

DECEMBER 2018 EDITION

WIC News

For Local Agency Staff



FUN FACT:

Nationally, there are a total of ninety "WIC state agencies" which include states, U.S. Territories, and Indian Tribal Organizations. Forty-five have already implemented electronic WIC food benefits.



It's Coming!

In the Premier issue of WIC News, we shared information about the California WIC Card which will be rolled out statewide beginning May 2019 with a pilot in Napa and Solano Counties. To spread the word, we are sharing information and materials with local agencies, grocers, and community partners. You can find this information on our website www.wicworks.ca.gov. We have added a webpage titled WIC Card – It's Coming! to make it easier for you to locate updates on the website. We also encourage you to email us with any questions about the WIC Card at WICcard@cdph.ca.gov.

Preparing for Go-Live

We are hard at work to ensure California WIC's successful transition to the WIC Card!

The process of switching from paper vouchers to the WIC Card involves outside contractors with expertise to provide for an effective and efficient transition. Much of this support includes assisting WIC local agencies and grocers from training through implementation.

Preparing Local Agencies for the WIC Card

For WIC local agencies, we will assist and support each agency's transition to the WIC Card and WIC Web Information System Exchange (WIC WISE). We will support you through the training process and help you gain the skills and knowledge to use WIC WISE. To deliver a comprehensive learning experience, we will provide two types of training: computer-based training (CBT) which will give you get a sense of the "look and feel" of WIC WISE and instructor-led training (ILT) where you will get hands-on practice with real-life scenarios.

Implementation tasks prior to your agency's Go-Live date include:

- **6-8 Months Prior:** Preparation kick-off meeting and launch of the "It's Coming" Campaign.
- **2 Months Prior:** Installation of WIC Card equipment.



- **1 Month Prior:** WIC WISE CBT will become available to staff.
- **2 Weeks Prior:** More training! ILT training sessions occur.
- **Weekend before Go-Live:** Conversion of participant information from WIC MIS to WIC WISE.

Preparing for grocery stores for the WIC Card

The shopping experience will improve for authorized grocers as well as the WIC shopper with use of the WIC Card. Most of the manual transactions at the store cash register will now be electronic and more discrete.

Grocers are learning about upcoming changes for the WIC Card roll out in their area, and how they can prepare for the switch from paper checks to the WIC Card.

Support teams are already at work to ensure that stores have the right equipment for WIC Card transactions. Authorized grocers must continue to accept valid paper checks until all California WIC participants have received their WIC Card and unexpired paper checks have been redeemed.

Ways to Stay Informed

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

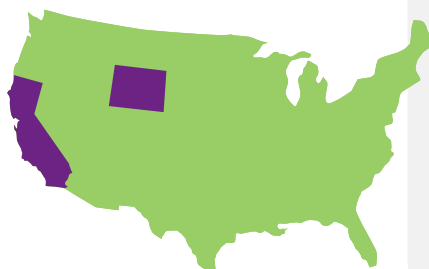
- The monthly *WIC News* publication will provide information about the transition to the WIC Card and WIC WISE.
- A broadcast of *WIC News* will be available each month.
- A monthly WIC Card/WIC WISE Webinar will communicate important project updates and training information to local agency staff..
- You can access all WIC News, *WIC Card/WIC WISE Webinars* and other resources by visiting our website at wicworks.ca.gov or the Local Agency SharePoint Site (LASS).
- We will also provide materials and resources throughout the implementation process including posters, brochures, and other handouts. These materials will be posted at wicworks.ca.gov and LASS.
- 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 other support teams, such as the Organizational Change Management (OCM) team. OCM will support each local agency's transition to the WIC Card and will provide communications expertise and tools.

FUN FACTS:

Wyoming was the first state agency to issue electronic WIC food benefits statewide.

California will take approximately 11 months to implement electronic

WIC food benefits statewide, beginning with the Pilot in May 2019 through the end of the last rollout wave in March 2020.



Questions?

Please visit our website www.wicworks.ca.gov or send us an email at WICcard@cdph.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>

