

## Oregon eWIC



eWIC Status Update  
November 13, 2015

Thank goodness it is almost time for  
your eWIC launch!

Happy  
Thanksgiving 

Everyone is hard at work getting ready to launch eWIC in their agency. We are hearing lots of reports of watching the eWIC webinars and planning for changes to clinic operations. Here are some activities that will help your agency get ready.

### ✂ Updated card inventory requirements

There have been some adjustments to card inventory requirements. Review the revised [Policy 501e](#) (dated October 2015) for the updated tracking requirements. One requirement is to send your card distribution site and point of contact information to the state office by 12/31/2015. [The spreadsheet](#) to communicate that information is attached and on the eWIC Staff resources webpage under clinic resources.



### ✂ Review [eWIC policies](#) as you plan clinic operations

Planning clinic operations makes it especially important for everyone to be familiar with related policy requirements. The policies answer many questions about issuing cards and benefits appropriately. Review them earlier rather than later to give yourself time to get any necessary technical assistance from your state nutrition consultant.

✂ **View the [WIC participant videos](#) and [the vendor training video](#) before you come to training**

Watching these videos will give you a much better idea of what the shopping experience will be like for cardholders. That information is key to deciding how to efficiently provide shopper education.



✂ **Use the checklist to plan for [the participant materials](#) you will need**

The attached checklist will tell you what materials are available, what languages they are available in, if they are only available on the website, and for those being shipped when you might expect them to arrive.

✂ **Prepare for group sessions (if planned)**

The modifiable eWIC conversion group NE session guide is available on the website under eWIC Participant Education Materials.

✂ **Take advantage of eWIC to boost caseload**

eWIC will not fix all our caseload problems, but you can take this opportunity to get some positive publicity for your program. Some potential participants may be interested in WIC once they learn about our new technology. So, 1) make sure the eWIC story is out there, and 2) make sure you plan for enough appointments during rollout to serve everyone. Take a look at the [eWIC promotion resources](#) on the website.

**WICShopper phone app coming soon!**

The App is coming soon! We are in the final stages of testing and plan to release the new WICShopper app any day. Watch for the email announcement and download it yourself.

When it is first released it will have 2 basic functions, more will be added later. Anyone (eWIC or not) will be able to scan a barcode and see if a food is WIC authorized in Oregon. We encourage you to start telling participants about that function as soon as the app is available. Participants who have eWIC benefits will be able to put in their eWIC card number and see the benefit balance in the associated account.



## eWIC and Farmers? Not yet!

As eWIC phases in, paper vouchers, including the Fruit & Veggie vouchers (FVV), will dwindle in circulation through June 2016, so WIC shoppers may continue to spend their FVVs with authorized farmers at farmers markets and farm stands as long as they have them. Beyond that, WIC shoppers will NOT be able to spend the fruit and veggie portion of their eWIC benefit with farmers until further notice. The state WIC office will focus on enabling farmer eWIC transactions after we roll out our grocery stores and pharmacies.



Farmers that have a farm store with phones, electricity, and the internet could be set up to take eWIC. We will pilot eWIC authorization with two such farmers – one in Lane County and one in Multnomah County.

## Upcoming Important eWIC Dates and Activities

### How many weeks until your agency rolls out eWIC? Are you ready?

*Pilot stats to date (8 weeks)*

3283 cards issued

1139/34.7% cards issued that are 2<sup>nd</sup> cards:

5155 WIC transactions

\$135,280 eWIC purchases



- November 16, 2015 – New TWIST release containing code to help with the Citrix block/lock issue and continue to improve eWIC functions.

**Note:** The Reports Module Icon has been removed in TWIST. Access all reports from the outputs in individual modules.

- November 18, 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 12/16/2015

- December 3, 2015 – “Lessons Learned in Pilot” webinar will be recorded from 9:30 a.m. to 10:30 a.m. if you are interested in joining at that time. It will be posted to the website soon after.
- 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](#))
- January 11, 2016 – TWIST release with eWIC improvements
- January 20, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- February 17, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- March 7, 2016 – Last Oregon agency converts to eWIC
- March 16, 2016 (8:30 a.m. to 9:30 a.m.) - eWIC Technical assistance call
- June 2016 – Final WIC vouchers in Oregon! (Hopefully sooner)

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

