



- It's convenient
- Easy to use
- Saves time
- Benefits are loaded monthly
- Provides better data and program operations
-and NYWIC has the capacity to evolve

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
NYWIC




Has better functionality....allowing more time for participant-centered interactions

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NYWIC & web-based systems:

- Navigation – guides you through the system
- Password resets through NY.gov
- On-line resources 
- More data collection/built-in reports
- DataMart - analysis of the services we provide
- Remedyforce Help Desk
- SLMS – training modules
- WIC Library

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Guided script

Self-help for password resets – temporarily inactive for leave situations

Eventually, less documents required to be stored in files

User Guide available by screen

Built-in reports Miscellaneous dropdown for built in queries

Data mart for some staff to customize queries

Self-service tickets, email responses

Training modules available for new hires

Search function in library – needs clean-up and organization

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Resources for Staff Training

- Local Agency Readiness Toolkit
- NYWIC and eWIC FAQs
- Resources for NYWIC and eWIC
- Interim Policy Guidance
- Computer-Based Training (CBTs)
- NYWIC Train environment
- NYWIC Training Manual
- Webinars
- eWIC video (DVD)
- eWIC Shopper Education (SLMS)



Resources for NYWIC and eWIC Updated October 10, 2013

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Learning How to Navigate and Use the WIC Document Library

Title	Location	Description
1 Quick Reference Guide for the WIC Library	WIC Library under User Accounts/Access	Instructions for completing tasks such as adding, removing, and changing folders and documents in the WIC Library
2 WIC Library Member Role Training	SLMS	How to use the WIC Library for Members
3 WIC Library Editor and Administrator Role Training	SLMS	How to use the WIC Library for Editors and Administrators
4 Accessing the WIC Library Self Help Article	WIC Library Self Help Article New Self Help Article WIC Library under User Accounts/Access	Screen shots and step by step instructions for logging into the WIC Library

Much information to get staff ready

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New Features



- Voter Registration Forms/Report
- Multiple phone numbers
- Appointment Reminders
- Certification Letters
- Mailing labels
- Document scanning
- Simplified income entry
- Foster children - family benefit account
- Proration on the 16th day
- In-state transfers
- Primary and secondary language


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- Phone and text message prompts
- Address – more room for address information (out-of-state address, etc.)
- Primary language and secondary language
 - Displays on daily schedule
- VOC cards are no longer needed for in-state transfers, because participant records can be moved from one WIC agency to another in NYWIC
- Voter Registration is clear with system generated forms for
 - Participants and
 - Authorized Representative (AR) who are >17 years old
 - New responses (and forms) automatic with change of address
- Eventually the end of most paper files

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Managing Health & Nutrition Services

- Referral documentation and tracking
- Peer counselor contacts
- Breast Pump inventory
- Breast Pump issuance and BP agreement
- Food redemption trends

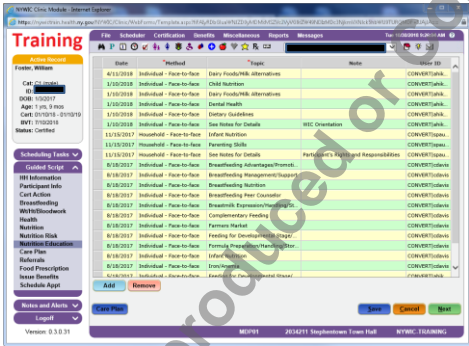


- Better system of tracking referrals to other programs to help participants gain additional services when needed
- Notes for BF moms can be copied to their infant when the category is BF and the mom & baby records are linked
- Uniform Peer Counselor documentation to improve continuity of breastfeeding care and support
- Online breast pump inventory and issuance for improved tracking of breast pumps
- Improved process for assigning peer counselors to participants
- Use EBT data to inform decisions:
 - LA/participant Nutrition ed priorities: view food items redeem or not, modify food package, provide tailored nut ed including recipes, ie: too much milk left? substitution of yogurt/tofu/cheese); Remaining containers of jarred baby foods for 9-12-month infant? Substitute for fresh FV
 - CO Selection of allowable foods: redemption data can be reviewed to understand participant purchasing patterns and participant shopping behaviors. We can use this information to see what participants purchase on a statewide/regional level (specific type of cereal, brands of yogurt, etc.) and use the information to help determine future products/product availability, etc.

