

### **III (A). INFORMATION SYSTEM**

**GOAL:** The State Agency will monitor and maintain the business processes and associated technology to provide Electronic Benefits Transfer (eWIC) issuance, redemption, payment, and reconciliation services to distribute WIC food benefits in the State of West Virginia.

**METHODOLOGY:** The State Agency (SA) will work with the eWIC service provider to monitor the eWIC system, ensuring that it is working properly and meets the service level requirements, and provide project management and contract administration throughout the duration of the project.

The SA will work with the eWIC service provider who will provide ongoing communications of any issues, enhancements, changes or updates to the system.

**EVALUATION:** The eWIC service provider submits a Monthly Report Card and conducts monthly status meetings. The Report Card is reviewed by the WIC Director and progress is monitored by the eWIC Coordinator. It lists any disruptions in service as well as any customer service issues that have been reported. Also listed are any communications from the eWIC service provider to the State.

**STATUS:** The eWIC service provider has submitted Monthly Report Cards showing that all performance standards and service level requirements have been met.

**This goal is completed and will continue as regular operations.**

### **III (B). INFORMATION SYSTEM**

**GOAL:** With the transition to the Maintenance & Enhancement (M&E) phase of the State Agency Model (Crossroads) application in 2017, the SA will monitor and maintain the business processes and technology for the provision of nutrition services and food benefits to the Women, Infants and Children of WV.

**METHODOLOGY:**

1. Work with the M&E contractor, as well as state and local agency staff to monitor and test the application to ensure that is working properly.
2. Provide project management and contract administration throughout the duration of the project.

**EVALUATION:** The State Agency (SA) will identify and report system issues and enhancements. These will be sent to the Crossroads User Group (XRUG) Product Management Office (PMO) for review and prioritization. Once issues have been coded and implemented, all states in the user group will begin testing.

**STATUS:** The SA continues participation in XRUG meetings of Change Control Board, Release Management, Designated Governing Board, Technology Advisory Group (TAG), Executive Steering Committee, and monthly USDA Food and Nutrition Service (FNS touchpoint.

The transition of the XRUG PMO from Virginia to West Virginia has been successful. West Virginia has secured BerryDunn as the product director with XRUG PMO services specifically outlined in the DHHR contract awarded June 15, 2021, for a period of three years, and option of three one-year extensions. The SA hosts a bi-weekly touchpoint with BerryDunn as oversight of the PMO.

West Virginia currently has Release 2.6 in production. The 2.6 Release eliminated Crossroads dependency on Internet Explorer and now runs as a desktop application.

Virginia's procurement continues review of the RFP package for a new M&E contract. The XRUG executed a twelve-month extension of the current contract that ends February 28, 2023. Unfortunately, these issues place West Virginia at risk of not having a MIS vendor as of March 1, 2023, since 1) the release and award timeline of a new contract RFP will not coincide with the expiration of the current contract on February 28, 2023, and 2) unless an extension executed on the Virginia master M&E contract is provided to WV procurement by mid-August 2022, an extension will not be in place by the February 2023 expiration.

**As a result of so many risks with the Crossroads project, this is an ongoing goal for FY 2023.**