

MARCH 2019 EDITION

WIC News

For Local Agency Staff



As a WIC Staff person, what are you looking forward to the most with WIC Card/WIC WISE roll out?

“I am most looking forward to better assisting our participants with a new and modern system!”

DENNIELLE C.
Sacramento County WIC



CDPH/WIC staff and our partners are preparing for the pilot launch in Solano and Napa counties, which goes live on May 6, 2019.

In the February edition of WIC News, we discussed how the shopping experience will be improved with the WIC Card and introduced the new Shopping Guide. In this edition, we will be covering:

- WIC WISE training plans
- User Acceptance Testing (UAT)
- Participant materials on how to use the WIC Card
- California WIC Association (CWA) Conference and Trade Show
- Ways to stay informed

WIC WISE Training Plans

One month before your agency's Go Live date, you will begin participating in WIC WISE Computer Based Training (CBT). CBT modules are self-paced lessons that will help you become familiar with the new system. Here are some things to know about CBT:

- Your manager will assign you the CBT modules that are relevant to your job duties.
- Each CBT module will vary in length. The average CBT length is about 20-30 minutes.
- It may take between 4 to 10 hours to complete all of your assigned CBTs, depending on how many modules you were assigned.
- You do not need to take all CBTs in one sitting.
- Training topics include certification, health nutrition follow-ups, issuing food packages, and much more!

In addition to the CBTs, you will attend Instructor Led Training (ILT) that will occur within the two weeks prior to your agency's Go Live date. ILT will provide in person, hands-on practice in a computer lab. Here are some things to know about ILT:



- Completing all of your assigned CBTs is a prerequisite for ILT.
- ILT will take 2 days to complete Depending on your job role, you may also attend an additional half-day session to learn how to do administrative tasks in WIC WISE.
- Staff from different local agencies may attend the same ILT session together, depending on the size of your agency.
- There will be two WIC WISE trainers facilitating each ILT session: one from 3Sigma and one from CDPH/WIC.

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

User Acceptance Testing (UAT)

UAT is the process of testing a new system in “real world” situations. We are collaborating with local agency staff to perform UAT for the WIC WISE system. During UAT, we will make sure that WIC WISE works properly by testing scenarios that mimic real world situations. For example, we will certify a WIC family from start to finish in WIC WISE. UAT will help us make sure that WIC WISE is ready for local agency use!

WIC Card Participant Materials

When your agency begins to use WIC WISE, every WIC family will need to learn how to use the WIC Card. We want participants to feel confident and have a successful shopping experience, and we want you as WIC staff, to have tools to provide this education. Therefore, we have created a variety of materials that provide easy-to-understand tips on shopping with the WIC Card. These include:

- An updated Shopping Guide, which describes how to check out with the WIC Card and provides several tips
- Updated Welcome to WIC video with a module devoted to the WIC Card
- New general lesson plan (about 30 min in length) for group classes that covers how to shop with the WIC Card. There will also be an individual class option.
- New participant brochure “Welcome to WIC, Shopping with your WIC Card”

California WIC Association Conference

This year’s CWA Annual Conference and Trade Show will showcase the changes that will be happening at WIC in these next few years surrounding the rollout of the WIC Card. 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:

- “A Day in the Life” to show a participant’s enhanced WIC experience starting at the WIC site and ending at the grocery store.
- 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

If you are interested in learning more about the conference, visit the California WIC Association website at <http://www.calwic.org/events/annual-conference-trade-show/>

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 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 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 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

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