

**IX (A). FOOD DELIVERY/FOOD INSTRUMENT (FI) ACCOUNTABILITY AND CONTROL**

**GOAL:** With the transition to the Maintenance and Enhancement (M&E) phase of the State Agency Model (Crossroads) as of February 1, 2017, the State Agency (SA) will continue to be involved with changes and updates to the system affecting Food Delivery during FY2024.

**METHODOLOGY:** The SA will continue to work closely with Gainwell (formerly CSC and DXC Technology) and the Crossroads User Group (Alabama WIC, West Virginia WIC, Virginia WIC, and Rhode Island WIC) as change requests are completed. As these updates take place, SA staff will educate Local Agency (LA) staff on the changes to the system as they occur, through additional training sessions and updated training materials.

**EVALUATION:** The effectiveness of the training content and materials will be determined through evaluation forms completed by attendees of subsequent training sessions.

**STATUS:** The SA will continue requesting that trainees complete training evaluations via Survey Monkey regarding the Crossroads training during FY2023. The “Extended” Crossroads training will continue to occur as needed and normally takes place during LA staff meetings twice per year and is facilitated by the SA trainer. The “Extended” training incorporates new updates to the system as they occur and addresses any issues that seem to come up frequently as Help Desk questions and calls.

Crossroads training was hosted virtually throughout FY 2023. The content was condensed to three full workdays, and a ½ day contributed solely to Nutrition Services. The SA intends to transition training back to in person. In addition, since new employees hired since March 2020 have only provided services remotely, a retraining curriculum will be developed when physical presence waivers expire.

**This will be an ongoing goal for FY 2024.**

**IX (B). FOOD DELIVERY/FOOD INSTRUMENT (FI) ACCOUNTABILITY AND CONTROL**

**GOAL:** Update the WIC food packages and Food Delivery business processes including Information System revisions, required to implement the Final Food Package Rule.

**METHODOLOGY:** The SA will work to implement the changes to the WIC food packages that are required with the Final Food Package Rule through collaboration with Gainwell Technologies LLC (previously CSC Covansys and DXC LLC) and the Crossroads User Group, to facilitate revisions as soon as possible. The SA will develop participant education materials and provide training to Competent Professional Authorities/Nutritionists regarding prescription tailoring guidelines for participant preference, supporting health status, and addressing special medical needs.

**EVALUATION:** The implementation of all required updates to the WIC food packages that are required by the Final Food Package Rule.

**STATUS:** The majority of the updates to the WIC food packages required by the Final Food Package Rule have been implemented. The last update to be made in the Crossroads system is the functionality to prescribe and issue food package VII to a new pregnant woman who is breastfeeding. Currently, there is no functionality to allow for issuing food package VII to newly certified pregnant women who are breastfeeding; however, this functionality will be developed as time and money allows for the Crossroads project.

West Virginia implemented the increased Cash Value Benefit authorized through the Congressional appropriations.

Secondly, with USDA announcing intention to review WIC food packages beginning in fall 2023, the SA will ensure processes occur to implement per regulation timelines.

**This will be an ongoing goal for FY 2024.**