



**Mobile Technology for WIC
Store Monitoring Reviews**
2016 WIC EBT User Group Meeting
July 20, 2016

Agenda

- Background
- Process
- Impact
- Future

Background

- Primary Objectives:
 - Eliminate paper
 - Automate processes
 - Reduce revisits



Background

- Partially funded via FFY13 Operational Adjustment Grant
- Modification to Michigan “APL” iPhone app
- UAT in November 2013
- Fully operational in July 2014
- Used exclusively October 2014 (w/ eWIC)
- Used by Local Agencies in June 2015

Background

Primary Capabilities

- “GPS for Reviewers”
- Leverages eWIC UPCs
- Checkboxes & Pre-populated Data
- Collect Signatures
- Automated results (MSR “Met” or “Not Met”)
- Configurable Review Elements
- Active Connection **Not** Required

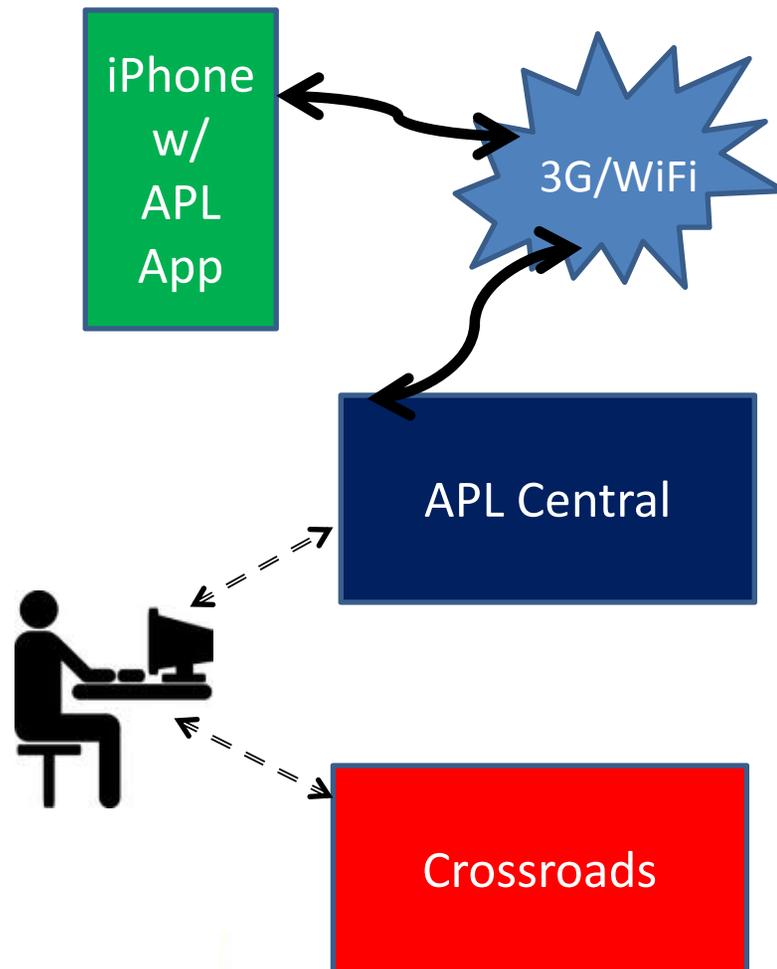
Background

Current Hardware

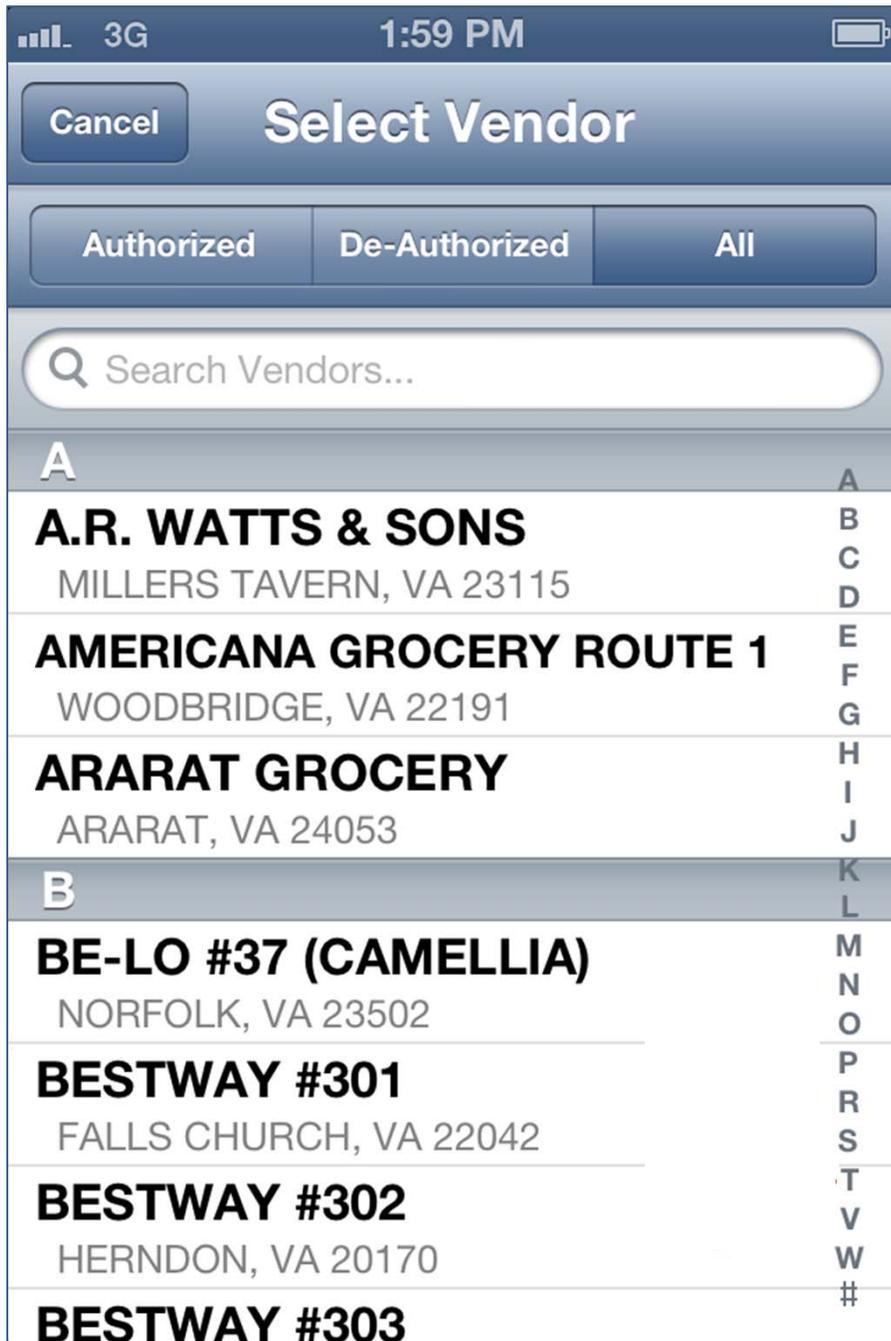
iPhone 6 Plus



Process



- APL Central
 - Configure iPhone monitoring review form
 - stores all completed reviews
- iPhone
 - uses this form to collect info
 - transmits review to APL Central
- Approval of completed reviews is done via APL Central
- Results (PASS or FAIL) manually entered into Crossroads



Process

1. Select the store being reviewed

●●●○ 3G 9:54 AM 

[← Categories](#) Food Category [+](#)

WHOLE GRAIN (BROWN RICE); REQ **ONE**
16 OZ PACKAGE OF BROWN RICE

My Essentials Long Grain Natural...
0725439110310 [>](#)
Qty: **1**

1 item
Tap '+' or scan the item to add.

