Preparing for your Go Live Date

WIC Card and WIC WISE Implementation

2019 CWA Annual Conference
Welcome & Introductions
Today’s Speakers

- Tiffany Evangelista, CDPH/WIC
- Ivan Parra, Organizational Change Management Team
Agenda

- WIC Card and WIC WISE Implementation
- Local Agency Readiness
- Peripheral Equipment
- WIC WISE Training
- Cutover Weekend Prior to Go Live
- CA WIC App
- Other Resources and Support
- Q & A
WIC Card and
WIC WISE Implementation
WIC Card and WIC WISE Implementation

**Project Objective:** Transfer a federally approved, operational EBT-functional computer system, which meets federal requirements and is configurable to meet California requirements.

What does this mean to you?
- Move from WIC MIS to WIC WISE
- Move from Food Instruments (FIs) to the WIC Card
Wave Rollout Schedule

<table>
<thead>
<tr>
<th>Waves and Go Live Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot</td>
</tr>
<tr>
<td>Wave 1</td>
</tr>
<tr>
<td>Wave 2A</td>
</tr>
<tr>
<td>Wave 2B</td>
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<tr>
<td>Wave 2C</td>
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<tr>
<td>Wave 3</td>
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<tr>
<td>Wave 4</td>
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<tr>
<td>Wave 5</td>
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<tr>
<td>Wave 6</td>
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<td>Wave 7</td>
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<tr>
<td>Wave 8</td>
</tr>
<tr>
<td>Wave 9</td>
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<tr>
<td>Wave 10</td>
</tr>
</tbody>
</table>
Local Agency Readiness
The Implementation Services Team includes:

- **OCM** – Job aids for new processes due to change to WIC WISE and WIC Card
- **Implementation** – Kick off, monthly prep calls, checklist, install peripheral equipment, data conversion
- **Training** – Computer-Based and Instructor-Led
- **CDPH/WIC** – CDPH/WIC staff and managers
Overall Support Preparing for WIC WISE Change

Local Agency Implementation Coordinator (IC)
Customize implementation work products and conduct implementation activities.

CDPH/WIC Division
Help Local Agencies prepare for WIC WISE and WIC Card. Provide policy and State level Support.

OCM Team
Identify differences between Legacy MIS and WIC WISE and provide tools to help with the transition.

Implementation Lead (IL)
Guide Local Agencies through the implementation process.
Your Local Agency Change Team

- Local Agency Implementation Coordinator
  - Communications Coordinator
  - Business Process/Training Coordinator
  - Data Cleanup/Security Coordinator
  - Site Preparation/Technology Coordinator
Business Processes and Business Change

The OCM Team will develop a Business Change Management Plan:
• Identifies gaps between As-Is and To-Be business processes
• Recommends strategies to address the gaps/differences.
• Specific to the local agency

The OCM Team will provide local agencies with:
• Toolkit which includes OCM methodology, orientation and transition activities, templates, sample materials, job aids, and As-Is / To-Be business process models, etc.
• Support and assistance with their transition to WIC WISE
OCM and Local Agency Activities
# Local Agency Implementation Checklist

