All Staff Training Webinar

June 28, 2018 10:00 – 12:00 CST





NE WIC 6.28.18

AGENDA

- eWIC Training details
- Pilot overview
- Getting ready for eWIC
- Materials to help you be successful
- Retailer update
- Non-eWIC items: food & formula update
- Mark your calendar



eWIC -Training Details

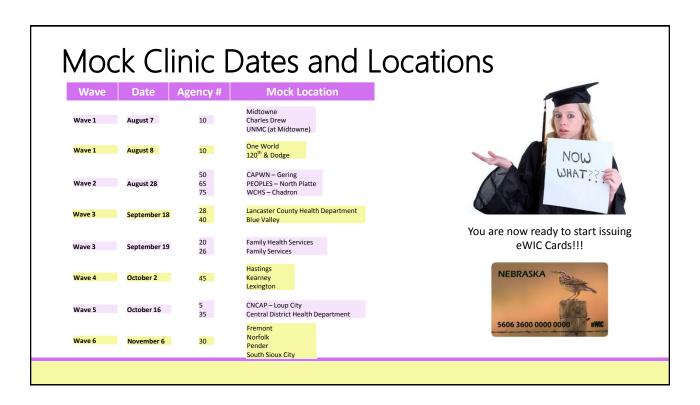
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Training Details

- •Training Dates and Location for Training
- Mock Clinic Dates and Location
- •Schedule for Train and Mock days
- •Who Attends
- •Clinic Scheduling
- Equipment
- •Reminders

Training Dates and Locations

Wave	Date	Agency #	Local Agency	Location	
Wave 1	August 6	10	Midtowne Charles Drew UNMC	La Vista Conference Center 12520 Westport Pkwy La Vista, NE 68128	
Wave 1	August 7	10	One World 120 th & Dodge	La Vista Conference Center 12520 Westport Pkwy La Vista, NE 68128	
Wave 2	August 27	50 65 75	Community Action Partnership of Western NE People's Family Health Services Western Community Health Services	Hampton Inn & Suites 301 West Hwy 26 Scottsbluff, NE 69361	
Wave 3	September 17	28 40	Lancaster County Health Department Blue Valley	Lancaster County Health Dept. 3131 O Street (<i>basement</i>) Lincoln, NE 68501	
Wave 3	September 18	20 26	Family Health Services Family Services	Lancaster County Health Dept. 3131 O Street (<i>basement</i>) Lincoln, NE 68501	
Wave 4	October 1	45	Community Action Partnership of Mid-NE	Hampton Inn 507 Talmadge Street Kearney, NE 68845	
Wave 5	October 15	5 35	Central NE Community Services Central District Health Department	Fairfield Inn & Suites 805 Allen Drive Grand Island, NE 68803	
Wave 6	November 5	30	Northeast Community Action Partnership	Divots Conference Center 4200 W Norfolk Avenue Norfolk, NE 68701	



Schedule for Train and Mock days



Training Days

- ➤ All training sessions will begin at 9:00am
- ▶ Plan to arrive by 8:45am
- ➤What to bring?
 - ➤ Light jacket or sweater
 - ➤ You may bring water/coffee (*no food*)
- ► All training sessions should be finished by **4:00pm**

Mock Clinic Days

- ➤ All mock days will begin at 8:30am
- ➤ Should be finished around **4:30pm**



- Lunch Break Each Day
- ➤ Lunch on Your Own

Who Should be Attending?

> All Directors, Coordinators, Clerks and CPA's should attend training and mock clinic

▶BFPC staff do not need to attend – eWIC does not change anything for them

What if I am unable to attend?

- > Training is required to be able to continue working with eWIC
- You can come to a training class before if possible
- ➤ Work with State to determine options

Clinic Scheduling

- The last day that you will be using FI Journey is the Friday before your scheduled training day
- ➤ You will have **VIEW ONLY** access to FI Journey if needed
- ➤ Do not schedule clinics during your Training or Mock days
- First day of Live scheduled clinic will be the day after your Mock day
- > Depending on how Mock clinic is going, "may" try and bring in some participants on mock day
- ➤ Recommend planning 10-15 minutes extra per participant visit due to explanations of eWIC and other changes
- ➤GOAL to get as many households an eWIC card as is possible during the time State staff support is on-site

eWIC Hardware / Software Changes

Software Changes -

➤ Remove Troy software

➤ Remove Journey Check printers (both virtual and physical)

