



Training and Communications Timeline

Month(s) Prior to Rollout Date	Read this Update and/or View this Webinar	Complete this Readiness Activity	Plan to complete by:	Completed:
8 months	eWIC Project Update 1	<input type="checkbox"/> Introduce staff to upcoming eWIC training and transition		
6 months	Webinar: <ul style="list-style-type: none"> eWIC 101 Handout(s): <ul style="list-style-type: none"> Training Task Checklist 	<input type="checkbox"/> Receive participant notification materials. (NC eWIC is Coming! Posters, 6 month flyers, 3 month flyers, <i>How To</i> brochures for use of the eWIC card and mobile application) <input type="checkbox"/> Display <i>eWIC is Coming Soon</i> poster in clinics. <input type="checkbox"/> Distribute 6-month WIC Wallet inserts to participants. <input type="checkbox"/> Evaluate and revise any locally developed educational materials or forms for eWIC that mention paper Food Instruments and Cash Value Vouchers. <input type="checkbox"/> Review inventory of state-produced materials for changes necessary for eWIC. (e.g. Shopping Guide)		
4 months	Webinar: <ul style="list-style-type: none"> eWIC Clinic Flow and Transition 	<input type="checkbox"/> Revise clinic flow to support eWIC and separation of duties policy. <input type="checkbox"/> Review clinic schedule for week of rollout to ensure lighter schedules and adequate staffing. <input type="checkbox"/> Do not schedule any appointments for Tuesday afternoon of those weeks (including the contingency weeks). Schedule light for Wednesday (25% of normal volume) and Thursday (<50% of normal volume) of those weeks. Once eWIC is successfully rolled out, the contingency dates can be released for appointments.		



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2-3 months	<p>Webinar:</p> <ul style="list-style-type: none">• eWIC Policy Changes <p>Handout(s):</p> <ul style="list-style-type: none">• Policy Change Summary	<ul style="list-style-type: none"><input type="checkbox"/> Start distributing 3-month WIC Wallet inserts to participants re: what to expect at their next visit if they are on trimonthly issuance. Plan for bimonthly and monthly distribution.<input type="checkbox"/> Plan for reduced inventory of paper check stock and MICR toner cartridges. If you have a Farmers' Market Program, take into consideration that paper food instruments will continue to be used.<input type="checkbox"/> Prepare a plan for the security, receipt, storage and distribution of the eWIC cards.<input type="checkbox"/> Ensure that participant training materials have been received.<input type="checkbox"/> Develop a plan for communicating about eWIC implementation with community partners.<input type="checkbox"/> Review existing local agency procedures and policies for eWIC updates or additions.		



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2 – 4 Weeks	Webinar(s): <ul style="list-style-type: none"> • eWIC and Crossroads • eWIC Level III Certifications (Educational Buys) • eWIC for Local Agency Vendor Coordinators (Refresher) Handout (s): <ul style="list-style-type: none"> • Guidance Documents 	<ul style="list-style-type: none"> <input type="checkbox"/> Clinics receive new <i>eWIC</i> equipment: (card readers) <input type="checkbox"/> Install card readers on appropriate computers. <input type="checkbox"/> Test card readers; report any nonfunctioning equipment to Solutran. <input type="checkbox"/> Verify receipt of initial eWIC card stock. <input type="checkbox"/> Review clinic flow with all WIC staff. <input type="checkbox"/> Submit <i>eWIC Webinar Training Record</i> to RNC <input type="checkbox"/> Assure test cards for educational buys have been received and assign local agency staff to go to selected stores to shop with the <i>eWIC</i> card. 		
Monday before Rollout		<ul style="list-style-type: none"> <input type="checkbox"/> Get participant materials ready: <input type="checkbox"/> Cardholder brochure with information on how to use eWIC card. <input type="checkbox"/> Assure each person issuing eWIC cards has the Participant Education Checklist for review with participants <input type="checkbox"/> Assure each person issuing eWIC cards has examples of receipts for review with participants <input type="checkbox"/> Assure each person issuing eWIC cards has a list of WIC vendors certified to accept eWIC in the region that can be provided to participants. 		
Tuesday before Rollout		<ul style="list-style-type: none"> <input type="checkbox"/> On-site training with state agency staff <input type="checkbox"/> Review Day 1 Checklist 		
Wednesday = Rollout		<ul style="list-style-type: none"> <input type="checkbox"/> Issue eWIC cards to current and new WIC participants 		