

FEBRUARY 2019 EDITION

WIC News

For Local Agency Staff

Countdown to Pilot

We are less than three months from the first stage of the California WIC Card rollout beginning with a pilot in Napa and Solano Counties! Starting in August 2019, the ten waves will roll out with a new Go Live occurring every three weeks until March 2020. In the last edition, we shared information about the training you will receive to prepare for the implementation of the WIC Card and WIC WISE. In this edition, we will discuss the new and improved WIC shopping experience.

Changes Coming to WIC

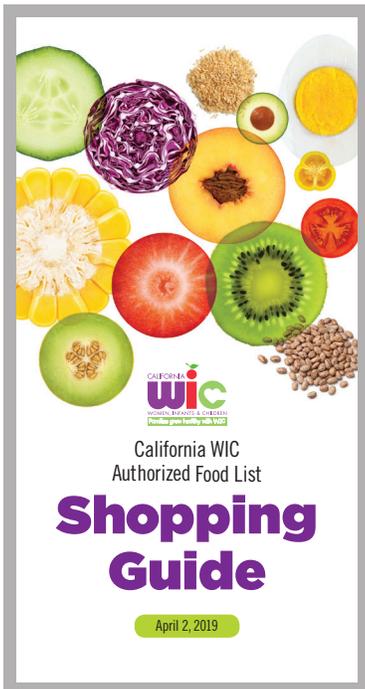
Issuing a WIC Card

Here are some key things to know about issuing a WIC Card:

- Issue one WIC Card per family. All of a family's food benefits will be together on one reusable WIC Card.
- Ask the Family Representative to choose a 4-digit Personal Identification Number (PIN). WIC families will enter their PIN when using their WIC Card each time they shop.
- WIC staff can use the WIC Card to pull up information about an existing or returning participant on WIC WISE
- WIC benefits can be loaded onto the WIC Card remotely. It will be required in WIC WISE to provide the reason for remote issuance. There will be options in a dropdown to choose from.

2019 EDITION

Coming soon. **The new WIC Shopping Guide, California WIC Authorized Food list**



Identifying WIC Authorized Foods at the Store

The new shopping guide and California WIC App will make it easier for participants to identify their WIC authorized foods while shopping.

1) Shopping Guide

- A new Shopping Guide will become effective on April 2, 2019. It can be used with both paper checks and the WIC Card.
- Hardcopies will be sent to local agencies beginning in February 2019.
- The new Shopping Guide is posted on the Local Agency SharePoint Site under the Food Package Resources tile. Both the wicworks.ca.gov website and the WIC mobile website will be updated with the new Shopping Guide.

2) California WIC App

- With the free phone app, participants will be able to scan a food item's barcode on the package to see if it is WIC authorized.
- Participants will also have access to the Shopping Guide via the app.
- The app will become available during the pilot period of California's transition to the WIC Card.

Checking Out at the Store

The process that the cashier will use for checkout will depend on the store's cash register system. Some stores, such as larger retailers, may use their existing integrated cash register system to process the WIC Card, while smaller stores may use a separate stand-beside point of sale device.

- **Integrated Systems:** Will be able to ring up WIC and non-WIC foods together.
- **Stand-Beside Devices:** Require the cashier to ring up WIC foods separately from non-WIC foods

Participants should separate their WIC foods from their non-WIC foods at checkout. This is because they may not know which cash register system their store is using. This will help the cashier make sure that WIC foods are charged to the WIC Card and not another form of payment, such as the CalFresh EBT Card.

The Authorized Product List (APL) is an electronic file that identifies food items that are WIC authorized. Participants can only get the foods that are included in the APL with the WIC Card. This will help take the guesswork out of the shopping experience!

Staying Informed

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

- The monthly WIC News publication and broadcast, as well as the monthly WIC Card/WIC WISE webinar. These resources 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 Organizational Change Management (OCM), Implementation Manager and Leads, and the Training Team. They will all support each local agency through the transition to the WIC Card and WIC WISE.

On-Going Communication

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

This institution is an equal opportunity provider.

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