**Local Agency Implementation Checklist (LAIC) - WIC WISE**

**GO-LIVE: 5/6/2019**

**LA Implementation Coordinator:**

Laura Roth, 3Sigma 530-304-2207

laura.roth@osi.ca.gov

<table>
<thead>
<tr>
<th>Task ID</th>
<th>Site</th>
<th>Category</th>
<th>Task</th>
<th>Owner(s)</th>
<th>Site vs. Agency Task</th>
<th>Start Date</th>
<th>Start Date - Days before Go-Live</th>
<th>Due Date</th>
<th>Duration</th>
<th>Status</th>
<th>Comments</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>Project management</td>
<td>Provide draft LAIC during Monthly Implementation Meeting 2</td>
<td>Joint</td>
<td>Joint</td>
<td>Tue, 2/6/19</td>
<td>Tue, 2/6/19</td>
<td>0.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Project management</td>
<td>Receive feedback on LAIC from agency</td>
<td>LA</td>
<td>LA</td>
<td>Fri, 3/1/19</td>
<td>Mon, 3/4/19</td>
<td>6.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>Project management</td>
<td>Provide final LAIC during Monthly Implementation Meeting 4</td>
<td>Joint</td>
<td>Joint</td>
<td>Thu, 3/7/19</td>
<td>Thu, 3/7/19</td>
<td>0.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td>Training</td>
<td>Confirm access to the Learning Portal for CBT and add agency staff, map user to roles</td>
<td>LA</td>
<td>LA</td>
<td>Fri, 4/4/19</td>
<td>Mon, 4/4/19</td>
<td>8.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td>Training</td>
<td>Confirm facility location, equipment and set up for LT training</td>
<td>LA</td>
<td>LA</td>
<td>Thu, 3/7/19</td>
<td>Thu, 3/7/19</td>
<td>5.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td>Data Conversion</td>
<td>Complete Data Conversion cleanup report 1 (Mock 1)</td>
<td>LA</td>
<td>LA</td>
<td>Thu, 3/7/19</td>
<td>Thu, 3/7/19</td>
<td>5.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td>Data Conversion</td>
<td>Data cleanup report 1 received</td>
<td>CDM</td>
<td>CDM</td>
<td>Fri, 3/1/19</td>
<td>Fri, 3/1/19</td>
<td>8.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td>Communication</td>
<td>Verify Local Agency has been contacted by CDPH/WIC regarding final check stock order and existing check inventory</td>
<td>Joint</td>
<td>Joint</td>
<td>Fri, 4/12/19</td>
<td>Wed, 4/16/19</td>
<td>5.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td>Project management</td>
<td>Confirm LA Go-Live weekend support resources including building access for the weekend</td>
<td>LA</td>
<td>LA</td>
<td>Mon, 4/22/19</td>
<td>Mon, 4/22/19</td>
<td>5.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td>Communication</td>
<td>Distribute 10's remaining marketing and nutritional material to staff and stakeholders</td>
<td>LA</td>
<td>LA</td>
<td>Thu, 3/7/19</td>
<td>Thu, 3/7/19</td>
<td>10.00</td>
<td>Not Started</td>
<td>None</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Peripheral Equipment
Peripheral Equipment

• 4 new pieces of equipment
• Installed by WIC WISE Project Installation Team approximately one to two months prior to your agency’s Go Live date
• See these devices at the Trade Show
Card Reader

PIN Pad
WIC WISE
Training
WIC WISE Training Approach

Computer-Based Training (CBT)

Instructor-Led Training (ILT)

Open Office Sessions

Webinars
WIC WISE Learning Portal

- **Weeks 4 and 3 prior to Go Live**: Start of CBT and track completion
- **Weeks 2 and 1 prior to Go Live**: Start of ILT and track completion
- **Weeks 0 and +1 Post Go Live**: Reference materials for WIC WISE support

2 weeks

2 weeks

2 weeks
For More Information on Training

- Attend one of the WIC WISE Training Sessions:
  - April 29th at 4:00-5:00 PM
  - April 30th at 8:30-9:30 AM
  - April 30th at 11:00-12:00 PM
Cutover Weekend
Prior to Go Live
## General Cutover Weekend Connectivity

<table>
<thead>
<tr>
<th>Time</th>
<th>Agency Type</th>
<th>Description</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friday 7 PM</td>
<td>All System Shut Down</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday 6 AM</td>
<td>WIC WISE Go-Live</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday 8 AM</td>
<td>Resume WIC MIS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Agencies Cutting-Over to WIC WISE**
- WIC MIS Access
- WIC WISE Unavailable
  (Applies to All Agencies Cutting Over & Already on WIC WISE)
- WIC WISE Access

**Agencies Continuing on WIC MIS**
- WIC MIS Access
- WIC MIS Unavailable
- WIC MIS Access
Cutover Weekend Activities

**Friday**
- WIC MIS Access
- Data Extract

**Saturday Morning**
- Conversion
  - WIC WISE Unavailable for Everyone

**Saturday 8 AM**
- Resume WIC MIS for Agencies not yet cutting-over

**Saturday 1 PM**
- Go/ No-Go Decision

**Sunday 7 AM**
- Begin Verification Activities

**Sunday 1 PM**
- Begin Verification Activities

**Sunday 6 AM**
- WIC WISE Access

**Friday 7 PM**
- All System Shut Down
  - By 8 AM Saturday, WIC MIS will become available to agencies still using it
  - By 7 AM Sunday, WIC WISE will become available for verification to agencies cutting over
  - By 6 AM Monday, WIC WISE will become fully available
  - Begin Legacy Extract Activities

