

## West Virginia Contingency Plan 2021

If statewide network connectivity were to be lost by our Internet Service Provider (ISP), the WIC clinics would have to process WIC participants off-line and notify participants when food benefits had been uploaded once the statewide network became available in order to access the Crossroads application. *If a single clinic loses internet connectivity (unexpectedly), the clients can be served by another site. Since we are an EBT state this can be accomplished very easily by nutrition counseling over the phone to the site that is down. The client's record can be updated and benefits issued remotely.*