Why CQuest?

Not-for-Profit Status

Utilizing the unique and highly successful “not-for-profit / public” partnership model that has been showcased by the U.S. Department of Health & Human Services’ (DHHS) Health Resources & Services Administration’s (HRSA) Bureau of Primary Health Care, CQuest offers cost efficiencies with which other companies can’t compete. Unlike large private corporations, we aren’t governed by profit-driven shareholders; our “profits” are reinvested to assist underserved communities and social welfare/public health programs.

Knowledge of the WIC Program

Both CQuest and Starling Systems specialize in providing information technology solutions and services with a focus on developing and supporting WIC program activities quickly, and now together, CQuest and Starling have strategically decided to make WIC the major focus of our business. Our WIC systems are currently operating six WIC programs across the country, including a WIC/public health integrated system in Illinois. Our programmatic and technical experience is extraordinary deep and wide. Our considerable WIC knowledge and understanding is a product of hundreds of design sessions with WIC staff, countless lessons learned from supporting production in multiple programs, and our conscious effort to maintain and hire staff from both the private and public sector with WIC or related public health and human services backgrounds. As a result, CQuest and Starling Systems offer over 100 years of combined WIC experience.

Connection to the Community

Through our sister organization, the Illinois Primary Health Care Association, CQuest maintains its close relationship with the people it aims to serve — the medically underserved and working poor. Our grounded relationship and unmatched understanding of this population help us to deliver targeted system solutions that address their unique needs.

Moreover, CQuest prides itself in following a “grass roots” approach to development of systems. In all projects upon which we embark, we have taken the time to learn from the future users of the system. From joint application development sessions to post-implementation user groups, CQuest values the input and buy-in of perhaps the most critical stakeholder — the user.

In Summary

CQuest offers a truly unique partnership opportunity. Our wealth of knowledge, considerable skills, and most of all our commitment to serve are the foundation for our future. It would be an honor to be a partner in creating your future as well!

Need a few more reasons?

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A Unique Not-for-Profit Providing WIC IT Solutions

The strengths of CQuest include our IT expertise and experience, proven project management skills, our ability to effectively manage large projects and respond quickly, and our familiarity with HIPAA, Section 508 web standards, and other regulatory legislation. However, the element that separates us from our competitors are CQuest’s:

A Unique Not-for-Profit Providing WIC IT Solutions

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The CQuest Solution

The experts of CQuest and Starling Systems, now combined, offer those in the WIC field efficient and effective solutions, along with the high-level of service experienced in WIC system transfers and migrations. Customers can choose from the full service menu of options to meet the needs of their state and program:

WIC Application

Looking for a turnkey solution? CQuest’s WIC system is the perfect solution. Currently in use in WIC programs, the system is feature-rich, configurable, has multiple benefit issuance options, and will meet all federal, state and operational office needs. Additional features include:

- Plug & Play support for alternate food benefit issuance
- Plug & Play support for alternate pricing
- Integration of multiple participant families and groups
- Comprehensive report generation across all programs
- Optimized performance
- Configurable at multiple levels
- Adjustable role-based security

The next generation of this system will include functions for a web-based NET platform and is scheduled for completion in 2008.

In need of a unique system? CQuest is experienced in developing custom applications focused around the WIC program. CQuest has played an integral part in the development and maintenance of Cornerstone, a Windows® based application installed on over 500 sites across Illinois. This system was developed to facilitate the integration of maternal and child health services provided to Illinois residents, and to effectively manage health outcomes. An impressive and repeatable system, Cornerstone defines:

- A common enrollment to allow a client's demographic and eligibility information to be captured once and made available across multiple Cornerstone providers.
- A staging area to allow providers to test and upload data before it is moved to production.
- An automated system that generates comprehensive reports to aid in meeting state and federal requirements.

Our state-of-the-art phone system is complete with multiple phone lines and an automated call distribution prompting system. Reports related to the telephone connection itself are available through system management software, which provides historical data as well as real-time monitoring of call volumes and operational conditions. This system also includes a sophisticated ticketing system for tracking and escalation. Our state-of-the-art help desk system includes:

- Web portals that enable ticket creation, review, and escalation.
- Automated call disposition system that optimally matches the agent's skill set with the issue at hand.