➤ Will be done on both desktops and laptops

➤ Will install new versions of eWIC Journey

Hardware Changes -

➤ Install Card Reader

➤ Will mount to Right side of monitor unless space not available then will mount to Left side

Either remove FI check printer or convert it to a regular printer



Reminders

➤MICR Toners -



- Do not order new ones
- Gather old toners
- State will pick up and dispose

➤ Check Printers -



- Decide if keeping printer
- Can be used as regular printer
- •State will either convert to a regular printer or pick up and dispose

➤ Checks -



- Gather all unused checks
- •Check drawers, folders, bags etc...
- ■State will pick up and dispose

➤ Paper Stuff -



- •Gather all old check folders, ID folders and 2 Month Issuance
- Any other old WIC materials
- State will pick up and dispose



Questions??? Contact - vince.rea@nebraska.gov



Pilot Overview

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PILOT OVERVIEW

- •432 cards currently issued
- •Purchases have been made at nearly all stores
 - Variety of foods bought
 - 5-10 purchases made daily
- •State Perspective
 - Card issuance
 - Explanation of benefits/changes
 - Flexibility

PILOT AGENCY

- What they had to say......
 - Explanation takes about 10 minutes or more
 - Practice explaining benefits
 - List of eWIC stores was helpful
 - · Clients are excited for eWIC
 - Most clients want to know how do they check the card balance
 - Be flexible
 - Get lots of rest

Challenges

- · What to do with all the handouts!
- Staying organized





Getting Ready for eWIC

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PARTICIPANT NOTIFICATION

EWIC COMING POSTERS

WIC ID FOLDER INSERTS

Coming soon! NEBRASKA eWIC



- No more paper checks
- Your Nebraska eWIC card will replace
 your WIC checks
- . Simple, easy and convenient checkout
- Buy only the food you need when you need it





Your Nebraska eWIC card will replace your WIC checks.

Simple, easy and convenient checkon Buy only the food you need when you

No more worrying about your WI checks being lost or stolen.



No más cheques de papel
Su tarjeta de eWIC de Nebraska reemplazará sus cheques de WIC
Sencillo, facil y conveniente
Compre los alimentos que necesite cuando los necesite
NistriANSES.

EWIC POSTERS



eWIC is a simple, safe and convenien way for you to use your WIC Food benefits.

- No n
 - Your Nebraska eWIC card will replace your WIC checks
 - Simple, easy and convenient checkout
 - Buy only the food you need when you need it

EBRASKA This best select a see equal approximate p



eWIC es una forma sencilla, segura y conveniente para usar sus beneficios de alimentos de WIC.



- No más cheques de papel
- Su taxjeta de eWIC de Nebraska reemplazará sus cheques de WIC
- Sencillo, facil y conveniente
- Compre los alimentos que necesite cuando los necesite

NEBRASKA

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Future Month Check Issuance

- Try to limit future month check issuance to the month after your clinic rolls out.
- Clients will be able to start using eWIC cards sooner.
- Easier to accommodate Food Package Changes
- Clients can't bring in future months checks to exchange for eWIC card
- Reduces the chance of a client getting benefits in BOTH systems (checks & eWIC card)
- ALL WIC Staff play a role in helping make this transition.



Rollout Waves 1 & 2

Months of Checks to Issue

Agency	Rollout Month	August Checks	September Checks	October Checks	November Checks	December Checks	No
10	August 6	YES	YES	OK*	NO	NO	checks after
50 – 65 – 70	August 27	YES	YES	OK*	NO	NO	Dec 2018
20, 26, 28, 40	Sep 17	YES	YES	YES	NO	NO	
45	Oct 1	YES	YES	YES	YES	NO	
5 – 35	Oct 15	YES	YES	YES	YES	OK*	
30	Nov 5	YES	YES	YES	YES	YES	

Transitioning from Checks to eWIC:

- Clinics will have "View only" access to Journey FI. Not able to print checks after rollout
- Stores will continue to take WIC checks through the month of December. Stores are required to take both checks and eWIC Cards throughout the transition period.
- Clients may be using both checks and eWIC card in the same month.
 - New baby will have eWIC card, other family members will have checks.
- All clients will need a new food package assigned with an effective date for the month after their last food benefit/check issuance.

In State Transfers – ALL clients transferring between local agencies during the rollout period CALL THE WIC HELP DESK.

