

Launching New Digital Tools for WIC Participants: A Guide for WIC Agencies

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September 2019



Overview

- Why digital tools for WIC participants
- Creating the toolkit
- Top takeaways
- Where to find the toolkit

Why digital tools for WIC participants



WIC participants already use and like digital tools

- Many WIC participants are **Millennials** and **Post-Millennials**.
 - [Smartphone adoption rates in 2019:](#)
 - 96% for ages 18-29
 - 92% for ages 30-49
 - Already use digital tools for private sector services.
- According to research, **participants like WIC digital tools and want more!**



Digital tools can make WIC even better for participants

- Can **increase participation and retention.**
 - Tools can help those with **time and transportation barriers** participate in WIC.
 - Tools can create more ways to communicate, making it **easier to stay in touch.**
- Can handle certain administrative tasks, **freeing up time together for things that benefit from a human touch.**
- Digital tools do not need to be high tech. **It is about how they are applied!**

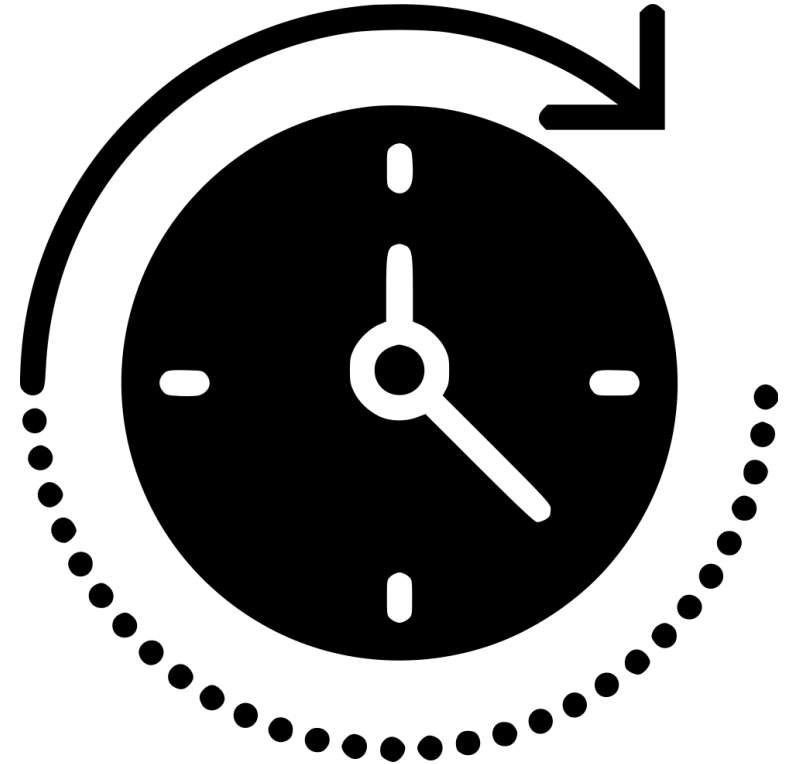
Common challenges WIC participants may face and how digital tools can help

- **Imagine that you:**

- Are working multiple shift-based jobs, do not know what your schedule is more than a few days out, and are busy during regular business hours.

- What could help:

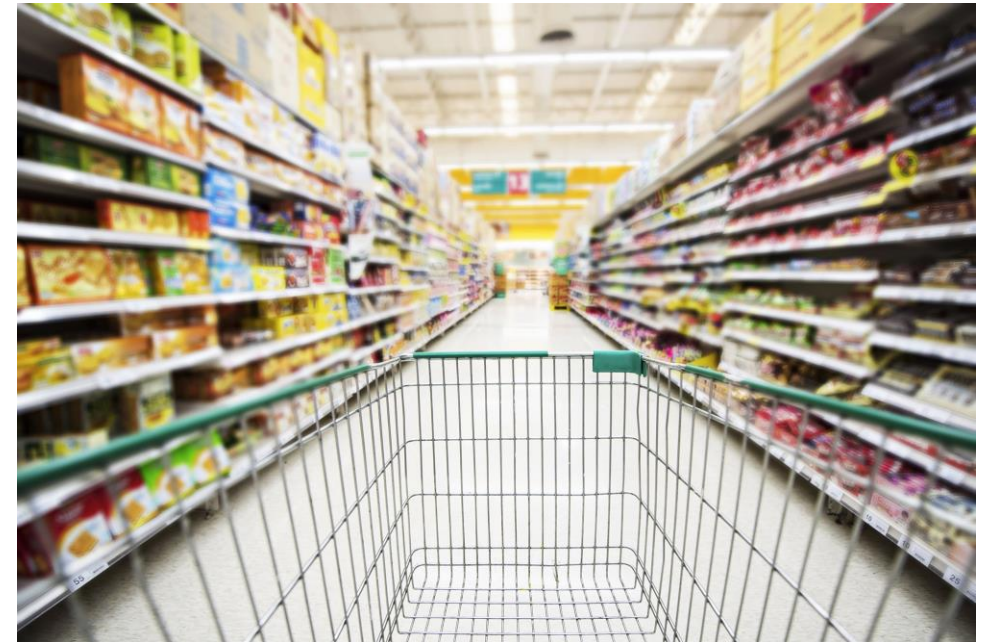
- Video calling for certain appointments
- Online or texting-based nutrition education classes



Common challenges WIC participants may face and how digital tools can help

- **Imagine that you:**

- Are trying to grocery shop with your crying toddler, do not know which brand or size of an item is eligible for WIC, and dread what might happen at checkout if you choose wrong.
 - What could help:
 - WIC shopping assistance apps



Creating the toolkit



Why the toolkit was created

- **The issue:**
 - The National WIC Association and the Center on Budget and Policy Priorities heard from WIC agencies that they faced barriers to getting digital tools for their participants.
- **The solution:**
 - Create a practical resource to equip WIC agency staff, no matter a person's role, with information and tips on how to pursue and implement digital tools for participants.



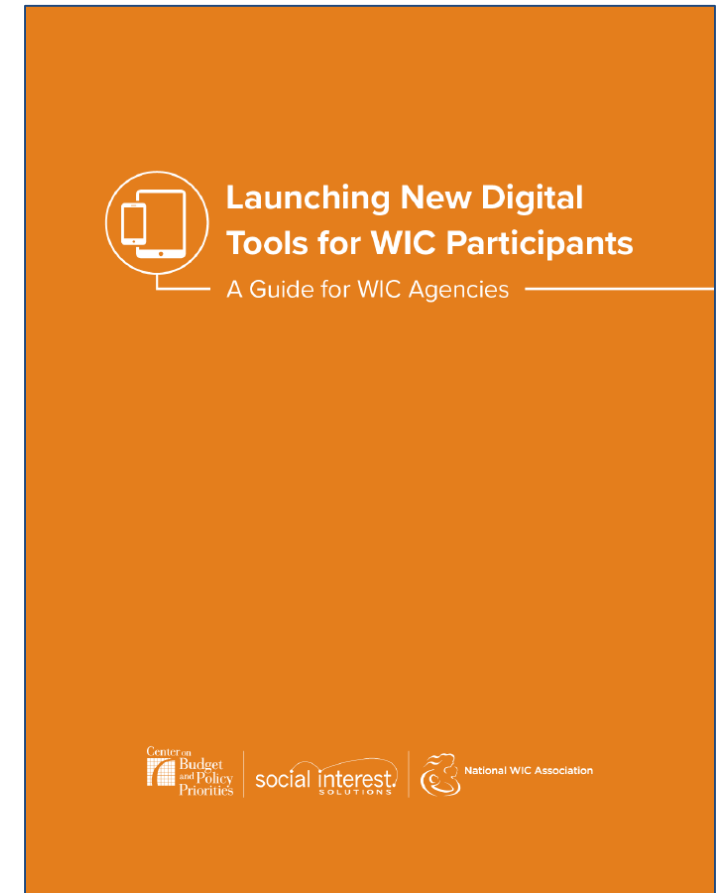
Creating the toolkit

- **Partnership between:**

- Alluma (formerly Social Interest Solutions)
- Center on Budget and Policy Priorities
- The National WIC Association

- **Our approach:**

- Listened and learned from those who are deep in the work through extensive literature review and one-on-one interviews with WIC agency staff.
- Created a “toolkit” with busy WIC agency staff in mind.



