

Health and Nutrition Delivery System (HANDS) 2.0 Project

State of Arizona – Health Services Project Investment Justification (PIJ)

February 15, 2023



ARIZONA DEPARTMENT OF HEALTH SERVICES

Agency Vision

Health and Wellness for all Arizonans

Agency Mission

*To promote, protect, and improve the health and wellness of individuals
and communities in Arizona.*



Team Introduction

Roles Present at ITAC

- Paula Mattingly - Chief Information Officer
- Jung Thai - Senior Project Manager
- Marlene Hernandez - Chief, Bureau of Nutrition and Physical Activity

Project Introduction

Stated Operational/Business Issue

- The Health and Nutrition Delivery System (HANDS) was built using technology that is over 12 years old and will be obsolete soon
- The Arizona WIC Program requires functional enhancements to HANDS to meet stakeholder needs

Benefit to the State Agency and Constituents

- Security risk reduction
- Improve Arizona WIC participation services
- Meets federal regulations

Proposed Solution

Overview of Proposed Solution

- Upgrade HANDS to HANDS 2.0
 - Architecture Upgrade
 - User Interface Upgrade
 - HANDS functional enhancements
- Implementation
 - 60-Day Pilot with an Arizona WIC Local Agency
 - Arizona Statewide Rollout
 - HANDS Consortium Rollout

Due Diligence and Method of Procurement

- Professional & Outside Services
 - HANDS Contractor
 - EBT Processing & Services Contractor
 - IV&V Contractor
 - Temporary staffing
 - Penetration Testing
- Hardware, Software and Licensing
 - Utilize existing state contracts for Laptops, Toad, Oracle Dot Connect, AWS Cloud Services, Dynamsoft and Visual Studio software

Project Responsibilities

Identify Proposed Solutions Responsibilities

Agency

1. Project Management
2. Infrastructure Maintenance
3. Information Security Compliance
4. User Acceptance Testing
5. Arizona Local Agency Training

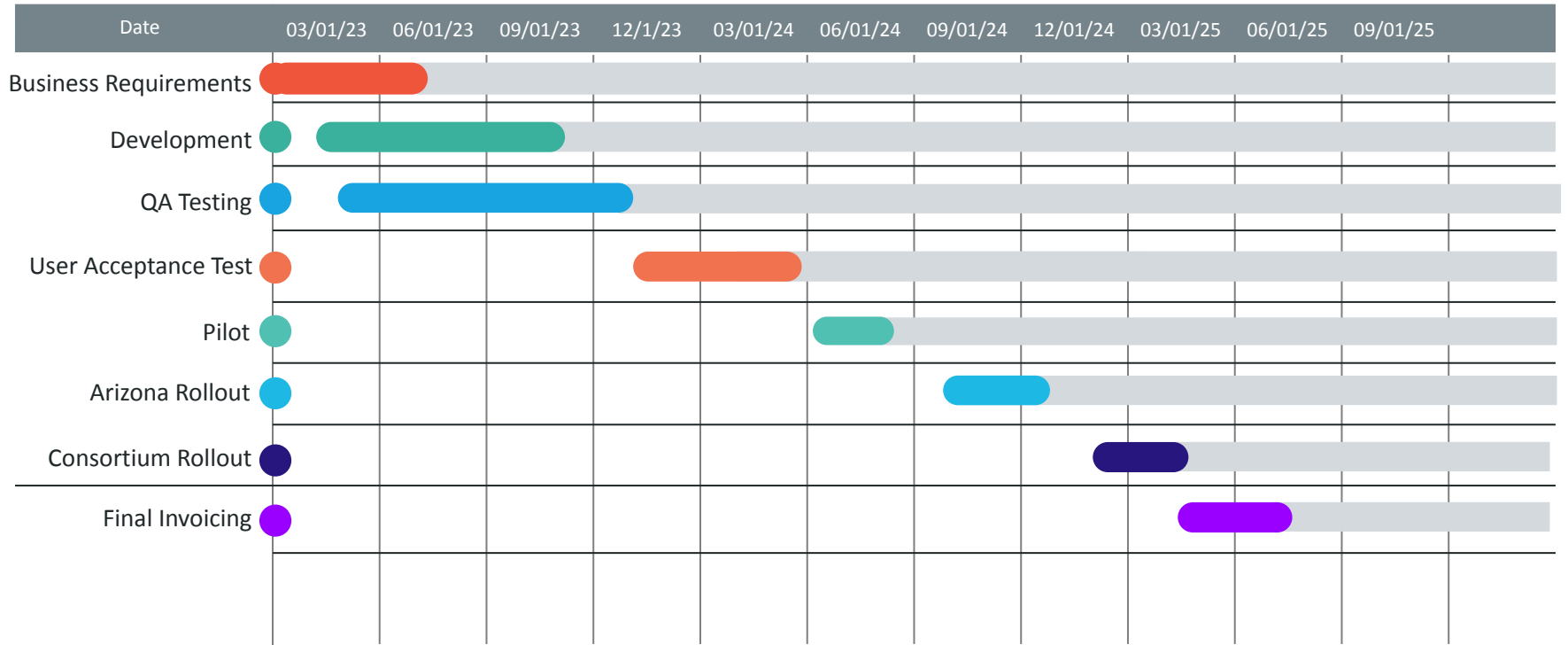
Shared

1. Requirements Refinement
2. Technical Documentation
3. Training Materials
4. Technical Support

Vendors/Contractors

1. Architecture
2. User Interface Design
3. Development
4. Quality Assurance Testing
5. EBT Environments
6. IV&V Services

Project Timeline



Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	Total
Professional & Outside Services (Contractors)	\$1,314,778	\$7,636,172	\$1,682,329	\$0	\$0	\$10,633,279
Hardware	\$45,612	\$0	\$0	\$0	\$0	\$45,612
Software	\$37,757	\$13,581	\$13,581	\$6,173	\$6,173	\$77,265
Communications	\$0	\$0	\$0	\$0	\$0	\$0
Facilities	\$0	\$0	\$0	\$0	\$0	\$0
License & Maintenance Fees	\$110,630	\$120,144	\$177,212	\$136,115	\$136,115	\$680,216
Other Operational Expenditures	\$0	\$73,305	\$95,058	\$0	\$0	\$168,363
Total Development	\$1,433,233	\$7,843,202	\$1,932,016	\$0	\$0	\$11,218,638
Total Operational	\$0	\$0	\$36,164	\$142,288	\$142,288	\$320,740

Financial Impact

Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	\$0
Base Budget - To Be Requested	\$0
APF Budget - Available	\$0
APF Budget - To Be Requested	\$0
Other Appropriated - Available	\$0
Other Appropriated - To Be Requested	\$0
Federal - Available	\$2,638,429
Federal - To Be Requested	\$8,580,209

Total Development Project Funding	
Available Budget	\$2,638,429
To Be Requested Budget	\$8,580,209

Operational	
Proposed 3-Year Operational Cost (Avg)	\$98,447

Total Operational Funding - Project	
To Be Requested Budget	\$98,447

What Success Looks Like

Measures of Success

- Within 1 year of project completion, the WIC vendor application process will be automated for 100% of grocery stores applying to become a WIC vendor.
- Within 1 year of project completion, 10,000 families will schedule their own WIC appointments in the HANDS Participant Portal.
- Within 6 months of project completion, the number of text messages provided for appointment reminders will be doubled from an average of 35,000 texts each month to 70,000 texts each month.
- Within 6 months of project completion, the number of calls to the WIC Service Desk for breast pump-related issues will be reduced from an average of 35 calls per month to less than 17 calls per month.

Q & A Session