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Health & Nutrition Risk Assessments

- Risks system assigned
- Individual Care Plans
- Nutrition education documentation – individual or household





The screenshot displays the 'Training' module of the NYWC Care Module. The main window shows a table of training topics with columns for Date, Method, Topic, and Note. The sidebar on the left contains navigation links for various modules including Care Plan, Nutrition, and Health. The bottom of the screen shows the user's name (MEYER) and the system version (0.3.3.31).

- About 3 risks are QN assigned, remaining are system assigned
- Staff can review the rational for risk assignment based on responses to mandatory questions
- Individual Care Plan is meant to be customized to participant needs and to promote continuity of care for high-risk participants

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eWIC Cards

- Easier checkout
- Lost cards can be replaced, remaining benefits can be added to replacement card
- WIC Connect Help Desk # & web address on card
- Benefit balance on store receipt



- Smooth transition from paper checks to eWIC cards
- Shopper education and PIN set up before leaving clinic
- eWIC card is associated with the household/participant record and food benefits are added to the family account

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Shopping with an eWIC Card



- Anyone can shop
- One card for the family
- Buy food that is needed
- Same Benefit Start Date /Benefit Valid Through Date for the family



- Shop with eWIC card and secret PIN number, no longer restricted by proxies listed on ID card
- Better planning for meals/household needs by having aggregate benefits displayed
- First use dates for family members are the same
- For new participants, the benefits will start the day participant comes in for their first NYWIC appointment:
 - The benefits start date will be the same for their entirety on the WIC Program
 - The benefits start date and certification date will be different
- purchase all food/formula as need
- participants can choose more items in the store (bread/tortillas/rice/pasta & beans/peanut butter)

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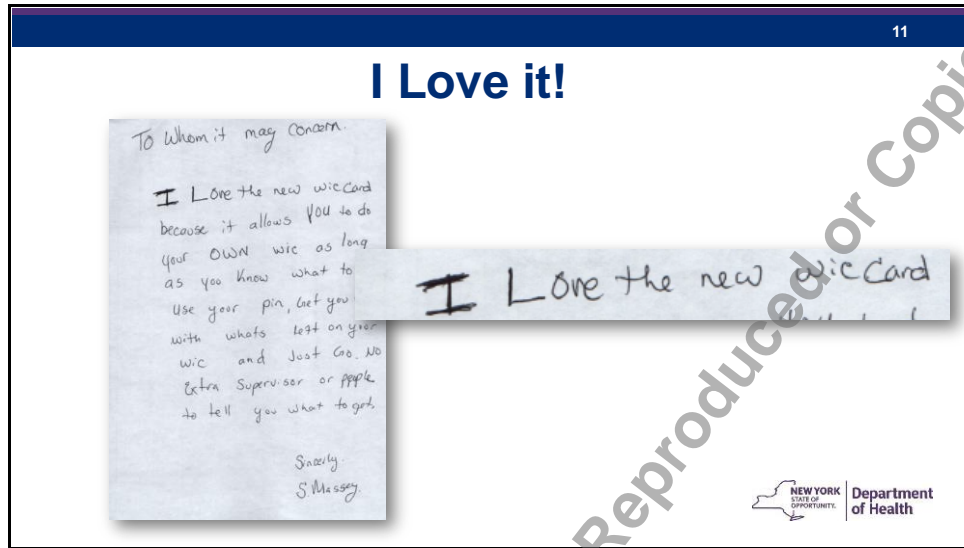
What are families saying about eWIC?

"Using the eWIC card is fast, easy, and convenient. Unlike with the checks, it gives me flexibility in choosing the amount of healthy foods that I would like to purchase for my family."