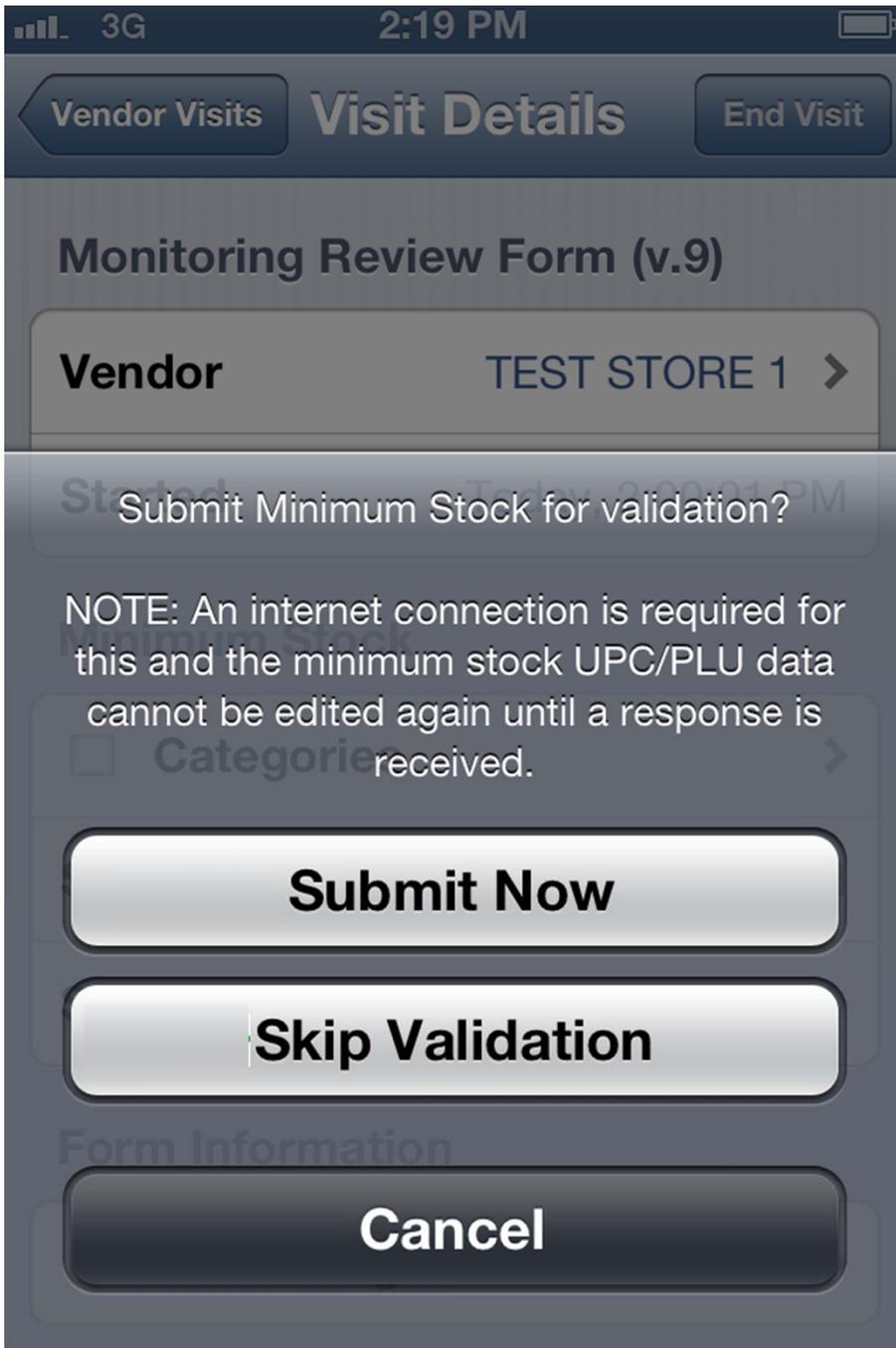
* **Prices Are Posted**

* **Optional shelf labels, if used, are used consistently**

Process

2. Collect for each item w/ MSR:
 - UPC
 - Quantity
 - Prices Posted?
 - Shelf Label?

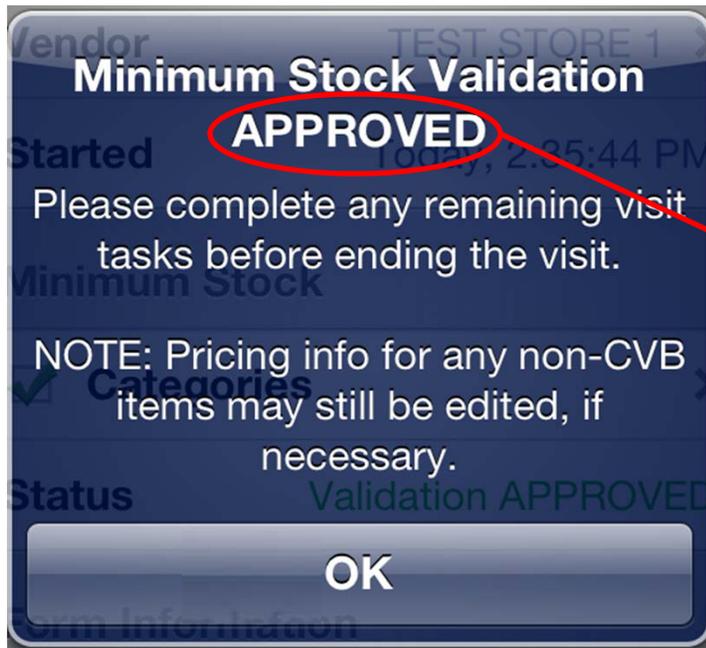
(Prices collected only for applicant stores)



