

JANUARY 2019 EDITION

WIC News

For Local Agency Staff

We are getting closer to the first stage of the California WIC Card rollout! On May 6, 2019 Napa and Solano counties will pilot the new computer system, WIC WISE, and begin issuing WIC Cards to participants. After the completion of the pilot, remaining areas will be trained and transitioned to the WIC Card and WIC WISE, in a rollout of ten waves, with a new wave going live every three weeks.

In the last edition, we shared a big picture timeline of what each local agency will experience before they transition to the WIC Card. In this edition, we will share more information about the training and preparation that will take place prior to each wave's Go Live date.

DID YOU KNOW?

When shopping with the WIC Card, participants can get as little or as much of their WIC foods as they need at each shopping trip. No more having to get all foods at one time!

WIC WISE and WIC Card Training

A significant aspect of the WIC Card and WIC WISE implementation is preparing local agency staff, CDPH/WIC staff, grocers, and participants for the upcoming changes.

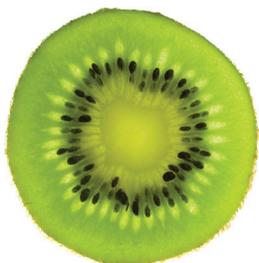
WIC WISE Training for Local Agency Staff

CDPH/WIC and our partners are committed to supporting you as you learn to use WIC WISE. To deliver a comprehensive learning experience, we will provide two types of training: computer-based training (CBT) and instructor-led training (ILT).

Computer-Based Training (CBT)

CBT modules are online learning modules that you will complete at your own pace. They will become available at your local agency approximately one month before your agency's Go Live date. These modules will help you:

- Experience the ways that WIC WISE will make your job easier.
- Learn the basics of navigating through different screens.
- Become familiar with system features and functionalities.



Your manager will assign the appropriate CBT modules that are relevant to your job duties. These CBT modules will be prerequisites to the ILTs. Examples of the CBT topics include:

- Searching for and opening records
- Managing appointments
- Certification
- Transfers
- And much more!

Instructor-Led Training (ILT)

ILT sessions will become available for your local agency approximately two weeks before your agency's Go Live date. At these sessions, you will:

- Experience WIC WISE training in a computer lab.
- Get hands-on practice with scenarios that mimic real-life situations.
- Receive in-person support for questions.

How WIC Families Stay Informed on Upcoming Changes

In addition to preparing to educate participants about how to shop with the WIC Card, we are working with local agencies on a number of methods and tools to ensure families will be informed that the change is coming. These materials include:

- It's Coming WIF inserts for local agencies to distribute 6 months prior to Go Live.
- It's Coming posters for local agencies to post 6 months prior to Go Live.
- WIC Card brochure for local agencies to distribute at their Go Live
- It's Here posters for local agencies to post at Go Live.
- Social media messaging that local agencies can use on their social media platforms.
- Messages that local agencies can use via text message or voicemail.
- Videos for local agencies to show in their offices.

Educating Participants on how to Shop with the WIC Card

We are developing new materials and resources to educate participants on how to shop with the WIC Card. Here are some ways that participants will be able to learn about the WIC Card:

- Read the WIC Card brochure.
- Review the new shopping guide.
- Participants who are new to the program will attend a new "Welcome to WIC Orientation Class" that will incorporate a section on shopping with new WIC Card.
- Current participants who are issued the WIC Card will receive same day education on how to use the WIC Card

Policy Changes

We are currently updating the WIC Policy and Procedure Manual (WPPM) to reflect the transition to the WIC Card and WIC WISE. You will be able to find the updated policies online starting in Spring 2019. Local agencies should continue to use the WPPM and only switch to the updated policies on their Go Live date.

The WIC News publication and broadcasts, as well as the WIC Card and WIC WISE webinars for staff, will occasionally feature different policies to help you become familiar with the upcoming policy changes. In this edition, we will highlight some of the major changes that will be in the updated version of WPPM 270-20 Proof of Identity:

- The WIC ID Folder (WIF) will no longer be an approved source of ID once your local agency transitions to the WIC Card.
- The WIC Card cannot be used as proof of ID at initial certification, but is permitted as proof of ID at recertification and other subsequent appointments.

Stay tuned for more details!

Want more information?

We also encourage you to email us with any questions about the WIC Card 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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1-800-852-5770 | <https://wicworks.ca.gov>

