

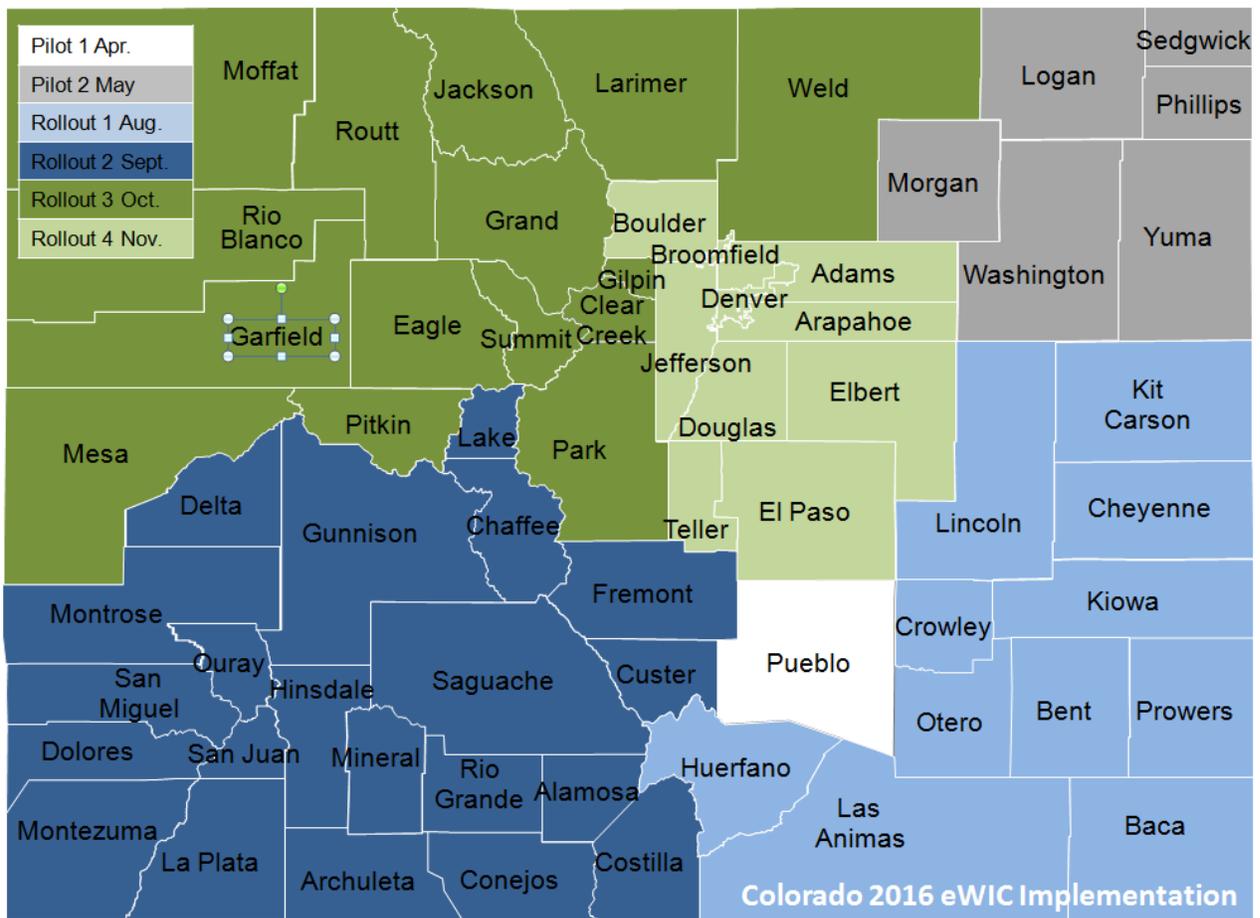


## Preparing for eWIC Implementation: What to Expect

The time has now come to provide local agencies with initial details around preparing WIC staff and clinics for the implementation of eWIC.

### Schedule

eWIC rollout will occur in four waves. See picture below:



The table below indicates the rollout schedule for each agency. Clinics must block their schedules for a full day on training day (see 2nd column in table below). During your agency's scheduled data migration (see 3rd column in table below) the State Office moves your clinic's participant data from Compass to eWIC Compass. Staff must not access or do any work in Compass during this time frame.