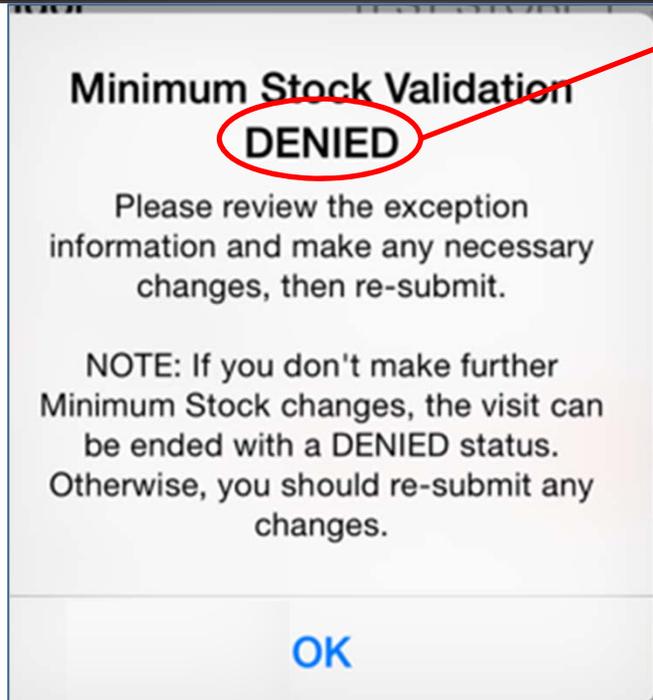
Process

3. When MSR info collected for all required items, Submit for validation

Process



4. Validation is either:
- “Approved” (MSR met)
 - or
 - “Denied” (MSR not met)



If “Denied”, correct any errors, and resubmit

Items not meeting MSR are shown in **red**

3G 2:50 PM

Visit Details **Monitoring Visit**

* **Number of eWIC Registers** 5 >

* **Type of Visit** >

* **Store is missing the eWIC decal at the main door/window.** Yes No N/A

* **Store is missing its Retailer (Vendor) Manual on-site.** Yes No N/A

* **Store is missing a WIC Approved Food List (English) from its WIC Retailer Binder.** Yes No N/A

* **Store is missing a Formula Flyer from its WIC Retailer Binder.** Yes No N/A

*

Process

5. Complete Administrative Review items

Applicant stores are N/A

3G 2:52 PM

Vendor Visits **Visit Details** End Visit

General comments about the visit.

Vendor ID & Signature

Name >

Title >

E-mail >

Phone >

Comments >

Signature *Please sign...* >

Once signed, no further information about this visit (above here) can be edited.

