



Oregon eWIC Implementation Lessons Learned

NWA Technology & Program Integrity Conference

St. Louis, MO

September 28, 2015

Oregon WIC Program

- 40 state program staff
- 4 state MIS developers
- 36 local agencies
- 98,000 participants per month
- Fixed (calendar) month benefit issuance
- 490 grocery vendors
- 70 pharmacy vendors
- 630 FMNP farmers, 515 authorized for CVB also

Oregon eWIC Project

- Processor is FIS-CDP (formerly JP Morgan)
- Maximus is QC contractor + consulting services
- State-required separate QA contractor
- Pilot launch September 14, 2015 😊
 - Original Pilot launch date May 8, 2013
- Rollout scheduled for January-March 2016

Some Tips for Success



#early&often

Early & Often

- Applies to all stakeholders
- Share information
- Get them engaged
- Ask for their input and participation from the beginning and all along the way
- One caution – sharing milestone dates too early!

Early & Often – Local Agency Staff

- Conducted 10 informational webinars – live + recorded and made available on our website
- Compiled questions from live versions into FAQ document

<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-webinars.aspx>

Early & Often – Local Agency Staff

Clinic eWIC Readiness Toolkit (CeRT)

- Timeline
- Resources
- Activities

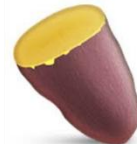
<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-toolkit.aspx>

Work During Contract Negotiations

- Contract negotiations can be lengthy (ours took 10 months)
- Do as much work as you can in the meantime (check with FNS and your state oversight!)
- MIS updates to latest version or processor version of the WUMEI
- Review processor “Product” documents instead of state-specific “Project” documents

Scan, Scan, Scan!!!

- Start early
- Purchase scanners
- Send them out with staff traveling for local agency or vendor reviews
- Scan packaged fruits & vegetables with UPCs!
(don't rely on grocery stores to map to PLUs)



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Policy Updates

- Get permission from USDA-FNS to go to Pilot with draft policies
- Review process can be lengthy
- Easier to update with Pilot and Rollout lessons learned

UAT/End-to-End Certification Testing

- Make the UAT plan and scripts early deliverables in your SOW
- Use them during MIS development & testing
- Do lots of pre-testing
 - Helps testers get familiar with the scripts and processes
 - Identifies issues early
 - Helps the real UAT go smoothly and quickly

Retail Vendor Trainings

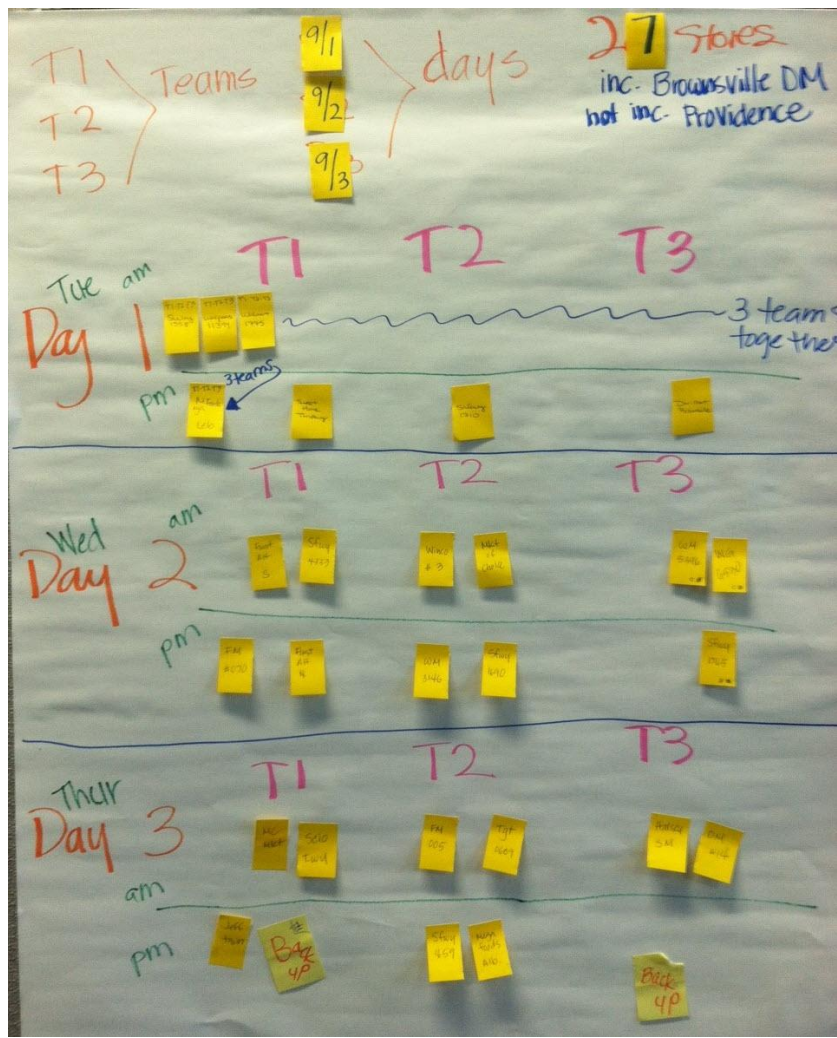
- Great for local agency staff to attend
- Helpful for local staff to see eWIC in the stores
- Helpful for vendors to get their clinic process questions answered

