

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

**GOAL:** Transition to a new Maintenance & Enhancement (M&E) contract of the State Agency Model (Crossroads), the State Agency (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.
3. Manage the transition from the current M&E contract to the newly awarded contract.

**EVALUATION:** The 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 Release Management, Change Control Board, Designated Governing Board, Technology Advisory Group (TAG), Executive Steering Committee, and monthly USDA Food and Nutrition Service (FNS) touchpoint.

West Virginia continues to contract with BerryDunn on behalf of the XRUG to serve as PMO. A new Statement of Work and Implementation Advance Planning Document Update were submitted to USDA FNS on July 2, 2024 for approval and WISAM funding. The new contract between WV and BerryDunn for service period October 1, 2024 - May 31, 2026 was finalized on June 10, 2024. The SA hosts a bi-weekly touchpoint with BerryDunn as oversight of the PMO.

The Commonwealth of Virginia solicited and procured the Crossroads Maintenance and Enhancement vendor with award on October 1, 2023. West Virginia successfully transitioned from Gainwell Technologies to Voyatek although a supplemental contract necessary to pay for enhancements is still working through the state procurement approval process.

The Voyatek first year release schedule - with three major builds - is on target. The first maintenance release addressed 67 tickets and was adopted by all XRUG states in April. WV currently has Release 2.7 in production. The XRUG has completed testing of Release 2.8 and will be deploying it to production during 4th quarter of FFY2024. Continued status reports will be provided via WISAM quarterly reports.

**This goal is complete and will continue to be part of ongoing operations and IAPDU submissions. The focus of M&E in FFY2025 will be on maintenance and enhancements to meet all federal regulation changes (risk code revisions, PC+ data requirements, Food Delivery Portal data requirements, and new food package rule). If awarded FFY2024 WIC Infrastructure funding, enhancements will be initiated for the participant portal, vendor portal and a data analytics dashboard throughout the Infrastructure grant performance period. Status updates will occur via quarterly FNS-908 reports.**

### **III (B). 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:** WV assessed several demonstrations of online pilot projects via the National WIC Association Technology Conference as well as a state specific presentation by JPMA in partnership with Umoja. WV began working with Rhode Island in April 2024 on an application as a multi-state consortium - Connecticut, Rhode Island, Vermont and WV - for the second round of Center for Nutrition and Health Impact's WIC Online Ordering grants. Notice was provided in June 2024 that the proposed solution does not meet requirements of online ordering, but the consortium will transition to an online ordering planning grant. **WV will continue work with CT, RI and VT - See vendor management goal (E) - for FFY2025. Status updates will be provided there as the Vendor Management Unit takes lead on the initiative.**