Acknowledgments

- Altarum Institute
- Boulder County WIC (CO)
- California Children's National Hospital/Medical Center (D.C.)
- Community Medical Centers, Inc. (CA)
- Davidson County WIN (TN)
- Food Research & Action Center (FRAC)
- Greater Baden Medical Services WIC Program (MD)
- Maricopa County DPH WIC Program (AZ)
- Michigan WIC
- Mississippi WIC
- National WIC Association Evaluation Committee
- New York WIC
- Osage Nation WIC (OK)
- USDA's Food & Nutrition Service
- Washington D.C. WIC
- West Virginia WIC

Top takeaways



Start off right

- **Instead of assuming, ask staff and participants what they think!**
 - What problems are participants currently facing?
 - Is a digital tool the right solution?
 - Will this work well with staff workflows?
- **Involve staff to get their buy-in.**
- **Involve staff and participants the whole way.**



Things to consider for procurement

- Where will near-term and long-term **funding** come from?
- What does the agency **need from a vendor**?
- **Custom or Commercial Off The Shelf (COTS)?**
 - Custom is tailored, but potentially more money and effort.
 - COTS is not tailored, but potentially less money and effort.
- How would a tool **impact MIS and/or EBT**?
 - Will a tool interface with existing IT systems?
 - Will it cost extra money now or later?
- Any benefits to forming a **purchasing consortium**?



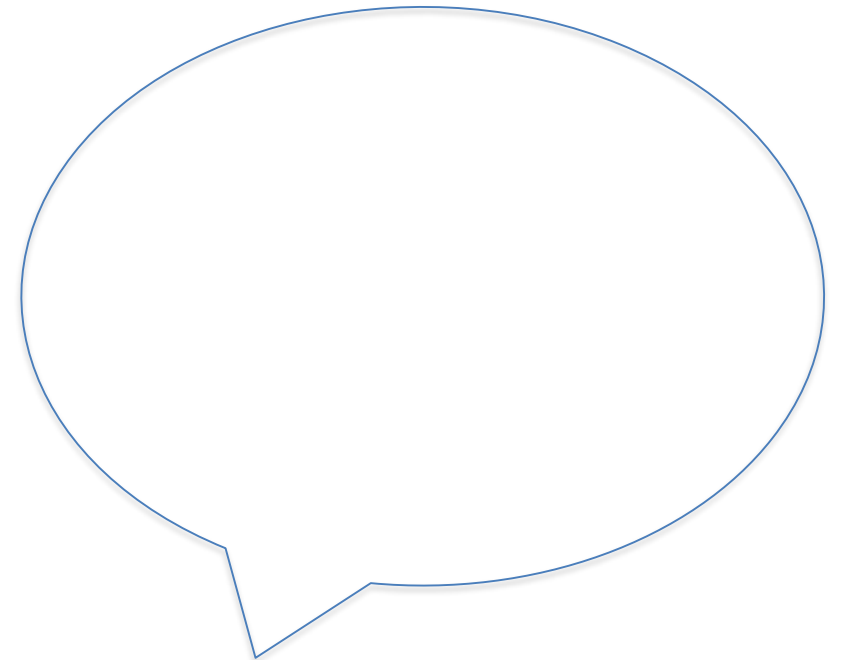
Choose user-friendly tools

- **In general, tools should have:**
 - Clear and simple design
 - Intuitive navigation
 - Easy to read text
 - Accessible design for those with disabilities
 - And more



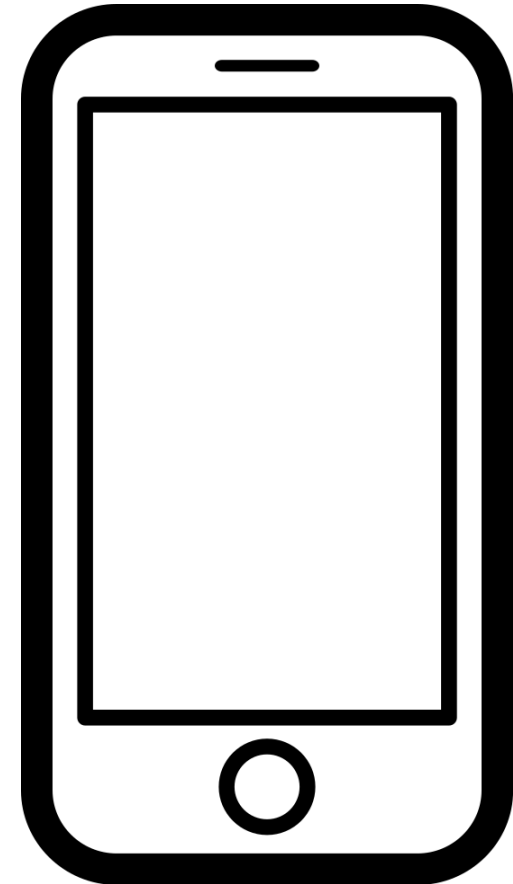
Choose tools that work for the agency's specific users

- In addition to general usability, determine what else a tool must have for an agency's specific users.
 - For example, **does a tool come in the languages participants use?**
- And to keep improving tools for users, **learn from a tool's usage data!**
 - Know what you want to collect and why.
 - Collect a baseline to compare against later.
 - Make adjustments.



Must work well for mobile

- Since some may be “**smartphone dependent,**” it is critical for tools to:
 - Display well on all mobile devices
 - Not take up a lot or any storage space
 - Use as little mobile data as possible



Must work well for mobile

- And for websites, know your mobile compatibility terms!
 - **Mobile friendly:** Designed for computers but displays well enough on mobile.
 - **Mobile optimized:** Website has two designs, one for computers and one for mobile.
 - **Mobile responsive:** Website has one design that dynamically adapts to any screen or device.



Protect privacy and security of participants' data

- **Design tools and business processes to limit risks** of exposing participants' sensitive data.
- **Ask vendors** what they do to protect the privacy and security of participants' data.



Plan for implementation

- **Prepare local agency staff and participants.**
 - Train staff on the tool
 - Create a promotion plan
 - Give staff time in their schedules to share tool with participants
- **No one-size-fits-all approach.**
 - Ask staff what would work best!



RFP Checklist

RFP Checklist			
Specifications	Yes	No	Notes
Planning			
Procurement considerations			
Consolidate and/or integrate tools			
Vendor offers an all-in-one tool that covers all functions the agency wants to offer WIC participants	Y	N	
Vendor offers multiple applications and users can access them all through a single sign-on (SSO)	Y	N	
Choosing a Product			
Tools that are user-friendly for participants			
Friendly and inviting to all users			
Clear and simple design	Y	N	

Specifications	Yes	No	Notes
Clearly communicates privacy and security considerations reassuring users that personal information will be protected	Y	N	
Tools that support staff and agency processes			
Allows users to pull data from tool into easy-to-read and easy-to-share reports	Y	N	
Allows users to edit content easily	Y	N	
Allows users to seamlessly work across digital devices	Y	N	
Allows users to modify tool	Y	N	

In conclusion

- Digital tools can make WIC **easier and more effective**.
- **Consider the whole process:** planning, procurement, choosing good tools for users, implementation, and evaluation.
- It can seem daunting but **it is doable!** The toolkit and your WIC community can help.

<http://bit.ly/WICToolkit>

Contact us!

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Our website: www.alluma.org





Mobile App for WIC Families

Pamela Hull PhD: Vanderbilt University Medical Center (PI)

Summer Weber PhD, RD: Vanderbilt University Medical Center

Elyse Shearer PhD, RD: Tennessee State University (Co-PI)



Team

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233 Analytics

Chris Thompson



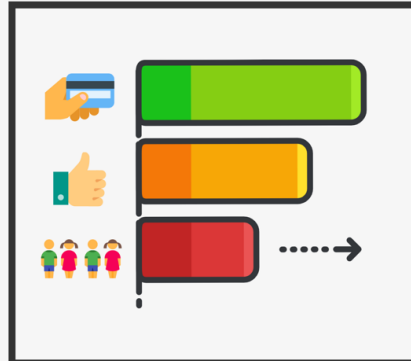
Development of CHEW App for WIC Program



Mobile App for WIC Families

- Supported by USDA AFRI Grant
- Developed and user-tested the CHEW app for WIC families
 - Apple (iOS) and Android platforms
 - English and Spanish
- Provides easy, practical ways to shop for WIC plus nutrition education

Intended Outcomes:



Increased:

- Redemption
- Satisfaction
- Retention

Improved:

- Dietary Intake
- Child feeding
- Home food environment

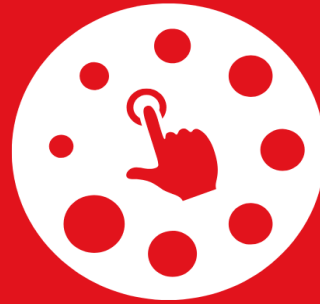


CHEW App Development & Deployment



Version 1 Prototype

- Needs assessment
- Input from WIC participants & program
- Grad student built prototype
- Iterative feedback from committee
- Tested w/ 80 users
- Post survey feedback



Version 2 Development

- WIC partnership
- Contract developer and userX designer
- Iterative user testing
- User interface design
- Agreement with State
- Connection with WIC server
- Data security & privacy



