



## Section 1: Introduction to the Clinic eWIC Readiness Toolkit – CeRT

### Welcome!

Beginning in 2016, the Oregon WIC Program will be changing the way food benefits are issued to WIC participants from paper vouchers to electronic benefit transfer EBT. In Oregon we are calling this new method eWIC which allows participants to purchase their WIC food benefits using a plastic debit card called an eWIC card. This change allows Oregon to meet the USDA requirement for all State WIC Agencies to implement EBT by October 1, 2020.

This means that vouchers will no longer be printed and given to participants to spend at the grocery store. All participants will receive their food benefits electronically. The benefits of eWIC for participants and staff include:

- eWIC is convenient and easy to use
- eWIC is safer and more secure than paper vouchers
- WIC foods don't have to be purchased all at once
- Staff no longer have to void and re-issue paper vouchers



There will be changes to TWIST including a new screen for entering eWIC Cardholder information and revisions to the Food Package Assignment screen. State and local policies will change to reflect the new eWIC process.

The desired outcomes for this transition are:

- Caseload is maintained
- Participants continue to receive appropriate services, including nutrition education
- Participants have a positive experience with eWIC

This toolkit is designed to help you achieve these outcomes.



Have you viewed the “*eWIC Basics*” and “*eWIC in TWIST*” webinars?

## Using This Toolkit

There are several planning and action steps all WIC agencies will want to take in order to assure a smooth transition to eWIC for both WIC staff and participants. The Clinic eWIC Readiness Toolkit, or CeRT, contains information to review and activities to complete in the months before converting to eWIC. The toolkit is written in the form of a workbook and divided into major sections for decision making purposes. Each section identifies specific questions your agency will want to review and discuss to assist you in making eWIC readiness decisions. Each section also identifies specific tasks that need to be completed before your agency converts. The information is arranged so that discussions and decisions build upon each other in a logical sequence. Therefore, we recommend reviewing the sections in the order provided.

Sections will include:

1. Introduction to the Clinic eWIC Readiness Toolkit (this section)
2. Conversion and participant notification
3. Appointment scheduling and caseload management
4. Clinic flow
5. Equipment – current and new
6. eWIC cards and inventory
7. Participant materials
8. Partner notification
9. Policy changes



## Readiness Resources

In addition to the toolkit, there are several other resources that will help you prepare.

### Readiness Timeline

Use this document to review the suggested time frames and develop a plan for accomplishing the different readiness



activities or tasks. Click [here](#) to see the timeline.

### eWIC Task Checklist

The eWIC Task Checklist is provided to develop specific time frames that your agency will complete the necessary tasks to be ready for eWIC. Use the Task Checklist to track what you have done or still need to do. Click [here](#) to access the Task Checklist.



### Webinars

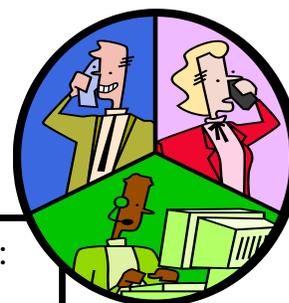
A series of recorded eWIC Readiness webinars contain additional content and background information related to various section topics. We recommend the appropriate staff view the webinar before completing the toolkit section. Click [here](#) to see an overview of the webinars.

### Monthly eWIC Technical Assistance (eTA) Conference Calls

These calls will provide local agency staff the opportunity to ask questions about eWIC readiness and implementation and get ideas from other local agencies. The calls will be facilitated by State staff and will be scheduled from 8:30 to 9:30 a.m. starting in July 2015.

- July 15, 2015
- August 19, 2015
- September 16, 2015
- October 21, 2015
- November 18, 2015
- December 16, 2015

Conference call phone number:  
1-888-278-0296  
Access Code: 115588



### eWIC Glossary of Terms and Acronyms

Click [here](#) to see the glossary.

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**✓ Tasks: Steps to being ready for eWIC**

In order to be ready for eWIC implementation, we suggest taking the following steps.

- Step 1** ➡ Identify your agency's tentative conversion date and training week.
- Step 2** ➡ Use the Readiness Timeline to identify which month to begin preparation.
- Step 3** ➡ Use the Readiness Timeline and the Task Checklist to develop a plan for how your agency will complete the tasks.
- Step 4** ➡ Schedule staff to watch the appropriate webinars.
- We suggest that staff watch the recorded eWIC Webinars that pertains to specific sections prior to working on the activities/tasks identified in that section.
  - Webinars with a target audience of "All WIC Staff" are required viewing prior to attending the face-to-face training.
  - Click [here](#) to access the recorded webinars.
- Step 5** ➡ Read the section of the CeRT related to the tasks at hand.
- Read the Readiness Section for each topic and review the discussion questions to determine what decisions and changes will be made to your clinic processes to be ready for eWIC.
- Step 6** ➡ Develop a plan.
- Work with your staff to develop a plan for completing individual section tasks.
- Step 7** ➡ Complete the tasks.
- Complete the tasks for each section. Use the Task Checklist to track which tasks have been completed and which still need to be done.

If you have any questions about the information in the Clinic eWIC Readiness Toolkit, please contact your State Nutrition Consultant. Time to get started!