

2016 WIC EBT User Group Meeting



**State Agencies Preparing
Retailers for EBT**

July 20, 2016

Vendor Enablement



Overview

- Vendor Involvement
 - Time
 - Announce Pilot
- Tasks
 - Survey
 - Responsibilities
- Keys to Success
- Summary

Vendor Enablement



- Vendor Advisory Council – Thought Leaders
 - All Major Chains
 - Representative Medium Size
 - Small Vendor
 - Above-50-Percent Vendors
 - Florida Retail Federation
- Detail Tasks
 - Members “carried the message home”
 - Activated transition efforts

Vendor Enablement



JULY 2013

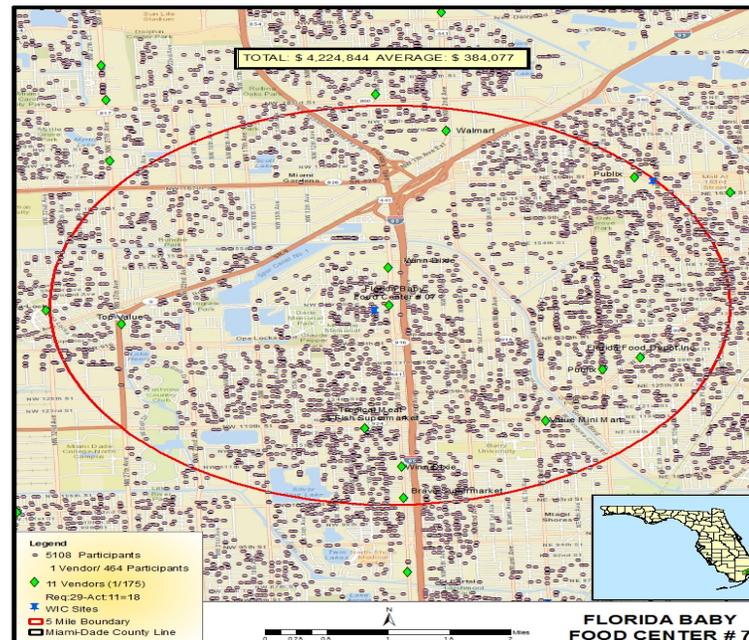
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								UAT			→	PILOT	→
2012					2013								

2012					2013								
Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
								UAT			→	PILOT	→

Vendor Enablement



- Designate Pilot Area
 - Select Vendor Mix
 - Microcosm test
 - Enablement tasks
- Messages delivered
 - Measure vendor response
 - Test timelines



Vendor Enablement



Vendor Site Survey

- Advance 2 weeks
- Follow-up
- Visit 30 days of 1st Note
- Re-visit 45 days before implementation
- Be organized at all costs

Value to State

- Learn technical limitation of local vendors
- Devised transition scheme

Key Lesson We Learned

- Intimately know model and version of local integrated system

AUTHORIZED FOOD VENDOR – SITE SURVEY

Vendor Identification

Vendor or Vendor's Rep. (Name/Title) _____ Store Type: _____ Vendor Number: _____

Vendor Location: _____ Vendor E-mail Address: _____

Store Name: _____ Vendor Telephone: _____ Other: _____

Secondary Contact (Name/Position) _____ 2nd Contact Information: _____

EBT IMPLEMENTATION EVALUATION

Findings and indicators

The purpose of this questionnaire is to determine if your store has existing infrastructure and equipment necessary for the successful implementation of WIC EBT and to assist us in identifying additional needs to assure a successful EBT implementation.

Explanation/Documentation

What are the store's days and hours of operation?