Version 2 Deployment

- Field testing
- Debugging
- Pilot county
- Matched counties – delayed control design
- Analytics on all
- Survey sample
- Dietary intake on subsample
- Sustainability plan

User experience (UX) testing for CHEW

- Qualitative Interviews

- Participants: WIC caregivers of 2-4 year old children
- Baseline testing: 22 participants
- 3 follow-up rounds of iterative testing (3-4 per round)
- 32 total interviews



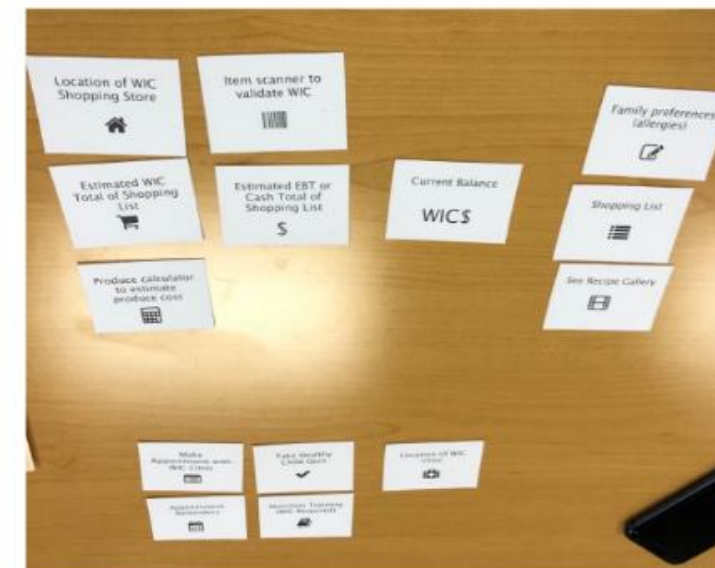
- Interview Protocol

- WIC experience
- Using smartphone technology
- Mental models: recipes, lists, WIC shopping
- Feedback on draft screens



- Desirable app features

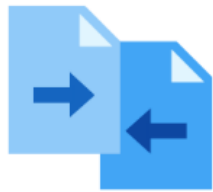
- Cart sorting activity
- Prioritization of features
- Natural groupings



UX testing for CHEW

Qualitative Analysis

- Interview transcripts coded
- Constant comparative analysis



English - Spanish

EMERGING THEMES



- Desire for efficiency in WIC
- Desire to maximize WIC benefits

"Trying to get it done, trying again, trying to make it efficient, trying to maximize the benefit and do it all quickly in the store- I'll try to make it as quick as possible. Plus you know you still got to get home and do homework and get ready for school the next day and you know you don't want to spend a whole lot of time in the store." (WIC Caregiver; parent of 2 children)

USER PRIORITIES

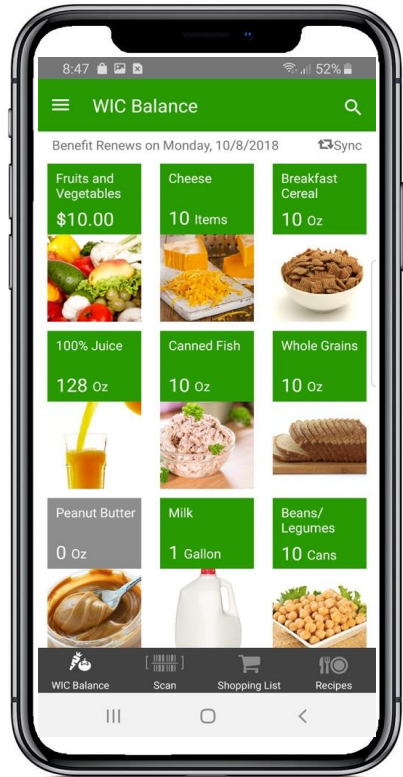


- Balance checking
- Appointments
- Bar-code scanning
- Recipes



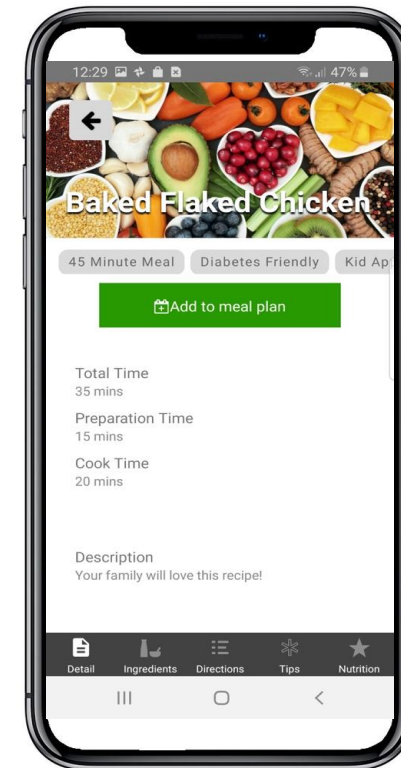
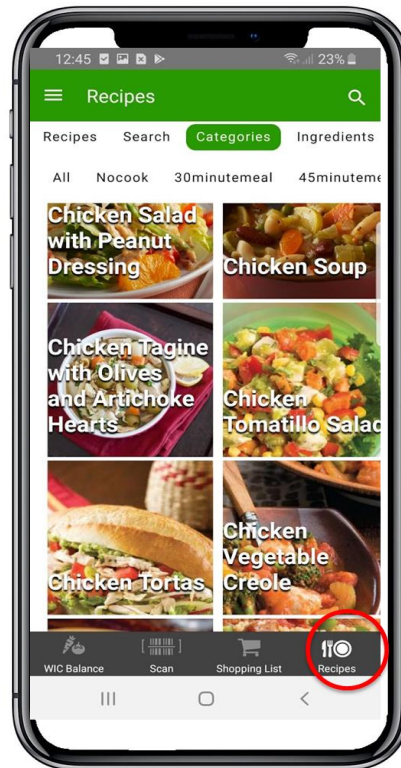
"I think the 'scan items to validate that it is WIC', that's a good [app feature]. I think that's like the biggest one. Just to make sure. I have come across that a lot with just making sure that it is a WIC item. That's like the biggest thing." (WIC Caregiver; parent of 1 child)

Overview: Mobile App for WIC Families



Users can check WIC balance, view benefit expiration, and scan barcodes to confirm eligible foods at the store

Recipes, meal planning, and nutrition education features are embedded in the app



Notifications: Nutrition tips & reminders



Implementation in WIC Program

IMPLEMENTATION IN WIC CLINICS

- Train-the-Trainer Approach
 - Tennessee State University – Cooperative Extension Program
 - Teaches individuals (WIC staff) who will then teach the end user (WIC clients)



Extension
Agent

Training



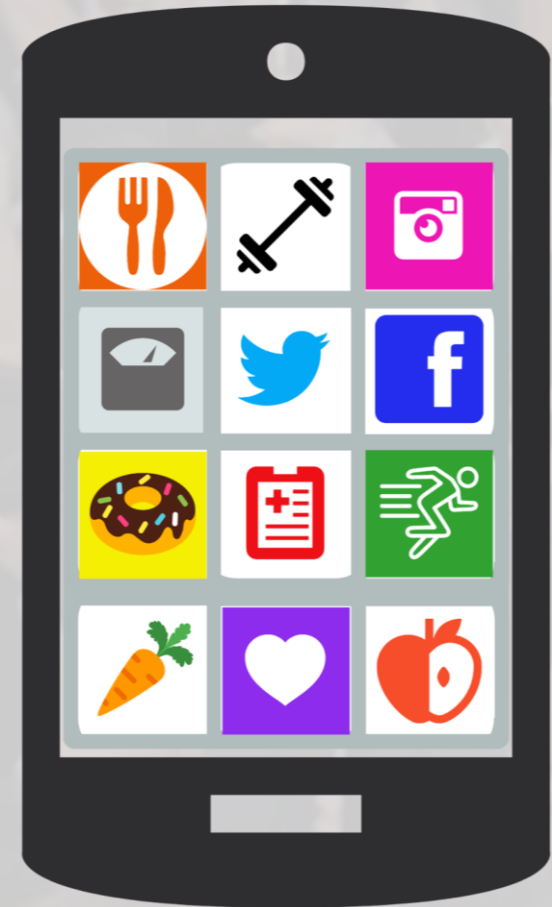
WIC
Staff

Training



WIC
Clients

CHEW App as Dissemination Tool







PARTNERS:



233 Analytics, Inc.



HealthMade Design, Inc.



