



A Unique Not-for-Profit
Providing WIC IT Solutions

WIC System Services

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

The CQuest WIC 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
- multi-state file sharing for dual participation
- ability to interface with other programs' systems, such as immunization registries

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 and prorating
- 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

Central Office Applications

- high risk vendor detection system in full compliance with the FReD 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 characteristic search parameters

WIC System Operations

- **Help Desk Services** – answer an average of 4,500 calls per month and support four WIC programs
- **Network & Communication Support** – support 667 local agency sites, resolving an average of 481 issues per month
- **Hardware Support, Maintenance & Repair** – support 549 local agency sites (estimated over 10,390 pieces of equipment)
- **Asset Tracking & Management** – track assets at over 351 local agency sites, managing over 10,200 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 an average from both WIC and non-WIC sites.

Other Current Offerings

CQuest also offers additional programs and services:

- claims processing for the Early Intervention program. Annually, CQuest processes over 1 million claims, generating over \$100 million in voucher payments to providers.
- implementation and administration of practice management, electronic health, and electronic dental records for community health centers.
- development of other web-based applications for various public health and human services programs.

Contact Us

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