Connecticut eWIC Implementation Pilot Phase Planning

2016 WIC EBT User Group Meeting Planning and Implementation Primer Alexandria, VA July 20, 2016
Connecticut WIC Program

- 48,538 Participants
- 12 local agencies
  - 23 full-time offices
  - 33 part-time satellite sites
  - Covers all 169 Connecticut towns
- 182 local agency staff
- 22 State staff & 3 Consultants
- 650 Authorized Vendors (488 Food Stores, 162 Pharmacies)
CT-WIC/eWIC Project

- Combined MIS and EBT implementation
- Old 1995 Legacy System – SWIS
- Connecticut selected 3Sigma to transfer the Michigan MI-WIC MIS system.
- The system had to be enhanced to address Connecticut’s requirements.
- Connecticut selected Xerox as the EBT processor.
Project Kick-off

- Contracts with 3Sigma and Xerox signed in December 2014
- Kick-off event January 2015
  - 3Sigma team introduction and MIS Overview
  - Xerox introduction via web
Project Preparation

- ReNEW MIS/EBT team consisting of local agency and State staff convened February 2014 (prior to signing of contracts) to begin preparation for project.
- Monthly meetings
- Contacted States that already rolled out
- Visited MA – Local Agency and Grocery Store
Project Time Frame

- December 2014 – Contracts Signed
- January 2015 – June 2016: Planning, Development, UAT, Pilot Preparation, Local Agency and Vendor Trainings
- Pilot – 3 Agencies: February 2016 – April 2016
CT–WIC/e–WIC Project

Readiness teams formed at both State and Local Agencies:

- Training and Education
- Policy
- Business Processes
- Communication and Marketing
- Technology

Staff picked to be on the Readiness teams were known as Super Users. They became the go to people for all questions regarding the project.
Training and Education Team

- Identified education materials for LAs, participants, vendors and State staff
- Scheduled Trainings
- Worked with other Readiness Teams to ensure training and education materials represent all areas
**Business Processes Team**

- Identified current SWIS and check processes that needed to be changed to CT-WIC and eWIC.
- Developed new business processes for CT-WIC and eWIC.
- Worked with Policy Team to incorporate new processes into Policies.
- Worked with Training and Education Team to incorporate processes into training.
Policy Team

- Identified current SWIS and check policies that needed to be changed to CT-WIC and eWIC.
- Developed new policies based on eWIC processes.
- Worked with Business Processes team to develop policies.
- Worked with Training and Education Team to incorporate processes into training.
Communication & Marketing Team

- Identified communication needs
  - How to communicate Project updates and to whom
- Created communication tools
- Worked with other Readiness Teams on any communication needs
- Reported progress from each team at Statewide Meetings
Technology Team

- Identified equipment that needed to be removed (local agency & retailers)
  - Check printers!!
- Identified equipment needs, location of equipment for all access (scanner, printer, e-signature pad, etc.)
- Ensured all necessary equipment was deployed
- Included new equipment in training for LA staff
Tools we used

- Posters for participants and vendors
- Timeline documents for LA and State staff
- Newsletters for vendors and LA staff
- Games at statewide meetings to educate staff
- Video (adapted from MA WIC and edited)
- Webpage dedicated to the Project
- Regional eWIC trainings for vendors
- CT–WIC demos/trainings for LA and State staff throughout application development
- Numerous ever changing spreadsheets
Participant Readiness

- Connecticut WIC Program introduces WIC families to upcoming changes
- December 2015 – Rollout of eWIC video and talking point posters to all Pilot sites.
- January 2016 – Participant Information Folder/packet (Food list, eWIC Activation info, eWIC brochure, appointment card, Vendor list) distributed to Pilot sites
- February 2016 – Distributed eWIC video and talking point posters to all Roll-out sites
Vendor Readiness

- Weekly communication with Xerox on status of vendors
- Regional Vendor Training in English and Spanish according to Local Agency roll-out dates
- Different training for Integrated Stores vs Stand Besides
- Test buys for eWIC started in January 2016 and continued throughout pilot and roll-out
- Posters sent to vendors for front of store and breakrooms
Staff Readiness

- ADMIN module demos and training for LA Coordinators and Site Managers
- Clinic Module demos and training for State Staff and LA SuperUsers
- Practice time on new system (CT-WIC) in Staging environment
- Policies and Procedures training for Local Agency Staff
- CT-WIC/e-WIC training for all staff from Pilot Agencies
Pilot

- 3 Agencies Scheduled for Pilot
- 1st Agency originally scheduled to go live on January 11, 2016
- 3-day training scheduled January 6, 7, 8 2016
- Pilot delay
- Training Rescheduled
- Another Pilot delay
- Training proceeded as planned with a 1 day refresher training Friday before go-live
Pilot Agency 1: 3 day training & 1 day refresher (due to Pilot delay)

Pilot Agency 2 & 3: 4 day training based on observation and feedback from Agency 1. Changed agenda as well.

Training held the week before “Go-Live” date
Agencies closed for 4 days.
State staff there to answer policies and process questions
Pilot – “Go-Live”

- 3Sigma Staff present to help with application errors
- State Agency Nutrition Staff Support for questions on policies and processes
- Super User Support to help with processes
- State IT to help with equipment issues
Tasks Distribution

- Readiness Teams
- State Agency Staff
  - Nutrition Unit
  - Vendor Unit
  - IT
  - Fiscal
- Project Manager
- Business Analyst
Lessons Learned from Pilot sites

- Reduce schedule (number of participants scheduled) during first week of “Go-Live”
- Re-evaluate clinic schedule and how it is set up
- Talk with other agencies about schedule, processes etc.
- Practice in the test system if possible