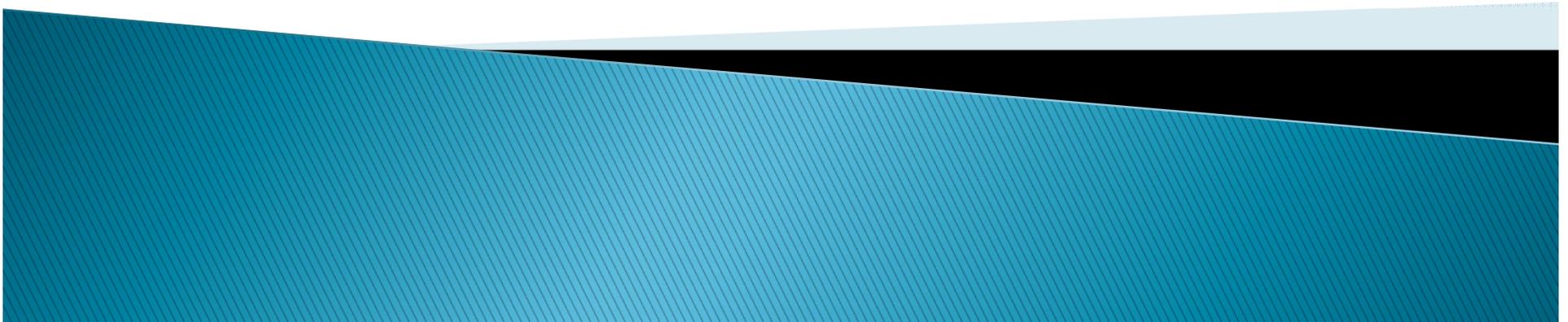


Connecticut eWIC Implementation Pilot Phase Planning

2016 WIC EBT User Group Meeting
Planning and Implementation Primer
Alexandria, VA
July 20, 2016



Connecticut WIC Program

- ▶ 48,538 Participants
- ▶
- ▶ 12 local agencies
 - 23 full-time offices
 - 33 part-time satellite sites
 - Covers all 169 Connecticut towns
- ▶ 182 local agency staff
- ▶ 22 State staff & 3 Consultants
- ▶ 650 Authorized Vendors (488 Food Stores, 162 Pharmacies)



CT-WIC/eWIC Project

- ▶ Combined MIS and EBT implementation
- ▶ Old 1995 Legacy System – SWIS
- ▶ Connecticut selected 3Sigma to transfer the Michigan MI-WIC MIS system.
- ▶ The system had to be enhanced to address Connecticut's requirements.
- ▶ Connecticut selected Xerox as the EBT processor.



Project Kick-off

- ▶ Contracts with 3Sigma and Xerox signed in December 2014
- ▶ Kick-off event January 2015
 - 3Sigma team introduction and MIS Overview
 - Xerox introduction via web



Project Preparation

- ▶ ReNEW MIS/EBT team consisting of local agency and State staff convened February 2014 (prior to signing of contracts) to begin preparation for project.
- ▶ Monthly meetings
- ▶ Contacted States that already rolled out
- ▶ Visited MA – Local Agency and Grocery Store



Project Time Frame

- ▶ December 2014 – Contracts Signed
- ▶ January 2015 – June 2016: Planning, Development, UAT, Pilot Preparation, Local Agency and Vendor Trainings
- ▶ Pilot – 3 Agencies: February 2016 – April 2016
- ▶ Roll-out – 9 Agencies: April 2016 – June 2016



CT-WIC/e-WIC Project

Readiness teams formed at both State and Local Agencies:

- ▶ Training and Education
- ▶ Policy
- ▶ Business Processes
- ▶ Communication and Marketing
- ▶ Technology

Staff picked to be on the Readiness teams were known as **Super Users**. They became the go to people for all questions regarding the project.



