National WIC Association Technology Conference

Implementing MIS/EBT – Whatever It Takes (WIT)

WIT!

September 26, 2017

Florida

Overview

- Dates
- Key Structure
- Major Events
- Keys to Success



<u>Dates</u>

- April 2012 Legislation Passed
 - MIS EBT Simultaneously
 - May Joint Procurement for on-line SNAP/WIC
 - August MIS with proven EBT processor
- Implementation July 1, 2013
 - Pilot July Sept 2013
 - Food and Nutrition Service evaluation Oct 2013
 - Roll-Out 6 regions Nov 2013 March 2014

 Two functions that must work in tandem, without doing so neither can efficiently achieve its goals.

- <u>Strategy</u> The <u>overall plan</u>, which involves complex operational patterns, activity, and decision-making that govern organizing and executing individual tactical actions.

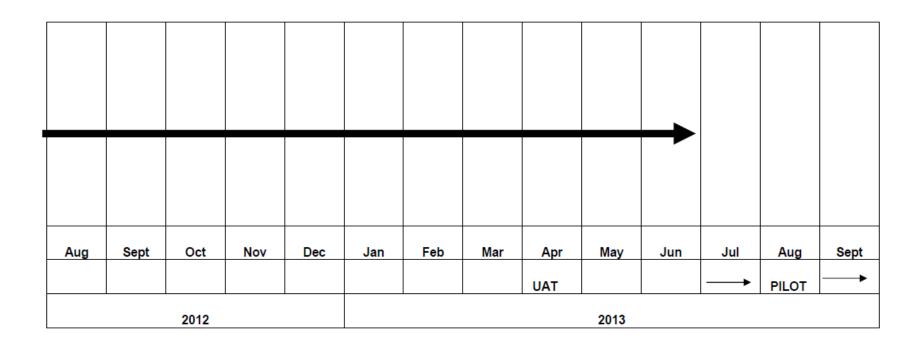
 <u>Tactics</u> The Ancient Greek *taktike* meaning "art of arrangement." It is a conceptual action focused on the <u>actual</u> <u>steps</u> used to achieve a goal. It focuses on the ordered arrangement and actions of organizational elements in relation to each other and in relation to external forces to achieve project objectives.



<u>Strategy</u>

Project Delivery

JULY 2013



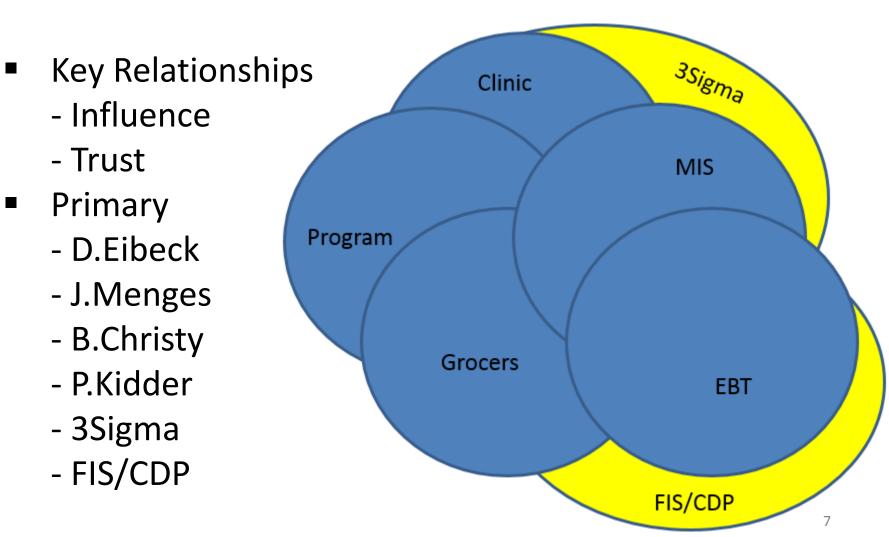
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Tactics

