



A Unique Not-for-Profit
Providing WIC IT Solutions

The combined expertise of CQuest with the newly acquired Starling Systems offers those in the WIC field effective solutions along with unmatched experience in WIC system transfers and operations.

WIC System Services

- transfer system with customization
- data conversion
- testing and implementation
- maintenance & updates
- enhancements
- training
- system and user documentation

WIC Transfer System - Features

Currently in use in five WIC programs, our WIC system features include:

- multiple food benefit issuance options
- alternative pricing models
- simultaneous management of multiple participants and family members in different programs
- integrated CSFP and FMNP components
- over 100 on-demand reports
- configurable functionality at multiple levels
- optimized performance
- adjustable role-based security

WIC Transfer System - Local Agency Applications

- graphical, full-featured, multi-user appointment book with flexible time slots and integrated class scheduling
- one, two, and three month on-demand FI issuance
- batch FI issuance for nutrition education classes
- easy-to-use void and replace FI features
- food package tailoring, prorating, and pre-tailoring

- automatic promotion of infant food packages to add juice and cereal
- automatically plotted growth charts and auto-calculated measurement risks
- over 40 on-demand reports including clinic and agency participation, caseload projection and estimation, and guided ad hoc reports

WIC Transfer System - Central Office Applications

- high risk vendor detection system in full compliance with the FRD Confidential High Risk Vendor Analysis specification
- vendor authorization tracking with applicant tracking and contract generation
- FI review interface (ad hoc) to allow for FI look up using a variety of criteria
- unduplicated participant counts at clinic, local agency, and program levels
- investigation management including investigation FI issuance
- over 80 on-demand financial, vendor and participation reports; CDC Pregnancy and Pediatric Surveillance; clinic monitoring; FNS Dataset (PC Report) and other federally required reports; PIPP and TIP reporting and file generation
- guided ad hoc breastfeeding initiation and duration reports using multiple client characteristics search parameters

The next generation of this system using web-based .NET architecture is in development.

WIC System Operations

- **Help Desk Services** – answer an average of 5,700 calls per month and support 4 WIC programs
- **Network & Communication Support** – support 596 local agency sites, resolving an average of 310 issues per month
- **Hardware Support, Maintenance & Repair** – support 478 local agency sites (estimated over 9,800 pieces of equipment)
- **Asset Tracking & Management** – track assets at over 351 local agency sites, managing over 9,600 pieces of equipment
- **Onsite Support** – new site implementation preparation and equipment installation
- **Project Management & Administrative Services** – budgeting, logistics management, reporting, user groups, quality assurance initiatives
- **Training** - from “train the trainer” directives to comprehensive all-staff sessions
- **Data Conversion** – for transfer systems
- **Maintenance & Migration Assistance** – for hand-off of operations support to state staff

Support statistics reflect both WIC and non-WIC sites.

Other Current Offerings

CQuest also offers additional programs and services:

- claims processing for the Early Intervention program
- implementation and administration of Shared Integrated Management Information Systems (SIMIS)
- development of other web-based applications for various public health and human services programs

If you have any questions, or would like additional information about CQuest, please contact us directly:

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