Live Shopping

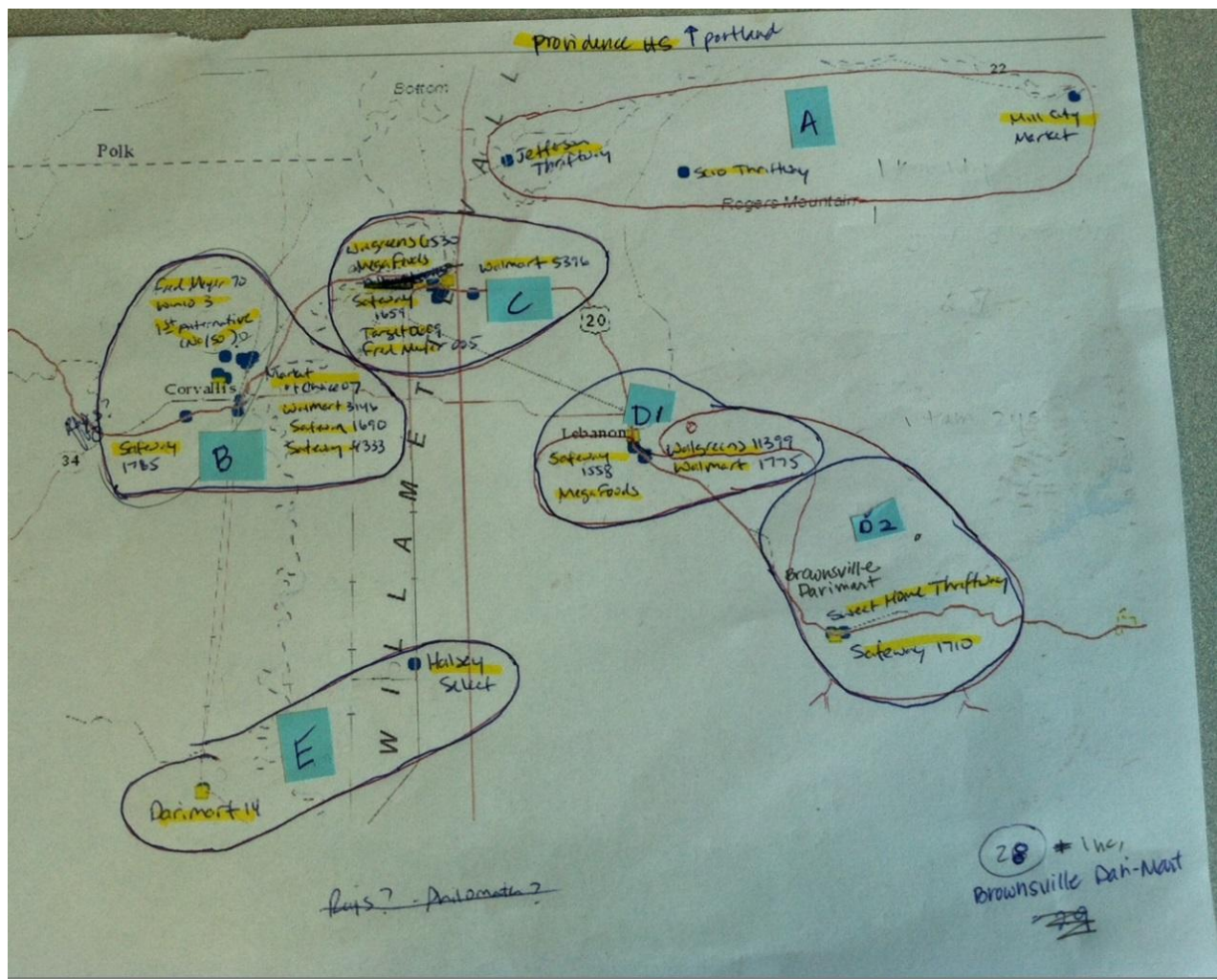
- aka Level 3 Certification
- Recommend shopping in all stores in the Pilot area
- Huge logistical undertaking
- Planning doesn't need to be high tech



