



## Section 7: Participant Materials

### Overview

As you might expect, some of the materials we use with participants will be changing as a result of the conversion to eWIC. To help you educate participants about eWIC, a few new materials have been created, several have been revised and a couple of materials will be discontinued.

Participant materials include all documents WIC uses to communicate program information necessary to receive and use WIC benefits. At the end of this section, you will find a table listing all of the new and revised participant materials.

#### When will we receive the new and revised materials?

The State will ship an estimated initial 3 month supply of all new and revised materials to your agency. The amount you'll receive will be based on the average number of families you've been serving. For materials that will only be used periodically, you'll receive a packet for each of your permanent sites.

#### Shipment schedule (estimated):

August 2015	Participant notices and posters (you may reuse any of the 1/3 sheet participant handouts or "Safe-Simple-Convenient" posters you already have)
December 2015	Cardholder Brochure (shipped to you by eWIC contractor)
November-December 2015	All other New & Revised Materials

Note: Pilot agencies will have a separate shipment schedule.

### **What is the transition plan for the revised forms?**

Start using the revised forms on your conversion date.

### **Are there voucher related materials we will need to use until all participants are converted to eWIC?**

The only voucher related forms that you will still need to have on hand until your agency is completely rolled out are:

- Lost/Stolen FI form in TWIST will need to continue to be completed when vouchers are replaced
- Providence Order Form

### **How are you revising locally produced materials?**

Just as the state is reviewing materials, you will need to review any materials that you produce locally and revise those that have references to vouchers, etc.

Depending on how those forms are used, you may want to allot time for staff to perform the review and make changes prior to your agency conversion date.

## **eWIC Materials Summary**

<b>Participant Materials</b>	<b>Description of changes to the document;</b> • <b>Language options for new forms</b>	<b>New or revised?</b>
<b>Clinic forms</b>		
Participant signature form (57-629)	Add statements about issuance of eWIC card and security of card and PIN	Revised
Rights and Responsibilities (57-630)	Changes voucher language to benefits, adds information on transaction disputes	Revised
WIC ID card (57-620)	Changes to reflect revisions to proof of ID policy, remove signature requirement	Revised
WIC folder (57-600)	Shopping tips changed to reflect eWIC.	Revised
What proof to bring to WIC (57-632)	Changes voucher language to benefits.	Revised
Proofs I need to bring to WIC (57-634)	Changes voucher language to benefits.	Revised
No Proof Form for Special Situations (57-633)	Changes voucher language to benefits.	Revised
Certification data entry document (57-615)	Captures cardholder information, reformatted	Revised

<b>Participant Materials</b>	<b>Description of changes to the document;</b> • <b>Language options for new forms</b>	<b>New or revised?</b>
Unavailable/Stolen Formula Documentation form (57-912)	Documents replacement of lost/stolen or unavailable formula benefits. • Available in English & Spanish.	New
<b>Participant Notices</b>		
Coming soon to your WIC clinic... Oregon eWIC!	Initial notice to participants highlighting benefits of eWIC. • Available in English & Spanish.	New
Your family will be getting an eWIC card soon!	Notice to households of month they will be converting and what they will need to bring to be issued a card. • Available in English & Spanish.	New
Poster "Safe Simple Convenient"	• Available in English & Spanish.	New
Poster "Call Oregon eWIC Customer Service" (replacement for UCard Customer Service poster)	• Available in English & Spanish.	New
<b>Shopper Education</b>		
Cardholder brochure	Basic information about setting a PIN for an eWIC card, checking balances and card care. • Available in English & Spanish.	New
How to shop with your eWIC card (57-1002)	Basic information about shopping with eWIC benefits.	Revised
Participant videos	Four short participant videos available on the website to be downloaded or shown. Topics include: 1. How to set your PIN 2. Keeping track of your benefit balance 3. Checking out at the store with your eWIC card 4. Protecting your benefits (card and PIN security) • Available in English & Spanish	New
<b>Outreach</b>		
WIC: Nutrition for You and Your Family (57-400)	Changes voucher language to benefits.	Revised

Note: Forms will be posted to the eWIC website for your review as they are developed. Some materials may be revised after pilot.

### ✓ Task Checklist:

- ✓ For forms that are being replaced, we have checked available stock and have a plan to only reorder what we'll need until our conversion date.
- ✓ Our locally developed forms that mention vouchers have been revised for eWIC or we have a plan for updating locally developed forms.

- ✓ We have a plan for pulling old forms and stocking with the new and revised forms.