

ID	Cat	Question	Response	New?
F-3	Food List	<p>Who is developing the Approved Products List (APL) and what is involved?</p> 	<p>Nutritionists Jackie Charnley and Carol Frary are coordinating the work. They collected APLs from surrounding states to try to align as much as possible, given overlap of chain stores, and shopping habits of some participants. They have conducted a survey of WIC participants – both in person interviews and an online Survey Monkey survey. They have visited stores to conduct an assessment of what products are widely available. There are decisions to make, generally around the more “exotic” products, such as: will goat’s milk be on the APL, and if so in what forms? (e.g. powdered, shelf-stable, etc). Most noticeable change for participants will be in the Whole Grain category, as many more bread and cereal choices will be possible. Most states update their APL every October, and with EBT providing real-time data on what exactly is purchased, we’ll be able to make adjustments based on preferences (e.g. eliminating products that are rarely purchased).</p>	
F-2	Food List	<p>How will participants know which foods are eligible?</p>	<p>We will provide brochures to families, as other state WIC programs currently do, that display the eligible foods. This will also be accessible online. Some grocers will use shelf tags (though not likely in border chain stores where multiple state WIC programs have authorized the store). This will be an important focus for participant education.</p>	
F-1	Food List	<p>We “tailor” food packages now. Will the participants “self-tailor” now by their purchasing choices?</p>	<p>Not exactly. Some of the tailoring is in the system --- e.g. the choice of milk versus cheese. But once you choose cheese in Ceres for the food package, in the store participant has multiple choices of the type of cheese to fulfill that item, and can choose when and how much to purchase at a given time. The choice for the participant in the store is the quantity and the brand/version of the item purchased at that time.</p>	
T-17	Tech	<p>Will we need to preload the “old” information from paper files?</p>	<p>No, DII and the MIS contractor will do that. We’ve started identifying the information that will need to be converted to the new system. Some information, such as racial/ethnic codes, will need to be entered in the new system when participants are recertified, because our complicated coding structure can’t easily be converted.</p>	
T-16	Tech	<p>How much of a name has to be entered when searching, if someone is already in the system?</p>	<p>There is a wildcard function that allows you to type in a few letters with the wild card (for this system, the symbol “%”) and get possible answers, in a sortable list. For example, if you type in <i>McK%</i> for the Last Name, you’ll get</p>	

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			all last names that begin with "McK" ---- We'll provide a brief Demo of this functionality.	
T-15	Tech	Can we still get the information we get from the 106s, such as smoking, breastfeeding rates, etc?	<p>The MIS has nearly 200 reports built in. The Ceres Demo #4 shows you some of the most helpful reports accessible from system. The Demo is available on the RCN website: http://healthvermont.gov/wic/RCNResources.aspx#Resource_Presentations</p> <p>WIC staff may have different levels of permissions for reports. However, almost all of them will be accessible by District Offices without requesting reports from State Office.</p>	
C-11	Clinic Flow	How long do we have to keep and use the paper charts? We can't really believe they are going to go away.	The minimum time for keeping the paper charts (family folders) after the MIS goes live is until you've certified everyone in your caseload using the new system. Once a family is certified in the MIS, the chart/folder can be readied for archiving. State office will manage the long-term archiving necessary to comply with FNS requirements.	
E-7	EBT	Cards won't have imprinted names. What if people sell their cards and PINs?	Federal rules have established that if the shopper has the card and PIN, no other identification would be requested, so name on the card doesn't matter. With the migration from home delivery to retail, whether EBT or paper voucher, Vermont WIC has to implement a strong investigation and compliance program. We will be issuing administrative rules to deal with fraud and abuse, and hiring contractors to conduct investigations as needed. With the good redemption data from EBT, we can also "spot check" for anomalies in purchasing/redemption.	