Regardless of the solution chosen, CQuest will work with you to provide a package that meets your needs, including testing, implementation, maintenance and upgrades, replacements, training, and system and user documentation.

Help Desk Services

End user help desk support is an integral part of creating the success of any system. CQuest provides centralized help desk services, including technical support for software, hardware and network communications.

Our state-of-the-art phone system is complete with multiple phone lines and an automated call distribution prompting system. Reports related to the telephone connection itself are available through system management software, which provides historical data as well as real-time monitoring of call volumes and operational conditions. This system also includes a sophisticated ticketing system for tracking and escalation. Our state-of-the-art help desk system includes:

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Regardless of the solution chosen, CQuest will work with you to provide a package that meets your needs, including testing, implementation, maintenance and upgrades, replacements, training, and system and user documentation.
One of CQuest’s largest projects is providing system maintenance, system experience in WIC program transfers, and support. CQuest can choose from the full service menu of options to meet the needs of their state and program.

**WIC Application**

Looking for a turnkey solution? CQuest’s WIC system is the perfect fit. Currently in use in 30 WIC programs, the system is feature-rich, configurable, has multiple benefit issuance options, and will meet all federal and current office needs. Additional features include:

- Plug & Play support for alternative food benefit issuance
- Plug & Play support for alternative pricing
- Simultaneous management of multiple participant families and member families, in different programs
- Integrated EPS and EFMNP components
- Over 100 reports on demand and immediately displayed
- Optimized performance
- Configurable at multiple levels
- Adjustable role-based security

The next generation of this system will include conversion to a web-based .NET platform, and is scheduled for completion in 2018. In need of a unique system? CQuest is experienced in developing custom applications focused around the WIC program. CQuest has played an integral part in the development and maintenance of Cornerstone, a Windows-based application installed on over 3,000 workstations in over 380 sites across Illinois. This system was developed to facilitate the integration of internal and external health services provided to Illinois residents, and to effectively measure health outcomes. An impressive and respected system, Cornerstone offers:

- A common enrollment to allow a client’s demographic and resource allocation, as well as personal and medical information to be captured and tied into a common database available to all Cornerstone providers, thereby enabling a comprehensive view of the client’s service needs with the available internal and external providers.
- A scheduling and referral process which matches the client’s want list with the available internal and external providers.
- Real-time data that allows Cornerstone users access to a full range of services the client resides within the system.

Regardless of the solution chosen, CQuest will work with you to provide a package that meets your needs, including, testing, implementation, maintenance and updates, enhancements, training, hosting, and system and user documentation.

**Help Desk Services**

End user help desk support is an integral part of creating the success of any system. CQuest provides centralized help desk services, including first and second-level support for software, hardware, and network communications. Our state-of-the-art phone system is complete with multiple phone lines and an automatic call distribution prompting system. Reports relating to the telephone connection itself are available through system management software, which provides historical data as well as real-time monitoring of calls. Additional system health information is used to log each resulting work ticket, assign it to the appropriate support unit, and track the issue through resolution.

These two systems provide powerful management tools to identify and address issues, training needs, trends, patterns, and resource allocation, or het as requested and needed. This includes providing pre-implementation coordination and communication to the WIC community.

**Network & Communication Support**

CQuest’s network technicians provide expert assistance in designing local and wide area networks, offering advice as to the optimal operation of communication networks, and developing configuration standards for hardware and software.

Network staff also provide support for communication and hardware problems, including second-level help desk support, documentation services, and operating maintenance. Our network specialists are experienced with various types of networking operating systems, platforms and products, and have obtained numerous industry recognized certifications.

**Project Management & Administrative Services**

CQuest offers exceptional project management and administrative services. This includes overall project management, budget and logistics management, developing and updating documentation (including procedures and user manuals), as well as version testing in various formats, providing routine reports, audits and statistics, and providing consultation services for HIPAA, web standards, and other regulatory legislation.

