

Technology Services Board – Project Update



Agency: Department of Health

Project: WIC Cascades Project

Description: Washington WIC (Supplemental Nutrition Program for Women, Infants, and Children) serves approximately 190,000 clients per month at over 200 clinic sites statewide. Approximately 700 grocery stores are authorized to redeem WIC food instruments. WIC is mandated to implement Electronic Benefit Transfer (EBT) by October 1, 2020. WIC Client Information Management System (CIMS) is reaching the end of its life cycle and is costly to maintain. The US Department of Agriculture (USDA) will no longer support enhancements to the legacy system, including EBT capability. The WIC Program will implement a State Agency Model (SAM) system already built that meets federal requirements. A competitive bid process was used to hire a contractor responsible for implementation and hosting. The WIC Cascades system is hosted on the Amazon Government Cloud.

Business Problem to be Solved:

- Replace outdated legacy system – WIC Client Information Management System (CIMS)
- Implement WIC Electronic Benefits Transfer (EBT) by October 2020 Mandate

Purpose of Attending November 14, 2019 TSB Meeting:

- Celebrate the November 4, 2019 conclusion of Statewide Rollout
- Highlight Department of Health’s lessons learned during the Cascade Project

Approved Budget

Implementation costs: \$22,667,872	5-year Maintenance costs: \$8,386,110
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Project Schedule Baseline

Project Start Date: September 2013	Project End Date: January 10, 2020
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Assessments – Overall Project Health & Environment

OCIO Consultant – Laura Parma	Green
QA Consultant – Robert Wier	Green

Timeline	Key Milestones
2/22/2012	MIS Feasibility Study
5/10/2012	EBT Feasibility Study
8/12/2013	OCIO Investment Plan
10/3/2016	Procurement for MIS Vendor
8/21/2017	Procurement for EBT Service Provider
5/31/2017	MIS System Interface Design
6/29/2018	MIS System Configuration Plan
6/29/2018	MIS Data Migration Plan
8/3/2018	Software Development
12/31/2018	MIS Training Development
2/14/2019	System and User Acceptance Testing (S/UAT)
5/31/2019	Pilot Rollout
11/4/2019	Statewide Rollout
12/31/2019	System Stabilization and Acceptance
1/10/2020	Project Closure