

**UTAH STATE WIC PROGRAM  
ALL VENDOR CALL  
May 26, 2020**

State WIC Participants: JoDell Geilmann-Parke, Rick Wardle, Mark Nielsen, Lily Zavala.

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I. Price Surveys were due on Friday, May 22.

- A. Thank you to all of you who have put forth the effort to get those price surveys back to us.
- B. If you haven't yet done it, this is a friendly reminder that they are due as soon as possible, please. If you need JoDell to resend it to you send an email to [wicvendors@utah.gov](mailto:wicvendors@utah.gov) and she will get that out to you.

II. May e-WIC Alert will be sent out on Wed, May 27.

- A. You can look for that in your inboxes. It should give you some updates about our timelines around being e-WIC rollout here in Utah and answer some questions that you may have about where we are in the process of getting things converted over to e-WIC.
- B. While we are on the subject of sending out e-mails, I want to ask a quick question, do you feel like communication from the state is going okay? Are you getting in the information you need, is it coming through the right channels, is there anything we can do to improve our communication with you all? Does anyone have any comments or thoughts?
  - a) This is Cindy from Clearfield; I don't get any of the emails and was wondering if I could be added. JoDell requested that Cindy send her a reminder email to [wicvendors@utah.gov](mailto:wicvendors@utah.gov), and she will add her to the list.

III. e-WIC Rollout Timeline

<b>June through August 15</b> - L2 and L3 Certifications conducted and completed
<b>July</b> - remote Train the Trainer vendor trainings
<b>August</b> – in store trainings, conducted by corporate and store trainers
<b>September 1</b> – Pilot stores rollout (Weber, Morgan, Davis and Summit counties) and stores in other counties that have been determined to be e-WIC ready
<b>October 26 &amp; Nov 2</b> – two waves of statewide rollout (remaining stores must be e-WIC ready)
<b>10/26/20</b> – Salt Lake, Wasatch, Uintah, Daggett, Duchesne, Carbon, Emery, Grand, Cache, Box Elder, & Rich Counties.
<b>11/02/20</b> – Tooele, Juab, Millard, Sanpete, Sevier, Wayne, Piute, Beaver, Iron, Washington, Garfield, Kane, San Juan & Utah Counties.

- A. Rick Wardle explains that if COVID-19 gets worse in the fall and we can't meet these timelines, the most we would shift it by is one week into November. Beyond that, we would freeze rollout until some point in January 2021. But, for now we are shooting for the dates above

## IV. Being e-WIC Ready -

## A. Mapping the Produce Codes:

## a) Here is an overview of mapping:

- WIC is creating the approved product list or the APL, which is a file that has all the UPC codes of all the WIC approved items. This is a file that your store will download nightly to receive all the approved UPC codes. It's also going to contain all of the produce PLUs. These are the IFPS (International Federation for Produce Standard PLUs).
- When you have produce items that have UPC barcodes - rather than keying in the PLU for every item, for every item that has a UPC code that gets scanned, it will be your store's responsibility to link that UPC code to a standard produce PLU code.

Example:

1. Say you have a bag of red delicious apples with a UPC barcode on it. The barcode is not going to be listed in WIC's APL. But, the PLU for red delicious apples will be in there, so you have to map that UPC barcode to the red delicious PLU code. Same thing with things like bagged salads, you would map that to a lettuce PLU for example.
2. In advance of going to e-WIC you need to go through your produce section and make sure that all of the UPC codes that are in the produce section are mapped to a PLU code. Some of you will probably have this taken care of by your corporate office. If you're not sure, check with someone in your stores, corporate or regional office about how that works but that is an important aspect and has to be done in advance.
  - You'll have to do this in an ongoing way because as you get new items that come in to your produce department or seasonal items that come and go, often times you have UPC codes. And if they were just scanned and they had never been mapped, they wouldn't come off the WIC participant's card. It wouldn't show as a WIC item unless they have been mapped in advance for that transaction, so that's something to keep in mind that you could be working on now. And then if you have any questions about that, let us know now or we can discuss it in our future calls as well.

QUESTION: The way I understand it is - if we have 5-pound bag of apples, we have to map that back to the original apple?

ANSWER: Yes.

How are we going to do that, where all of our originals are per pound and our bags per each? (The way our system is structured, if we link anything back to the original, it will ring it up just like a per pound item). You have no way of separating the per each from the per pounds, they have to be one or the other but not both. So how do we handle that?