Clinic Flow – Considerations:

- Replace ID folders with the <u>new ID cards</u>
- All families will have to have an <u>eWIC card assigned</u>
- All need <u>education to use eWIC card</u> (in general)
- All families will have to have <u>PIN set</u>up while at clinic
- All need education on shopping with eWIC
- Need to explain <u>shopping app</u>
- Must explain what stores they can shop at that currently have eWIC

Nutrition Education Reminder:

Explaining the new eWIC information is <u>not</u> considered Nutrition Education • Will still need to be completed

BUT

If you get behind, in clinic, you can reschedule the nutrition education appointment

• Please just put in comments that you rescheduled because of eWIC

Clinic flow tips:

- Practice or role play
- Be flexible
- Clinic flow will change over time
- Get organized





Materials to help you be successful

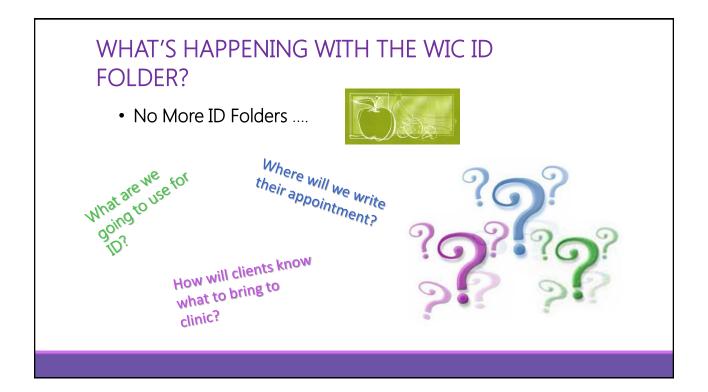
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FLIP CHART – Learning About eWIC



Communication Check List

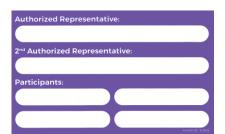




WHAT WILL WIC USE FOR IDENTIFICATION FOR eWIC?

• New Identification Cards





WHAT WILL WIC USE TO GIVE FAMILIES THEIR APPOINTMENTS FOR eWIC?



Add draft of open access card

** We will have a card for clinics who use Open Access Scheduling

How Will Clients Know What to Bring to Their Appointment?





USING THE eWIC CARD

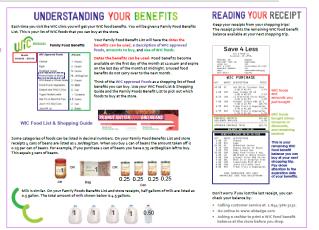
- Available in English and Spanish
- Provides details for card use
 - Setting PIN
 - Changing PIN
 - Locked PIN
- Protect Your Card
- WIC Shopper



SHOPPING WITH eWIC

- Understanding benefits
 - Family Food Benefit List
 - Cash Register Receipts
 - Beans and Peanut Butter listed as Jar/Bag/can
- Checking your benefit balance





SHOPPING WITH eWIC

- At the store
 - Separate foods
 - eWIC always first payment
- Shopping Tip
 - Cashier cannot override
 - Cannot return foods

BEFORE YOU SHOP

- Know your WIC food benefit balance before you go to the store.
 Take your WIC Food List & Shopping Guide every time you shop.

AT THE STORE

In the beginning it is best to separate your WIC foods from your non WIC foods. This will make it easier to see which foods will be bought with WIC and the foods that will be bought with another form of payment.

Checking Out

- The cashier will scan your items. You may use coupons, store loyalty cards, and
- When the cashier tells you, swipe the eWIC card and enter the PIN. eWIC must be the FIRST payment.
- Ask the cashier what foods were bought with WIC. If there is a food you want removed, ask the cashier to remove it.
- Complete the transaction by approving your WIC purchase and pay for any remaining balance with another form of payment.
- Keep your receipt! It has the remaining WIC food benefit balance and it can help your local WIC office if there was a problem in the checkout lane!
- Ask your cashier the first time you shop if you MUST separate WIC foods from non-WIC foods. Stores that require shoppers to separate food items will have a sign like this:



SHOPPING TIPS



- When completing your WIC transactional ways use the eWIC card as your first form of payment. · Coupons, discounts, store loyalty cards
- and reward programs may be used with WIC purchases.
- Wite potentials as:
 No substitutions are allowed. You may only buy WIC-approved foods in the Nebraska WIC Food List & Shopping Guide and on your Family Food Benefit
- Cashiers will not be able to overnde WIC items. If you have trouble at the store or you need a change made in your food benefits, please contact your WIC clinic.
- Once a WIC transaction is completed, WIC foods cannot be returned to the
- Do not sell, trade, or give away your WIC foods or eWIC card.