Rollout area / Agencies	Training Day / eWIC Compass Available in Clinic	No entries to Compass during Scheduled Data Migration
<b>Rollout Area #1</b> Bent, Baca, Kit Carson, Las Animas/ Huerfano, Lincoln, Otero, Prowers	08/01/2016	07/30-31/2016 (Sat-Sun)
<b>Rollout Area #2</b> Delta, Dolores, Gunnison, Montezuma, Montrose, Ouray, San Juan Basin, San Miguel, Valley Wide, Upper Arkansas	09/01/2016	08/30-31/2016 (Tue-Wed)
<b>Rollout Area #3</b> Clear Creek, Eagle, Garfield, Grand, Larimer, Mesa, Northwest VNA, Park, Pitkin, Rio Blanco, Summit, Weld (Sunrise)	10/03/2016	10/01-02/2016 (Sat-Sun)
<b>Rollout Area #4</b> Boulder, Broomfield, Denver, El Paso, Jefferson, Teller, Tri County	11/01/2016	10/30-31/2016 (Sun-Mon)

### Pre-Training Plan

To prepare staff for statewide eWIC rollout, the State Office will email all local agency directors and supervisors three packets of pre-training materials. Directors and supervisors will receive these materials at the following times:

- May
- June
- July

Please distribute pre-training materials to all staff. Encourage staff to review eWIC information individually. Agencies are also encouraged to discuss the pre-training information during staff meetings.

### Training Plan

**eWIC Benefits Issuance Module:** Each WIC staff person will be trained on how to issue eWIC benefits to participants using the online module, *eWIC Benefit Issuance*. Staff will access this module on the COTrain website similar to the way new employees access the online Compass training modules. The *eWIC Benefits Issuance* module provides hands on learning with the ability to answer questions and test knowledge. The advantage of this type of training is that it is self-paced, interactive and staff may repeat the module or section of the module at any time. More information on accessing the new *eWIC Benefit Issuance* module will be provided in the July pre-training packet.



**eWIC Training Day:** Clinics will close for eWIC training day the day prior to implementation of eWIC. Staff will complete the online module in the morning. After the completion of the online module, directors/supervisors may want to gather staff for a facilitated discussion on eWIC, review questions from the training module and pre-training documents, and complete the implementation checklist. At 10:30 am, the State Office will host a webinar to review key concepts and answer any questions clinic staff may have. In the afternoon, staff have the opportunity to conduct practice buys at a grocery store and practice selecting and purchasing foods using the eWIC card. The State Office eWIC Transition Logistics Specialist will work with each agency’s LARC to coordinate the practice buys. Please stay tuned for more information.

**Training Day Schedule Option:**

Time	Task
8 a.m. - 10:30 a.m.	<ul style="list-style-type: none"> <li>• Staff complete <i>eWIC Benefit Issuance</i> module</li> <li>• Begin Training Day Checklist (provided in July pre-training packet)</li> <li>• Staff Meeting - Discussion on <i>eWIC Benefit Issuance</i> module (questions, concerns, review of pre-training information, compile list of question to review during State Office Training Day Webinar at 10:30 a.m.)</li> </ul>
10:30 - 11:30/noon	<ul style="list-style-type: none"> <li>• State Office Training Day Webinar</li> </ul>
Noon - 1 p.m.	Lunch
1-5 p.m.	<ul style="list-style-type: none"> <li>• Finish Training Day Checklist (provided in July pre-training packet)</li> <li>• Complete store practice buys</li> </ul>

**Operational Considerations**

**Adjusting Schedules:** During the first week of eWIC implementation, clinics may want to add up to 15 minutes to each appointment. This will allow staff a bit of flexibility and ease as they make the transition from issuance of checks to issuance of the eWIC card as well as adjusting to any other changes in clinic operation.

**Nutrition Education Contacts:** Explanation of the new eWIC procedures may be used as a nutrition education contact.

**Initial and Additional Endorsers:** At the last WIC appointment prior to eWIC rollout, please ask the initial endorser and additional endorser to attend the first eWIC appointment. It is very important that the endorser(s) hear the explanation of the new eWIC procedures and sign the eWIC card.

**Initial eWIC Food Benefit Issuance:** eWIC includes the current month as a month of benefits, so participants with current month checks will only get two future months (vs. three months) when they are first seen in eWIC Compass.

Ex: Participant has checks through 5/31/16.

- May appointment: eWIC Compass will issue June, July
- July appointment: eWIC Compass will issue August, September, October

**Verifying Participant Birthdates and Zip Codes:** It is vital to ensure that the endorser’s and participant’s birthdates are correct. When setting up a PIN , the endorser’s date of birth is used along with her zip code. For foster children, the child’s date of birth is used. Please double check all birthdates with participants as they arrive in your clinic for their appointments prior to eWIC rollout. If you find a birthdate is incorrect, please notify the Help Desk.