**Saturday**
- Conversion
- WIC WISE Unavailable for Everyone

**Monday 6 AM**
- WIC WISE Go-Live
## Example: Weekend Before Wave 4 Go Live

<table>
<thead>
<tr>
<th>Waves</th>
<th>Local Agencies</th>
<th>WIC MIS Access</th>
<th>WIC WISE Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot - Wave 3</td>
<td>Local Agencies have already cutover to WIC WISE.</td>
<td>No “Browse only or void access” in WIC MIS from Fri 7PM through Sat 8AM. Able to access WIC MIS the remainder of the weekend.</td>
<td>WIC WISE is unavailable on cutover weekend, Fri 7PM thru Mon 6AM</td>
</tr>
<tr>
<td>Wave 4</td>
<td>Local Agencies are cutting over to WIC WISE</td>
<td>No access to WIC MIS starting Fri at 7PM</td>
<td>Access to WIC WISE starting Mon at 6AM</td>
</tr>
<tr>
<td>Wave 5 - Wave 10</td>
<td>Local Agencies are still using WIC MIS</td>
<td>No WIC MIS access from Fri 7PM through Sat 8AM. Able to access WIC MIS the remainder of the weekend.</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Cutover Weekend Dates - No WIC WISE Access

<table>
<thead>
<tr>
<th>Wave</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot</td>
<td>6/1/19</td>
<td>6/2/19</td>
</tr>
<tr>
<td>Waves 1 &amp; 2A</td>
<td>8/31/19</td>
<td>9/1/19</td>
</tr>
<tr>
<td>Waves 2B &amp; 3</td>
<td>9/21/19</td>
<td>9/22/19</td>
</tr>
<tr>
<td>Wave 4</td>
<td>10/12/19</td>
<td>10/13/19</td>
</tr>
<tr>
<td>Wave 5</td>
<td>11/9/19</td>
<td>11/10/19</td>
</tr>
<tr>
<td>Wave 6</td>
<td>12/7/19</td>
<td>12/8/19</td>
</tr>
<tr>
<td>Wave 7</td>
<td>1/18/20</td>
<td>1/19/20</td>
</tr>
<tr>
<td>Wave 8</td>
<td>2/15/20</td>
<td>2/16/20</td>
</tr>
<tr>
<td>Wave 9</td>
<td>3/7/20</td>
<td>3/8/20</td>
</tr>
<tr>
<td>Wave 10</td>
<td>3/28/20</td>
<td>3/29/20</td>
</tr>
</tbody>
</table>

*No WIC MIS access Friday 7pm to Saturday 8am each of these weekends*
CA WIC App
California WIC App Design
California WIC App

Phase I Functionality:

- View Appointments
- Check current and future food balance
- Appointment and Food Balance Notifications
- View WIC Sites and Stores – Location with Map view
- Scanning of WIC authorized products
- Informational Hyperlinks related to WIC Program
California WIC App

Phase II Functionality:

• Product submission feature
• WIC Sites - Hours of Operation
• Additional usability enhancements
Other Resources and Support
CDPH/WIC Staff Supporting Local Agencies to Prepare for Go Live

- Nutrition Consultants
- Contract Managers
- Policy Staff
- Local Agency Implementation Support Team
It’s Coming Materials

For Participants

- WIF Insert
- Small Poster
It’s Coming Materials

For Participants

• Video

• Phone Messages

• Social Media Messages and Images
It’s Here Materials

For Participants

• Brochure

• Large Poster
It’s Here Materials

For Participants

• Appointment Reminder Card
It’s Here Materials

For Participants

• Welcome to WIC Video Series and Lesson Plans
It’s Here Materials

For Participants

• Social Media Messages and Images

• Phone Messages
Resources for Local Agency Staff

- WIC Card/WIC WISE Webinars
- WIC News Publications
- WIC News Broadcasts
WPPM Changes for eWIC

• New eWPPM
  • Electronic WIC Policy & Procedure Manual
  • Effective for a local agency starting on that local agency’s Go Live date
  • Posted on public CDPH/WIC website and LASS
  • Will have Job Aids posted to help with staff training
    • Summary of policy changes for WIC Card/WIC WISE
    • PowerPoint describing changes
CERTIFICATION

Subject: Eligibility Requirement
Item: Presence Requirement

PURPOSE:
To minimize fraud and maintain program integrity during the certification process.