NEBRASKA

Good Life, Great Mission.

This institution is an equal opportunity provide

eWIC READY STORES

- •A list of current stores that are eWIC ready
- Provides store name and City of location
- Any special shopping instructions

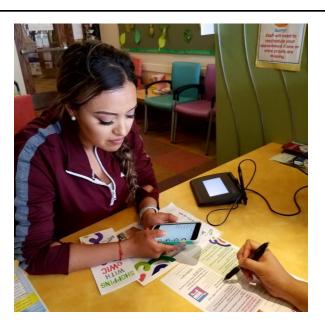


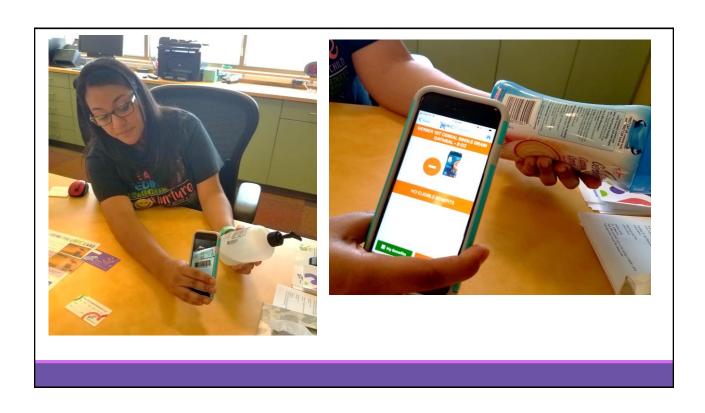


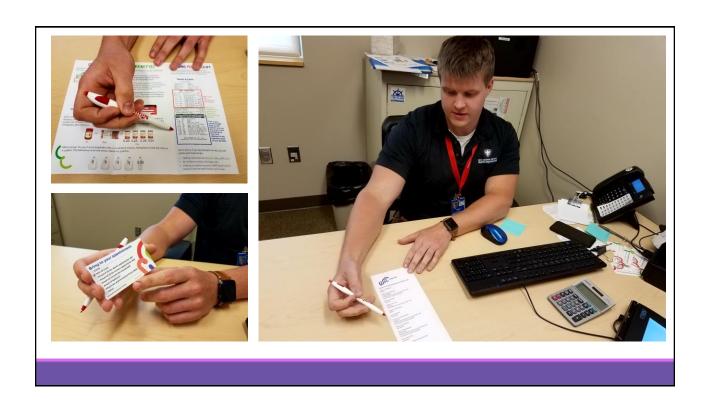
Elsa's Pharmacy (Special Formula Only)



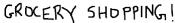














Retailer Update

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NEW-VENDOR DOOR DECALS

Retail Grocery



Pharmacy



What's NEW in Shopping?

SHOPPING WITH WIC CHECKS

- •Foods are issued on multiple checks
- •Must buy all foods on WIC check or lose it
- •Each check is a separate transaction
- •Must sign each WIC check as it is transacted
- Dates and foods must be verified by the cashier

SHOPPING WITH FWIC

- •Foods are on one card for all family members.
- Buy what you need when you need it
- •All WIC foods bought in one transaction, no more separate transactions by check
- •PIN is entered one time once the card is swiped
- Dates and foods allowed are verified by the cash register vs. the cashier

eWIC TRANSACTION

- WIC shopper puts all items for purchase on belt & cashier will scan all items
- Scan eWIC card first
- •WIC shopper enters PIN
- •Mid-transaction receipt prints
- •WIC Shopper will approve the eWIC foods
- Pay any remaining balance with SNAP, Debit, or Cash
- •WIC Shopper receives purchase receipt with remaining balance



18.00 OZ HYV BRAN FLAKES

1.00 CAN Peanut Butter or Beans TS CRUNCHY PB

WW Bread or Whole Grains BARILLA WG SPAGHETTI

1.00 BTL Juice 64 oz HYV 100% NSA WHT GRA

STORE CASH REGISTER SYSTEMS

INEGRATED

- Cash register that takes all payment types on
 Cash register system that requires a separate one pin pad
- Mixed basket
- eWIC card is first payment



STAND BESIDE STORES

- device to transact eWIC cards
- Must be a separate transaction



STAND BESIDE STORES

- •WIC transactions MUST be separate
- •Announce using a eWIC card before scanning
- •Swipe the card and enter the PIN
- Cashier must scan the WIC foods on the device
- •Fresh produce will be scanned last
- •Foods are approved for purchase as they are scanned
- •No mid transaction receipt or approval button
- •WIC shopper receives a purchase receipt





