

## Oregon eWIC



### eWIC Status Update September 17, 2015

**We have take off! Pilot began 9/14!**

Over twenty brave WIC staff from Linn and Benton Counties have begun issuing eWIC cards to WIC families. They attending training, viewed webinars, planned together in staff meetings and are now up, up, and away with eWIC. WIC families have already successfully shopped for approved foods in pilot area stores.



State staff successfully completed live shopping tests at 25 stores in the pilot area to make sure they were all able to complete an eWIC transaction.

Hear more about what is being learned at the pilot when you participate in an eWIC Technical Assistance Call or at the October 23<sup>rd</sup> OWCA meeting.

### **TWIST Reports are changing with eWIC**

Along with all the other TWIST changes, reports had to be updated to reflect the switch from vouchers to benefits. A summary of report changes is attached and can be found on the [eWIC Resources for Staff](#) webpage. Find your favorite report and to figure out how you will use it in the eWIC environment.

## WIC Shopping Resources for Participants

### Materials posted on our website

<https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic.aspx>

If you haven't seen the materials we have developed for providing shopper education to cardholders, check out the website for info on how to shop and use your eWIC card. We will be evaluating our shopper and cardholder education materials during pilot and may make changes before rollout. You can expect to receive updated versions of items like the *Shopping with Your eWIC Card*, *How to Use Your eWIC Card*, or participant rights and responsibilities sometime in late December. In the meantime, if you would like hard copy samples of these items, please contact Holly at [holly.s.wilkalis@state.or.us](mailto:holly.s.wilkalis@state.or.us).

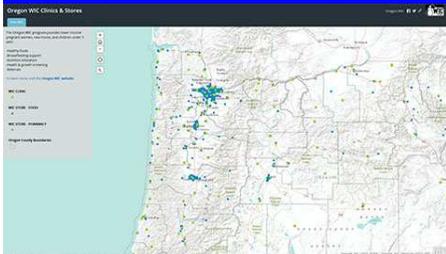
### Food lists will be important with eWIC

<https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/foods.aspx>

Cardholders may need to relearn what foods are really eligible for WIC and the food list is an important tool to help with that. For participants that speak Russian, Vietnamese, Chinese, Somali or Arabic you may want to print food lists from the website. To print in the familiar booklet style, just select that option on your print dialogue screen.

### Find a WIC Clinic and Store interactive map

<https://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/countyinfo.aspx>



eWIC-ready stores are now indicated on the webpage.

### WICShopper Smart Phone App

The contract process is underway with the company that will provide this WIC shopping app in Oregon. We hope to have this app available before implementation statewide.



## Upcoming Important eWIC Dates and Activities



- September – look for shipments of eWIC cards and send packing slips to the state WIC office
- Consider having someone from your office [attend one of the trainings for vendors](#) in your area during September or October. You can register for one of these trainings using [the registration form](#) or watch the [recorded webinar](#) on the website.
- September 14, 2015 – Pilot agencies began issuing eWIC cards
- September 16, 2015 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- October 21, 2015 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
  - Get your questions answered.
  - Conference Call phone number: 1-888-278-0296, Access Code: 115588.
  - The next call is scheduled for 10/21.
- October 23, 2015 – OWCA in Portland
- November 18, 2015 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- December 3, 2015 – “Lessons Learned in Pilot” webinar recorded
- December 16, 2015 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- January to March 2016 - Statewide eWIC Implementation (See [the roll out schedule](#)).

**Thank you for all you do to serve Oregon WIC families!**

## Caseload Management Reports in eWIC

Caseload management is as important in the eWIC environment as it was in the voucher world.

