

Certification Process Improvements

Discussion Leader: Melissa Sosa

Overview:

The Smart WIC EBT Authorities are discussing ways to improve the current WIC EBT certification process. Discussion will include joint certifications versus a lead authority certification due to schedule conflicts, space requirements, and funding issues and attendee input on how to best meet their needs during a certification / recertification.

Notes:

1. Discussed developer and/or store concerns related to the lab certification process.
 - a. Time.
 - b. Money.
 - c. Space.
2. Discussed the changes that have been made to improve the certification process.
 - a. Authorities use a standard script and have appendices that list the steps that are specific to each Authority.
 - b. Authorities work together to schedule the certification visit.
3. Discussed the developer and/or store's preference for a single entity to certify on behalf of all the smart WIC EBT Authorities.
4. Discussed the Authorities reluctance to allow a single entity to certify on behalf of the smart WIC EBT Authorities.
 - a. Trust.
 - b. Liability.
5. Discussed USDA's potential role in having a single entity to certify on behalf of the smart WIC EBT Authorities.
 - a. USDA would have to designate the lead Authority (or entity).
 - b. USDA would have to determine the steps to be included in the script.

- c. USDA would have to determine the liability issues related to a lead Authority (or entity) certifying on behalf of others.
- 6. Discussed the reasons for having on-site certifications.
 - a. Certain tests require an on-site presence by the Authorities.
 - b. Card pulls.
- 7. Discussed the differences between a lab certification and an in-store certification.

Summary:

The stores and developers are appreciative of the changes that have been made to the certification process. They look forward to on-going enhancements to streamline the certification process and the Smart WIC Authorities will continue to pursue that goal.