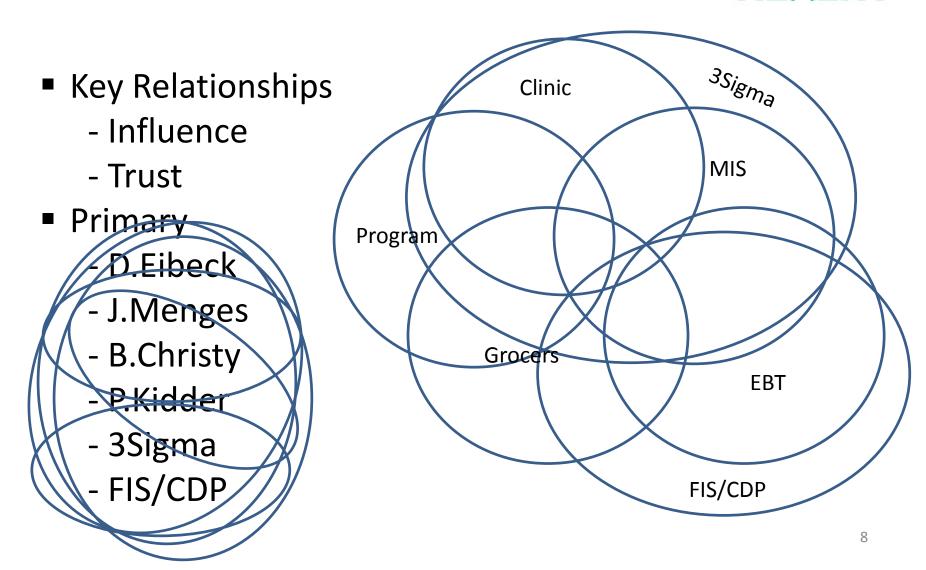
Execution

0	995	Task Name	Deliverable #	% Cripit	Ouration	Start	Finah	Resources	Pred	Succ.	Cost	Actual Cost
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-		Cesign, Development, and Implementation Project authorized to start		0%	0 days	Well 9281				GATAN.U.U.S.	10.00	No.
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-	13	FL WIC Project Management Activities		75	601 days	Wed 9/28/1	1 Man 3/17/14				\$576,306.44	\$72,803.00
	1.3.1	Participate in Planning/Status/Action Meetings (ongoing)		7%	601 days	Wed 9/28/1	1 Mon 3/17/14				\$416,542,78	\$52,471.75
-	1311	Planning/Action/Status Meetings - PM		7%	601 days	Wed 9261	1 Mon 3/17/14	WCPM/WCPM-eq	2	642	\$156,766.65	\$20,051,26
-	1312	Planning/Action/Status Meetings - BA		7%	595 days	Wed \$251	1 Fit 3/7/14	WC BAJINC BA-adj	2	642	\$346,777.54	\$52,440.50
5	132	Provide Status Reports to Stakeholders (engoing)		7%	601 days	Wed 9251	1 Mon 3/17/14	WIC PM	2	642	1158,765.65	\$16,031.25
5									_			
1	1.4	Project Planning & Definition Phase	48.4	64%	103 days	Wed \$/28/1	1 Fri 3/9/12			1	\$218,804,30	\$43,963.00
1	1.4.1	Planning & Definition Phase Begins		0%	0 days	Wed \$(25/1	1 Wed 9/25/11		2	0	\$5.00	\$0.00
1	13.1	Provide Project Support - Planning & Definition		28%	88 days	Wed \$/26/1	1 Fil 2117/12	WIC PM/MIC BA	2.0	43	\$125,884,32	\$72,503.00
6	1.3.2	Project Phase Execution - Planning & Definition		70%	103 days	Wed 9/28/1	1 Fei 3/9/12		-		\$85,345.00	\$10480.00
5	1321	Complete Project Initiation		100%	13 days	Wed 9/25/1	1 Fri 15/14/11				\$2.00	\$1.00
6	13211	CIBER Instation Preparations		100%	13 days	Wed \$(261)	1 Fe 10/14/11	C PM.C TechLd.C LdlA.C Dev1.0	240.0 2	19	\$5.00	\$0.00
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r	1322	Conduct Project Kick-off Meeting		100%	2 days	Mon 10'T	4.8.2.1	19%	60 days	Wed 11/30/11	T	ue 3/6/12
5	13221	Preparation		100%	1 day	Mon 10/1		25565				
0	15222	Kick-off Meeting		100%	1 day	Mon 10/1	4.8.4.4.6	100%	16 days	Wed 11/30/11	Wed	12/21/11
٩.,	13223	Documentation		100%	2 days	Mon 1011						
1	1.3.2.1	Develop Project Management Documents		58%	84 days	Pri 10/2	4.8.2.1.1	100%	60 days	Wed 11/30/11	1	ue 3/6/12
2	13211	Project Management Plan	4821	19%	60 days	Wed 15D	4.0.2.1.1	10070	ou days	1100 11/00/11		ue ororia
•	13232	Configuration Management Plan Template	48446	100%	16 days	Wed 11/3	4.8.2.2	21%	EQ days	Wed 11/30/11		ri 2/24/12
87	13212	Deliverable Expectation Document	48211	100%	60 days	Wed 15/3	4.0.2.2	2170	50 days	wed 11/30/11		11 2/24/14
•	13213	Project Schedule	4822	21%	50 days	Wed 110	4000	000/	EE dave	14/4 4 4 4 10 0 14 4	181-	4 0100/47
γ	13214	Spending Plan	48.23	20%	55-days	Wed 11/3	4.8.2.3	20%	55 days	Wed 11/30/11	vve	d 2/29/12
Г	13215	Project Responsibility Matrix	4.8.2.4	100%	11 days	Wed 11/3	1004	1000/	11 10 10	141-111001111	1010	4014 414 4
9	13216	Risk Management Delabase	4825	100%	14 days	Mon 10/2	4.8.2.4	100%	11 days	Wed 11/30/11	vvec	12/14/11
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							4.8.2.6	100%	13 days	Mon 10/24/11	Thu	11/10/11
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Florida

