

EBT Post-Implementation Review Local Agency Questions

1. How long have you worked with WIC?
2. When was EBT implemented in this local agency?
3. Were you here throughout the transition?
4. What EBT-related functions do you do now?
5. How has your job changed with EBT?
6. Can you describe how other jobs in the clinic have changed or remained the same under EBT?
7. Did you convert the caseload to EBT all at once or phased in over several months?
8. What is the caseload/participation at this location?
9. How many certifications are done in an average month?
10. Do you issue benefits monthly/bimonthly/trimonthly?
11. Has the amount of time it takes to certify and issue benefits changed with EBT?
12. How were participants trained on EBT for the conversion?
13. How are they trained on EBT in routine new certifications after mass conversion?
14. Describe the training on EBT for WIC staff.
15. Do you use any reports that are created by the EBT system?
16. How is the response time on EBT functions on the computers?
17. Are there any learning curve issues or technical issues that are still being worked out?
18. How is the support from the help desk or the customer service hotline?
19. Are participants telling you their opinions of how it's going? What do they say?
20. What advice would you give to the next local agency in your state, or to a local agency in another state going to EBT?