

JULY 2019 EDITION

WIC News

For Local Agency Staff

In the last edition of WIC News, we discussed Live Shopping and policy updates. In this edition of WIC News, we will be covering:

- Pilot—Go Live in Napa and Solano Counties
- Benefit Issuance
- What To Do When A Food Item Is Not Allowed As A WIC Purchase

The Pilot is here!

On June 3rd, Napa and Solano counties began the successful Pilot of the California WIC Card and WIC WISE. This exciting accomplishment was the result of the hard work of many WIC state staff, local agency staff, and our contractors.

The weekend before Pilot, Napa and Solano's data was converted from Legacy MIS to WIC WISE. The contractors and state staff worked over the weekend to make sure data was converted successfully. On Sunday, Napa and Solano verified that the data had converted correctly by reviewing the data in both systems for about 25 records.

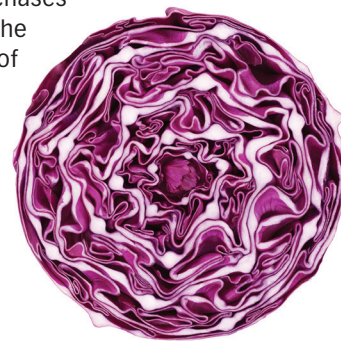
On Go Live day, state staff and contractors were on-site to support the local agencies as they began using WIC WISE and issuing WIC Cards. The first participants to get the WIC Card were thrilled. Participants were also very excited about the California WIC App. Many went straight to the grocery store to get their WIC foods. On the first day of Pilot, 71 cards were issued and WIC Card purchases were made at more than a dozen stores. After the first week, the Pilot agencies had issued a total of 518 cards.

Any WIC WISE or WIC Card issues identified during Pilot are being addressed as they occur so that the rollout of the next waves will be even more successful.



DID YOU KNOW?

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



Updated Roll-out Timeline

Updated Roll-out map, **See page 3 for larger map.**



Updates in Family Benefit Issuance

Food benefits on the WIC Card will continue to have a first day to use (Benefit's start date) and a last day to use (benefits valid through date). The date a WIC family is first issued benefits on their new WIC Card is their benefits start date, and the benefits valid through date is about 30 days later.

Unlike WIC vouchers, that benefit dates on the WIC Card cannot overlap; this is a major change. This means that a family will not be able to use the next set of food benefits before their current benefit period ends.

Benefits can still be issued for one, two, or three months at a time. If the family was "double" or "triple" issue, then when their current benefit period is up, the next month of benefits will start.

Ways to Stay Informed

We are committed to keeping you informed about all the exciting changes coming to WIC.

The monthly WIC News publication and broadcast, as well as the monthly WIC Card/WIC WISE webinar, are available on the Local Agency SharePoint Site (LASS). WIC News is also available on our website wicworks.ca.gov.

- We are actively communicating with local agency representatives at regional meetings and various committee meetings, as well as collaborating with the California WIC Association to spread the news about the WIC Card.
- Your local agency will also receive assistance and information from our support teams, such as the Implementation Services Team. This team includes the Organizational Change Management (OCM) contractor, Implementation Manager and Leads, and the training contractor. They will all support each local agency through the transition to the WIC Card and WIC WISE.
- Want to know more about the WIC Card? Email your questions to WICcard@cdph.ca.gov, and visit our website www.wicworks.ca.gov.

What to Do When a Food Item is Not Allowed as a WIC Purchase

If a participant has questions or problems getting their WIC foods at stores that are accepting the WIC card, they should follow these directions:

Call the participant support line at **1-800-852-5770** and have this information ready:

- Their WIC Card number
- Store location (name, city, street)
- Approximate day and time of visit
- Product description (brand and size)
- Details of what happened

If possible: they can use their phone to take a picture of the label, ingredients and Barcode/UPC of the food they were not able to purchase.

- A WIC Shopper support guidance sheet containing these instructions and helpful shopping hints will be made available for local agency staff to give to participants at their appointment, and will also be found on LASS, wicworks.ca.gov, and MyFamily.wic.ca.gov.



California Department of Public Health. California WIC Program

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1-800-852-5770 | <https://wicworks.ca.gov>



California WIC Card Implementation Rollout Waves

