Agency Vision

Health and Wellness for all Arizonans.

Agency Mission

To promote, protect, and improve the health and wellness of individuals and communities in Arizona.

Health and Nutrition Delivery System (HANDS) System Transfer & eWIC Implementation for District of Columbia (DC) WIC Program

State of Arizona – Health Services

April 21, 2021

Project Introduction

Program Overview:

- Arizona WIC Program
  - Provides services to pregnant and postpartum women, infants, and children up to age 5
  - Serves approximately 132,000 participants each year
- Health and Nutrition Delivery System (HANDS)
  - Determine eligibility
  - Document assessment and care plan
  - Issue food benefits
- Electronic Benefits Transfer (EBT)/eWIC
  - Magnetic stripe card and Personal Identification Number (PIN)
  - Access family food benefits in an electronic benefit account
- HANDS Consortium
  - Arizona WIC Lead Agency
  - Partner WIC Agencies
    - American Samoa - 2007
    - Commonwealth of the Northern Mariana Islands - 2008
    - Guam - 2008
    - Navajo Nation - 2009

Problem Statement:

- DC WIC missed the federal mandate to implement eWIC by September 30, 2020 and must implement eWIC prior to April 30, 2022
- District of Columbia (DC) WIC Program is joining the HANDS Consortium and needs to use the HANDS application.
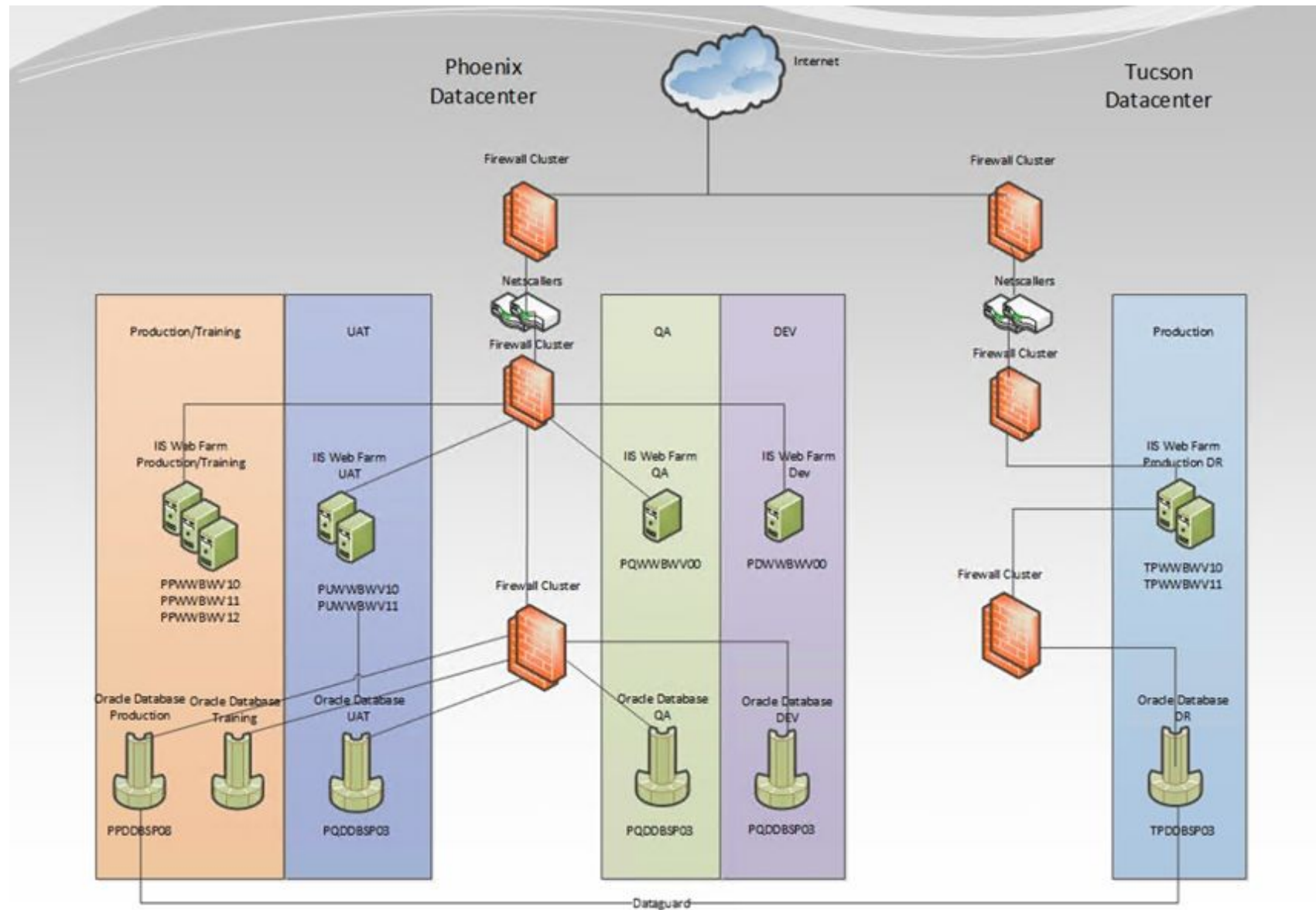
Proposed Solution