Training and Education Team

- ▶ Identified education materials for LAs, participants, vendors and State staff
- ▶ Scheduled Trainings
- ▶ Worked with other Readiness Teams to ensure training and education materials represent all areas



Business Processes Team

- ▶ Identified current SWIS and check processes that needed to be changed to CT-WIC and eWIC.
- ▶ Developed new business processes for CT-WIC and eWIC.
- ▶ Worked with Policy Team to incorporate new processes into Policies.
- ▶ Worked with Training and Education Team to incorporate processes into training.



Policy Team

- ▶ Identified current SWIS and check policies that needed to be changed to CT-WIC and eWIC.
- ▶ Developed new policies based on eWIC processes.
- ▶ Worked with Business Processes team to develop policies.
- ▶ Worked with Training and Education Team to incorporate processes into training.



Communication & Marketing Team

- ▶ Identified communication needs
 - How to communicate Project updates and to whom
- ▶ Created communication tools
- ▶ Worked with other Readiness Teams on any communication needs
- ▶ Reported progress from each team at Statewide Meetings



Technology Team

- ▶ Identified equipment that needed to be removed (local agency & retailers)
 - Check printers!!
- ▶ Identified equipment needs, location of equipment for all access (scanner, printer, e-signature pad, etc.)
- ▶ Ensured all necessary equipment was deployed
- ▶ Included new equipment in training for LA staff



Tools we used

- ▶ Posters for participants and vendors
- ▶ Timeline documents for LA and State staff
- ▶ Newsletters for vendors and LA staff
- ▶ Games at statewide meetings to educate staff
- ▶ Video (adapted from MA WIC and edited)
- ▶ Webpage dedicated to the Project
- ▶ Regional eWIC trainings for vendors
- ▶ CT-WIC demos/trainings for LA and State staff throughout application development
- ▶ Numerous ever changing spreadsheets





CT-WIC/eWIC is On the Way

- June 2015 – Oct 2015
 - Preview CT-WIC for State WIC Staff, Clinic Module, June 30
 - Review and Update 100, 200, 300 and 400 series state policies
 - July 27 - Clinic, Admin and Finance module release
 - Review and Update Vendor Agreement and Contract by September 1
 - September 28 – Vendor and Nutrition module release
 - All of the Business Processes will be completed
- Oct 2015 – Dec 2015
 - Connecticut WIC Program introduces WIC families to upcoming changes
 - Press Release – end of September/early October
 - October 19 - Xerox EPIC Demo (Administrative Terminal) for State WIC Staff
 - Begin User Acceptance Testing (UAT) – Help Desk, State Staff, LA Super Users
 - Training on Policies and Procedures for State and Local agency staff
 - Compliance buys, Vendor sanctions and Disqualifications Processes finalized
 - Vendor training begins – on stand beside devices on the workline
- Jan 2016 – March 2016
 - PILOT – 3 agencies
 - 3 days training – Wednesday, Thursday, Friday before “Go-Live” date
 - January 6 - East Hartford
 - January 27 - Hartford (both permanent sites)
 - February 17 - Meriden and Middletown
 - Go-Live – Monday following training
 - Pilot Evaluation
 - Roll out preparation
 - April 2016 – May 2016
 - ROLL OUT – 9 agencies
 - 3 days training – Wednesday, Thursday, Friday before “Go-Live” date
 - April 6 - Bristol, New Britain and Torrington
 - April 13 - TVCCA (New Britain and New London) and ACCESS (Windham and Dayville)
 - April 20 - Danbury, Waterbury and Seymour
 - April 27 - Yale New Haven Hospital (all four permanent sites)
 - May 4 - Bridgeport (Optimus Health and SWCHC)
 - May 18 - Stamford and Norwalk
 - Go-Live – Monday following training
 - June 2016 – August 2016
 - State Staff offers ongoing support to local agencies
 - Statewide Completion by August 31st



eWIC is coming 2016



What does this mean for you?

- One card for the whole family
- Benefits are safer on a card
- Easier, faster checkout time at your WIC office and the grocery store

Visit us at ct.gov/dph/wic
 USDA is an equal opportunity provider and employer.

