Oregon eWIC Implementation
Lessons Learned

NWA Technology & Program Integrity Conference
St. Louis, MO
September 28, 2015
Oregon WIC Program

- 40 state program staff
- 4 state MIS developers
- 36 local agencies
- 98,000 participants per month
- Fixed (calendar) month benefit issuance
- 490 grocery vendors
- 70 pharmacy vendors
- 630 FMNP farmers, 515 authorized for CVB also
Oregon eWIC Project

- Processor is FIS-CDP (formerly JP Morgan)
- Maximus is QC contractor + consulting services
- State-required separate QA contractor
- Pilot launch September 14, 2015 😊
  - Original Pilot launch date May 8, 2013
- Rollout scheduled for January-March 2016
Some Tips for Success
#early&often
Early & Often

• Applies to all stakeholders
• Share information
• Get them engaged
• Ask for their input and participation from the beginning and all along the way
• One caution – sharing milestone dates too early!
Early & Often – Local Agency Staff

• Conducted 10 informational webinars – live + recorded and made available on our website

• Compiled questions from live versions into FAQ document

http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-webinars.aspx
Early & Often – Local Agency Staff

Clinic eWIC Readiness Toolkit (CeRT)

• Timeline
• Resources
• Activities

http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Pages/ewic-toolkit.aspx
Work During Contract Negotiations

• Contract negotiations can be lengthy (ours took 10 months)
• Do as much work as you can in the meantime (check with FNS and your state oversight!)
• MIS updates to latest version or processor version of the WUMEI
• Review processor “Product” documents instead of state-specific “Project” documents
Scan, Scan, Scan!!!

• Start early
• Purchase scanners
• Send them out with staff traveling for local agency or vendor reviews
• Scan packaged fruits & vegetables with UPCs! (don’t rely on grocery stores to map to PLUs)
Policy Updates

- Get permission from USDA-FNS to go to Pilot with draft policies
- Review process can be lengthy
- Easier to update with Pilot and Rollout lessons learned
UAT/End-to-End Certification Testing

• Make the UAT plan and scripts early deliverables in your SOW
• Use them during MIS development & testing
• Do lots of pre-testing
  – Helps testers get familiar with the scripts and processes
  – Identifies issues early
  – Helps the real UAT go smoothly and quickly
Retail Vendor Trainings

- Great for local agency staff to attend
- Helpful for local staff to see eWIC in the stores
- Helpful for vendors to get their clinic process questions answered
Live Shopping

- aka Level 3 Certification
- Recommend shopping in all stores in the Pilot area
- Huge logistical undertaking
- Planning doesn’t need to be high tech
Low Tech Live Shopping Chart
Low Tech Live Shopping Map
Large Integrated Chain Stores

- Get confirmation regarding their plans to deploy eWIC in their stores throughout the state
- Do this before planning MIS development around client conversion from paper to eWIC and transfers
- Get deployment plans and rollout dates
- Verify with live shopping
Retail Vendor Integration Funding

- Oregon had initial funding + received FFY15 reallocation funds
- Provide a list of companies vendors can contact for more information
- Allow plenty of time for vendors to respond
- Vendors were very excited and appreciative about getting financial assistance
MIS Performance Testing

• Performance testing is not a good thing to “Test in Production”

• Performance testing limited in Oregon by:
  – PowerBuilder + Citrix platform
  – Resources
  – Time

• Currently experiencing slowness and lock-ups we didn’t see during development testing
#coolstuff
Interactive Map
Interactive Map – Detail

WIC CLINICS

WIC STORE - FOOD
- Voucher only
- eWIC and Vouchers

WIC STORE - PHARMACY
- Voucher only
- eWIC and Vouchers
**WIC Shopper Smart Phone App**

- Plan to deploy by Nov 1
- Have heard great things from states already using it
- Check back with me to see how it’s going 😊
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