ANSWER: We are not exactly sure how it works in your systems because everyone's system is probably different but it should not be mapped to the price per pound if it's a per each on the item. Hopefully you have a way to make that work, it's happening in most states.

LILY'S INPUT: Since you are with Associated Foods, I will tell you what I found out the other day. I was able to do the first certification with Cameron Bradford. He was able to map a bag of tangerines and it was fine once he mapped it and when we scanned it and it brought up the price right away. So you might want to get with Cameron.

## V. Level 2 and Level 3 Certifications:

## A. Where Lily is right now with certifications:

- a) Lily did our first level 3 certification with Dick's Fresh Market and everything on the front-end went well. We will probably finish Associated Food Stores once we fix a hiccup that we had along the way. And then, I will start scheduling the level 3 certifications for the rest of the stores. Lily thinks that Kroger might be next. These certifications will be happening through August.
- b) Lily wants us all to work together as a team. She wants to make sure that vendors are e-WIC ready. The worst thing that could happen is we get to September and your store is not level 2 and 3 certified. If that is the case, you're not going to be able to go to e-WIC.
  - At this point, everyone who needs one, has been issued a Level 2 packet.
  - Please do not hesitate to reach out to Lily with any questions or concerns! Her email is: [lilyzavala@utah.gov](mailto:lilyzavala@utah.gov).

## VI. e-WIC Training

- A. Depending on what type of restrictions are in place regarding COVID-19, we will need to abide by the social distancing guidelines in place when this occurs.
  - a) We are looking at doing a train the trainer model using Google Meet or Zoom. We will have corporate representatives that will be trained, store owners and/or managers or store trainers will receive the training directly from the state. And then, that group of people will take the training back to your stores to train all of the cashiers and everyone else in your store that needs to be trained.
  - b) We will start in July with all of our corporate trainers, (those that need to create a program or a plan) to take back into their stores. We will also start with our pilot counties which remain Weber, Morgan, Davis and Summit. After which we will move throughout the state by county to cover all of the stores across the state. We have dates, but are not quite ready to publish those yet.
  - c) At this point, all the people who have been trained will have the entire month of August to take the state training back into your stores. Your store trainings will need to be completed by the end of August in preparation for our September 1st rollout.

## VII. Training Materials

- A. You can expect to receive your training materials for your store staff along with a new vendor training video. We have almost completed the vendor training video and we'll be posting that on YouTube when it's complete.
  - We'll be sending you links to it and posting it on our website.
  - We'll likely have a DVD copy that we can mail to each store as well, if you prefer to watch it on DVD.
  - The video should be part of your training plan for your staff, to have them watch this video before e-WIC rollout.
- B. We hope you will use this video for cashier training going forward as you hire new cashiers in the years to come. The video will help orient them to the WIC program and how the current process works in your store. You can also use it as ongoing refresher training from year to year, if you choose as well.

## VIII. Roll Out -

- A. We are still shooting for September 1st as our pilot rollout date (Weber, Morgan, Davis and Summit Counties) will be first on the list to roll out and we will also roll out some stores that have completed all of their certifications and are e-WIC ready September 1.
  - B. Then we will start two more waves of the state-wide rollout.
    1. The first one will begin in October 26. That's Salt Lake, Wasatch, Uintah, Daggett, Duchesne, Carbon, Emery, Grand, Cache, Box Elder and Rich counties. That will continue through October 30th.
    2. Everyone else will be part of the second wave (starting November 2.)
  - C. After rollout we will all be online, working on e-WIC. It should be really slick and simple for all of your stores!
- IX. The WIC State Plan -
- A. Every year, Utah WIC is required to update our state plan, which is our policy manual. And during the month of June, we have an open public comment period where the public including our local health departments and also vendor staff and management have the opportunity to comment on any WIC policies.
    - So if you are perusing through our website and find WIC policy affecting your store, that you have suggestions on or ideas for improvements please e-mail us. And during the month of June, we are completely open to making edits to our policy based on the comments we received.
    - Rick plans to post our updated state plan to our Utah WIC website, [wic.utah.gov](http://wic.utah.gov) and you can look under the state plan section and you should be able to find our updated policies and make any comments you desire.
- X. Please don't be afraid to reach out to us with anything! Our next call is set for June 22, same call-in number, same time, 2:30 p.m. Mountain Daylight Time.
- XI. Adjourn - the meeting was adjourned at approximately 3:25 pm MST.

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