Here is an overview of the caseload reports that will be continue to be essential to our caseload efforts as we move through the transition to eWIC and beyond

| TWIST REPORT   | Description  | How should we use the report to monitor caseload in eWIC?  |
|--|--|--|
| <b>All Agencies</b>  |  |  |
| <b>Certified Caseload -12 Month History</b><br>Location: Operations Management Module – Output - Caseload            | Provides monthly certified (enrolled) caseload counts for all local agencies over a 12 month period. Tracks certified caseload change from the previous reporting month.   | <b>No change.</b> Review monthly.  |
| <b>Participating Caseload-12 Month History</b><br>Location: Operations Management Module – Output - Caseload         | Provides monthly participating (certified participants who receive benefits or vouchers) caseload counts for all local agencies over a 12 month period. Tracks participating caseload change from the previous month and the percent increase or decrease for the current month. | Participating caseload will now be based on benefit issuance instead of voucher printing. The report will combine and count both benefits issued and vouchers printed during the transition to eWIC. Review monthly to monitor how well the agency is meeting assigned caseload. |
| <b>Percent of Assigned Caseload – 12 Month History</b><br>Location: Operations Management Module – Output - Caseload | Provides a 12 month history of all local agency’s percent of assigned caseload. This is determined by comparing the participating caseload to the assigned caseload.   | Will use combined participating caseload number during eWIC transition. Review monthly to determine if the agency is within 97% to 103% of assigned caseload and to observe trends over a period of time.  |
| <b>Individual Agencies</b>   |  |  |
| <b>Register of Clients with Eligibility Pending</b><br>Location: Client Processes – Output – Reports - Intake        | Lists participants who need to bring in eligibility proofs, type of proof and date due to continue to receive benefits or vouchers.  | <b>No change.</b> Review periodically throughout the month in order to follow up with participants who have been certified and need to bring in the missing proof to receive future benefits.  |

| TWIST REPORT   | Description  | How should we use the report to monitor caseload in eWIC?  |
|--|--|--|
| <b>End Cert Client Register – No Appt</b><br>Location: Client Processes – Output<br>– Reports - Intake                     | Provides information on participants who are at the end of their certification but do not have an appointment scheduled.   | <b>No change.</b> Review at the beginning of each month in order to contact participants for appointment scheduling. Review periodically throughout the month to follow up participants as needed. Note: after an agency has converted, certification periods cannot be extended until the participant is converted. |
| <b>WIC Counts by Priority/ Category</b><br>Location: Operations Management Module – Output - Caseload                      | Shows counts and percentages on the agency or clinic level for certified or participating clients by WIC priorities and categories. This report provides migrant and homeless counts and percent of each by WIC priority and category. | <b>No change.</b> This report can provide unduplicated or duplicated counts for certified and participating clients and can be run monthly or for specific date ranges.  |
| <b>Clients with No FIs Report</b><br>Location: Client Processes – Output<br>– Reports - Intake                             | Shows the number of participants who have been certified, but have not had vouchers issued in the month of the report (e.g. missed a second nutrition education appointment).  | Will continue to work while your agency still has participants who are not converted. Will be replaced with new report “Participants with No Benefits Issued” (see below). Track this information together with the “Participant with No Benefits Issued” report during the transition from vouchers to eWIC.        |
| <b>NEW TWIST REPORTS</b>   |  |  |
| <b>Participants with No Benefits Issued</b><br>Number: CP166R<br>Location: Client Processes – Output<br>– Reports - Intake | Shows the number of participants who have been certified, are eligible for benefit issuance that month but have not had benefits issued.   | Replaces the “Clients with No FIs” report. Review in the middle of the month in order to determine what action is needed so each participant receives their benefits that month. Track this information together with the “Clients with No FIs” report during the transition from vouchers to eWIC.                  |

## eWIC – Report Changes

All reports should be accessed through the specified module.

