

EBT 101

What You Need to Know to Get Going

Donna T. Seward, FACHE

dtseward@verizon.net

(804) 304-3934

Pre-Planning

- Before the PAPER
- Before the grant request
- NOW!!! If you haven't already started

Step One: Personnel

- Current Staff Capacity for EBT
- Implementation Phase Requirements
- Maintenance Phase Needs

Pre-Planning EBT Functions

- Write a PAPD
- Manage RFP Process for Planning Contractor
- Manage Planning Contract

More Pre-Planning

- RFP Process for EBT Processor
- Coordinate with MIS
- Manage Vendor POS issues

Planning EBT Functions

- Manage RFP Process for EBT Processor
- Manage EBT Processor Contract
- Coordinate with MIS
- Coordinate vendor POS development

EBT: A New Way of Doing Business

- Manage EBT Processor Contract
- UPC Database management
- POS certifications

Staffing Decisions

- Contractor versus FTE
- Place in Organizational Structure
 - Report to State Director
 - Report to Vendor Manager
 - Report to MIS Manager

More to Consider

- Contractor during planning could train existing staff to manage maintenance process
- If FTE needed, define duties for all periods

Even More

- Roles and responsibilities determine qualifications for candidates
- One of your first decisions to include in PAPD and grant request

Identify Stakeholders

- Internal WIC Stakeholders
 - Vendor Manager
 - Nutrition Coordinator
 - Local Agencies
 - Allowable Foods Committee
 - MIS Team

- External WIC Stakeholders
 - Vendors
 - Banking Contractor
 - MIS

- External Agency Stakeholders
 - Financial Support
 - SNAP
 - MIS
 - Legislature

EVERYONE wants
a finger in your
pie!

Working with Stakeholders

- Create Enthusiasm
- Resolve Questions
- Counteract Resistance
- Create Partnerships
- Educate Everyone

Vendor Management

- EBT changes everything from authorization to enforcement
- EBT supports stronger rules
- EBT changes data analysis significantly
- EBT changes calculations of NTE

Nutrition

- Client/nutrition education changes
- EBT can support premises of education
- EBT Impacts Allowable Foods decisions

Nutrition

- EBT creates new shopping practices to family based
- Can alter perspectives on client presence in the clinic for nutrition education and benefit issuance

Local Agencies

- EBT changes clinic flow
- Creates a new focus area around shopping lists and benefit balances
- EBT card inventory is different from other inventory, even voucher inventory

Local Agencies

- EBT alters Disaster Services
- EBT creates challenges around card replacement – in clinics or by EBT processor

MIS

- Adds to any issuances surrounding MIS being managed within WIC or the Agency
- Does NOT mean just printing food benefits to the card instead of to vouchers
- Do you need a new MIS

WIC Vendor

- Large stores and small chains are all for EBT
- Small stores can have significant concerns
- Other sessions specifically on this aspect of EBT Implementation

External Stakeholders

Financial Management

- Changes cash flow
- Changes federal draws
- Interaction with EBT processor different from that with banking contractor
- Capacity for internal EBT processing

MIS

- Recent move to state level MIS management
- Sometimes involves contractors versus state agencies
- Identify who has control and authority
- New security issues arise

SNAP

- Potential for using their existing contract for EBT processing
- Sometimes they think they are EBT experts and you should let them tell you what to do
- Can be a source of good information

Legislature

- Generally supportive of change to EBT
- EBT is very visible and therefore very political
- Grocer lobby is strong so if you have vendor problems, you have political ones as well

Step Three

Start building relationships to assure the right people are at the table along the way.

Start exploring options

- Determine if SNAP contract can be used
- Determine if you want to use it
- Recognize that RFP is not focus and start talking to EBT processor right away

Financial Management

- Is internal EBT processing even an option in your state?
- Cost is not even the most important driver is deciding about internal or external processing
- This even determines which states with EBT you need to visit and who needs to go.

New MIS

- ?Implement MIS and EBT separately?
- ?Implement simultaneously with a transfer system that is EBT functional?
- The system you select can dictate some aspects of EBT implementation

Critical Activities

- Learn from other states
- Talk to your peers and visit EBT states
- Take advantage of experience of partner agencies
- Attend these meeting!!

Start YESTERDAY!!!

Donna T. Seward

dtseward@verizon.net

(804) 304-3934