WASHINGTON STATE WIC NUTRITION PROGRAM

Washington State WIC Manual
Notice of Revision

Date: 5/31/2022 **Notice Number: 2022-06**

☐ **Volume 1** ☒ **Volume 2**

Chapter: 8 – Electronic Devices, Security, and Service Interruption Plan

Effective Date: June 15, 2022

Type of Action/Change: ☒ **Supersedes** ☐ **New** ☐ **Delete**

Section: See Table of Revisions

If you have questions about this revision or wish additional copies, call or write:

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Explanation of Revisions:

- This chapter was revised to align with current policy, procedures and practices with Cascades.
- This chapter was approved by Food and Nutrition Services (FNS) and is final.
- We revised this chapter extensively. Please review it in its entirety.

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HEALTHIER WASHINGTON

Washington State Department of Health

Volume 2, Chapter 8 – Electronic Devices, Security, and Service Interruption Plan
Table of Revisions

Policy/Page	Revision	Comments
Through-out chapter	**Terminology changes:** - Chapter number and title changed from: - Chapter 10 – Equipment and Security to - Chapter 8 – Electronic Devices, Security and Service Interruption Plan. - Updated terms from previous system (CIMS) to Cascades.	
Introduction	**Removed**	
Definitions p. 1	**Updated** Aligns with Cascades and policy revisions.	
State Owned Computer Equipment on Loan from the State WIC Agency	**Removed**	Moved content to other policies in this chapter.
Non-Computer Equipment on Loan from the State WIC Office to the Local Agency	**Removed**	We no longer loan non-computer equipment to the local agency.
Approval Requirements for Purchases	**Removed**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Purchasing Vehicles	**Removed**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Provide WIC Services at State Approved Clinics Only p. 2	**New Policy:** - The local agency must provide WIC services only at state approved clinics. - The local agency must request and receive approval prior to providing services at any other locations.	
Electronic Devices to Provide WIC Services p. 3 - 4	**New Policy:** The coordinator must assure: - Staff use state owned electronic devices to provide WIC services, or have permission to use agency owned or other devices. - All computers running Cascades must meet requirements listed in procedure. - Agency owned equipment must have local IT support.	

Policy/Page	Revision	Comments
	○ The local IT must coordinate with state IT on configuration and security requirements. • BFPC laptops remain the property of DOH WIC Program. Note: All information pertaining to WIC business is subject to Public Disclosure. This includes information stored on any electronic devices.	
Cell Phones p. 5 - 7	**New policy:** Staff must: 1. Use cell phone bought with WIC federal funds for WIC purposes only. 2. Assure cost sharing occurs for cell phones used for more than 1 program. 3. Use only agency-issued cell phones, not personal cell phones. 4. Submit exception requests to the LPC for prior approval. Cell phones must have: 1. Mobile Device Management (MDM) software that can locate, lock, and wipe a lost device. 2. Login and password protections that meet state agency requirements. See the Passwords policy in this chapter. Staff must do the following to use text messaging: 1. Ask for and document participant permission to receive text messages. 2. Assure participant contact information and text messages on cell phones meet all the requirements for safeguarding participant information. Text messages are not secure and must not: 1. Include any personal health information. 2. Include any identifiable data such as Social Security or driver's license numbers. 3. Include photos of proofs or other documents with personal information. • Also includes guidance for text messages and documentation in the participant's file. • State monitor staff can review text messages sent on WIC funded cell phones for compliance to this policy.	

Policy/Page	Revision	Comments
Lost, Stolen or Destroyed State Owned Electronic Equipment	**Removed.**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Transfer or Return of State Owned Electronic Equipment	**Removed.**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Internet Use p. 8	**New policy:** • Internet use on state owned electronic devices is for WIC business only. • Staff must not use state owned electronic devices to access the internet for personal use. • If there's a question about a specific website used for WIC business, staff must request clarification and approval from state WIC staff prior to accessing the website. • Follow the local internet policy if more restrictive. **Procedure** B, 1: If clinic staff want to access social media sites for outreach purposes, request approval from the LPC. B, 2, Note: Staff don't have to request permission to access sites such as USDA, Journal of the American Medical Association (JAMA), Academy of Nutrition and Dietetics (AND), and Nutrition First.	
Purchasing or Renovating Property	**Removed.**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Order Printer Cartridges p. 9	**Procedure:** Updated with link to current form on the web.	
Physical Security and Care of State Owned Electronic Devices p. 10 - 11	**Policy:** Staff must assure the physical security and care of state owned electronic devices. This includes: • Provide reasonable protection from theft or loss. • Take security measures at clinics and while in transit between clinics. • Take care of electronic devices to prevent damage.	

Policy/Page	Revision	Comments
	Local agencies must: • Have written procedures to assure the physical security of state owned electronic devices. • Provide in-service training on these procedures to staff each year.	
Assure Security of Software and Data p. 12	**Policy:** Staff must take precautions to assure the security and integrity of software and data containing participant and staff information on state and agency owned electronic devices.	
Breach in Security due to Lost or Stolen Electronic Devices p. 13	**Policy:** The coordinator must: • Notify the LPC within 1 business day of discovering a potential breach in security due to lost or stolen electronic devices. • Work with the LPC on a plan to notify participants about the breach in security if participant information was on the device. • Report how staff plan to correct the situation which allowed electronic devices to be lost or stolen.	
Staff Access to Software and Data p. 14 - 15	**New policy:** The coordinator must assure the security and integrity of software and data by activating or inactivating staff access as appropriate.	
Information Saved on State or Agency Owned Computer Equipment	**Removed.**	Content moved to other policies in this chapter.
Use a Secure Network to Access Cascades p. 16	**New policy:** Staff must use a secure network to log in to Cascades. Acceptable internet connections include: • Wired internet connection • Clinic Wi-Fi • Password protected Wi-Fi connection • DOH or local agency issued hot spot or Mi-Fi connection. Staff must not use public Wi-Fi to access Cascades.	

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Table of Revisions

Policy/Page	Revision	Comments
Secure Access Washington (SAW) Account p. 17	**New policy:** All staff must have a Secure Access Washington (SAW) account to log in to Cascades.	
Passwords p. 18	**Policy:** Staff must use the following password criteria on electronic devices and software used for conducting WIC business: • Create a unique password which contains the following: o At least 8 characters o A combination of uppercase letters, lowercase letters, numbers and special characters or symbols. • Create a password that doesn't contain any form of their name or user ID. • Never share passwords and don't let another person log on with your account and password. • Never use your password to log on to more than 1 computer at a time. • Change passwords every 90 days. o Don't use any of the 4 previous passwords.	
Inventory	**Removed.**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Disposal of State Property	**Removed.**	Moved to V2, Ch. 5 – Purchasing and Inventory.
Support for State Owned Electronic Devices p. 19	**Policy:** Updated state IT information.	
Support for Cascades Software p. 20	**Policy:** Updated with state software support information.	
WIC Services when Cascades is Unavailable p. 21 - 22	**Policy:** • Updated CIMS information to Cascades. • Added links to the Guidelines for Using the Cascades WIC Services Worksheets and the worksheets.	
Electronic Benefit Transfer (EBT) Provider is Unavailable p. 23 - 24	**New policy:** Staff must contact Cascades Support when it appears the EBT system is down.	

Policy/Page	Revision	Comments
Appendix	**New: Example Cellular Device Authorization and Agreement** (p. 35 – 36) New form clinic staff must fill out and sign when issued a cell phone. **Updated: Service Interruption Action Plan** (p. 37) Updated actions staff take for various system or software service interruptions.	