

## Super User Conference Call

***Start: 9:00 -9:18 AM***

1. Take Roll Call
  
2. Pilot vs. State Wide Roll Out
  - a. Areas
    - i. Agencies: Broadwater, Lewis and Clark, Deer lodge, and Butte-Silverbow
    - ii. Retailers: Townsend, White Sulphur Springs, Boulder, Whitehall, Augusta, Lincoln, Helena, East Helena, Deer Lodge, Anaconda, and Butte. (About 28 stores in pilot area)
  - b. Expectations
    - i. Attending training- this will occur about one month prior to roll out at the state office.
      1. Multiple dates
      2. Mandatory for all super users and available for all staff on a first come first served basis. There will be options for dates. We will let you know the dates as soon as possible.
      3. Training Binders will be provided for all staff that are step by step (with screen shots) of all the process affect by eWIC.
      4. 2-2 ½ days
    - ii. Training agency/clinic
      1. All Super Users will be required to train their agency (all who do not attend the training at the state).
    - iii. Certification Process
      1. Multiple certification process to ensure retailers have systems up and running for eWIC
      2. The final of these certifications is a simple run through of the transaction using a dummy eWIC card.
      3. State or local staff will be conducting these and as we get closer, we may ask some LARCs to physically visit the stores in their areas to do this final certification.
    - iv. Roll out will occur after all of this is completed
    - v. Pilot roll out vs. state wide:
      1. Pilot area will be accepting checks and eWIC cards. There will be some overlap with switching from checks to eWIC cards. This will also occur in the state wide roll out.
      2. Pilot will be rolling out first.
  
3. Cover dates for all calls
  - a. All calls will be at 9 AM
  - b. All calls will be WebEx and recorded

- c. Mostly the last Monday of the month is the calls
  - i. August 22<sup>nd</sup>
  - ii. September 26<sup>th</sup>
  - iii. October 24<sup>th</sup>
  - iv. November 28<sup>th</sup>
  - v. December 19<sup>th</sup>
  - vi. January 23<sup>rd</sup>
  - vii. February 27<sup>th</sup>
  - viii. March 20<sup>th</sup>
  - ix. April 24<sup>th</sup>
  - x. May 22<sup>nd</sup>
- d. Review how flow of calls will work
  - i. Start with roll call
  - ii. 2 weeks out: email with agenda topic request
  - iii. 1 week out: email with agenda, WebEx link and call in information
  - iv. 1 week after: will post the recording and minutes on WIC website and in newsletter (per request).

#### 4. Questions

- a. Beaverhead: "We were initially marked as being in the pilot area in the last agenda, has that changed?"
  - i. Answer: Yes, since you were a part of Deer Lodge agency, you were part of the pilot area. Sense will be moving to your own agency Oct 1<sup>st</sup>, you will no longer be a part of pilot.
- b. Sidney: "How far in advance will we know of those training dates?"
  - i. Answer: We will give you as much advance notice as possible. We know that you schedule out months in advance, so as soon as the dates are confirmed, we will let you know. All we know now is pilot we will have a training one month before roll out. For state wide roll out there will be 4-5 trainings. This will make it so everyone that would want to come and get trained could. Again, once we are confirmed on dates, we will let you know.
- c. Butte: "Are we as super users going back with our staff when they get trained too?"
  - i. Answer: No, if you come first and someone from your clinic comes two weeks later, you do not have to come back. As long as you are there for one of the trainings, that is all that matters.
- d. Lodgegrass: "Will our clinic be shut down for a couple of days or we are just going to be away at training for a couple days?"
  - i. Answer: Super Users are required to come. This is 1-2 people depending on your agency. If everyone wants to come and you chose to shut down your clinic for a couple of days or if you want to break it up and send a couple of people down at a time, or if you chose just to send the Super User, then that Super User will be responsible to train all local staff, that is up to you. This will be a decision that each agency will need to make.

- e. Lodgegrass: "Do we instantly change over from check to cards the next day?"
  - i. Answer: Yes, there will be a hard turn over. Let's use May 1<sup>st</sup> as roll out as an example. April 30<sup>th</sup> you will issue checks and May 1<sup>st</sup> you will issue cards.
- f. Ravalli: "is there going to be extra funding to get people to the training?"
  - i. Answer: There is some funding but we will have to discuss this information this week. I will get back to you on the next call regarding this.