

ID	Cat	Question	Response	New?
F-6	Food List	How does the Host know when there is a change to the foods, like size, etc?	Grocers, wholesalers and manufacturers will be continuously updating the state office on their new products (new sizes, packages, products, UPC codes). When Vermont WIC decides to add that product to the Approved Products List and food packages (size, brand, etc), Ceres sends that updated information to the EBT Host. The updated list will be automatically downloaded to each grocer’s system. Once the Host is updated, the new product will be “eligible” at the store virtually immediately. There is no need for DO staff or participants to do anything. Also, when state staff notice that some foods on the APL are not being purchased, those foods can be removed. As part of our development process, we’ll figure out how/when to notify participants about changes to the list.	
F-5	Food List	What about master couponers? If coupons are used, do clients get more in quantity?	If the coupon specifically gives the client more quantity, then yes, the client gets more quantity. (e.g. “Two for the price of one” or “Buy one get one free.”) Also, if the coupon is for fruits and vegetables, which is a cash value benefit, then the client can get more quantity by using the coupon, because it allows them to buy more quantity. However, if the coupon is “cents off” for a non-fruit or non-vegetable product, then the WIC program’s food budget benefits, but not the client. Of course, to the extent that this allows the WIC food budget to go further, it would benefit clients.	
F-4	Food List	Will special formula still be picked up in the office?	The decision has not been made yet about special formula. WIC staff will be involved in the decision. There are issues about clinic flow, certifying grocers for special formulas versus using pharmacies, and about price and availability. There will also be fewer “special” formulas in the retail/EBT system, since we can provide normal variations of the standard formula without prescriptions. These include contract brand items such as “gentle” and “spit-up” formulas.	
T-18	Tech	With the ability to run 200 or so reports, will it enable us to run our own that we build, like to	For each of the 200 or so reports, there are pull-down menus that allow a lot of customization for each report. For example, for the	

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		compare districts, or one month to the next?	<p>“Clinic Activity” report, you can choose which DOs (“all” or select particular DOs); you can select the months for report, and you can select the participant category (any or all). For all of the reports there is the ability to choose the District Office(s) and the time period. Additional choices are available as suitable for each type of report. In other words the existing reports are numerous, and within each report there is a great ability to customize what is reported.</p> <p>As we commence the Ceres “Design Phase” (starting next February or so), we’ll be able to share actual demonstrations of the system and the pull-down menus tailored for Vermont.</p>	
P-2	Participant	We have a concern about introducing and teaching our large refugee population about the food changes and using the EBT card.	This is not just an issue for Burlington office. Our training plan will need to have a component for people whose first language is not English. Some states have set up “Let’s Play Store” training, used in group education or in one-on-one for ESL participants. (This is the model at least one DO has used to show participants how to use Farm to Family coupons.)	
E-11	EBT	How will grocery stores deal with the cost of implementation?	We have been working with grocers for a couple of years to prepare them, and make sure if they install new IT systems that they plan for WIC integration. If they don’t want to incur cost of integrated system, can use a state-provided stand-beside unit. That would be their no-cost option, but we’d prefer to work with all grocers to have integrated electronic scanner/cash register systems, which is why we’ve started two years ago to prepare them to work on this with us.	
E-10	EBT	What happens when price exceeds the federally required maximum allowable price (Not to Exceed or NTE)?	The grocers are grouped into Peer Groups by the size and whether they are part of a chain, possibly geographically as well. NTE is set at the average price for a food product for the Peer Group, plus a “cushion” for price increases. Because the EBT system will be collecting actual pricing in real time, the VT NTE will always be up to date. If a grocer’s system charges VT WIC more than the NTE, the system will cap the payment at the NTE and notify the grocer. The federal rules and grocer contracts prohibit the grocer from charging the participant for the overage. The grocer has to “eat” the loss. This is the way WIC operates now in voucher states.	

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E-9	EBT	Will there be a way for clients look up what they have left on the EBT card, besides the printed receipt, similar to the way they can look up what is left on the F&V card now?	Yes, the EBT Host can be queried at the store about what benefits are left on the card. Participants can also go online and actually log in to see their WIC account online. (Registering for this online card center may be a task WIC staff can help participants with when cards are issued.) Some stores may also set up kiosks or readers where participants can swipe the card and get a report or shopping list of remaining benefits.	
E-8	EBT	At the end of the month if a food was not purchased, will this food automatically come off the card?	<p>Yes, all unused food benefits (which are stored on the Host, not the card) “expire” at 11:59:59 pm on the last day of the month, just as the current fruit and veggie cash benefit expires at month end. Eligible benefits for the next month then become available at 12:00:01am the first day of the next month.</p> <p>This is one of the significant differences between WIC and SNAP: SNAP (3SquaresVT) benefits carry-over to the next month when not spent. This is because SNAP, by federal law, is an income support program, while WIC is nutrition support and the nutrition is immediately needed.</p> <p>It will be important to educate participants about this “use it or lose it” rule. But another good thing about installing Ceres is that DOs will be able to view reports showing which participants did not use up all their benefits, so they can be reminded.</p>	