GETTING STORES READY

- What has been done
 - January 2018 Retail webinars
 - February 2018 live Q &A with CDP/FIS
- •What is yet to come!
 - Store certifications
 - Balance Inquiry
 - Purchase
 - Training, lots of TRAINING









Non-eWIC Items

Food & Formula Update

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PediaSure SideKicks

- Product was reformulated
 - Higher protein and slightly higher calories
- New product is WIC approved
- Now available in most stores that carry PediaSure SideKicks
- Clients that have current checks for PediaSure Sidekicks can purchase the new product.
- CPA's can review with clients the changes to the product.



Nutritional Comparison







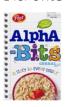


A number of the ingredients have changed, so please have consumers review the new ingredient

Cereal Changes

Post Alpha-Bits

- Will no longer meet WIC requirements for sugar
- New product beginning July-August 2018
- Package graphics will change
- Not in APL for eWIC



New packaging not WIC-Approved

General Mills Cereals

- Cheerios new 20 ounce size replaces 21 ounce box
- Berry Berry Kix new 18 oz size replaces 12 oz box
- Honey Kix new 18 oz size replaces 12 oz box
- Cinnamon Chex two new sizes 12 oz and 19.6 oz replaces 12.1 oz









Great Value Cheeses



- Whole Milk Mozzarella
- 16 ounce sliced cheeses: Baby Swiss, Provolone, Deluxe American Reduced Fat







Formula Update



Enfamil Infant and Gentlease 8 fl oz-6 pack RTU

- Reformulated to NeuroPro
- No longer WIC Approved

Formula Update



Enfamil Infant

32 fl oz RTU

Three formulations

- Standard Enfamil Infant is WIC approved
- Enfamil Infant Premium is NOT WIC approved
- Enfamil Infant NeuroPro is **NOT** WIC approved

Ready to Feed Formula Guidelines: Reminder

Contract Formulas

- Procedure: Issuance of Ready to Feed Formula
- Unsanitary water supply
- · Caregiver with a limited ability to correctly prepare powder or concentrate
- Formula is only available in RTF

Formula in Food Package III

- Need a PAF
- If it better accommodates the participants' condition
- If it aides in better compliance in consuming the prescribed WIC formula

Cannot be given based on parent or guardian convenience



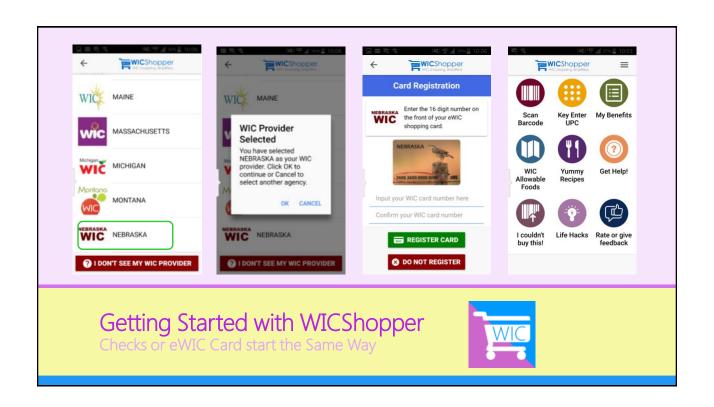


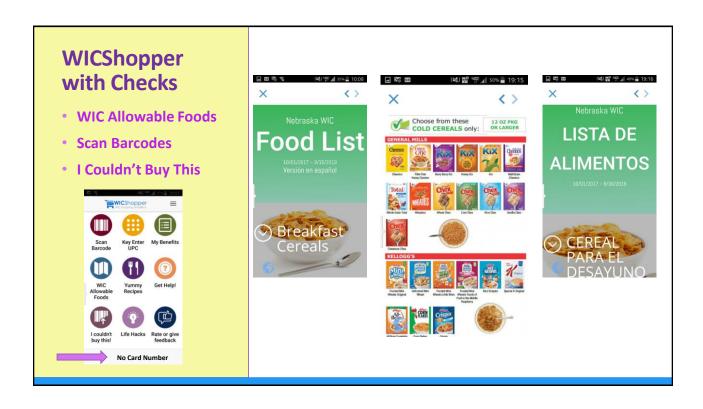
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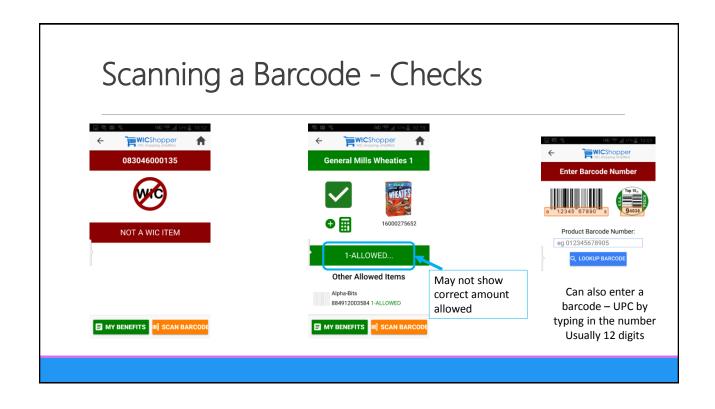








