Section 9.3: Information System Software

11/2024

References: MN Chapter 13 Data Practices Act, 7 CFR 246.26 (d-h); WIC Grant Agreements, Exhibit A WIC Grantee Duties.

Policy: All Local Agencies are required to use the current version of the Minnesota WIC Programs Information System.

Purpose: To ensure consistency of the system, maximize operation efficiencies, ensure compliance with program rules and polices as well as maintain data integrity and security.

Procedures

Software support

The State will provide software needed to use the WIC Information System. This includes:

- Access to the WIC Information System

- SWIPe installation; used with signature pads, portable scanners, and card readers

- Scanner Drivers for approved scanner models

Local Agencies can install other software onto State provided hardware as needed by WIC Staff for WIC business purposes only.

- This additional software must be tested locally to ensure there are no impacts to the WIC Information System software.

- This additional software must be supported locally.

Local Agencies MUST use the Minnesota WIC Help Desk:

- As the first point of contact when in need of assistance in operating the WIC Information System software.

- If an error message is received while using the WIC Information System software

Data entry

Local Agency staff MUST enter only valid and accurate participant data into the information system.

The State maintains three (3) environments for use by Local Agency Staff:

- **Production Environment** – Participant data must be entered ONLY into this environment of the WIC information system, contains only three (3) years of participant signatures and benefit history detailed information.

- **Training Environment** – Used for practice when training, this environment contains desensitized data. Only practice data should be entered in this environment.

- **Office Environment** – Contains all Participant and Vendor data until purged based on data retention rules. Used as reference and no data should be entered here.

Training

The State will provide comprehensive training materials for the use of the Minnesota WIC Information System which includes but is not limited to:

- On-demand training modules

- Structured exercises

- A WIC Information System Training environment which includes desensitized data

- Local Agencies must ensure that staff are adequately trained prior to using the WIC Information System.

- Local Agencies are strongly encouraged to access the WIC Information System Training environment to allow staff to complete training exercises and practice activities that regularly occur in daily clinic activities.

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