Procurement and Federal Support

- Memorandum of Agreement
- Cooperative Purchasing Agreement
- United States Department of Agriculture Food & Nutrition Service Project Approval and Support
- HANDS Contract Amendment - Adds the project scope of work for Currier McCabe & Associates to complete the following:
  - HANDS data migration
  - HANDS environment configuration
  - Systems integration testing and user acceptance testing support
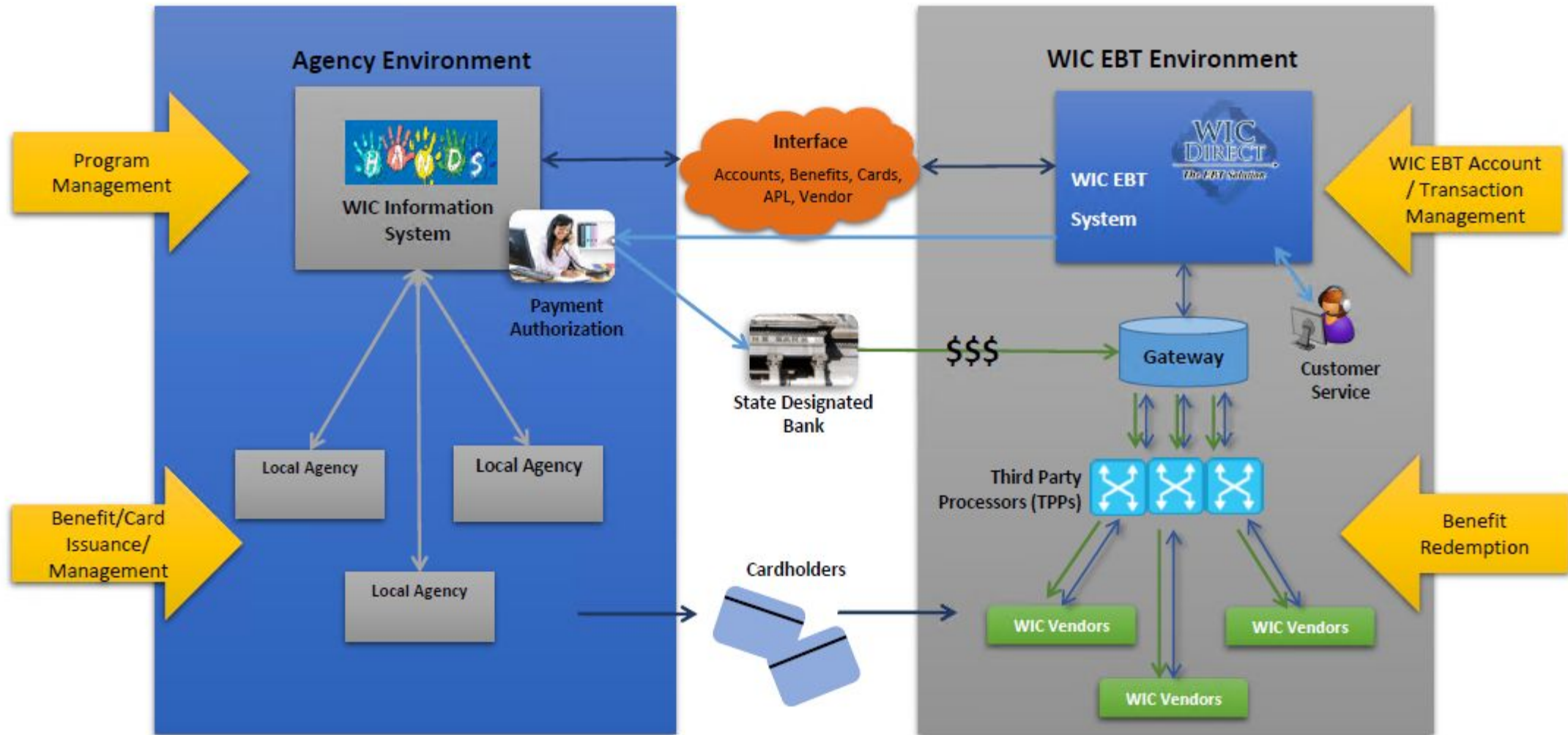 - Rollout support
  - Maintenance Support