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Quote from Onondaga County WIC Participant, Nicole DeSantis



Pilot agency participant comments

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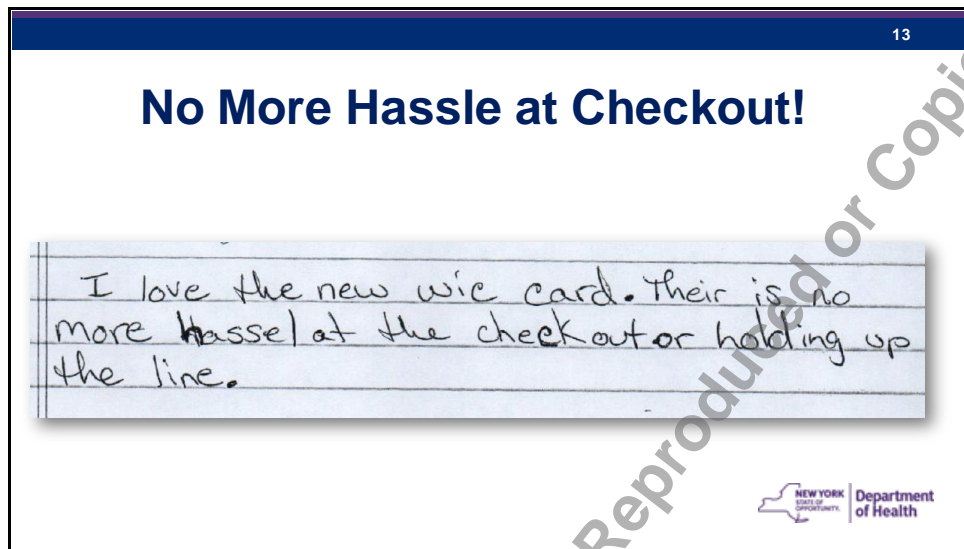
Holding up the Line



"I used to shop at 2 A.M. to avoid holding up the line...now I can go shopping anytime!"

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- **Benefits for multiple foster children in the household loaded on one family eWIC account**
- WIC balance prints on the shopping receipt:
 - Can also contact:
 - Customer service desk
 - WIC Connect Online Customer Service Portal – (PIN change, report lost card, and transaction history)
 - WIC2Go
 - Local Agency check benefit balance



There are 17,000 food items on APL

Participants may still have issues at checkout with the following:

- Previously purchased food item not WIC approved, not in benefits (milk fat content) or not on APL
- Wrong container size
- Cashier training is required
- No remaining benefit balance
- Participants with WIC2Go can submit a request from the store (we need images of the label)

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Download WIC2Go

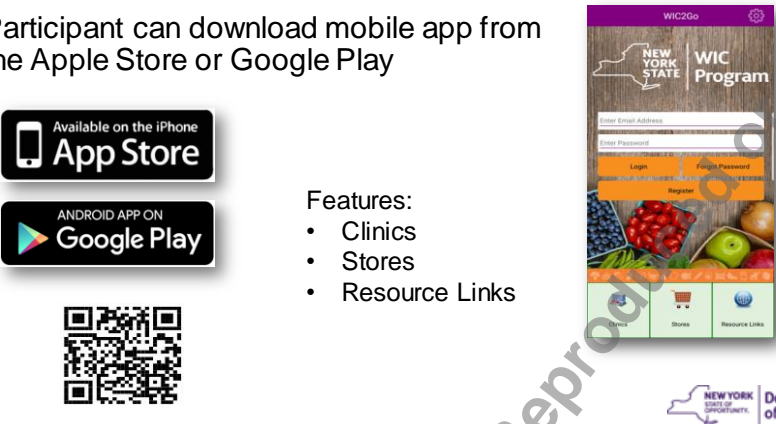
Participant can download mobile app from the Apple Store or Google Play

Available on the iPhone
App Store

ANDROID APP ON
Google Play

Features:

- Clinics
- Stores
- Resource Links



The image shows a smartphone screen displaying the WIC2Go app interface. The app has a purple header with 'WIC2Go' and a settings icon. Below the header is a map of New York State and the text 'NEW YORK STATE WIC Program'. The main screen features input fields for 'Enter Email Address', 'Enter Password', and 'Enter Phone Number', followed by 'Login' and 'Register' buttons. A QR code is visible below the app store logos. At the bottom, there are three icons labeled 'Clinics', 'Stores', and 'Resource Links'. The New York State Department of Health logo is in the bottom right corner.