Cooking Matters

Share Our Strength Food & Drink

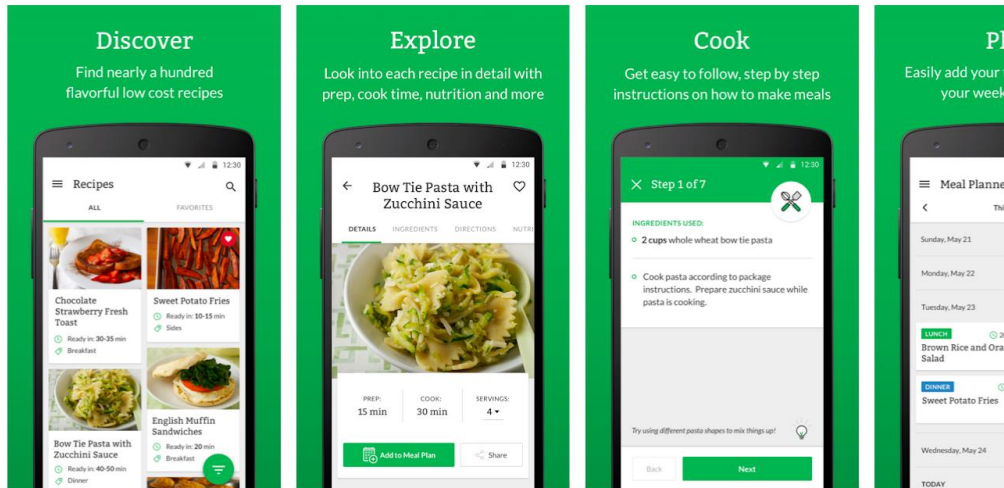
★★★★★ 81

Everyone

You don't have any devices.

Add to Wishlist

Install



eatFresh.org Tasty Recipes On Your Budget

English | Español | 繁體中文

Search for a recipe, ingredient or healthy tip...



Recipes Meal Plans Discover Foods Ask a Dietitian Lifestyle My Local Resources

+ MY RECIPES

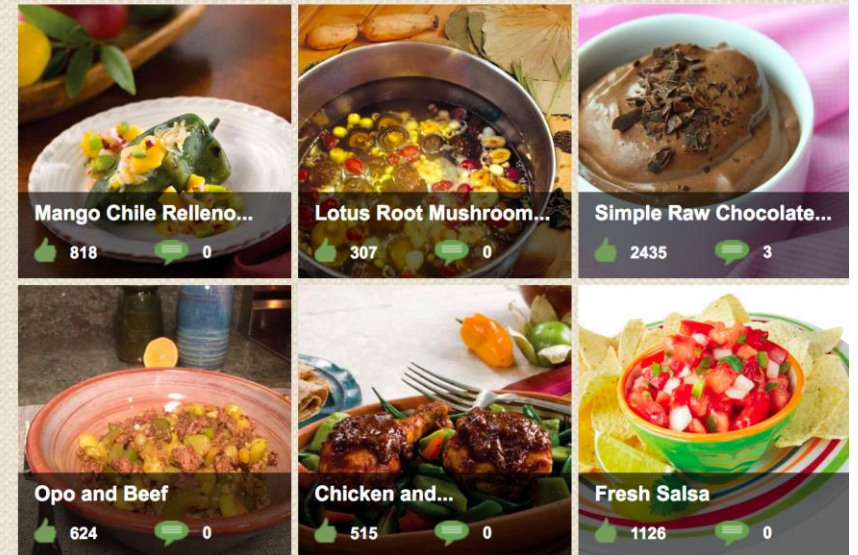
Home » Recipe search

Recipe search

Filter By:

- Meal Type
- Cuisine
- Cooking Environment
- Dietary Info
- Step-by-Step Recipe

Ingredient or keyword...



Recipes and Meal Planning

Townsend Lab: Self-Assessment Quizzes



Family food & activity



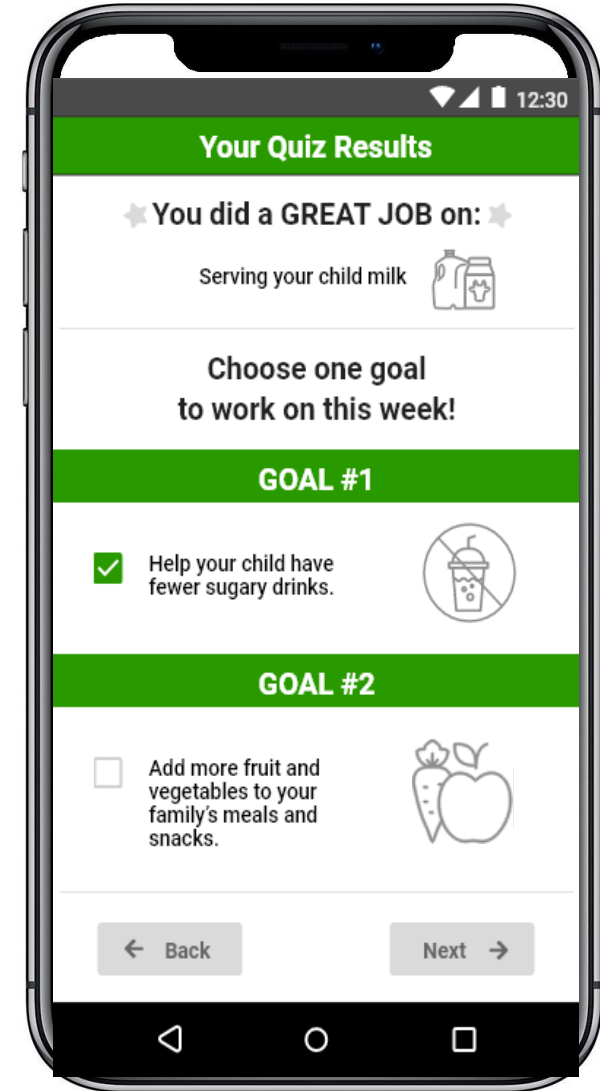
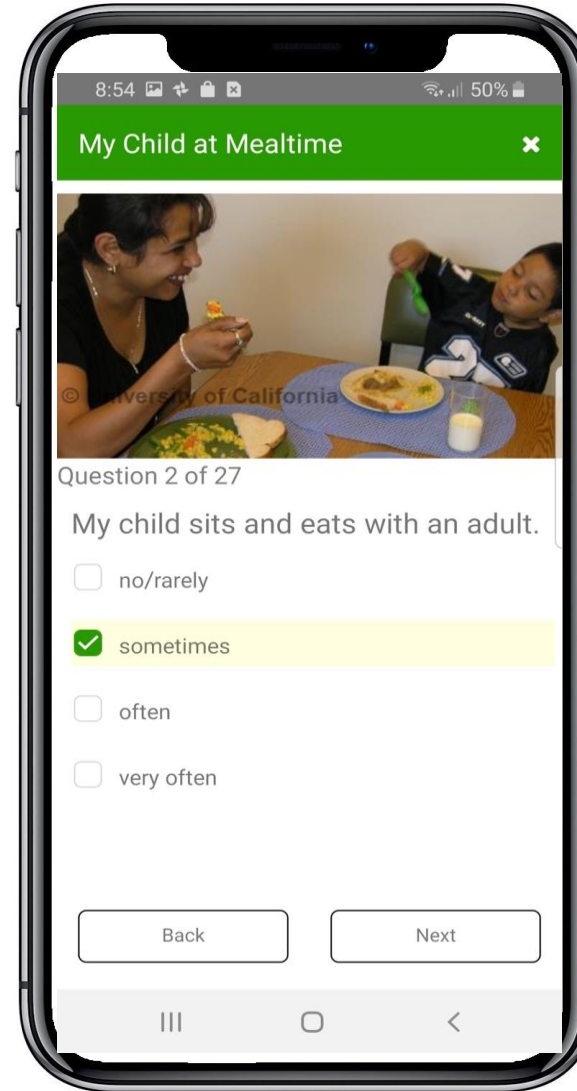
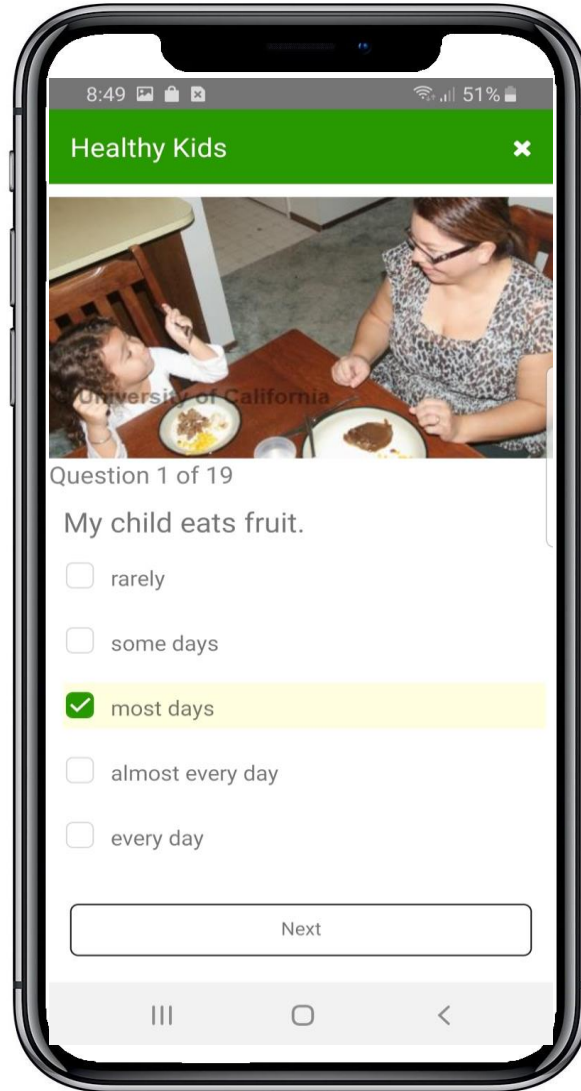
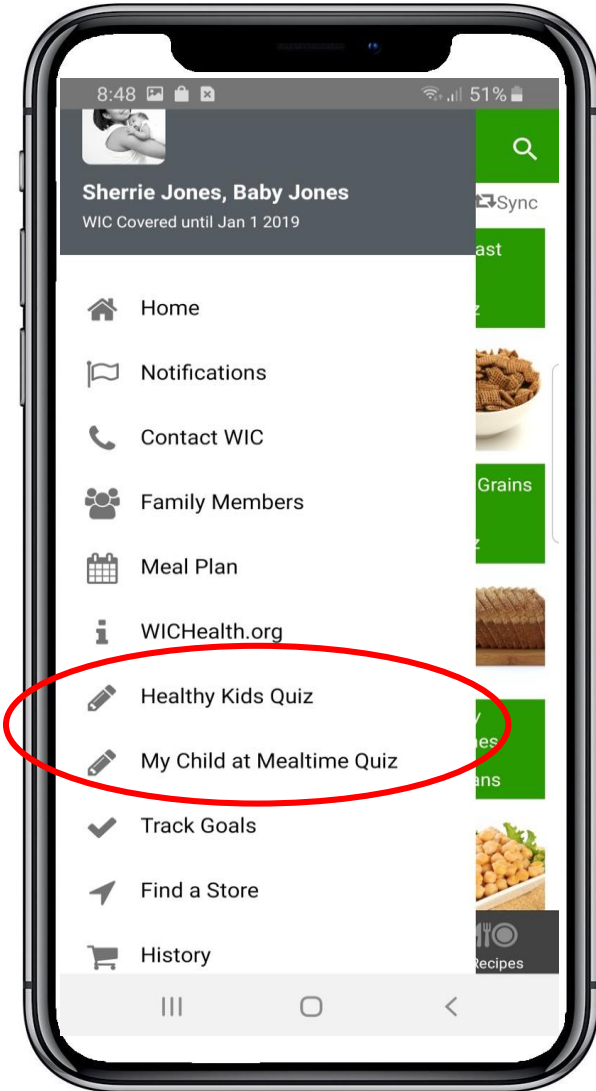
Family meal time



