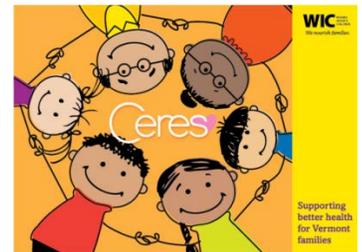


# Ceres FAQs

## NOVEMBER 2014



Click on a question to be taken to the answer.

### WIC CARDS

1. A nutritionist in our office saw a mobile app at National WIC mtg in September that would help clients keep track of food balances. She says it's awesome and would be great for families.
2. If a family loses their WIC Card, do they have to come in again have their benefits put on a new card?

### GETTING READY FOR CERES

3. How long will DOs be conducting the eWIC card art survey?
4. How will DOs be supported during the testing period for the loss of a staff member who will be a tester?

### TRANSITION TO CERES

5. Some families who live in one district prefer to have their appointments in another district. They usually do this because they either work in the other district or their childcare is in the other district. We transfer family charts back and forth in these situations to accommodate the family. In Middlebury, these families are most often part of the Rutland District Office. During Ceres pilot/roll out period, will we still be able to see families from the Rutland District Office even though Middlebury won't be using CERES until March 2016?
6. How will families who are not due for certification during the month of our roll out will get their cards and receive their benefits?

### SCHEDULING

7. Will there be a recommended scheduling strategy for our roll out period?
8. We currently have a system in place for 28 week recall where each certifier that sees a prenatal makes a future appt with that person before they leave that day to check in on pregnancy. Could this 28 week visit be considered an interim for CERES and benefit put on card?.

### CERES IN ACTION

9. After we've rolled out Ceres, will we be able to add/update our own Nutrition Education Class list in Ceres?
10. Will we able to complete our notes after appointments, at the end of the day, like some staff do now?

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### WIC Cards

1. **A nutritionist in our office saw a mobile app at National WIC mtg in September that would help clients keep track of food balances. She says it's awesome and would be great for families.**

*We've looked into some apps, but they would require an interface (a direction connection) with Ceres, so we can't do that right now. We may be able to find one that will show the all the Vermont approved food products, but not the individual family food balances. We're constantly reviewing "new" apps that come along in case they might work for Vermont.*

*Regardless of the apps, though, there will be many ways for participants to keep track of their balance:*

- *At the store, swipe the card and run a balance inquiry*
- *At the clinic, do the same*

- *Go to the Xerox Cardholder portal by using their browser – after logging in, the cardholder will be able to view current and future balances, and purchase history.*

**2. If a family loses their WIC Card, do they have to come in again have their benefits put on a new card?**

*First, it's important to remember that benefits are not "put on the card." Once authorized in the family's Ceres record, the benefits are stored electronically in Ceres and also on the Xerox eWIC host system. The WIC Card works like a bank debit card – the family uses it in the grocery store to "draw out" their benefits from the Xerox eWIC electronic account.*

*The family only has to report the card as lost, by calling Xerox Cardholder Customer Service, or by calling their district office. They can either pick up the replacement card at the district office, or it will be mailed to them by district office staff.*

## **Getting Ready for Ceres**

**3. How long will DOs be conducting the eWIC card art survey?**

*Due to the schedule for producing cards, grocery store posters and decals, and our own participant materials, we'll need to make a decision by the end of November, so the survey results must be returned to Karen Flynn by November 10th.*

**4. How will DOs be supported during the testing period for the loss of a staff member who will be a tester?**

*When directors let us know who their testers will be, they should be including what their backfill needs are so that we can work on getting it set up for them. It will be different depending on the discipline of the testing staff.*

## **Transition to Ceres**

**5. Some families who live in one district prefer to have their appointments in another district. They usually do this because they either work in the other district or their childcare is in the other district. We transfer family charts back and forth in these situations to accommodate the family. In Middlebury, these families are most often part of the Rutland District Office. During Ceres pilot/roll out period, will we still be able to see families from the Rutland District Office even though Middlebury won't be using CERES until March 2016?**

*A district office that is still on the WIC9 legacy system will not be able to see families that are in districts that have converted to Ceres – there is no way for a legacy district to access Ceres and enter the information required. A Ceres-enabled district will be able to see families from legacy districts, but it will be an entirely paper process using the current charts and forms. The legacy district will need to enter the information into the WIC9 system and generate a POD when the paper chart is returned.*

*To summarize, Ceres offices can see non-Ceres families, but not the other way around.*

**6. How will families who are not due for certification during the month of our roll out will get their cards and receive their benefits?**

*We haven't totally figured this out yet. We can't do a mass mailing the way we did with the original fruit & veggie cards, because we have to connect the family and the card in the new system first, and we can't do that until the system is up in each district. We also need to make sure families know which foods are WIC-eligible, where they can shop and how to use the card. One idea is to schedule group education sessions just before rollout, and then as soon as the system is up in a District Office, connect the household to a card (a simple task of by selecting the family in the new system and swiping a card in to make the connection. Then the cards would be mailed to families who attended a session, and they could use the card starting the following month. Obviously, during rollout we'll need*

*additional folks to help with that - possibly the central office staff who will be at the office to answer questions and assist overall. We will have timelines and calendars in the Readiness ToolKit to help you plan for this.*

## **Scheduling**

### **7. Will there be a recommended scheduling strategy for our roll out period?**

*WIC Central is currently recommending what we heard from WY/CO/UT --- Start out the first week or two by scheduling EVERY OTHER appointment block you schedule now. If you do have left over time, use it to prepare for the next appointment, so that it will go more quickly. After that, you may want to have a back-up certifier available for a few weeks to step in if clinic starts to back up. This is something that will also be tested during the Rutland pilot. We'll have four months of operation in Rutland to see whether this is a good strategy to use in all DOs for roll-out.*

### **8. We currently have a system in place for 28 week recall where each certifier that sees a prenatal makes a future appt with that person before they leave that day to check in on pregnancy. Could this 28 week visit be considered an interim for CERES and benefit put on card?.**

*There are many types of visits, phone calls and activities that will "count". While we don't have specific guidance yet, we plan to identify as many options as we can. The 28 week recall, breast pump re-authorizations that are more than voice mail messages, baby behavior and mother-baby groups, peer counselor contacts, special formula contacts, group classes, and high risk calls/visits are among the types we've talked about so far.*

## **Ceres in Action**

### **9. After we've rolled out Ceres, will we be able to add/update our own Nutrition Education Class list in Ceres?**

*Yes, during your training week DOstaff will learn how to maintain the Ceres database of your DO's Nutrition Ed Classes, as well as your Outreach/Referral Organization database. We wanted to preload Ceres with everything we could, to make your first week of roll-out easier (e.g. No one will have to spend valuable time typing in all this DO-specific information.) Of course, you may find that our "uploads" had glitches. You'll be able to fix them on the spot, in your roll-out week and following. No need for WIC Central intervention!*

### **10. Will we be able to complete our notes after appointments, at the end of the day, like some staff do now?**

*Staff won't have the option of doing notes after the family leaves – the households need to sign for their benefits, to receive their WIC Card, which they can't do until the certification is completed in Ceres. That's why it's suggested that staff start now to practice completing notes during the certification appointment.*