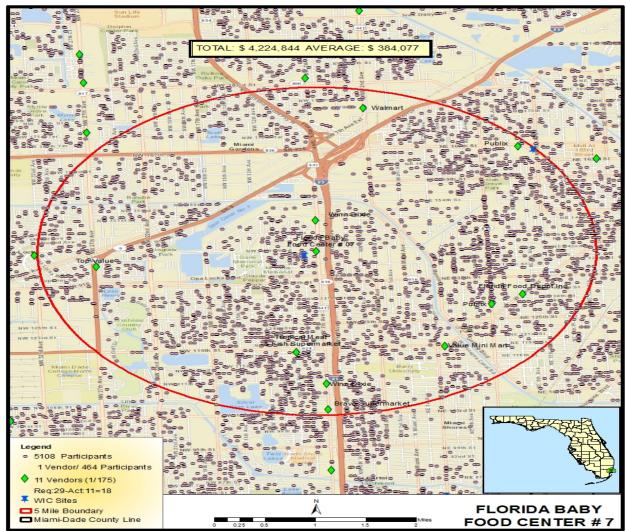
Grocers

- Vendor Advisory Committee
 - November 2012 and March 2013
 - Limited grant stand-beside to non-integrated facilities
 - \bigstar All integrated facilities on upgrade schedule
 - Pilot stores a cross-section of all categories of vendors
 - Collaborative coordination with grocers and EBT provider
 - Exceptional grocery vendor commitment start finish
 - Corporate's superior leadership instrumental all of them
 - Florida Retail Federation adamant support
 - Multiple flawless certifications
 - Adapted release cycle
 - Holiday "Not-A-Problem"

ΗΕΔΙ



Grocers



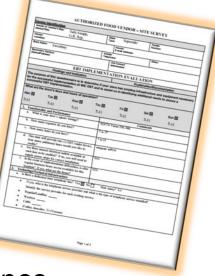
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Grocers



Keys to Success

- Survey vendor sites early and update frequently March 2012
 - Know the integrated systems
 - Rapid roll-out
- \Rightarrow Advocate integrated system solution
 - Engage vendor, connect to suppliers
 - Stand-beside not the best for WIC
- On site UPC verification-collection
 - Unique food items enhance acceptance
 - Physical presence



Grocers

- UPC collection heart of activation
 - Microsoft ACCESS program and on-site collection



- Focused vendor cooperation & support

3Sigma

MIS

- EBT integrated MIS
 - 3Sigma
 - Executive involvement throughout always available
 - Proactive and adaptive
 - Met every milestone
 - Transfer system limited modification
 - Development and design and code
 - Site and central configuration
 - Testing
 - Acceptance Testing Modifications
 - July 2013 pilot 22 stores, 3 clinics, 8,000 participants
 - Implementation Nov 2013 Mar 2014