Technology

- Migrate HANDS with "As Is" Code Base
- Implement eWIC
- HANDS DC WIC Specific Instance
  - Three Tier Web Application
  - .NET Framework version 4.8
  - Virtual Application Servers
  - Oracle 19c Database
- eWIC System
  - 2014 Universal Interface
  - Real Time Messages
  - Batch Files
- Future PIJ to Update Technology Stack

Proposed Technology Environment

Project Responsibilities

Agency

1. Project Management
2. Vendor Contracts
3. Stakeholders
4. HANDS Environments
5. User Acceptance Testing
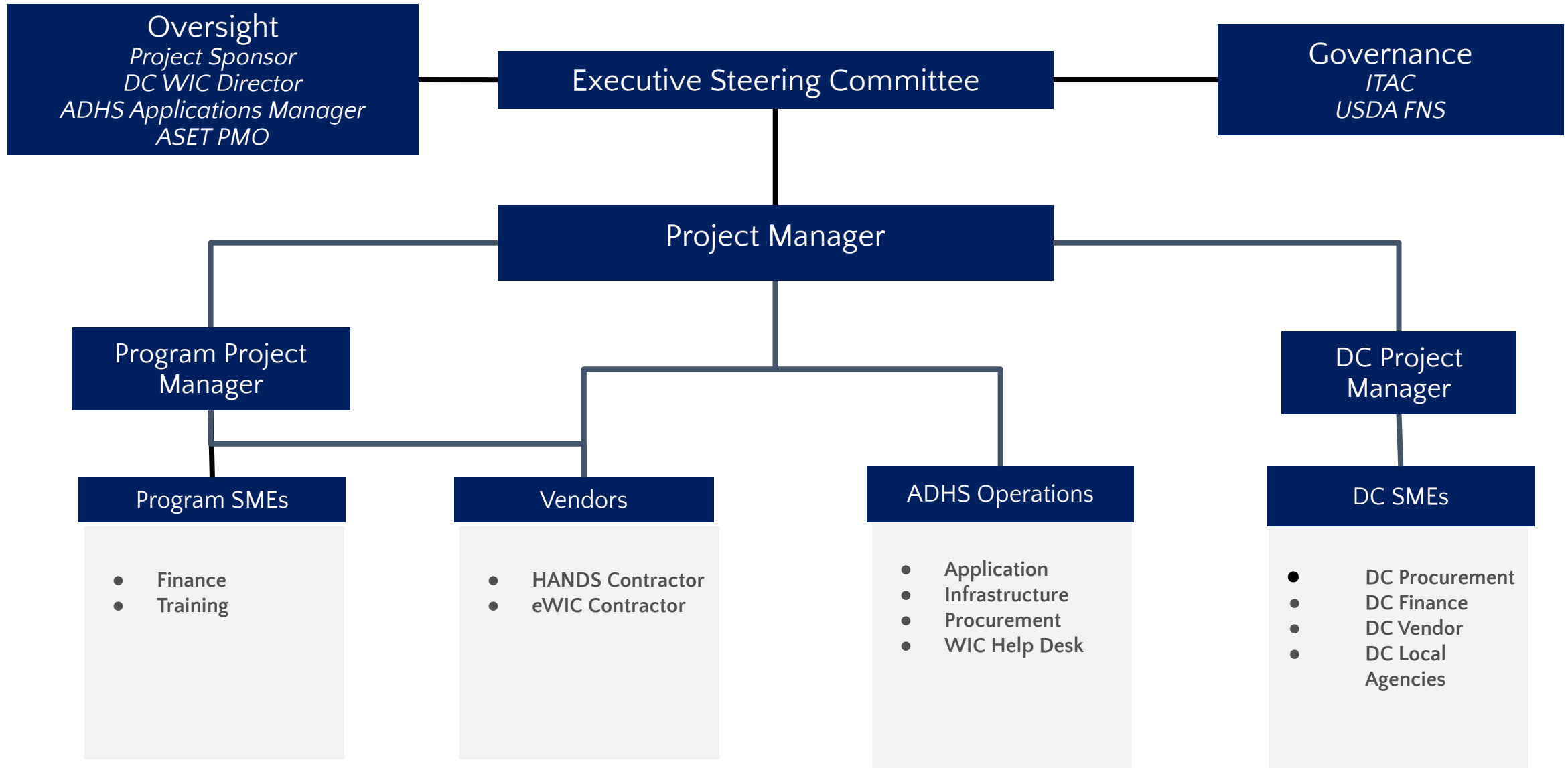6. Implementation

