

Oregon WIC Vendor Advisory Council Meeting Minutes

April 23, 2015

Portland State Office Building

10:00 – 11:00 am

<i>Organization</i>	<i>Attendee(s)</i>	<i>Organization</i>	<i>Attendee(s)</i>
Albertsons/Safeway	Todd Winer David Blue	Oregon WIC Program	Sue Woodbury, Sara Sloan, Jazette Johnson, Diana Garcia, Susannah Lowe, Pi Winslow, Maria Menor, Michelle Aarhus, Colette LaDue
Bend Food for Less	Judy Woodworth	Sherms	Shelly Harris Dennis Stockton Jeramiah Simmons Mike Grey
First Alt. Co-Op	Paige Merritt	Target	Emily Mc Faul
Fred Meyer	Valerie Laroque	Walgreens Co.	Michelle Vandiver
Haggen Inc.	Ken Banyan Joan Rice Ginger Coen Melissa Peterson	Wal-Mart Inc.	Chris Johnson
Kroger	Brad Erickson	Western Family Foods	Lindsey Campbell
New Seasons Market	Anne Valentino Claudia Knotek	FIS	Gail Lumsden
NW Grocer's Assoc.	Sandra Wilken	CDP	Steven Jeantet Justin Wilson Jim Chilcoat

<i>Agenda Item and Presenter</i>	<i>Discussion Points</i>	<i>Decisions/Action Items</i>
Welcome and Introductions Michelle Aarhus, Vendor Training Coordinator	Attendance taken (see list above). Sara Sloan, the new Oregon WIC Operations manager was introduced. She was previously a nutrition consultant at Oregon WIC and before that worked for Texas WIC, as well as in the food industry.	
Review minutes and agenda Michelle Aarhus	No suggestions for change.	Minutes approved.
eWIC update Sue Woodbury, MBA, RDN, Oregon WIC Program Director Sara Sloan, MS, RD, Oregon WIC Operations Manager	Language was agreed upon for a contract between FIS/CDP and the State of Oregon, down to resolving one final question with the federal government. Once that is resolved and the contract is signed, which we anticipate will be by early May at the latest, we will share more specific information with vendors. We are waiting on signatures to release the eWIC implementation timeline, but are looking at a pilot in the early fall of 2015, and will stay in pilot mode with only pilot	If you have a stand- beside store/chain, please notify stores that they should be expecting a contract from Gina Carter by May 15th

	<p>agencies rolled out until after January 1, 2016. We will begin statewide rollout after that point. The exact date is to be determined, but we are committed to not rollout during December, a busy time for retailers. Thank you for your understanding throughout this process.</p> <p>Reviewed moratorium: Once we have signatures on the contract, we will also share moratorium dates. Oregon WIC won't be accepting new store applications, which will include new stores, new stores added to an existing chain, and stores that have are eligible to re-apply after a disqualification. This is because there aren't the resources to train these stores in both paper voucher and eWIC procedures at the same time the state is rolling out eWIC statewide.</p> <ul style="list-style-type: none"> • Question: Would WIC be willing to train a store if the store covered the cost of additional training? Also noted that other states did not issue a moratorium for eWIC rollout. • Answer: At this point, the only exception that will be considered is for stores that are required for participant access. Cited several examples of states we are aware of that used a moratorium for eWIC rollout. <p>Merchant Agreements between vendors and FIS/CDP: The state will send Merchant Agreements only to stand-beside stores by May 15th. They will come from Gina Carter, Oregon WIC Vendor Contract Specialist. These contracts are not required for integrated stores.</p>	
<p>FIS CDP Introduction FIS/CDP Staff</p>	<p>Gail Lumsden, FIS – she knows that a number of retailers have experience working with FIS as the SNAP processor for the State of Oregon. They will provide a new terminal that processes both SNAP and eWIC. FIS will be running the helpdesk for vendors.</p> <p>Justin Wilson, Project Manager CDP – His role is to help folks coordinate, overcome challenges, and keep the project running on time.</p> <p>Jim Chilcoat, Retail Relationship Manager CDP – He will be the contact for integrated stores. He has experience with many other states and is looking forward to working with contacts he has worked with previously as well as new vendors.</p> <p>Steven Jeantet, CDP – He will be doing certifications with Jim, and fulfills similar vendor-related functions as Jim on the team.</p>	

<p>eWIC training plan Pi Winslow, Vendor Trainer</p>	<p>Michelle and Pi will be responsible for training every WIC authorized store in the state on new eWIC procedures. They will do trainings for pilot stores in Benton and Linn counties a few weeks before the pilot starts there. They will create a recorded webinar training that will be posted to the website so it will be available through the eWIC rollout process as a reference tool.</p> <p>While pilot is happening, they will launch into required in-person trainings throughout the state. All stores will be trained prior to eWIC rollout. They will likely train the farthest from Portland Metro area first, and work their way back to the Portland Metro area to avoid potential bad weather. They will hand out DVDs and other training materials at these trainings. All materials will also be posted to the eWIC page for vendors.</p> <p>Integrated stores will be responsible for training cashiers on eWIC functionality in their POS systems. Stores using stand-besides will be trained over the phone by FIS staff. Pi and Michelle will avoid training during the busy times of November and December, as well as other holidays that may be busy like Halloween.</p>	
<p>Soy formula bid Sara Sloan, WIC Operations Manager</p>	<p>Mead Johnson has chosen not to renew their contract for Enfamil Prosobee. The current contract will expire September 30th and will impact about 1,000 participants in Oregon. We are currently in the bidding process for a new soy based formula, and hope to announce the new provider by mid-May. That new contract will be good until 2018.</p> <p>The proposed timeline for communicating these changes with stores and vendors is:</p> <ul style="list-style-type: none"> - July 1st: send out notification to vendors about who the new contract will be with - Sept. 25th: send a reminder email/regular mail notification about the new soy based formula 	
<p>Current formulary Michelle Aarhus</p>	<p>No pharmacies reported issues come up around this request to ensure that all formulas listed on the formulary list were available for ordering.</p>	
<p>Future WIC Wise Topics Michelle Aarhus</p>	<p>No topics were suggested for future WIC Wise issues.</p>	
<p>Q & A All</p>	<p>Reviewed the new WIC ID cards which will show the new pear logo (see handout). Cashiers may see this beginning in June. Both the old and new logo cards may be in circulation for many years, and both are acceptable.</p> <p>Christina Chauvenet, a University of North Carolina student</p>	<p>Please send an email to WIC.Vendorservices@state.or.us if you experienced technical difficulties with the call and/or if there is</p>

	<p>has reached out to several WIC retailers and is looking to connect for 30 – 45 minutes with a representative to learn from a retailer perspective about stocking, cost containment, etc. This is a great opportunity to share about your experience as a WIC retailer that will go straight to USDA. Thanks to all stores who have participated already.</p> <p>Brad from Kroger got information from Valerie at Fred Meyer that she was not able to be heard in the meeting.</p>	<p>anything you'd like to add that you were not able to say in the conference call</p>
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