Mon Tue Wed Thu Fri Sat Sun

1. Functionality and Performance

a. What is your store's square footage? _____ SQFT= _____

b. How many registers do you have? _____

c. How many lanes do you have? _____

d. This store will provide one (1) EBT reader device. How many additional lanes would you like to enable? _____

e. Are there unused electrical outlets available at each lane to be enabled? If no, you will need to supply power strip for correct installation.

f. In the event of implementation difficulties, is after regular business hours access available for this location? If yes, what are the hours? _____

2. Technology/Technical Infrastructure

a. Is there a dedicated store telephone line? Yes No How many? _____

- If yes, who is the telephone service provider and what is the type of telephone service installed?
- Regular Landline _____
- Wireless _____
- Cable _____
- If other, describe _____

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Vendor Enablement



- Resident expert on all state locations
 - Organize site surveys
 - Track who has and has not responded – deadlines
 - Deliver completed survey “book” to EBT integration team at least 9 months in advance
- Vendor Talk
 - Keep flow of emails with status to vendors
 - Frequent calls “how is it going” often pay dividends

Vendor Enablement



- State EBT Provider (FIS/CDP) Enablement
 - Responsible for technical coordination
 - Third Party Provider coordination and connection
- Technical Integration
 - VeriFone 520 – 195 on contract
 - All integrated vendors upgrade
 - Alternative System Vendors
 - Upgrade or replacement
 - WIC State Certification

Vendor Enablement



- System Upgrade, Testing and Certification
 - Constant communication with FIS/CDP, TPP, Grocer and Technical Teams throughout
 - All WIC EBT TPP processes tested, adjusted and validated
 - Software upgrade eliminated extensive errors upon implementation
 - Best integration into Grocer's day-to-day operation; enhanced training and understanding