Low Tech Live Shopping Chart



Low Tech Live Shopping Map



Large Integrated Chain Stores

- Get confirmation regarding their plans to deploy eWIC in their stores throughout the state
- Do this before planning MIS development around client conversion from paper to eWIC and transfers
- Get deployment plans and rollout dates
- Verify with live shopping

Retail Vendor Integration Funding

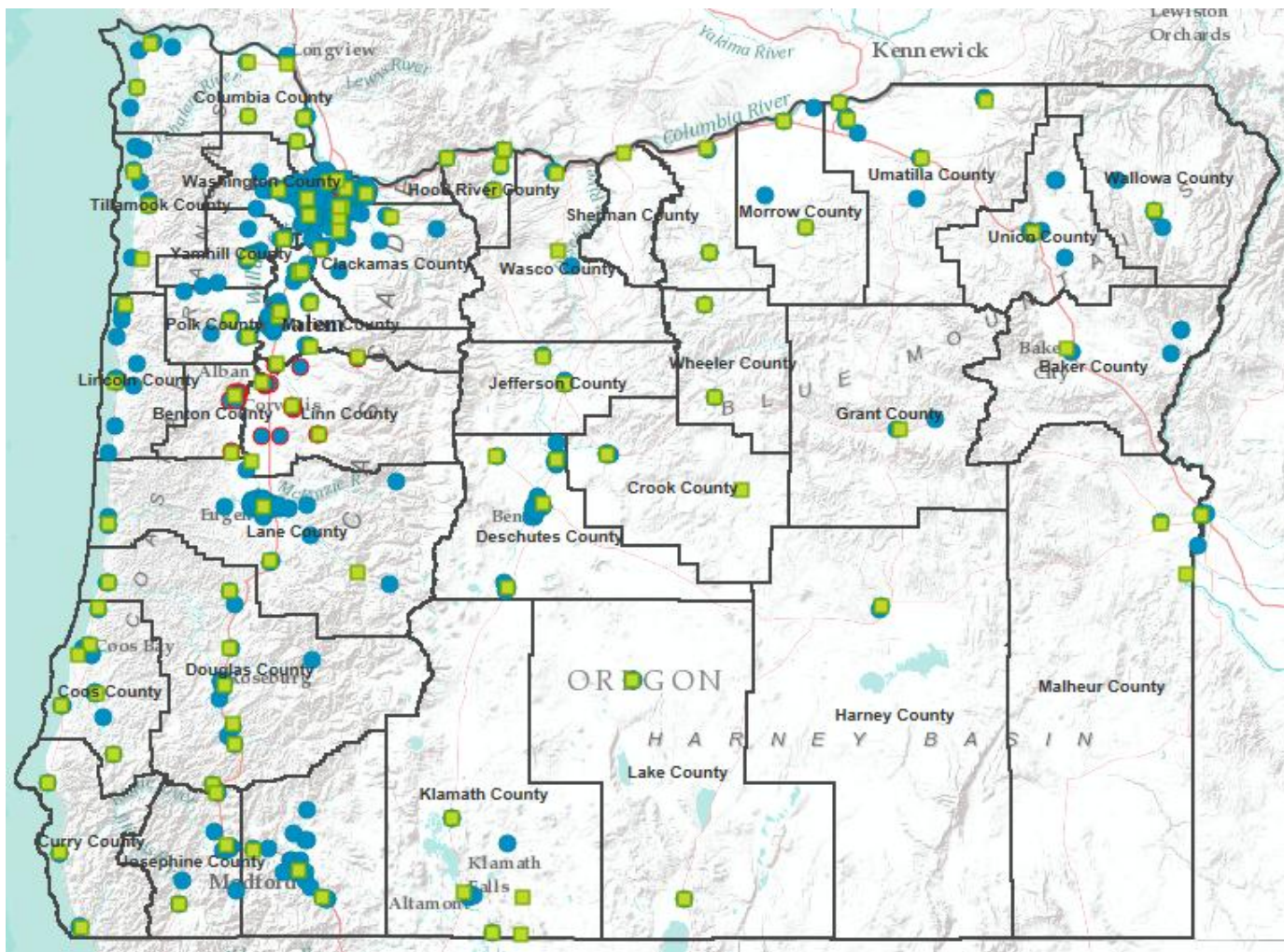
- Oregon had initial funding + received FFY15 reallocation funds
- Provide a list of companies vendors can contact for more information
- Allow plenty of time for vendors to respond
- Vendors were very excited and appreciative about getting financial assistance

