

JULY 2019 EDITION

WIC News

For Community Partners

In the last edition of WIC news we discussed Live Shopping and the comparison between the California WIC Card and CalFresh (SNAP) EBT card. In this edition of WIC News, we will be covering:

- Pilot—Go Live in Napa and Solano Counties
- Pre-Pilot Launch Weekend (Cutover Weekend)
- Live Shopping recap
- Benefit Issuance

The Pilot is here!

On June 3rd, Napa and Solano Counties began the pilot of the California WIC Card and WIC WISE. This accomplishment was a long time coming and took the hard work of many, many WIC staff, local agency staff, and contractors who were hired to support this project through fruition.

Hand-in-hand, State staff and contractors were on site with local agencies as they walked through the new process, including a short lesson on how to use the California WIC App. The first participants to get the WIC Card were thrilled. Many went straight to the grocery store with their WIC Cards to buy their WIC foods.

In order to provide quality products and services to families, local staff, and store staff, the timeline was revised to begin the pilot at Napa and Solano sites on June 3rd, rather than the original date of May 6th. This new timeline allowed for revisions and improvements which reduced potential issues, with the added bonus of having the pilot date coincide with the readiness of the CA WIC App.

Because of the revised timeline, a change in the implementation of 1st and 2nd waves changed slightly.

See page 3 for full map.



DID YOU KNOW?

As of July 21, 2019—3,899 WIC Cards have been issued and 10,413 transactions have occurred in 62 stores!



Pre-Pilot Launch Weekend

On the Saturday prior to pilot and the launch of each wave throughout implementation, the conversion from the Legacy MIS to WIC WISE requires a complete shutdown of the system statewide. The pilot data conversion between the two systems worked well, and the decision to move forward with the pilot was made. The pilot agencies were on hand over the weekend working with contractors and IT staff to make sure that local agencies would be ready for participants on Monday morning.

The Shopping Experience

Leading up to the successful pilot launch, during the month of April, CDPH/WIC staff and contractors used the WIC Card to pilot the shopping experience in the Napa and Solano regions. As anticipated, some stores were very ready and some stores needed to make adjustments within their systems or with their equipment.

CDPH/WIC will continue to pilot the shopping experience throughout the ten waves. So far, Pilot has taught us how to improve the participant experience in local agencies and in the grocery store.

Updates in Family Benefit Issuance:

WIC benefits will continue to be issued to WIC families throughout the month. The date of a participant's benefit issuance will depend on the date of their initial visit. This is unlike the Golden State Advantage Card (SNAP/Food Stamps EBT) that issues benefits at the beginning of each month.

RECEIVE WIC NEWS

Would you like this newsletter to come directly to your email? Email us at WICcard@cdph.ca.gov to be added to the distribution list.

Ways to Stay Informed:

We are committed to keeping you informed about the exciting changes coming to the California WIC Program and encourage you to share this information with your teams and others who serve mothers, infants, and children.

- To access a previous publication or other additional information regarding the California WIC Card, please visit our dedicated webpage WIC Card – It's Coming! on our website www.wicworks.ca.gov. We've created a Community Partners section so that you can easily locate information pertinent to you!
- Materials and resources such as posters, brochures, and other handouts will continue to be provided throughout the implementation process. These materials will be posted under the headings for the targeted audience on our WIC Card – It's Coming! webpage.

Want to know more about the WIC Card? Email us with any questions at WICcard@cdph.ca.gov and visit our website www.wicworks.ca.gov.



California Department of Public Health, California WIC Program

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California WIC Card Implementation Rollout Waves

