



Mountain Plains States Consortium

One WIC system shared by multiple states

WIC is administered in diverse states, territories and Native American tribal lands by 90 different agencies. The program administration and clinic workflows can vary greatly among each WIC Program. The FNS state agency model (SAM) solution creates a highly configurable system that allows WIC agencies to only employ the functions needed with decreased total cost of ownership. The MPSC SAM system is the newest SAM system with the latest technology, meets FNS requirements, provides electronic benefits (EBT) and offers the greatest flexibility.

IC program functionality built-in

The Mountain Plains States Consortium (MPSC), a three-state group comprised of the WIC programs from Colorado, Utah and Wyoming was empowered by FNS to create a SAM WIC solution. The program is delivered in local county offices throughout each of the three states.

Ciber was awarded the contract to build the MPSC WIC Web-based information system. For several years, Ciber designed, constructed and implemented the system in all three states. The model system was designed to be robust and flexible. The MPSC WIC Web-based application was built to utilize smart client architecture to couple the features of intelligent

network usage with a high-quality user interface, constructed via Windows forms. The smart client architecture, which is constructed on Microsoft's .NET Framework, improves the user experience and data presentation while still maintaining all of the benefits of a Web-based application.

The application was extensively tested using Ciber's quality assurance testing procedures. Besides developer's unit testing, QA specialists performed module, functional, integration and performance testing. Additional client-based and Ciber-supported testing occurred, including an informal interface testing and formalized user acceptance testing. Ciber utilized formal checklist and scripts as well as metric-based reporting during the various testing cycles.

Results that meet goals

The MPSC WIC Web-based application is in production in all three states as of fall 2012 delivering benefits using both paper food instruments and electronic benefit transfer (EBT) issuance models. The ability to issue benefits using paper food instruments or EBT is a significant feature of the MPSC SAM system. The paper-based Food Instrument (FI) model uses a FI with specified food items and quantities. It has been the traditional delivery approach since WIC's inception in the 1970s.

Electronic Benefit Transfer (EBT) allows a state to more efficiently and effectively control and track the benefits from issuance to their redemption. Monetary and/or food benefits are placed on a WIC smart card, or if using an online model, sent to a third party processor. This card is used by the recipient to purchase directly from retail stores. This automation allows for control of the specific amount of benefits and the products that can be purchased via eligible universal product codes (UPCs). Wyoming is in production using the offline, smart card, benefit issuance model. MPSC is also adaptable to an online, magnetic stripe, benefit issuance model since the system complies with the FNS WIC Universal MIS EBT Interface Specification.

The backend financial payment and reconciliation processes are automated via interfacing with retail stores and the banking community. Eliminating manual intervention related to eligible products as well as paid amounts entry reduces inaccuracies and issues. Fraud is reduced with the automation, including PIN-based access known only to the recipient.

The MPSC WIC Web-based application is the most functionally robust system ever constructed for the WIC community. Technically it utilizes state of the art smart client technology, standard data elements, open system architecture and modern interface design. It is fully compliant with FNS regulations and flexible for future enhancements with its data driven design.

Just as WIC SAM systems will help agencies run efficiently and save state governments money in the long run, WIC itself is a money-saver for the nation. Studies show that the program, which began in 1974, results in fewer premature births, lower incident of low-birth-weight infants and fewer infant deaths. Ultimately, each dollar spent on WIC delivers as much as \$3.13 in savings on healthcare costs during the first 60 days after birth.

Established and proven WIC solutions

Ciber has successfully developed and deployed numerous WIC solutions on various platforms including Web-based and smart client architectures. This broad foundation uniquely qualifies us to transfer and customize our solution to meet your agency's specific needs. Ciber's WIC solutions can be hosted and supported by WIC agencies, either autonomously or with our assistance. We can also provide a Managed Service solution, including all support, maintenance and hosting activities to relieve your IT support burden.

About Ciber

Ciber is a global IT consulting company with approximately 6,000 employees in North America, Europe and Asia/Pacific. Ciber partners with organizations to develop technology strategies and solutions that deliver tangible business value. Founded in 1974, the company trades on the New York Stock Exchange (CIBR). For more information, visit www.Ciber.com.