MIS Performance Testing

- Performance testing is not a good thing to “Test in Production”
- Performance testing limited in Oregon by:
 - PowerBuilder + Citrix platform
 - Resources
 - Time
- Currently experiencing slowness and lock-ups we didn't see during development testing

#coolstuff

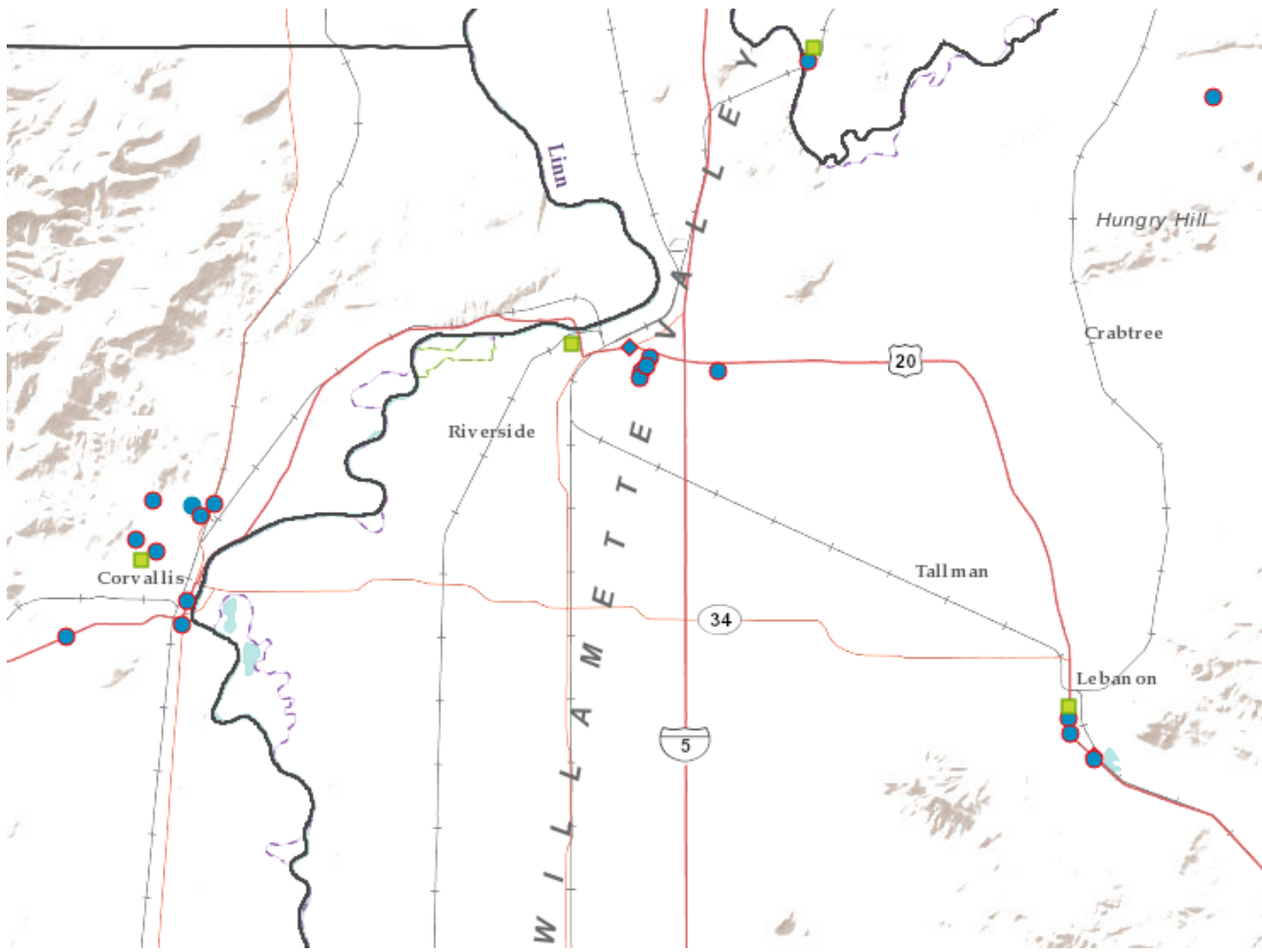
Interactive Map



☰ Legend

- WIC CLINICS**
 -
- WIC STORE - FOOD**
 - Voucher only
 - eWIC and Vouchers
- WIC STORE - PHARMACY**
 - ◆ Voucher only
 - ◆ eWIC and Vouchers

