15, 2019 meeting. GCFS Technology Subcommittee recommendations are pending the March 27, 2019 Subcommittee meeting.

System Standards Matrix I

	SAMS	Clarity	Oasis Insight	eLogic	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	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; $30 per month, per pantry	License cost: $225 or $525 annually	$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.					
Outcome Tracking	No	Yes, through report library feature, custom report and data analysis tools, dashboards, and the goal creation/goal tracking tool.	Yes, shows progress with goals and action steps. Can standardize assessments across users.	Yes, tracks data per set of standards.	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 bank/food pantry services)	Federal nutrition programs, nutrition education, pantry referrals, meal assistance	Federal nutrition programs, Medicaid, workforce and employment programs, housing programs, and educational programs. Infinite number of programs.	Federal nutrition programs, pantries, and non-food programs.	Pantries, distribution of meals, child/youth programming, employment programs	Child support, employment, SNAP, TANF, Medicaid