HEA

3Sigma

MIS

- User Training
 - Train the Trainer Super Users
 - Two week-long sessions 20-30/session
 - Concepts; practical hands-on experience
 - Critical user "buy in" and advocacy
 - Extensive work creating training documents and videos
 - Placed in training system
 - Required all users pass practical before access

ΗΕΑ

Keys to Success

Data Migration

3Sigma

MIS

- Transfer every record from the "old MIS" to the "new MIS"
 - Family and benefit record by record screening
 - Detailed schedules
 - Multiple dry runs
 - Must really know the data
 - What is anticipated
 - Compare to results be very critical

HEA

Clinic

WIC EBT Roll Out Summary

	Retailers Distribution by Region, Technology/Store Type				
	Count of Store Type	Туре			
	Rollout Region	Integrated	POS	Grand Total	
	Region 1 – Implementation Date: November, 2013	176	35	211	
	Region 2 – Implementation Date: December, 2013	271	11	282	
	Region 3 – Implementation Date: January, 2014	341	28	369	
	Region 4 – Implementation Date: February, 2014	563	30	593	
	Region 5 – Implementation Date: March, 2014 (Week 1)	299	20	319	
	Region 6 – Implementation Date: March, 2014 (Week 3)	147	22	169	
	Grand Total	1797	146	1943	
-					

Florid

HEALTH

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Keys to Success

- WIC MIS and EBT Clinic Implementation
 - User "buy-in" critical State Office Creditability
 - The Super User critical

Clinic

- On-site support
- Written WiSE Notes
- Supervisory coordination
 - In-clinic
 - Grocery

HEA

WiSE Notes #32

FIS/CDP

EBT

- State EBT Acquisition
 - Joint acquisition with SNAP
 - May Dec 2012
 - Exceptional inter-departmental cooperation
 - Awarded FIS/CDP
 - FIS Prime and CDP WIC
 - Proactive and adaptive met every milestone
 - Committed to and met June 2013
 - Arrived on-site November 2012
 - Key Executives Intimately involved & there
 - Exceptionally well organized
 - Prepared grocers and TPP quickly
 - Excellent working relationship with 3Sigma

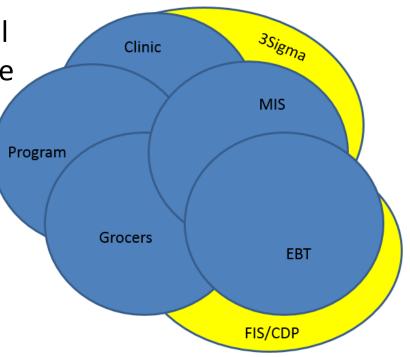
FIS/CDP

EBT

- FIS/CDP
 - Guided/led all integrated system upgrades
 - Daily contact with developers and managers
 - Multiple programming staffs
 - Third party processors & grocery vendors
 - Site survey for all locations
 - FIS/CDP met their timeline for certifications and installations; some third party processors and electronic cash register delays
 - Telephone and personal assistance

Keys to Success

- Professional Relationships
 - Trust State Office & Clinics
 - Known entity
 - Knew "the system"
 - FIS/CDP 3Sigma Exceptional
 - Grocers committed and active
 - Knew redemptions
 - Constant contact
- Cooperative
 - Environment
 - Attitude
 - Flexibility encouraged



HEA

<u>Keys to Success</u> -- WIT --Strong Executive Leadership Committed Contractor Teams Determined WIC Staff Dedicated Grocers

WIT!

Florid

HFAI

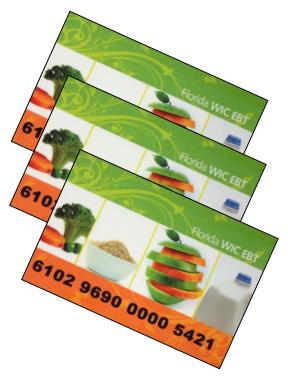
<u>Summary</u>

-Just-Do-It-

Improvement Can't Stop - Ever

- >Ownership & engagement
- Frequent tests and UAT scripts
 - UPC collection benefits
 - Integrated systems
 - Data Migration

WIT!





Additional Information

Brad Christy Florida WIC, Florida Department of Health, Tallahassee, Florida 850-901-6366 Earl.Christy@flhealth.gov

-We Will Answer The Phone-