**Do not use the “Reports” module.**

| Food Instrument Reports   |   |   |
|---|---|---|
| Voucher Report  | eWIC Report   | How do I use these reports?   |
| <p><b>Participant Use of Food Code<br/>FI090R</b><br/>Location: Food Instruments Module – Outputs – Food Packages</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>• Uses food codes associated with vouchers to identify which participants are using which foods.</li> <li>• Reports only on Voucher clients.</li> <li>• No changes made to this report</li> </ul> | <p><b>Participant Use of Subcategory Code<br/>BI090R</b><br/>Location: Food Instruments Module – Outputs – Food Packages</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>• eWIC uses subcategory codes associated with eWIC benefits, not food codes.</li> <li>• Reports only on clients with eWIC benefits assigned.</li> <li>• Will eventually replace report “Participant Use of Food Code”</li> </ul> | <p>Use to look up which participants are assigned a particular food or formula.</p> <p>Review the reports together. After full conversion, the Participant Use of Food Code will no longer be used.</p> |
| <p><b>Participant Use of Food Package<br/>FI100R</b><br/>Location: Food Instruments Module – Outputs – Food Packages</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>• Uses food package codes associated with vouchers.</li> <li>• Reports only on Voucher clients.</li> </ul>   | <p><b>Participant Use of Subcategory Code<br/>BI090R</b><br/>(described above)</p>  | <p>“Participant Use of Food Package” will be removed after rollout. Will use “Participant Use of Subcategory Code” for all clients once no longer any vouchers.</p>                                     |

## Food Instrument Reports

| Voucher Report   | eWIC Report  | How do I use these reports?   |
|--|--|---|
| <p>Formula Warehouse reports are not available for voucher participants.</p>   | <p><b>Participants with Formula Warehouse Orders<br/>FW100R</b><br/>Location: Food Instruments Module – Outputs – Food Packages</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>• Shows all eWIC clients with FW orders.</li> <li>• Summarizes details of participants' FW orders for the report month.</li> </ul> | <p>Run report to see current and pending FW orders for eWIC participants.</p> |
| <p><b>Participants with Med Doc Missing FIO40R</b><br/>Location: Food Instruments Module – Outputs – Food Packages</p> <ul style="list-style-type: none"> <li>• Uses food package codes associated with vouchers.</li> <li>• Reports only on Voucher clients.</li> </ul> | <p>The eWIC version of this report will not be available during Pilot.</p>   |   |

## eWIC – Report Changes

All reports should be accessed through the specified module.

**Do not use the “Reports” module.**

| Client Processes  |  |  |
|---|--|--|
| Voucher Report  | eWIC Report  | How do I use these reports?  |
| <p><b>Clients with No FIs Report</b><br/><b>CP165R</b><br/>Location: Client Processes – Output – Reports – Intake</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>Shows participants who have been certified, but have not had vouchers issued in the month of the report.</li> <li>Reports only on Voucher clients. No changes to report.</li> </ul> | <p><b>Participants with No Benefits Issued</b><br/><b>CP166R</b><br/>Location: Client Processes – Output – Reports - Intake</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>Shows the number of participants who have been certified, are eligible for benefit issuance that month, but have not had benefits issued.</li> <li>Reports only on eWIC participants.</li> </ul> | <p>Review both “No FI’s” and “No Benefits” reports together. After full conversion, the “No FI’s” report is no longer needed.</p>  |
| <p><b>Participant Summary (Nutrition Ed)</b><br/><b>CP67OR</b><br/>Location: Client Processes – Output – Reports – Intake</p> <p>What it does:</p> <ul style="list-style-type: none"> <li>Shows current certification information for all clients.</li> <li>Shows food package information only for assigned/printed Vouchers.</li> </ul>                             | <p>Participant Summary report with eWIC benefits information will not be available during pilot.</p>   | <p>Shows summary information for a participant, including demographics, medical data, risk factors, and appointments. Food packages will display if not converted to eWIC.</p> |

## Operations Management

Change to Menu Selection:

Reports are now divided between Caseload and Clinic Non-Caseload Reports:



### Caseload and Termination Reports

- No changes.
- Continue to use same caseload and termination reports.
- All caseload and termination reports will run combining both voucher and eWIC clients.

See: **Caseload Management Reports in eWIC** document for more information.