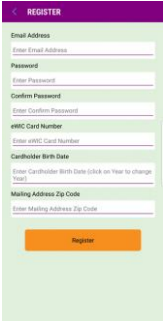
Features:
locating WIC clinics, stores and resources

Add the application to their smart phone before leaving clinic with eWIC card - downloadable from the Apple Store or Google Play

Local Agencies can also provide assistance with the WIC2Go App on the participant's smart phone

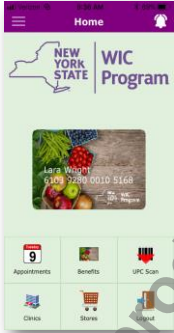
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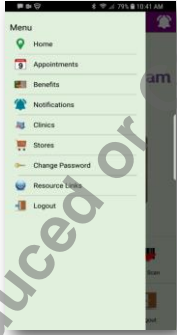
Register WIC2Go



Additional Features:

- Benefit balance
- Approved foods
- UPC scanner
- WIC appointments



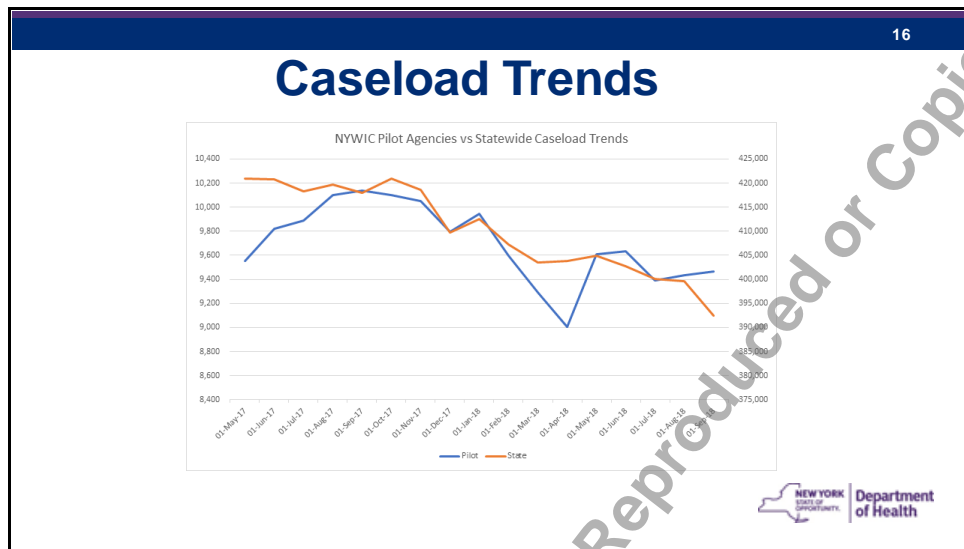




Once a card is associated to an Auth Rep, participants can register their account for the app. Email address, password, eWIC card number, mailing address zip code, AR DOB

Once registered the additional features available are:

- appointment reminders
- current and future monthly WIC benefits
- Scanning to determine if foods are WIC approved, remaining benefit balance



We are optimistic there will be continued improvement in WIC enrollment and retention:

- Anecdotal information remains that prior participants are calling for appointments
- Blue line represents pilot agencies and 4 months of participation vs statewide caseload in orange
- There is a sharp decline for the pilot agencies for the closure week
- Anecdotal information continues to inform that participants are worried about the proposed Public Charge rule
 - It is causing fear in the community and may be impacting participation rates
 - There will be a 60-day Public Comment Period (10/10/18-12/10/18)

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RETENTION!

- Evaluate service to participants
- Hours for appointments – early, late, weekend
- Wait times and movement through clinic site
- Walk-ins
- Clinic locations - public transportation, parking, safety
- Education on shopping visit



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- Staff engagement, team work, staff buy-in, etc. are all reflective and help to support retention
- Are we meeting the needs of our families? Completing survey for feedback?
- Are staff productive when there are multiple no-shows?
- staff must pay attention to participant demands for smooth clinic flow and higher retention rates
- NYWIC Reports – Auto dialer for benefits not claimed, benefits not claimed for letter

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The Fruits of Our Labor



NYWIC is Simply Better!

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Take a deep breath exhale, and relax!

Once each NYWIC rollout is underway and a few weeks have passed, everyone will start to see results and feel more comfortable.

Then, everyone will wonder what we ever did before NYWIC.

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Questions



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