

APRIL 2019 EDITION

# WIC News

For Local Agency Staff

In the March edition of WIC News, we discussed the WIC WISE training plans and modules, User Acceptance Testing, and WIC Card participant materials. In this edition of WIC News we will be covering:

- Live Shopping—Transaction Testing
- Policy Updates
- California WIC Association Conference
- Ways to Stay Informed

## Preparing for Roll-Out: What's Happening Behind the Scenes

### Live Shopping—Transaction Testing

Currently, CDPH/WIC staff and our retailer enablement contractor, Custom Data Processing (CDP), are visiting all 60 WIC authorized stores located in the Napa and Solano County pilot areas to ensure that the store's point of sale (POS) equipment is working. The POS equipment is used to accept the WIC Card at the register. At these visits, known as "Live Shopping," CDPH/WIC staff will conduct a series of simulated WIC Card transactions such as:

- WIC Card benefit balance inquiry;
- WIC food item purchase and void;
- WIC food item purchase with coupons; and,
- WIC food item purchase with a store loyalty card.

At the end of the visit, staff will validate that the receipts print correctly and that the benefits used have been properly deducted from the WIC Card benefits balance. These visits also provide an excellent opportunity to interact with our partner stores as WIC transitions statewide from paper checks to electronic benefits.



#### DID YOU KNOW?

To ensure all current WIC authorized vendors have an opportunity to accept the WIC Card at their stores, there is a state-funded equipment option available. CDPH/WIC will assess all stores to determine eligibility.



## Policy Updates

We are currently updating the WIC Policy and Procedure Manual (WPPM) to reflect the transition to the WIC Card and WIC WISE. Here are some highlights from the updated version of WPPM 260-40 Rights and Responsibilities (R&R):

- Local agencies must inform family representatives/ caretakers of their WIC rights and responsibilities by ensuring that they read the R&R form, watch the R&R section of the *Welcome to WIC video*, or have the R&R form read to them.
- After eligibility has been determined, staff must ensure that the family representative/caretaker signs on the signature pad to capture an electronic signature for the R&R.
- The R&R form with the electronic signature will be stored in WIC WISE. There will be no need to file signed paper copies of the R&R anymore, but the forms will need to be available for participants to read prior to e-signing, and to provide a copy to participants if requested.

Local agencies should continue to use the current WPPM and only switch to the updated policies, eWPPM, on their Go Live date. Also, there will be a new R&R form for local agencies to use beginning on their Go Live date.

For all current policy information and updates:

<https://www.cdph.ca.gov/Programs/CFH/DWICSN/Pages/LocalAgencies/PoliciesandPolicyResources/WPPM.aspx>

## California WIC Association Conference

This year's CWA Annual Conference and Trade Show will showcase the upcoming changes taking place at WIC. The theme of the conference is "Riding the Wave" to reflect the wave of change coming to California WIC.

The WIC Card and WIC WISE conference topics include:

- An overview of the key resources that will assist local agencies to prepare for their Go Live date.
- An overview of the different types of training that will prepare local agencies for the transition to WIC WISE.
- "A Day in the Life" to show a participant's enhanced WIC experience starting at the WIC local agency site and ending at a WIC authorized grocery store. Here is a summary of what will be covered:

## At the WIC Office

- **WIC Card assignment:** The new family is assigned a WIC card and selects a 4-digit PIN for the card. It is recommended to assign the WIC card near the beginning of the appointment, but we acknowledge that each agency may have a different clinic flow.
- **New orientation class:** The family representative watches the new Welcome to WIC video series and learns how to shop with the WIC card. Local agencies will receive a scripted lesson plan for this class.
- **Separation of Duties Part A:** WNA A completes the first part of the certification process, which includes documenting family information and verifying proof of residency, income, and identification.
- **Separation of Duties Part B:** WNA B completes the appointment by entering anthropometric and biochemical data, assessing for nutritional risk, providing nutrition education, and capturing electronic signatures for the R&R. WNA B also customizes the food package and issues benefit.

## At the Grocery Store

- **Difference in registers:** how the checkout experience may differ based on which cash register system the grocery store is using.

## 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](http://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 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](mailto:WICcard@cdph.ca.gov) and visit our website [www.wicworks.ca.gov](http://www.wicworks.ca.gov).



California Department of Public Health, California WIC Program

*This institution is an equal opportunity provider.*

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