Reviewer ID & Signature

Process

6. Discuss findings with store rep
7. Collect store rep & reviewer information & signatures

2:53 PM

Vendor Signature

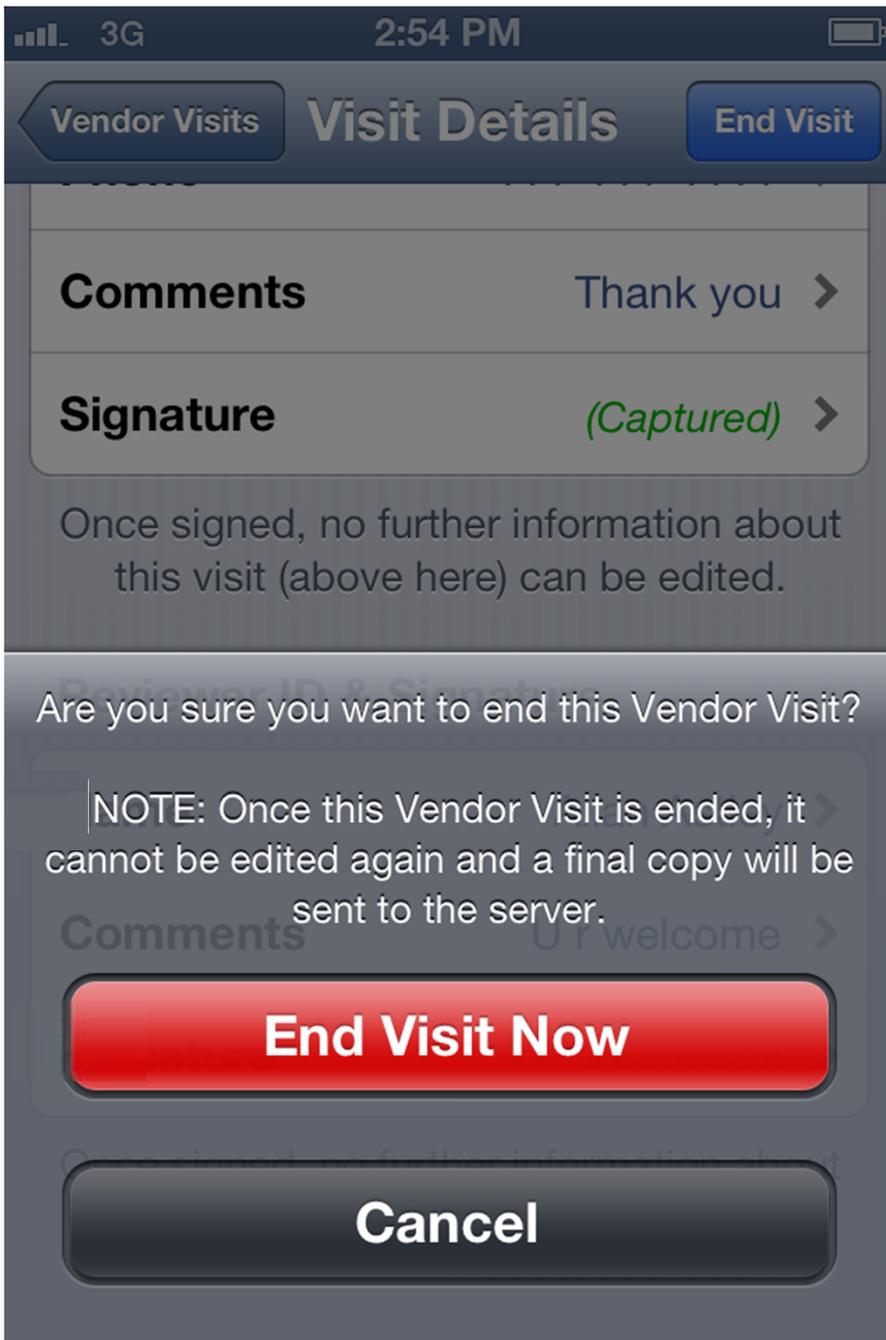
x 

Sign Here With Finger

George Grocer 06/11/2014

Back Clear Accept

3G



Process

8. End Visit

Impact

- iPhone visits exclusively since Oct 2014
- 45 iPhones in use
- Used by 60 SWO & Local Agency staff
 - 3 face-to-face training sessions for L.A. Staff
 - Computer Based Training available July 2016
- 610 monitoring visits in FFY 2015
- 588 Monitoring visits in FFY 2016 (thru June)

Impact

- Elimination of Paper
 - No pre-printing form prior to visit
 - No mail/fax of completed form
- Eliminates erroneous counting of non-WIC items for MSR
- Reduces revisits due to incomplete data
- Reduces time between visit completion and warning letter being sent



Impact

- Slight reduction of time in store for visit
 - + UPCs must be collected
 - + Comments keyed in
 - No need to collect prices
- Collateral Uses for iPhone
 - Cell phone
 - GPS
 - Web Access
 - Email



Future

- Version 2 moving forward
 - Fix deficiencies/quirks
 - Improve usability
 - Automate interfaces
 - Improve report formatting
 - UPC scanning solution
- Leverage electronic data
 - Warning letter generation



QUESTIONS/COMMENTS



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