Target: Low-income parents / caregivers of pre-school age children

Validated assessment tools for print and web

Platform to Integrate Existing Tools: Healthy Kids & My Child at Mealtime Quizzes



Partnering with

IDENTIFY TOOL

Developed and tested for target population
Low income, diverse families
Parents of children birth to age 5
Feasible to adapt to mobile phone



ADAPT TOOL

Institutional agreement and approval by WIC
Funding for software developer
User testing and iterative development
Funding for implementation costs



EVALUATE TOOL

Pilot and implement Innovative WIC research
Built-in app analytics
In-app pop-up questions
Separate surveys
Co-author publications



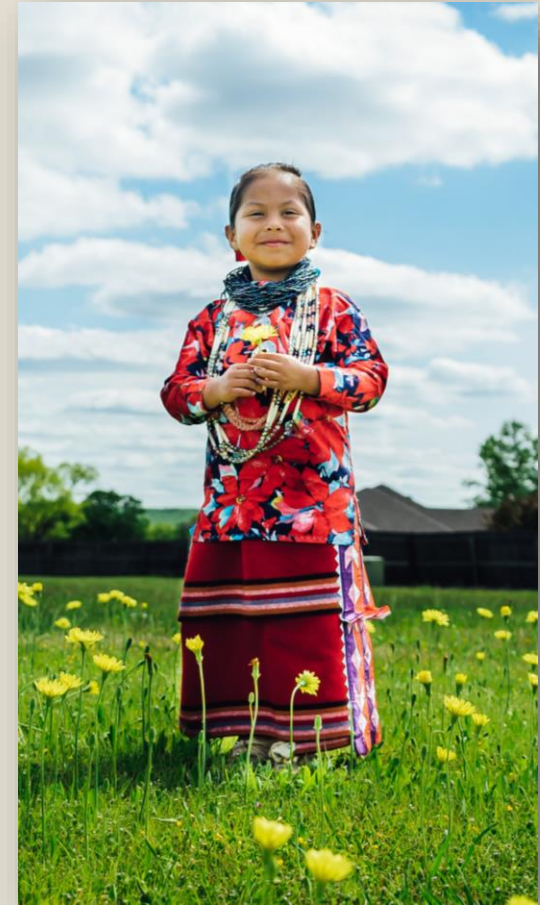
Mutually-Beneficial Partnerships with Non-Profit Organizations and Universities

OSAGE NATION WIC: TECHNOLOGIES THAT WORK

Manon Taylor, M.Ed.
Director, Osage Nation WIC

Osage Nation WIC

- ITO located in Northeast Oklahoma.
- Serve 3100 clients/month.
- 8 clinic locations



Tulsa clinic

Online Nutrition Education

- Partnered with WICHealth.org in FY 2019
- First SPIRIT partner to use Quick Connect feature.
 - Collaborated with WICHealth and DXC to customize.
 - Completed lessons are automatically uploaded to client files.
 - Recognizes participant category.

The screenshot shows the WICHealth.org website interface. At the top, there is a welcome message: "Welcome to wichealth! Have you recently moved or do you have a new WIC clinic? If so, please be sure to update your information by clicking the 'Edit Profile' link above." Below this, there is a section titled "Start A New Lesson" with a "Start Lesson" button. The background image for this section shows a woman sitting on a couch with a young child. Below this, there is a section titled "Health eKitchen" with a "View Recipes" button. The background image for this section shows a woman in a kitchen with a child. At the bottom, there is a section titled "Your Recently Completed Lessons" with a "Using Substitutions In Healthy Meals" lesson listed, including a "View Certificate" and "View Lesson Summary" link, and a date "24 May".

The screenshot shows a software interface titled "Education/Peer Counselor Referral Contacts". It displays a list of contacts under the heading "Education Contacts". The list includes:

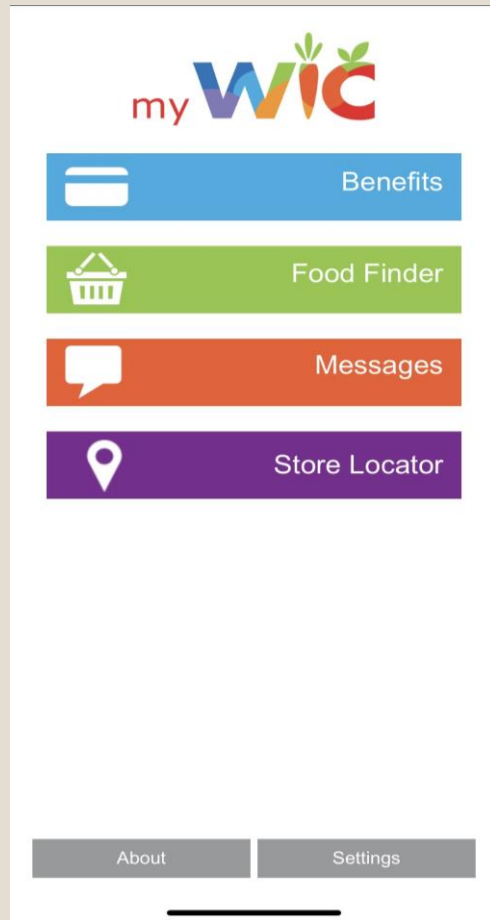
- Individual - Secondary Contact (at Benefit Pick-up) created on 08/18/2019 for 08/17/2019
 - ONL-Understanding Your Baby's Sleep
 - ONL-Offer Your Baby the Right Foods As He Grows
- Individual - Secondary Contact (at Benefit Pick-up) created on 06/11/2019 for 06/11/2019
- Individual - Secondary Contact (at Benefit Pick-up) created on 06/10/2019 for 06/10/2019
- Peer Counselor Referrals

Looking to the Near Future: Online Nutrition Education

- We want to offer our clients the option to complete a lesson online and be able to phone in to receive their benefits. (max 2x/cert year)
- 86% of clientele interested.