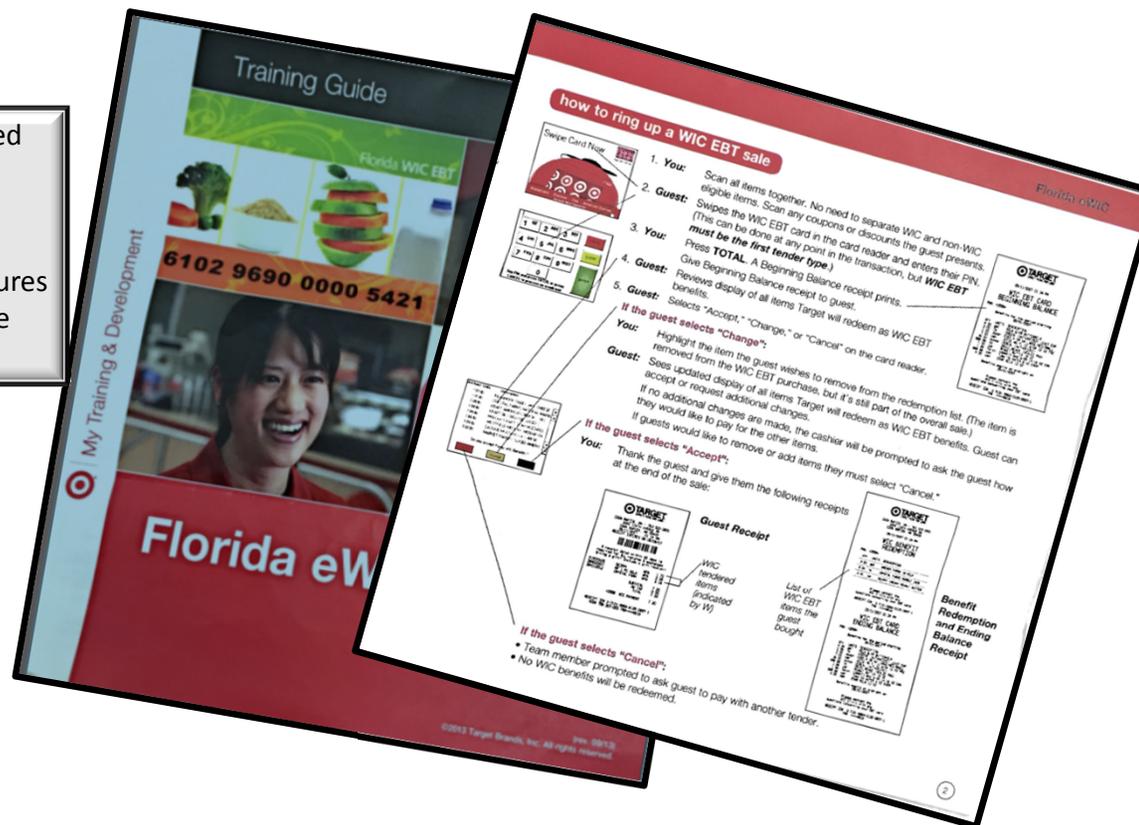
Vendor Enablement



- Best Choice - Integration into Grocer's Operation

Corporate Integrated System Training

- Thorough
- Detailed
- Unique procedures
- Focused trouble shooting



Vendor Enablement



Key for Success

- Survey vendor sites early and update frequently
 - Know the integrated systems
 - Rapid roll-out
- Advocate integrated system solution
 - Engage vendor, connect to suppliers
 - Stand beside challenging for WIC
- EBT Provider's Technical Leadership Invaluable
 - Prevented or corrected errors and technical problems
 - Developed strong ties with TPP and State

After EBT Implementation



Discouraging Program Abuse & Investigation

- Program analysis – Vendor
 - Inventory audit
 - Identify vendor redemption errors; failure to observe prescriptions; employees taking short cuts
 - Compare redemptions to invoices
 - Encourage compliance – margin analysis
 - Identify shortfalls in inventory availability
 - Opportunity to improve wholesale & distribution support
 - Gets the right attention quickly
 - Contact with suppliers
 - Evaluation of products available in store
 - Compliance with requirements
 - Demonstrate - compliance the profitable choice

Audit Summary

Vendor Number: [REDACTED]
Vendor Name: [REDACTED]
Audit Period: 10-2-14 to 11-20-14

Beginning Date Inventory Retail Value	\$ 172.76
Retail Value of Inventory Purchased During the Audit Period	\$ 1,298.40
Beginning Date Inventory Purchased During the Audit Period	\$ 1,471.16
Ending Date Inventory Retail Value	\$ 974.31
Beginning Date Inventory Retail Value + Retail Value of Inventory Purchased	\$ 498.85
Ending Date Inventory Retail Value + Retail Value of Purchased During the Audit -	\$ 1,917.39
WIC Redemptions During the Audit Period	\$ (1,420.54)
Overage/Shortfall	\$ (1,420.54)

After EBT Implementation



- Implications

- Short term



- Emphasis on data transparency in EBT - immediately
 - Build trust – vendors, suppliers, wholesalers
 - EBT & Analytics to identify trends, patterns, indicators
 - Recoupment maintains program cost integrity

- Long term



- Strengthen vendor network
 - Meet Participant prescription requirements
 - Improve inventory cycle and strengthen margins
 - Enhance cost analytics – keep prescription availability high
 - Analytic indicators to assess and assign risk
 - Consistent and effective follow through – factual EBT data
 - Identify and focus on potential abuses and tactics before they become a violation
 - Engage vendors and Participants to improve program integrity

Vendor Enablement



Summary

- Site survey all locations – at least 12 months in advance.
- Pilot “experience” very informative
- Stay in constant communication with vendors and providers (Email, meeting, teleconf, webex)
- Act early ... you are responsible when EBT is complete – not the contractor not the grocer

After EBT Implementation



Summary

- Delivery of EBT
 - Provides clarity to redemption and compliance
 - Enhance communication
 - Observe and report – factual
- Data Analysis with EBT
 - Vendor
 - Reduces vendor participation revolving door - “churning”
 - Sharpens focus on competitive price analysis
 - Encourage volume and revenue through higher inventory availability
 - Participants
 - Focus on effective delivery of Prescribed foods
 - Patterns and trends in behavior to improve engagement

Contact Information



Brad Christy

WIC Operations Manager

Earl.Christy@flhealth.gov

850.245.4444 x2919

Erin Bosh

Operations Review Specialist

WIC Vendor Management

Erin.Bosh@flhealth.gov

850.245.4444 x2875

Florida Department of Health

Florida WIC Program

(850) 245-4202