

Innovating the WIC Participant Experience

Recordings Available

2023 NWA WIC Technology, Innovation, and
Vendor Management Conference

Day 1 - Recordings took place on Wednesday, September 27

General Session: Where We Are and Where We Are Going - Updates from the 2023 Technology Landscape Report

Presenters: Lauren Peterson, Martelle Esposito, Christina Chauvenet, Beverly Brockington, Sarah Flores Sievers

Concurrent Session: Using Data Matching Agreements to Conduct Targeted Outreach A Project between Louisiana WIC and Benefits Data Trust

Presenter: Julia Kosov, Leslie Lewis, Chris Pottle, Caiti Roth-Eisenberg

Concurrent Session: FNS & GSCN WIC Online Shopping Grant Updates

Presenters: Jennie Hill, Melanie Hymes, Trish Bailey

Concurrent Session: Chickasaw Nation Online Shopping and Internet Transactions Project

Presenters: Amy Duncan, Jim Chilcoat, Julie Scott

Concurrent Session: FNS Research Update: Upcoming and Ongoing WIC Studies and Data Collections

Presenters: Melissa Abelev, Ruth Morgan, Kathryn Knoff

General Session: FNS Update and State Q&A Panel

Presenters: Trish Bailey, Shenique Bridges, Amy Herring, Jerilyn Malliet, Allison Post

Day 2 - Recordings took place on Thursday, September 28

General Session: Innovations to Management Information Systems to Optimize WIC Staff and Participant Experience

Presenters: Jennifer Nicklas, Eric Kaleida, Carrie Coenen, Bagya Lakshmi Kodur, Taffery Lowry, Laurie Somerhausen

Building a Compliance System, One Piece at a Time

Presenters: Celeste Lunceford, Andrew Levy

FNS Research Update Launch of WIC PC+ and the WIC Modernization Evaluation

Presenters: Melissa Abelev, Daniel Perez-Lopez, Caroline Dunn

TeleWIC - Enabling Participant Access in South Carolina

Presenters: Jennifer Craig, Jennifer Saunders, Jay Saunders

FNS WIC Modernization

Presenters: Amy Herring, Elizabeth Barrett, Angela Spencer, Antoinette Coleman

General Session: The Future of EBT: Electronic Benefits Transfer Beyond WIC

Presenters: Amy Duncan, Ellen Thompson, April Jules, Beverly Cole

Day 3 - Recordings took place on Friday, September 29

Vendor Scorecard: New Mexico's Key to Successfully Vendor Collaboration that measures redemption performance and identifies best practices.

Presenter: Melissa Valdez

MyNCWIC Portal: Increasing Efficiency and Modernizing the Participant Experience

Presenters: Cara Perdue, Katharine Clarke

The Power of Infant Formula Contracts

Presenter: Tiare Sanna

Using Technology to Improve Participant Experience and Redemption of Farmers Market Benefits

Presenters: Christina Chauvenet, Katherine Flores, Ginger Roberts-Scott, Katie Furia

Closing General Session: Advancing the Modern WIC Shopping Experience

Presenters: Paul Throne, Christina Chauvenet, Asia Bangura, Harry Zhang, Rosita Aragon Rosario, Georgia Machell