Challenges in Small States to Implement EBT

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Identify Barriers for Small States to Implement EBT

• Staffing Limitations
  – Budget limitations prevent states from hiring an EBT Subject Matter Expert (SME)
  – States have personnel work in multiple functional areas
  – Limited knowledge Base
    • Limited time to attend EBT conferences, demos, or contact other states regarding best practices
    • Difficult to make policy decisions that are impacted by EBT
Identify Barriers for Small States to Implement EBT

• Advance Planning Document (APD) Process
  – PAPD, Cost Analysis, Feasibility Study, and IAPD

• Funding Challenges
  – Priority given to Consortium projects
  – May not receive full funding

• Infrastructure
  – Internet connectivity limitations
  – WIC vendor point of sale technology
Identify Barriers for Small States to Implement EBT

• Cultural and Language Barriers
  – Tribal organizations and territories have staff, participants and vendors of multi-cultural backgrounds.
  – Difficult to train and educate clinic staff, participants, and vendors on EBT.
Overcome Barriers to Implement EBT

• Dedicated Arizona EBT FTE for HANDS Consortium
  – Stay current with EBT best practices by attending:
    • EBT conferences
    • State MIS/EBT Demos
    • Vendor Point of Sale certifications
    • Establish contacts with other EBT states
  – Supports the Partners in EBT Planning and Implementation Activities
    • EBT Technology Decision
    • Developing UPC database
    • Revising Policy
    • Issuer Identification Number (IIN) Registration
Overcome Barriers to Implement EBT

• APD Process
  – Time and cost savings by having Arizona lead the APD process for the entire HANDS Consortium

• Funding Opportunities
  – Arizona received full grant request to implement EBT for the Consortium.
  – Cost Savings
    • Arizona is able to leverage costs across all Consortium members to achieve economy of scale.
      – All Consortium members use same HANDS version
      – Development and QA savings
      – Cost savings for Consortium EBT implementation vs. separately
Overcome Barriers to Implement EBT

• Overcome Infrastructure Challenges
  – Annual infrastructure assessments
    • Problem: Guam’s network repeatedly went down
    • Solution: Arizona staff worked with Guam government to add backup line and Guam has had limited outages

• Overcome Language Barrier
  – Provide Consortium member options for participant and vendor training materials in multiple languages.
Identify Procurement Options

• Western States EBT Alliance (WSEA)
  – Possible cost savings for Arizona and Guam
  – American Samoa, CNMI, and Navajo Nation unable to join as members

• Separate Procurements
  – Costly and time consuming for American Samoa, CNMI, Guam and Navajo Nation
  – Most likely higher implementation and operating costs

• Combined Procurement with Arizona WIC as lead Agency.
  – Combined caseload for CPCM pricing
  – Separate contracts with each Consortium member
  – Explored option of having other states join procurement
Questions?

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