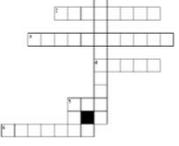



CT-WIC/eWIC Updates

Updates and What's coming up August-September 2015

- August 18 - CT-WIC Preview presented at ReNEW meeting
- September 10 - eWIC video scheduled to be shot for release date sometime in October. Video will be displayed in agency offices for client viewing 3 months prior to go-live dates.
- Communication posters have been finalized to be printed by September. These posters will be displayed in grocery stores, medical offices, day cares and other locations as needed.
- Keep an eye out for laminated talking points to be used at each local agency, being printed and distributed soon.
- Laminated acronym sheets being distributed this week.
- Finalization of portrait style eWIC card. New plastic RED Bi-fold participant folders have been chosen to house the Family Benefits list and appointment schedule!

Your Super Users are here to help!
 Do you have questions or concerns about the new system?
 Let us know!
 Look forward to a system demo in your office coming soon!



Crossword

Across

2. Relating to food packages, identifies the food product at the highest level
3. A specific type of authorized food product within a WIC Category
4. Xerox's Electronic Payment Processing and Information Control system
5. Personal identification number-4 digit number entered by the participant
6. When new functionality is put into an environment for users.

Down

1. Transfer of funds to grocer by Xerox on behalf of WIC
5. Point of sale system supporting WIC food sales in the store

USDA is an equal opportunity provider and employer.

