

Challenges in Small States to Implement EBT

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Identify Barriers for Small States to Implement EBT

- Staffing Limitations
 - Budget limitations prevent states from hiring an EBT Subject Matter Expert (SME)
 - States have personnel work in multiple functional areas
 - Limited knowledge Base
 - Limited time to attend EBT conferences, demos, or contact other states regarding best practices
 - Difficult to make policy decisions that are impacted by EBT

Identify Barriers for Small States to Implement EBT

- Advance Planning Document (APD) Process
 - PAPER, Cost Analysis, Feasibility Study, and IAPD
- Funding Challenges
 - Priority given to Consortium projects
 - May not receive full funding
- Infrastructure
 - Internet connectivity limitations
 - WIC vendor point of sale technology

Identify Barriers for Small States to Implement EBT

- Cultural and Language Barriers
 - Tribal organizations and territories have staff, participants and vendors of multi-cultural backgrounds.
 - Difficult to train and educate clinic staff, participants, and vendors on EBT.

Overcome Barriers to Implement EBT

- Dedicated Arizona EBT FTE for HANDS Consortium
 - Stay current with EBT best practices by attending:
 - EBT conferences
 - State MIS/EBT Demos
 - Vendor Point of Sale certifications
 - Establish contacts with other EBT states
 - Supports the Partners in EBT Planning and Implementation Activities
 - EBT Technology Decision
 - Developing UPC database
 - Revising Policy
 - Issuer Identification Number (IIN) Registration

Overcome Barriers to Implement EBT

- APD Process
 - Time and cost savings by having Arizona lead the APD process for the entire HANDS Consortium
- Funding Opportunities
 - Arizona received full grant request to implement EBT for the Consortium.
 - Cost Savings
 - Arizona is able to leverage costs across all Consortium members to achieve economy of scale.
 - All Consortium members use same HANDS version
 - Development and QA savings
 - Cost savings for Consortium EBT implementation vs. separately

Overcome Barriers to Implement EBT

- Overcome Infrastructure Challenges
 - Annual infrastructure assessments
 - Problem: Guam's network repeatedly went down
 - Solution: Arizona staff worked with Guam government to add backup line and Guam has had limited outages
- Overcome Language Barrier
 - Provide Consortium member options for participant and vendor training materials in multiple languages.

Identify Procurement Options

- Western States EBT Alliance (WSEA)
 - Possible cost savings for Arizona and Guam
 - American Samoa, CNMI, and Navajo Nation unable to join as members
- Separate Procurements
 - Costly and time consuming for American Samoa, CNMI, Guam and Navajo Nation
 - Most likely higher implementation and operating costs
- Combined Procurement with Arizona WIC as lead Agency.
 - Combined caseload for CPCM pricing
 - Separate contracts with each Consortium member
 - Explored option of having other states join procurement

Questions?

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