Mobile App-my Oklahoma WIC



- Developed by WCD WIC and DXC for use by eight ITO's in Oklahoma.
- Can be used on both Apple and Android devices.
- Registration requires Spirit Household and State WIC ID (youngest member).
- No password required.
- Can be downloaded on multiple devices in the same household.

Mobile App-Report

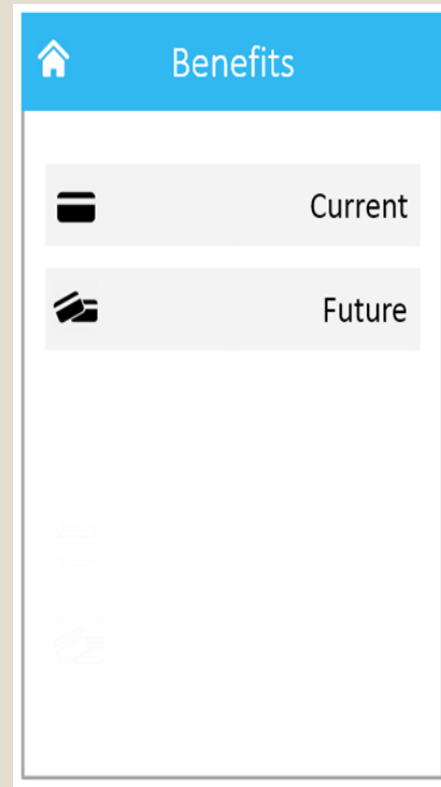
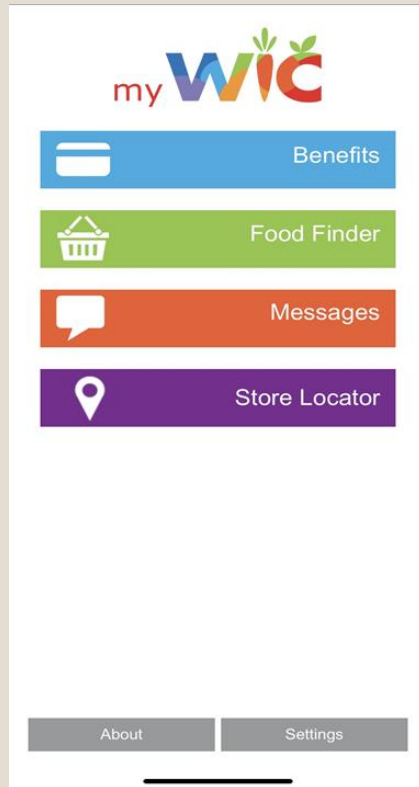
Osage Nation

**SPIRIT_M&O_0270: Households Using Mobile App -
Summary**

9/1/2019 6:05:11 AM

Registered	Not Registered
1636	475

Mobile App-Benefits

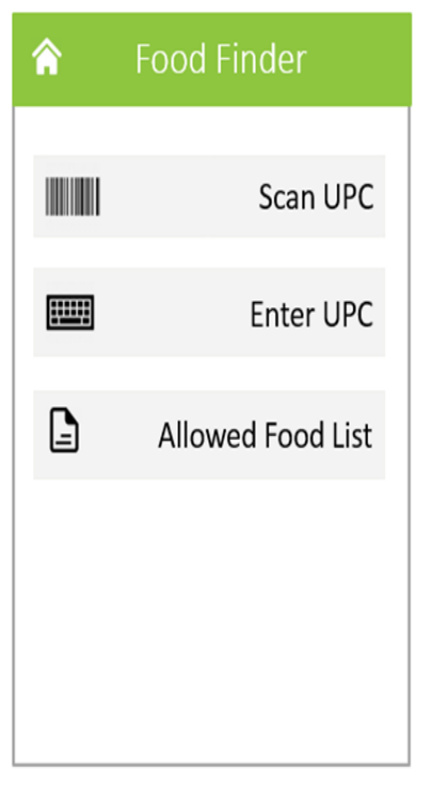
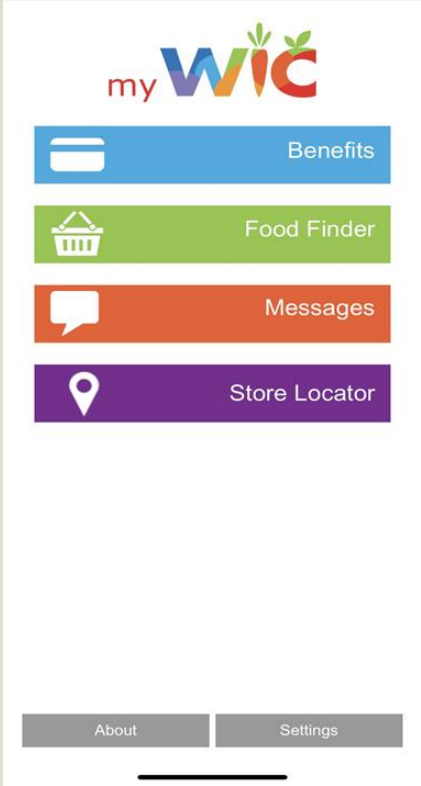


- Displays the available quantity and description of the current and future household benefits.

This screenshot shows the 'Current Benefits' list for the period 'Mar 16 2017 – Apr 15 2017'. The list includes the following items and quantities:

Mar 16 2017 – Apr 15 2017	
Cheese – All Authorized	2 LB
Breakfast Cereal	7 OZ
Whole Grain – Authorized	32 OZ
Fruits and Vegetables	19 \$\$\$
Low-fat/Fat Free Milk	4 GAL

Mobile App-Food Finder

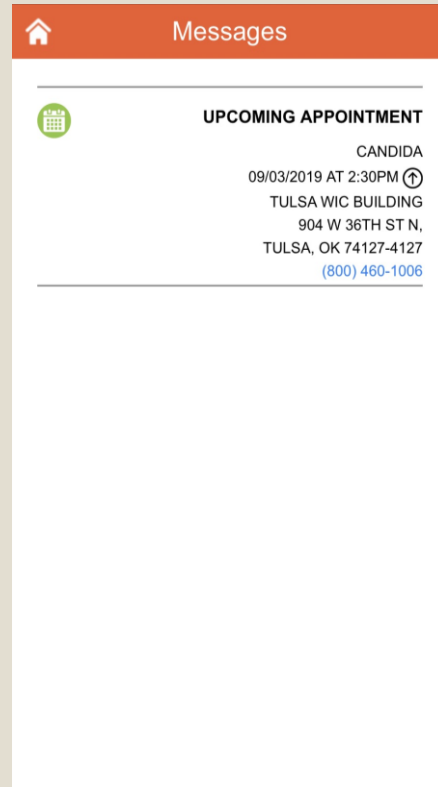
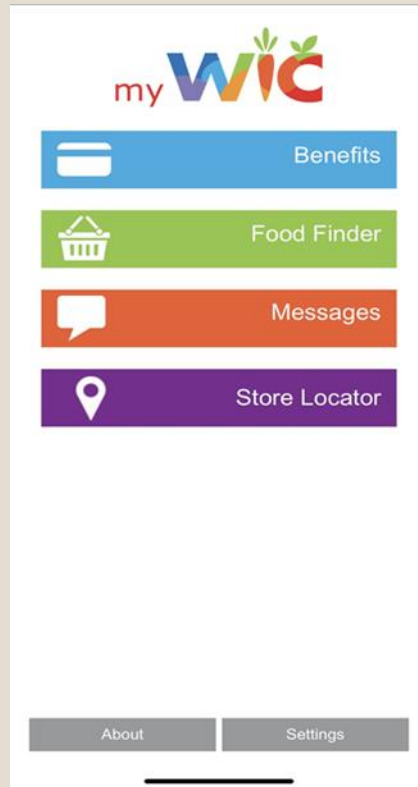


- Helps participants find WIC allowed foods at the store.
- Once the UPC/PLU is scanned or manually entered, one of the following 5 messages will be displayed:

The image shows five messages in a grid, each with a colored header and a blue 'OK' button at the bottom.