Ref #	Permanent Site	Address	Office Hours	Training Dates	Go-Live	# Staff	Supervisor	Support	State	SA Backup	Signa training	Signa	DBF	Training Location	Address	Notes	
Prior #1	East Hartford	50 Chapman Place	M, T, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	Jan 20, 21, 22, 2016 Feb 29, 2016	02/22/16	12	Janee White		Amanda Moore	Pam Beaulieu, Melissa Milling Milling, Amy Brattis	Paula, Paula, Kouharu		East Hartford Community Cultural Center	50 Chapman Place, East Hartford	Basement level - Sussman.com.		
Prior #2	Brighton/Health Center	131 Coventry St	M, T, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	Mar 1, 2, 3, 4, 2016	03/07/16	20	Tiffany Walters	Kara Morissette	Luz Hago (not sick) Barbara Quiras Amanda Moore	Marilyn Loncaas	Paula, Cathy	Greg	Tuesday, Wed-4:00 Thurs, Fri-4:00 A/B	Tuesday, Wed-4:00 Thurs, Fri-4:00 A/B	Kara won't be at training. Just go to the training meeting on 3/11.		
Prior #3	Meriden	175 Main St	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	Mar 1, 2, 3, 4, 2016	03/07/16	4		Melissa Milling	Amy Brattis, Pam	Marilyn Loncaas	Paula, Cathy	Amee	Tuesday, Wed-4:00 Thurs, Fri-4:00 A/B	Tuesday, Wed-4:00 Thurs, Fri-4:00 A/B	Kara won't be at training. Just go to the training meeting on 3/11.		
Prior #4	Middletown (Middletown Hospital)	8 Drexel St	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	Mar 15, 16, 17, 18, 2016	03/21/16	6	Ludum Bullock/Sanchez	Luciane Oubroun	Marilyn Loncaas Amy Moran	Amy Brattis 2/22	Kouharu	MIS	450 Computer Training Room	450 Capitol Ave	Good Friday is 3/25. Chk, Kaitie, coming 16, 17 for training		
#1	TVCCA-New London	89 Huntington St	M, T, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 12, 13, 14, 15, 2016	04/16/16	6	Claudia Mejia	State support only	Melissa Milling Amanda Moore	Amanda Moore		Greg	MIS	UCONN Library Stores	369 Fairfield Way, Storrs	Need to hand out parking permits to outside parking.	
#1	Norwich	402 West Thames St, Unit 201	M, T, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 12, 13, 14, 15, 2016	04/16/16	6	Tamara Carey	Lourene Masse	Amy Brattis	Amanda Moore		Don	UCONN Library Stores	369 Fairfield Way, Storrs	Peer Counseling Training Need to hand out parking permits to outside parking.		
#1	Access Agency, Willimantic	138 Main St, Ste 2	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 12, 13, 14, 15, 2016	04/16/16	2	Karen LaChere	Jackie Tomes	Marilyn Loncaas	Pam Beaulieu		Karen	Rob	UCONN Library Stores	369 Fairfield Way, Storrs	Need to hand out parking permits to outside parking.	
#1	Day Kimball, Putnam	255 Pomeroy St	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 12, 13, 14, 15, 2016	04/16/16	2	Kara Morissette	State support only	Beth Gamble	Pam Beaulieu		Karen-Tues am	Rob	UCONN Library Stores	369 Fairfield Way, Storrs	Peer Counseling Training Need to hand out parking permits to outside parking.	
#2	Danbury/CT Instor Careus	60 Main St	M, T, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	April 19, 20, 21, 22, 2016	04/25/16	6	Ara Marie Evans	Nicole Falcone	Luz Hago Mam Amy	Beth Gamble		Mike Hagan	Don	Tunxis @ Bristol	430 North Main St, Bristol	Peer Counseling Training Need to hand out parking permits to outside parking.	
#2	Waterbury (Waterbury Health Dept)	1 Jefferson Sq, 1st Fl	M, Tu, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	April 19, 20, 21, 22, 2016	04/25/16	14	Katey Hurley	Jeanne White	Pam Beaulieu	Amanda Moore		Paula, Jasouder	Kouharu	MIS	Tunxis @ Bristol	430 North Main St, Bristol	Peer Counseling Training Need to hand out parking permits to outside parking.
#2	Naugatuck Valley WIC Program, Seymour	88 Bank St	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 19, 20, 21, 22, 2016	04/25/16	3	Anne Pringle	State support only	Barbara Quiras	Amanda Moore		Rob	Tunxis @ Bristol	430 North Main St, Bristol	Peer Counseling Training Need to hand out parking permits to outside parking.		
#3	Meriden Regional Campus	1402 Chapel St	M, T, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	April 26, 27, 28, 29, 2016	05/02/16	9	Sally Ann Durso	Rachel Burrows	Amanda Moore Beth Gamble	Pam Beaulieu		Beth	Yale Institute for Excellence, New Haven	300 George Street, New Haven	Need to hand out parking permits to outside parking.		
#3	Fair Haven Health Center	350 Grand Ave	M, Tu, W, Th, F, 8:00am-4:30pm F, Sa, 8:00am-4:30pm	April 26, 27, 28, 29, 2016	05/02/16	5	Angelica Cabrera	Barbara Felt	Melissa Milling Luz Hago		Rob	Yale Institute for Excellence, New Haven	300 George Street, New Haven	Peer Counseling Training			
#3	Hill Health Center	383 Columbia Ave	M, Tu, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	April 26, 27, 28, 29, 2016	05/02/16	5	Suzanne Mass	State support only	Amy Brattis	Marilyn Loncaas		Lisa	Yale Institute for Excellence, New Haven	300 George Street, New Haven	Peer Counseling Training		
#3	Vinton	128 Howard Ave	M, Tu, W, Th, F, 8:00am-4:30pm W, Tu, Th, 8:00am-2:00pm	April 26, 27, 28, 29, 2016	05/02/16	6	Deb Dwell	Anne Pringle	Pam S/Z, S/B	Barbara Quiras		MIS	Yale Institute for Excellence, New Haven	300 George Street, New Haven	Peer Counseling Training		

