

III (A). 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 it 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 2.7 in production. The XRUG has completed testing of the 2.8 and will be deploying it to production in July 2023.

Virginia's procurement continues working with the selected vendor to secure a new contract is in place for the October 1, 2023, target date.

As a result of a new M&E contract NOT being in place at this time, this is an ongoing goal for FY 2024.

III (B). INFORMATION SYSTEM

GOAL: Transition to a new Maintenance & Enhancement (M&E) contract of the State Agency Model (Crossroads) application, the SA will work closely with the awarded vendor to 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 it is working properly.
2. Provide project management and contract administration throughout the duration of the project.
3. Manage the transition from the current M&E contract to the newly awarded contract.

EVALUATION: The State Agency (SA) will identify and report system issues and enhancements. These will be sent to the Crossroads User Group (XRUG) 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 2.7 in production. The XRUG has completed testing of the 2.8 and will be deploying it to production in July 2023.

Virginia's procurement continues working with the selected vendor to secure a new contract is in place for the October 1, 2023, target date.

This is new goal for FY 2024.

III (C). INFORMATION SYSTEM

GOAL: Pursue WIC Online Ordering solution of WIC eligible food items.

METHODOLOGY: Identify recommendations/limitations/benefits/impacts for implementing WIC online ordering. Initiate discussion and collect comments / recommendations from the WIC community (FNS, forum, other States) related to successful adoption and implementation of WIC online ordering. Explore key aspects of WIC online ordering and develop high-level business requirements, such as WIC authorized vendor requirements, and transaction security, costs impact. Engage WIC authorized vendors to explore online ordering platforms.

EVALUATION: The State Agency (SA) will evaluate the estimated cost of implementing online ordering and research and review grant opportunities to fund this initiative. Vendors will be polled to assess interest in participating in an online ordering model and willingness to incur any associated costs.

STATUS: **This is new goal for FY 2024**