



Oregon Vendor Advisory Council Meeting

October 22, 2015, 10 a.m. – Noon
800 NE Oregon St, Room 1D
Portland, OR 97232

Attendees

Albertsons/Safeway Inc. – Mark Vela & Todd Winer (Safeway)

Bend Food 4 Less – Joan Cofed

Fred Meyer – Val LaRoque & Randy Peterson

Haggen Inc. – Joan Rice

In Store Tech. – Jack Khilling

Kroger Inc. – Brad Erickson & Brian Urbahns

Logan’s Market – Denise Palmer

Mission Market – Tom Fine

New Seasons Market – Annie Valentino

NW Grocers Assoc. – Sandra Wilkens

Oregon WIC – Sara Sloan, Pi Winslow, Maria Menor, Julie Reeder, Jazette Johnson, Susannah Lowe (note taker), Michelle Aarhus (facilitator), Colette LaDue

URM Stores Inc. – Peggy Mahosky

Wal-Mart – Gene Wallace and Pauline LaSister

Western Family Foods – Lindsey Campbell

Minutes

Agenda Items	Outcome	Action Items
Review minutes and agenda	No revisions.	
eWIC update	Oregon WIC is in the 6 th week of pilot and it is going great. . Daily check-in calls with local agencies have been moved to 1 call per week because everything going so well. About 1,600 eWIC transactions have occurred and the average number of items per transaction is 8.6. See Oregon eWIC vendor news for more details (attached to email). WIC has created an interactive map to show which stores are eWIC ready in case a participant moves outside of the pilot area.	Gene will follow up about the glitch in system where the checker is prompted to move to the next step, potentially causing a PIN lock for participants.

<p>eWIC pilot store check-in</p>	<p>Linn and Benton County stores have been live with eWIC since mid-September. OR WIC visited all 27 pilot stores a few weeks before the pilot to make sure all stores ready for eWIC shoppers. Feedback about the experience in the stores:</p> <p>Randy Peterson from Corvallis Fred Meyer:</p> <ul style="list-style-type: none"> • Everything has been incredible, simple and easy • Received well by cashiers, it makes their job easier and less stressful • Customers love it • This store has a high base of international customers who are use the metric system so they thought they had additional benefits • A few shoppers forgot to use WIC before other forms of payment or identify that they were shopping with WIC • Self-checkout is very easy and there are no issues with this • A few weeks before eWIC rollout in their store, they walked through transactions in test mode with the test cards and training materials created for eWIC <p>Mark Vela from Safeway/Albertson:</p> <ul style="list-style-type: none"> • They’ve had similar success in their stores • In the beginning a few cashiers were anxious about the new process, but once a few transactions went through they thought it was easy and told their coworkers not to worry • Haven’t heard one complaint from SOM • Bookkeepers love it b/c it’s all done through POS system <p>Gene Wallace and Pauline LaSister from Wal-Mart</p> <ul style="list-style-type: none"> • Hasn’t received any complaints • This is one of several state eWIC conversions they’ve worked on and feel it’s gone really smoothly so far • APL was great and very few issues • No concerns expressed so far by regional compliance manager about software issues 	<p>OR WIC will take the feedback about units of measurement to the participant training coordinator and may be able to create some training or tools around these conversions.</p>
<p>eWIC vendor evaluation plan</p>	<p>Julie Reeder, WIC Research Analyst, will be doing short interviews with pilot area local agencies, participants, and vendors to learn about their experience with eWIC so far. This will provide information for lessons learned which will help rollout run smoothly.</p> <p>She will send out an email to corporate level folks in the pilot large chains and store level employees in pilot area. These will be scheduled for 15 minutes with a manager and cashier of the store’s choosing. This evaluation may expand to the rest of the stores in the state after pilot.</p>	<p>Corporate folks with stores in pilot area – expect an email invitation for the interview from Julie.a.reeder@state.or.us soon. Julie will also be sending evaluation invitations to individual stores.</p>
<p>Level 3 testing during roll-out</p>	<p>OR WIC will visit stores for testing two weeks before each eWIC “Go Live” date listed on page 2 of the October 16th Oregon eWIC Vendor News. Expecting that stores be fully eWIC operational at least 2 weeks before the store’s rollout date. Hoping that stores will also</p>	<p>All vendors that haven’t participated in pilot – please ensure your store(s) are fully</p>

	<p>have trained the cashiers on how to use the eWIC parts of the equipment before the visit.</p> <p>OR WIC would like to visit every store that uses a smaller reseller (approximately 25), as well as every stand-beside store (approximately 50). Will also visit stores that are high redeemers for their rollout area.</p> <p>In all OR WIC would like to visit about 200 stores throughout the state. The final selection must still be determined. OR WIC is reaching out to stores that use a smaller reseller in early November to verify that information is correct. Asking that the store contacts the reseller 6 weeks before their rollout date if they haven't already.</p> <p>Stores that chose to participate in the WIC program are required by federal regulation to perform balance inquiries even though there is an associated transaction fee. There are other ways participants can see their balance so it shouldn't happen often. Every WIC authorized store in the state is required to attend a training which have been ongoing for the past 2 months and wrapping up in a few weeks. They have been taught all the operating rules and WIC policies at these trainings.</p>	<p>operational to accept eWIC two weeks before the county rollout date (see attachment to email – Oct. 16th eWIC Vendor News). This means your systems are ready to accept eWIC and staff are trained on how to transact it. Look for an email in early November to confirm store info and contact the reseller.</p> <p>Michelle will send out training materials for stores and participants as well as WIC operating rules to all those who RSVP'd to the meeting today. This packet will also be given to other resellers.</p>
Large chain eWIC deployment	There have been lots of stores that have gone live with eWIC to serve participants who may move from the pilot region.	Large chain corporate contacts – please make sure all your stores are informed if you are rolling out eWIC before the county rollout date
2015 Compliance summary	<p>Reviewed compliance actions from Oct. 1, 2014 – Sept 30, 2015. Every WIC state agency is required to do 5% overt and 5% undercover investigations. OR WIC does about 29 of each type of activity and uses educational buys to address complaints. See handout (email attachment) for more information.</p> <p>Almost 85% of stores did every undercover buy perfectly which is great!</p>	
2015 Redemption summary	<p>OR WIC is experiencing a drop in number of participants, from 102,000 participants last year to 96,000 this year. A drop in caseload is a national trend.</p> <p>In order to ensure that infants, children under 5, and pregnant/postpartum women in OR are receiving needed nutritional and health benefits, OR WIC is considering outreach. Also at a national level the WIC program may be extended to vulnerable age groups such as children who not have enough food to eat between when they age off WIC at 5 and when they enter Kindergarten with school lunch programs.</p>	
Gerber Good Start soy formula availability	There was a Gerber Soy concentrate shortage from the distributor. Kroger had difficulties in some warehouses in the first week of October. The supplier now will fill these orders.	All stores – if you experience any issues with Gerber Good Start please call OR WIC.

		Please ensure Prosobee Soy formula is still marked as a WIC food in your system and allow it to be purchased if a participant has a voucher for it.
Schedule 2016 meetings	VAC meetings are scheduled to continue quarterly on the 3 rd Thursday of the month. The VAC in January 2016 will be cancelled due to OR WIC staff out of office. VAC will be scheduled for April 21 st , July 21 st & Oct 20 th from 10 a.m. to noon (Pacific Time)	Please mark your calendars for VAC meetings next year on April 21 st , July 21 st & Oct 20 th