Interactive Map – Detail



☰ Legend

WIC CLINICS



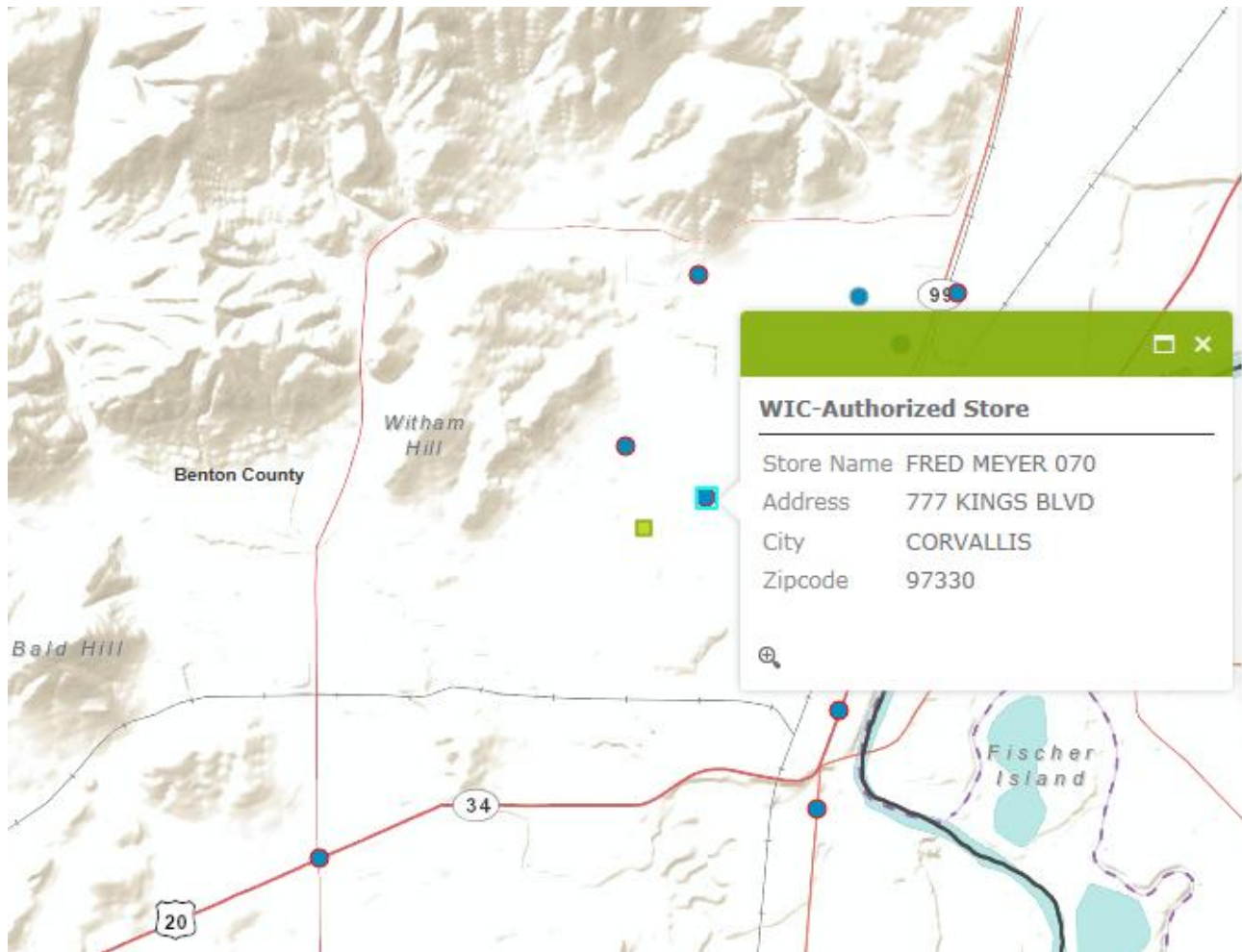
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WIC STORE - FOOD

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WICShopper Smart Phone App

- Plan to deploy by Nov 1
- Have heard great things from states already using it
- Check back with me to see how it's going 😊





**KEEP
CALM**

AND

**REMEMBER:
THAT'S WHY WE
PILOT**

Kim Word
Oregon eWIC
Business Project Manager
971-673-0069
kimberly.m.word@state.or.us