POLICY:
1. Local agency (LA) staff must ensure that applicants/participants are physically present at initial certification and recertification, with limited exceptions. In the case of infants and children, a family member or caregiver must also be present.

PROCEDURES:
1. Documentation
   A. LA staff must document in the WIC Web Information System Exchange (WIC WEB) whether an applicant, is present at the initial certification and recertification appointment or the reason they are not present. Refer to the table at the end of the policy for details on when and how to use the presence drop-downs.

2. Examinations to Determine Presence at Initial Certification
   A. Infants under eight weeks of age must:
      1. Meet all other certification requirements. Refer to WPPM 210-10 for anthropometric requirements for infants not present at certification.
      2. Be present at the most appointment within 30 days unless the infant meets the disability exemption, see Procedures F. A.
      3. Be issued only one month of food benefits until the infant is present unless the infant meets the disability exemption.
      4. Food benefits must not be issued after the infant reaches eight weeks of age unless the infant has been present at the LA or the infant is disabled.

3. Examinations at Recertification
   A. An infant or child is eligible to be excused from the physical presence requirement at recertification in the following two circumstances:
      1. Was present at the initial certification and is receiving ongoing health care, and whose physical presence would pose an unreasonable threat to participation.
      2. Was present at initial certification or recertification within the last 12 months and is under the care of one or more working parents/caregivers, and whose working status prevents a parent to bring the infant or child to the LA.

Revised May 6, 2016
California WIC Policy and Procedure Manual
Page 1 of 3
Find the eWPPM on LASS
New and updated policies will be marked with an “e” and in a different color.
Implementation Resources on WIC LASS

CDPH/WIC Local Agency SharePoint Site

- Local Agency Calendar
- Breastfeeding Peer Counseling Program
- Committees
- Contract Administration
- Data and Research
- Education Materials and Forms
- eWIC
- Farmers’ Market
- Food Package Resources
- Local Agency Communication
- Local Vendor Liaison (LVL)
- Outreach
- Policy
- Program Monitoring
- Regional Breastfeeding Liaison (RBL) Program
- Staff Training
- WIC Directors
- WIC Technology
- CDPH SharePoint 2013
Implementation Resources on WIC LASS

Welcome to the Local Agency Implementation Resource Page!
This site provides you resources to support your local agency’s implementation, including a space to upload and share information required for GoLive.

Need Help? Use the following contact information:
- For WIC Program, policy, regulation, or related questions, email WICCoord@cdph.ca.gov.
- For organizational change questions, email the OCM inbox at askOCM@occa.ca.gov.
- For implementation and training questions, contact your LA Change Team Implementation Coordinator or email your state Implementation Lead.
- For WIC-NISE technical questions, email wicNISE@icnia.ca.gov.
- For SharePoint technical issues, email WIC_SharePoint_Support@cdph.ca.gov.
- For SharePoint content questions, email Haley.Hollower@cdph.ca.gov, Stephanie.Kwong@cdph.ca.gov, or Sharon.Straubing@cdph.ca.gov.

Local Implementation Docs
new document or drag files here

- It’s Coming Roster for LA staff - Final
- It’s Coming Roster for Pts - Final Eng
- It’s Coming Roster for Pts - Final SP
- It’s Coming Roster for Vendor - Final
- It’s Coming WF Invert - Final Eng
- It’s Coming WF Invert - Final SP
- It’s Here Materials
- Napa 2.19.19 Implementation Status Meeting Minutes
- Napa 2.26.19 Implementation Status Meeting Agenda and Minutes
- Napa 3.3.19 Implementation Status Meeting Agenda and Minutes
- Napa 3.21.19 Implementation Status Meeting Agenda and Minutes
- Napa 3.28.19 Implementation Status Meeting Agenda and Minutes
- Napa 4.4.19 Implementation Status Meeting Agenda and Minutes
- Napa Peripheral Equipment Checklist

Implementation Resources
new document or drag files here
- It’s Coming Materials
- TechnicalDocuments and Presentations
- Technical
Key Takeaways

• Implementation Services Team will provide support leading up to and after your Go Live
• New Peripheral Devices
• In person and computer based trainings will be provided.
  ➢ Be sure to attend the WIC WISE Training session!
• Understanding Cutover Weekend
• Resources for Participants
• Policy and Implementation Resources are available on LASS
Q & A