**Training & Data Conversion**

CQuest develops and provides complete training services, including materials, classroom instruction, and on-site services. CQuest also provides data conversion services for applicable systems.

**Maintenance & Migration Assistance**

Reducing the cost of states to become self-sufficient in maintaining and supporting their system post implementation, CQuest offers a variety of project management, planning, and training of state staff and the development of documentation, to a phase-out approach of support services, CQuest will work with you to develop a migration plan that meets your needs.

**On-site Support**

Regardless of your location, CQuest can provide on-site support to assist with operational and technical services as needed and requested. This includes providing pre-implementation coordination and communication, as well as on-site support services during system implementation, and customer service functions post implementation, as well as ongoing user groups, and providing ongoing quality assurance initiatives.
The CQuest Solution

The expertise of CQuest and Starling Systems, now combined, offers those in the WIC field efficient and effective solutions, along with an array of services experienced in WIC system transfers and maintenance. Customers can choose from the full service menu of options to meet the needs of their state and program.

WIC Application

Looking for a turnkey solution? CQuest’s WIC system is the perfect solution. Currently in use in WIC programs, the system is feature-rich, configurable, has multiple benefit issuance options, and will meet both federal and state operational needs.

In 2007, CQuest acquired Washington-based Starling Systems. This acquisition has added more than 10 years of successful experience in WIC system transfers and operations. Customers can choose from the full service menu of options to meet the needs of their state and program.

Network & Communication Support

CQuest provides comprehensive IT infrastructure development and management services to states, health departments, and community partners. CQuest’s team of experts can develop and support a variety of networks, including public health information systems, operating systems, platforms and products that have obtained numerous industry recognized certifications.

What is CQuest?

CQuest America Inc. is a unique information technology services business specializing in WIC system transfers and operations, and support of data and communications hardware. CQuest’s core competency is the integration of information systems and network management services.

A core focus of CQuest’s efforts is to support the delivery of health and human services to the medically underserved through our technology and management services. CQuest’s sister organization, Cornerstone, is an integrated application provider that also includes Family Case Management, immunizations, onsite and electronic case management, and other public and community health programs.

The Integration of Starling Systems

In 2007, CQuest acquired Washington-based Starling Systems. Established in 1982, Starling Systems earned their reputation as a leading provider of information technology services specializing in design, development, and implementation of information systems, transferable systems, and other support services.

Starling Systems has developed a leading WIC application that is in operation in Kansas, Washington, New Hampshire, the Inner Tribal Council of Arapahos, and Puerto Rico. Starling provides application maintenance and operational support services to public agencies, counties, and other customers. Starling Systems has also developed web systems for other public health programs including: MDPh, drug abuse, tobacco prevention, and diabetes prevention.

The CQuest Solution

One of CQuest’s largest projects is providing system maintenance and support services in WIC system transfers and operations. CQuest can perform the full service menu of options to meet the needs of these states.

WIC Application

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Additional features include:

▪ Plug & Play support for alternative food benefit issuance
▪ Plug & Play support for alternate pricing
▪ Simultaneous management of multiple participants and family members in different programs
▪ Integrated UHP and ESNP components
▪ Over 160 reports on demand and immediately displayed
▪ Optimized performance
▪ Configurable at multiple levels
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The next generation of this system will include conversion to a web-based .NET platform, and is scheduled for completion in 2008.

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Equipment Installation & Repair

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Network staff also provide support for communication and hardware problems, including second level help desk support, documentation services, and operations monitoring. Our network specialists are experienced with various types of networks, operating systems, platforms and products that have obtained numerous industry recognized certifications.

Project Management & Administrative Services

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On-site Support

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Through our sister organization, the Illinois Primary Health Care Association, CQuest retains ties with the people we aim to serve – the medically underserved and working poor. Our grounded relationship and unmatched understanding of this population help us to deliver targeted system solutions that address their unique needs.

Moreover, CQuest prides itself in following a ‘grass roots’ approach to development of systems. In all projects upon which we embark, we have taken the time to learn from the future users of the system. From joint application development sessions to post-implementation user groups, CQuest values the input and buy-in of perhaps the most critical stakeholder – the user.

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Starling Systems
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