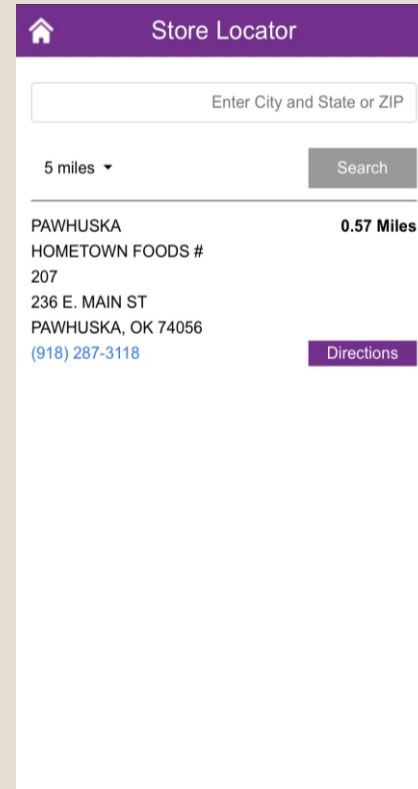
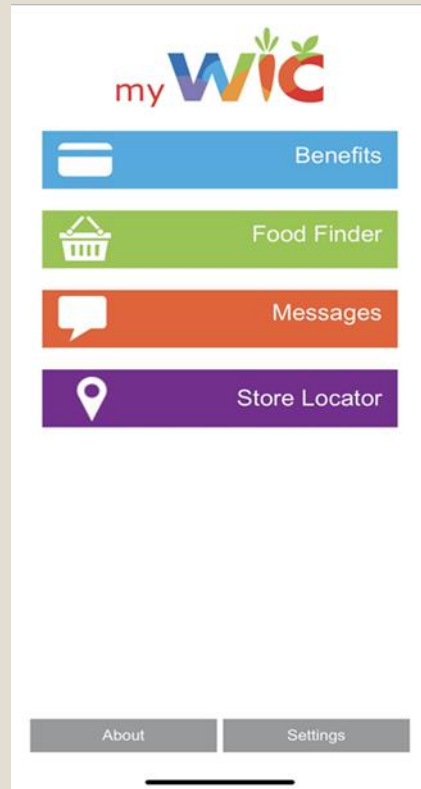
Allowed - Included	Not Allowed
<p>02119809 Extra Sharp Cheddar Cheese</p> <p>✓</p> <p>OK</p>	<p>02119999</p> <p>✗</p> <p>OK</p>
Allowed – Balance Too Low	Allowed – May be Included
<p>02119809 Extra Sharp Cheddar Cheese</p> <p>–</p> <p>Remaining balance too low.</p> <p>OK</p>	<p>021908503356 Frozen Broccoli</p> <p>\$</p> <p>Refer to cash benefit balance.</p> <p>OK</p>
Allowed – Not Included	
<p>02119809 Extra Sharp Cheddar Cheese</p> <p>–</p> <p>Not included in current benefits.</p> <p>OK</p>	

Mobile App-Messages



- **Four types of messages are available:**
 - Upcoming appointments
 - Missed appointments
 - We Miss You (schedule appointment)
 - Benefit Balance
- **Push notifications**
 - Appointment reminders sent two days before and day of appointment.
 - Reminders sent seven and two days before any remaining benefits will expire.

Mobile App-Store Locator



Facebook-Osage Nation W.I.C

Osage Nation W.I.C.
 @osagenationwic

BREASTFEEDING IS GOOD FOR YOU TOO.

Write a post...
 4.8 out of 5 - Based on the opinion of 45 people

Osage Nation W.I.C.
 August 16 at 4:28 PM
 On Monday, August 19, we will be back at our new building at 904 W

Osage Nation W.I.C.
 August 3, 2018

Tired of keeping track of receipts or calling to check your balance!
 Download the My WIC App! It keeps track for you and you can see your balance while you shop!
 Call us for more information.

my WIC

Benefits
 Food Finder
 Messages

Apr 7 2018 - May 6 2018

Description	QTY
Cheese - all authori	2 LB
Eggs - all authorize	2 DOZ
Breakfast Cereal All	72 OZ
PB/Dry/Can Bean Pea	2 CON
Infant Cereal - all	24 OZ
Infant Fruit & Veget	128 OZ
Whole Grain - All	64 OZ
Fruit and Vegetables	16 \$\$\$
GerberGS Soothe62400	7 PDR
Yogurt-Lowfat/Nonfat	2 QT
Low Fat/Fat Free Mil	4 GAL
Choc Milk 1%/Skim	2 GAL
Juice 64oz Bttls	4 CON

0 People Reached
 0 Engagements
 19
 11 Comments 3 Shares

Facebook-Osage Nation W.I.C



Osage Nation W.I.C. · Liquid Love · July 24 · 🌐

We are so excited that our friends at The Cottage · HOPE Love LIFE in Bartlesville are bringing their mobile ultrasound unit to our World Breastfeeding week event on August 9th! They will be providing pregnancy tests and limited obstetric ultrasounds up to 20 weeks! Come out and take a peek at your baby!

📍 Tag Photo · 📍 Add Location · ✎ Edit

507 People Reached · 91 Engagements · Boost Unavailable

👍❤️ 10 · 8 Comments · 6 Shares

👍 Like · 💬 Comment

Events

- Events
- Calendar
- Birthdays
- Discover
- Hosting

[+ Create Event](#)

YOU GOT THIS

WIC is with you every step of the way.

AUG 9 Liquid Love
Public · Hosted by Osage Nation W.I.C.

★ Interested · ✓ Going

🕒 Friday, August 9, 2019 at 10 AM – 2 PM
about 1 week ago

📍 Pawhuska Community Center
520 Lynn Ave, Pawhuska, Oklahoma 74056 [Show Map](#)

🗨️ Hosted by Osage Nation W.I.C.
Typically replies within a few hours [Message Host](#)

INSIGHTS [See More](#)

1.9K People Reached +33 last 7 days	58 Responses +0 last 7 days
Track ticket sales on your next event by adding a ticket link	Women 25-34 26% of total reach

English (US) · Español · Português (Brasil) · Français (France) · Deutsch [+](#)

[Privacy](#) · [Terms](#) · [Advertising](#) · [Ad Choices](#) · [Cookies](#) · [More](#) · Facebook © 2019

Facebook-Osage Co. Breastfeeding Support



Facebook-Osage Co. Breastfeeding Support

Holly Kaheetah Patterson-Pernell shared a post.
Moderator · Yesterday at 8:41 AM

Nursing is about so much more than just food ❤️



I Need To Nurse Because...

- I'm Tired
- I'm Hungry
- I'm Thirsty
- I Need Comfort
- I Hurt
- I'm Growing
- I'm Overstimulated
- I Need Mommy

 Dairy Queens Breastfeeding Support

Breast is Best without Fear
August 17 at 7:00 PM


So many reasons
Rachael

Gina Kelley-Stephens, Nicki Gossage Ingram and 4 others · Seen by 39


Lindsay Long shared a photo.
Moderator · Yesterday at 12:31 PM · Add Topics

Place membrane towards the right

Correct / Incorrect Orientation of Valve Installation



Maymom (c) 2018



Maymom (c) 2018

Milky Mama, LLC
August 20 at 9:03 PM

Like Page

Have you tried this? Let us know if you were able to pump more milk by turning your valves/membranes as pictured.

1 · 4 Comments · Seen by 63

Text Messaging

- Contract with One Call Now.
- We utilize to send appointment reminders, closure notifications, and special events.
- Based on data entered in MIS system (Spirit) messages are sent to the primary number and/or email address within file.

The screenshot shows the One Call Now web portal for user Brandy Baker. The interface includes a top navigation bar with the company logo, contact information, and a search bar. A central navigation menu on the left lists various account management options. The main content area features four primary action buttons: 'Send A Message', 'Add or Edit Members', 'Message Reports', and 'Need Help?'. Below these, there are sections for 'Service Plan Summary', 'Current Group Usage' (with a data table), 'Great News!' (with training links), 'Bookmark Us!', 'New Resources Available for One Call Now Customers', and a referral program advertisement.

One Call Now
AN UNSOLVE COMPANY

For Client Services
Call 877-698-3262

To Send a Message
Call 877-698-3261
866-321-4255

Welcome, Brandy Baker

296495 : Osage Nation WIC

Account Status & News

Search Help

Messenger Menu

- Change Group
- 296495 : Osage Nation WIC
- Account Status & News
- My Profile
- Settings >
- Manage Group >
- Messaging >
- View Reports >
- Contact Us
- Help & Support
- Logout

Send A Message

- New
- Saved

Add or Edit Members

- Manual
- Import

Message Reports

- Most Recent
- Scheduled

Need Help?

- Support
- Webinars

Service Plan Summary

Group Status: Active
Service Plan: Women Infants & Children (WIC) Plan

Current Group Usage

	Messages	Completed Deliveries	In-progress Deliveries
Phone Calls	57	86,223	2,340
SMS Text	59	87,351	0
Emails	34	0	0
Totals	150	173,604	2,340

In Contacts: 0 | Plan Maximum: 2600

Phones: 0 | 2600

One Call Now has saved you **452 hours 39 minutes** by making 27,159 attempts to reach 88,445 numbers in your group.

Great News!

Unlock the full potential of One Call Now's notification services by attending a training session!
By attending one of our training sessions you will gain the knowledge and confidence to send messages with ease!