Shared

1. Project Work Plan
2. HANDS Configuration

Vendor/Contractor

1. HANDS Data Migration
2. User Acceptance Testing Training
3. Implementation Support
4. Maintenance Support

Project Milestones

Milestone	Start Date	End Date
HANDS Contract Amendment	4/30/2021	6/1/2021
DC eWIC Contract Executed	4/30/2021	7/26/2021
HANDS User Acceptance Test	11/17/2021	1/25/2022
Pilot	2/7/2022	3/4/2022
Statewide Rollout	3/7/2022	3/18/2022
Final Invoicing	3/19/2022	4/30/2022

Project Costs

Project Costs by Category	FY21	FY22	FY23	FY24	FY25	Total
Professional & Outside Services (Contractors)	$29,634	$1,568,587	$308,520	$308,520	$308,520	$2,508,983
Hardware						
Software						
Communications						
Facilities						
License & Maintenance Fees	$9,345	$104,739	$104,739	$104,739	$104,739	$428,301
Other Operational Expenditures		$82,400				$82,400
Total Development	$38,979	$1,694,961				$1,733,940
Total Operational	$0	$60,765	$413,259	$413,259	$413,259	$1,300,541

Financial Impact

Project Development Funding	
Base Budget - Available	$0
Base Budget - To Be Requested	$0
APF Budget - Available	$0
APF Budget - To Be Requested	$0
Other Appropriated - Available	$0
Other Appropriated - To Be Requested	$0
Federal - Available	$3,034,482
Federal - To Be Requested	*$0*

Total Development Project Funding	
Available Budget	$1,733,940
To Be Requested Budget	$0

Total Operational Funding - Project	
Available Budget	$1,300,542
To Be Requested Budget	$0

What Success Looks Like

Benefit of a New System:

- Lower maintenance costs
- Future federal grant opportunities
- Shared best practices between AZ and DC WIC Programs

Measures of Success

- Improves the WIC participant experience
  - Faster transaction times
  - Reduces stigma
  - Flexibility with using food benefits
- Extended Data with eWIC
  - Real time data of foods purchased
  - Better fraud identification
  - Reporting
  - Finance Management
- Improves Remote Services
  - Food benefits changes remotely
  - Replacing lost or stolen cards

Q & A
Session