



North Carolina eWIC Resources

RESOURCE	DESCRIPTION
<u>Webinars</u>	
eWIC 101	https://ncnutrition.adobeconnect.com/ewic101/ The <i>eWIC 101</i> webinar will provide an overview of eWIC in North Carolina and a brief introduction to eWIC terminology and processes.
eWIC Clinic Flow and Transition	https://ncnutrition.adobeconnect.com/phlwr24rs5ej/ The <i>eWIC Clinic Flow and Transition</i> webinar will provide information about the transition to eWIC in local agencies. Information about equipment, new and old, will be addressed, and it will address how clinic flow may change. It will also introduce the eWIC shopping experience for the participant.
eWIC Policy Changes	https://ncnutrition.adobeconnect.com/ewicpolicy/ The <i>eWIC Policy Changes</i> webinar will provide information on updated and new WIC Program policies related to the North Carolina eWIC project.
eWIC and Crossroads	https://ncnutrition.adobeconnect.com/ewicandcrossroads/ The <i>eWIC and Crossroads</i> webinar will cover the screen changes in Crossroads that users can expect to see once eWIC is implemented. It will also give a brief overview of what to expect on the first day of eWIC issuance.
eWIC Level III Certifications (Educational Buys)	https://ncnutrition.adobeconnect.com/p4012nal9yuf/ The <i>eWIC Level III Certifications</i> webinar will give an overview of what staff can expect during Level III Certification prior to rollout of eWIC in their area. Instructions on how to complete a Level III Certification will be covered.
eWIC Local Agency Vendor Training (6/2017 LAVT Review)	https://ncnutrition.adobeconnect.com/po8j6tp4w9yh/ The <i>eWIC Local Agency Vendor Training</i> is the pre-recorded webinar that was presented at the 2017 annual Local Agency Vendor Training. Local Agency Vendor Staff should review this webinar prior to rollout.
<u>Local Agency Guidance Documents</u>	
Training and Communications Timeline	This timeline will help you with readiness activities leading up to pilot and provides a timeline for readiness task completion. These resources are for agency use only and will not need to be submitted to NSB after completion.
NC eWIC Training Checklist	This is a checklist of pre-recorded webinars that are required training for all local agency staff prior to eWIC rollout. This checklist must be completed, initialed by the WIC Director, and submitted to your Regional Nutrition Consultant once completed.
NC Interim eWIC Policy Manual and Summary of Changes	This document summarizes major changes between the WIC Program Manual and the Interim eWIC Program Manual. The content of these changes was reviewed in the eWIC Policy Webinar. Please plan to review this document with your staff.

RESOURCE	DESCRIPTION
Crossroads eWIC Resources -Summary of Changes	This document provides a summary of changes to Crossroads Resources affected by the move to eWIC. The content of these resources was reviewed in the eWIC and Crossroads Webinar.
Issuing an eWIC Card	This guidance document provides step-by-step instructions on how to issue, deactivate, and replace an eWIC card.
Issuing Food Benefits: eWIC	This document details changes in Crossroads when issuing food benefits using EBT. It also includes instructions on how to print shopping lists from a family record.
Exchange/Increase Formula (Multiple)	Multiple guidance documents that include information on exchanging or increasing formula throughout the transition to eWIC.
Replacing Food Items After Issuance: eWIC Quick Reference Guide	This document highlights the new quick link, Replace Current Benefits, to use when replacing benefits after issuance.
Transfer: Paper to eWIC	Information about transferring individuals and families during the transition to eWIC.
<u>Participant Education Materials</u>	
eWIC is Coming! Poster	Posters can be used to promote eWIC to existing WIC participants. These should be displayed in a high traffic area at each permanent clinic site in both English and Spanish. NSB#5088/5088S
eWIC is Coming! Participant Handout	This handout should be given to each family at the time of issuance, approximately six months in advance of your agency's rollout week. This handout highlights the benefits of eWIC and introduces the upcoming changes with benefit issuance. NSB#5087
Your Family will get an NC eWIC Card Soon! Participant Handout	This handout contains information about who is required to come to the first eWIC appointment for card issuance and highlights what to expect at that visit. Only a Parent/Guardian 1, Parent/Guardian 2 or a Caretaker, will be issued an eWIC card. There is a blank space provided on the handout to write the name of the person who should come to the appointment to receive the eWIC card. These handouts should be given to participants three months prior to your agency's rollout week. NSB#0013
NC eWIC Participant Education Checklist	This tool is for Local Agency staff to use with participants at their initial eWIC card issuance to ensure all required information regarding eWIC is covered. The checklist is intended for staff use and should not be distributed to participants. NSB #0029
Reading Your eWIC Receipt	This tool is for Local Agency staff to use with participants to highlight important information found on their eWIC receipt. This is intended for staff use and should not be distributed to participants. NSB#5089
Using Your North Carolina eWIC Card (Cardholder Brochure)	This brochure contains important information for participants regarding their North Carolina eWIC cards. It includes information on selecting a PIN, using the eWIC card in the grocery store, understanding their food benefits, and where to get information if a participant needs assistance with his/her card. The brochure is available in English and Spanish. These handouts must be given to participants with initial eWIC card issuance. NSB#0016/0016S