[Introduction to One Call Now Training](#)
[One Call Now Advanced Messaging](#)
[Priority Management Training](#)
[All other new/existing clients](#)

We're here for you, so please use us as a resource. We look forward to serving you!

Bookmark Us!

Don't forget to book this page for easy navigation back when you want to send your next message!

New Resources Available for One Call Now Customers

Wondering how to get the most out of your One Call Now subscription? Are you a new customer that needs some help getting started? Visit our newly-created onboarding area which is full of useful tips and tricks. We also share sample call scripts and helpful links to ensure you get the most out of your One Call Now service.

[Click here](#) to check it out.

Looking for resources to let your contacts know about One Call Now? [Click here](#)

Refer a New Customer to One Call Now

DO YOU LOVE US THIS MUCH?
CLICK HERE to share that love and earn \$100

Now
DOWNLOAD THE APP NOW

? **i**
First time user questions?
CLICK HERE!

Text Messaging

SMS Text Message

Type in your text message:

Msg from Osage Nation WIC DUE TO WEATHER CONDITIONS, ALL OSAGE NATION OFFICES ARE CLOSED TODAY. SORRY FOR THE INCONVENIENCE AND STAY SAFE.

139 of 320 characters

Text messages are limited to 320 characters including your introduction.
Messages over 160 characters are charged double for Pay-Per-Call accounts.

Next

- Based on annual survey results, 79% prefer text messages to receive their appointment reminders vs. appointment cards and App.
- Can be customized to send only to certain clinics and participant categories.
- Reports are sent after each message attempt to show delivery information and statistics as well as overall lifetime usage statistics.

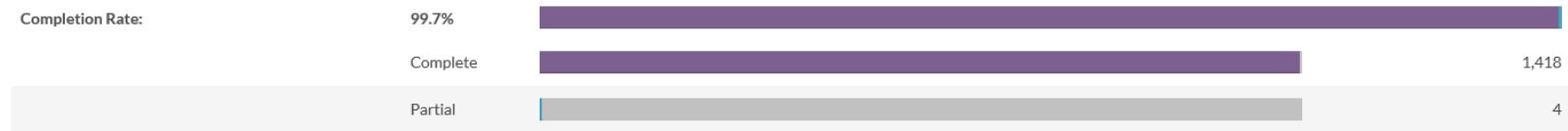
Surveys

- We utilize Survey Gizmo to compile our yearly Participant Satisfaction Survey and Farmers' Market Survey.
- Survey is loaded onto iPads.
- The offline version has English and Spanish translations.
- A Report with results is instantly generated after survey is closed.



Report for 2019 Osage Nation WIC Participant Satisfaction Survey

Response Counts



Totals: 1,422

Website

THE OSAGE NATION
4AZAZQ

Other Sites ▾

search this site 🔍

Home News & Events Who We Are What We Do Opportunities Contact How can we help you? ▾

Home What We Do Departments and Programs

Women, Infants, and Children (WIC) Program

DEPARTMENTS AND PROGRAMS

Women, Infants, and Children (WIC)

- WIC Prescreening Tool
- Bird Creek Farm
- Child Care Program
- Child Support Services
- Community Health Representatives
- Constituent Services
- Counseling Center
- Daposka Ahnkodapi Elementary
- Daposka Ahnkodapi Nest
- Diabetes
- Education Department
- Elder Nutrition
- Elections Office
- Emergency Management
- Family Tree Request
- Family Violence
- Financial Assistance
- Fitness Center

Important Notice

Call: [1-800-460-1006](tel:1-800-460-1006) to schedule an appointment, get directions to our clinics, or for any other information.

Mission Statement

The Women, Infants, and Children (WIC) program is a **preventative public health nutrition program that provides nutrition and breastfeeding education, supplemental foods, and improved access to regular health care and social**



USEFUL LINKS

[Click here to scroll down to Useful Links.](#)

CONTACT INFORMATION

Main Phone:
[1-800-460-1006](tel:1-800-460-1006)

LOCATIONS

All Osage Nation WIC offices may close on or around holidays and during inclement weather. Please call before traveling.

PAWHUSKA (Admin Office) - M-F, 8am-4:30pm (closed last working Friday each month)

1301 Grandview Avenue
[918-287-5360](tel:918-287-5360)
[918-287-5362](tel:918-287-5362) (fax for all locations)

TULSA - Monday thru Thursday 10am-3pm
NUEVA UBICACION / NEW LOCATION
3487 N Osage Dr. Tulsa, OK 74127



<https://www.osagenation-nsn.gov/what-we-do/women-infants-children-program>

Challenges

Deciding which company to use:

- Key features
- Flexibility (changes)
- Cost/renewal
- Will it enhance our service/program
- Will it help our clients
- Training for staff/clients
- Recommended by other States that use it
- Implementation process
- Company offers tutorial/demonstration
- Reporting capabilities
- Ease of use
- Personalization-custom messages etc.



Challenges

Cost of Technology

- Customization
 - Working with MIS
- Yearly renewals
 - Can you sustain?
- Set up
- Consortium
 - Help get cost lower
- Upgrades/additional lessons etc. at no cost



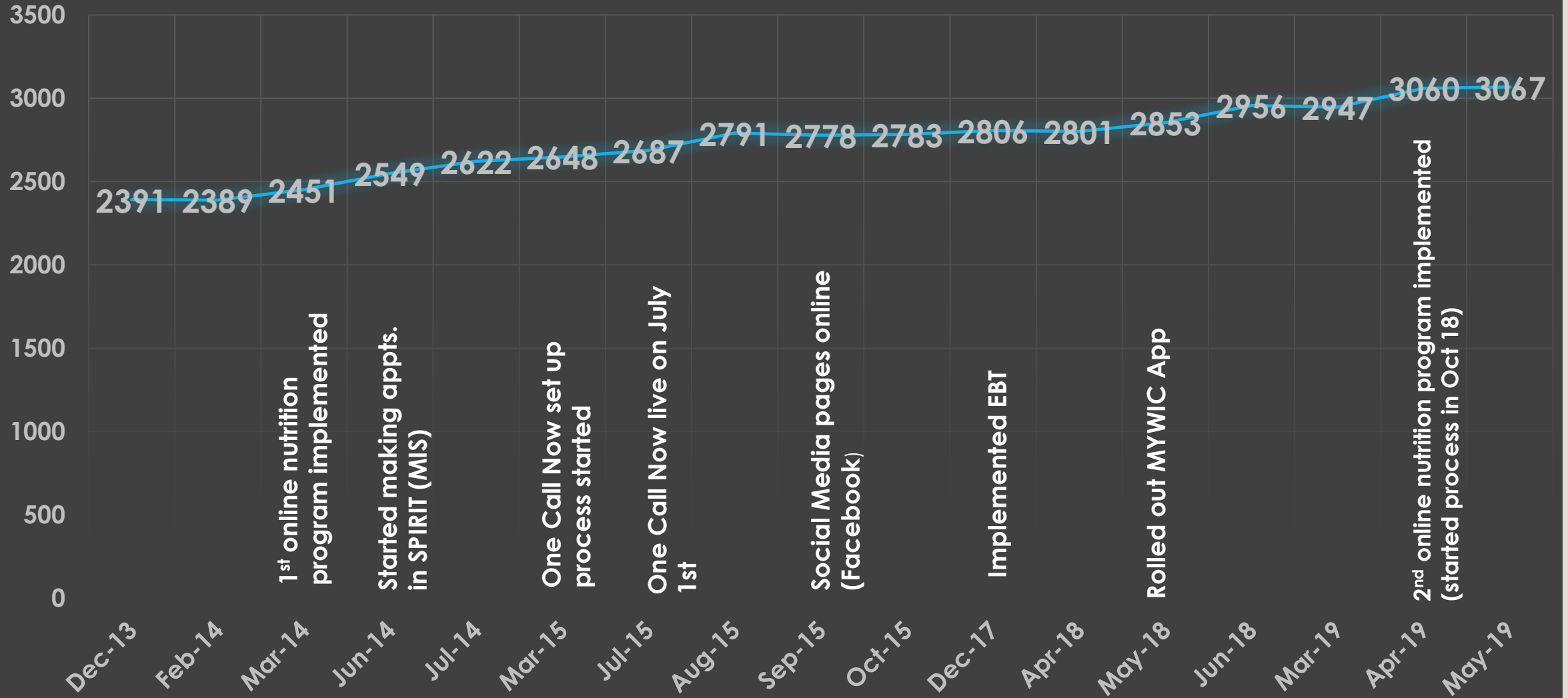
Challenges

Navigating both Tribal policies/laws and Federal Regulations

- Procurement
- Contracts
 - AG's office
 - Sovereignty language
- Multiple layers of signatures



Technology and Participation Numbers



Thank You