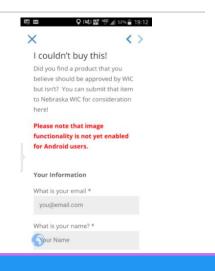


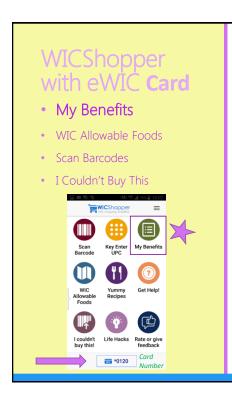


I Couldn't Buy This

- Allows shoppers to submit product information to State WIC office to review an item.
- Complete all required fields
- For checks and eWIC
- Can also be used by stores



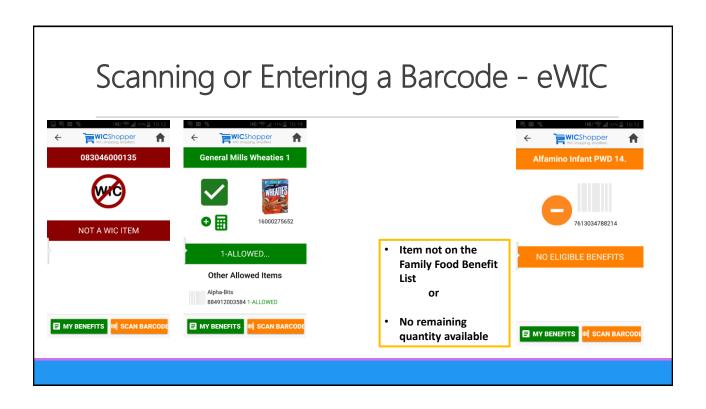


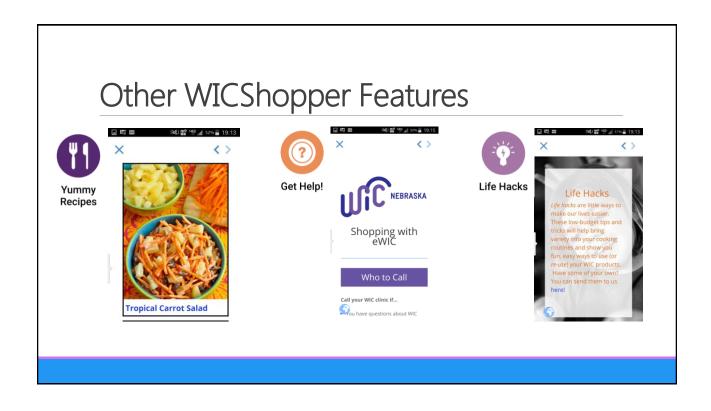






- Client can see available benefits
- Amounts updated after purchases





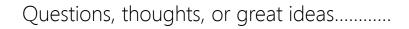


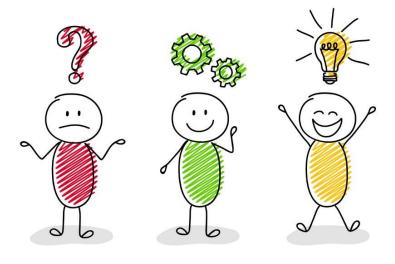
Mark your calendar

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UPCOMING WEBINARS

- •Vendor Management Training, Friday July 13, 2018 @ 9:30am -11:30 am
- •CPA Training, Tuesday July 31, 2018 @ 10:00am 12pm
- Clerk Training, Tuesday July 31, 2018 @ 1:30pm 3:30pm







Please complete the attendance poll before logging off