State Plan	Subject/Policy	New workf	Updates	Change Policy (MIS/EBT)	New Policy (MIS/EBT)
100-01	Agency Job Descriptions	N	No change	N	N
100-02	Local agency caseload management	N	No change	N	N
100-03	Program Plan	N	No change	N	N
100-04	Contract for Nutritional Assessment	N	No change	N	N
100-05	Local Agency records	N	No change	N	N
100-06	State Office Sponsored Meetings	N	No change	N	N
100-07	Communications	N	No change	N	N
100-08	Continuing Education	N	No change	N	N
100-09	Local agency Office Hours and Scheduling	N	No change	N	N
100-10	Smoking Policy	N	No change	N	N
100-11	Submission of Local Agency reports	Y-MIS, EBT	Remove due dates for: Formula Inventory Reconciliation Form, Special Formula Return Form, Unneeded Special Formula Form in policy and eliminate the actual forms	Y-EBT	N
100-12	Facilities for Homeless Individuals	Y-EBT	Changed checks to benefits	Y-EBT	N
100-13	Data Reports and Program Improvement	Y	Updated to reflect current processes which will not be changed immediately with CT-WIC implementation.	Y-MIS	N
100-14	Documentation of Local agency staff review of WIC Numbered Memos	N	No change	N	N
100-15	Local Agency Monitoring and Self-Assessment	N	Policy Fine - Monitoring tools to be updated. Not reviewing past check studs, eWIC card inventory, incorporate eWIC processes.	Y-MIS, EBT	N
100-16	Confidentiality of Applicant and Participant, and Vendor Information	N	No change	N	N
101-01	Publicity	N	No change	N	N
101-02	Media Contacts	N	No change	N	N
101-03	Legislative Inquiries	N	No change	N	N
101-04	Coordination of Services-Referrals to the WIC Program	N	No change	N	N
101-05	Coordination of Services-Referrals of Participants to Other Program	N	No change	N	N
	Materials Development and Tracking of				

Participant Readiness

- ▶ Connecticut WIC Program introduces WIC families to upcoming changes
- ▶ December 2015 – Rollout of eWIC video and talking point posters to all Pilot sites.
- ▶ January 2016 – Participant Information Folder/packet (Food list, eWIC Activation info, eWIC brochure, appointment card, Vendor list) distributed to Pilot sites
- ▶ February 2016 – Distributed eWIC video and talking point posters to all Roll-out sites



Vendor Readiness

- ▶ Weekly communication with Xerox on status of vendors
- ▶ Regional Vendor Training in English and Spanish according to Local Agency roll-out dates
- ▶ Different training for Integrated Stores vs Stand Besides
- ▶ Test buys for eWIC started in January 2016 and continued throughout pilot and roll-out
- ▶ Posters sent to vendors for front of store and breakrooms



Staff Readiness

- ▶ ADMIN module demos and training for LA Coordinators and Site Managers
- ▶ Clinic Module demos and training for State Staff and LA SuperUsers
- ▶ Practice time on new system (CT-WIC) in Staging environment
- ▶ Policies and Procedures training for Local Agency Staff
- ▶ CT-WIC/e-WIC training for all staff from Pilot Agencies



Pilot

- ▶ 3 Agencies Scheduled for Pilot
- ▶ 1st Agency originally scheduled to go live on January 11, 2016
- ▶ 3-day training scheduled January 6, 7, 8 2016
- ▶ Pilot delay
- ▶ Training Rescheduled
- ▶ Another Pilot delay
- ▶ Training proceeded as planned with a 1 day refresher training Friday before go-live



Pilot – Clinic Staff Training

- ▶ Pilot Agency 1: 3 day training & 1 day refresher (due to Pilot delay)
- ▶ Pilot Agency 2 & 3: 4 day training based on observation and feedback from Agency 1. Changed agenda as well.
- ▶ Training held the week before “Go-Live” date
- ▶ Agencies closed for 4 days.
- ▶ State staff there to answer policies and process questions



Pilot – “Go-Live”

- ▶ 3Sigma Staff present to help with application errors
- ▶ State Agency Nutrition Staff Support for questions on policies and processes
- ▶ Super User Support to help with processes
- ▶ State IT to help with equipment issues



Tasks Distribution

- ▶ Readiness Teams
- ▶ State Agency Staff
 - Nutrition Unit
 - Vendor Unit
 - IT
 - Fiscal
- ▶ Project Manager
- ▶ Business Analyst



Lessons Learned from Pilot sites

- ▶ Reduce schedule (number of participants scheduled) during first week of “Go-Live”
- ▶ Re-evaluate clinic schedule and how it is set up
- ▶ Talk with other agencies about schedule, processes etc.
- ▶ Practice in the test system if possible

