



wic MONTANA  
FOOD. EDUCATION.  
SUPPORT.  
YOU GOT THIS.



# State Office Updates

## Funding:

- Continuing Resolution passed until September 30<sup>th</sup> (End of Fiscal Year)

## Expenditures:

- April is a time study month
- Time study information must be submitted with expenditures

## Staffing:

- The new WIC IT position was filled
- Staff started Monday 31<sup>st</sup>
- Lacey Ferrell

## SO Projects

- WIC eFMNP
- WIC App
- EBT Processor
- RFP's
- ME's x2
  - Vendor Done
  - Fiscal June
- Data matching and outreach Medicaid, SNAP, TANF coming.
- Customer service survey is out.

## Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

1625 11<sup>th</sup> Ave., USF&G Building (Basement), PO Box 4210, Helena, MT 59620-4210  
Toll Free: (800) 433-4298 Direct: (406) 444-5533 Fax: (406) 444-0239 Email: [montanawicprogram@mt.gov](mailto:montanawicprogram@mt.gov)

### Early Childhood & Family Support Division (ECFSD)

Tracy Moseman, Administrator  
Ph: 444-6676 Email: [Tracy.moseman@mt.gov](mailto:Tracy.moseman@mt.gov)

### Family & Community Health Bureau (FCHB)

Jacqueline Isaly, Bureau Chief  
Ph: 444-4743 Email: [jacqueline.isaly@mt.gov](mailto:jacqueline.isaly@mt.gov)

### WIC Program

WIC State Director/Section Supervisor: Lacy Little, MPH, RD, CLC  
Ph: 444-5923 Email: [Lalittle@mt.gov](mailto:Lalittle@mt.gov)

**Aimee Duncan MS, RD, CLC** – Assistant WIC Director- Nutrition Coordinator

Ph: 444-0909 Email: [Aimee.Duncan@mt.gov](mailto:Aimee.Duncan@mt.gov)

Primary Responsibilities:  
Nutrition policy updates; nutrition education resources & training; new employee approvals; continuing education approval; monitoring; special formula order approval; SPIRIT User Group (CCWG); Nutrition Risk Codes/High Risk Criteria; food package review; Approved Product List (APL) updates; inventory control.

**Nicole Bulik CLC**– Public Health Nutritionist/Breastfeeding Coordinator

Ph: 439-5592 Email: [Nicole.Bulik@mt.gov](mailto:Nicole.Bulik@mt.gov)

Primary Responsibilities:  
Breastfeeding promotion; breast pump policies and guidance; Breastfeeding Peer Counselor Program oversight; local agency monitoring; technical assistance related to any breastfeeding, nutrition and/or clinic services.

**Lori Reed** – Public Health Nutritionist & Vendor Coordinator

Ph: 444-2740 Email: [Lori.Reed@mt.gov](mailto:Lori.Reed@mt.gov)

Primary Responsibilities:  
Local agency monitoring; technical assistance for clinic services; policy updates and implementation; program integrity and outreach activities; formula orders; supplies ordering/inventory.

**Kevin Moore, MS**– Vendor/PS Lead

Ph: 444-5530 Email: [KMoore@mt.gov](mailto:KMoore@mt.gov)

Primary Responsibilities:  
Vendor coordinator (outreach, training, technical assistance); retailer newsletter; peer group review and updates; retailer/LARC materials and training; policy updates and implementation; eWIC transaction research and resolution; program complaints & fraud detection.

**Bailey Menager** – Vendor & Farm Direct Coordinator

Ph: 444-2841 Email: [Bailey.Menager@mt.gov](mailto:Bailey.Menager@mt.gov)

Primary Responsibilities:  
Farmers Market Coordinator; retailer contract management; policy updates and implementation; retail compliance investigations; retailer stocking requirements; retailer complaints; FDP reporting.

**Kyra Clayton BA, MA** – Outreach & Quality Improvement Coordinator

Ph: 444-4747 Email: [Kyra.Clayton@mt.gov](mailto:Kyra.Clayton@mt.gov)

Primary Responsibilities:  
Outreach; project management; quality improvement; collaboration & coordination with partners; website updates; newsletters; other communications.

### Business/Operations Support (BSO)

Supervisor: Chris Delvaux, Bureau Chief  
Ph: 444-4746 Email: [chris.delvaux@mt.gov](mailto:chris.delvaux@mt.gov)

**Andrew McKeever** – IT Systems Lead

Ph: 444-2739 Email: [Andrew.McKeever@mt.gov](mailto:Andrew.McKeever@mt.gov)  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
SPIRIT system management; database management; data queries; helpdesk and testing oversight/back up; SPIRIT User Group member (ESC, STAC)

**Chelsea Giguere** – QA Analyst

Ph: 444-7015 Email: [Chelsea.Giguere2@mt.gov](mailto:Chelsea.Giguere2@mt.gov)  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
Primary Tester for SPIRIT and S3; help desk; Intake EBT/APL issues; receive and process access requests

**Lacey Ferrell** – QA Analyst

Ph: Email: [Lacey.Ferrell@mt.gov](mailto:Lacey.Ferrell@mt.gov)  
Helpdesk: (800) 433-4298 x 1 [wichelp@mt.gov](mailto:wichelp@mt.gov)

Responsibilities:  
Tester for SPIRIT and S3; help desk; Intake EBT/APL issues; receive and process access requests



This Institution is an Equal Opportunity Provider

# eFMNP Update

- Healthy Together Software
  - App to app transactions
  - Families will be encouraged to use app but cards available if they do not have a smart phone
- Training for locals April 2<sup>nd</sup> (done) and 8<sup>th</sup>
- Roll out aim:
  - May 23<sup>rd</sup> - small pilot Missoula
  - May 26<sup>th</sup> - full pilot Missoula
  - 1<sup>st</sup> week of June- full FMNP Agency roll out
- Training materials mailed out to all agencies



# WIC App- Healthy Together

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- Healthy Together Software
  - This is a platform that will transform WIC services
    - Participants
      - Screening tool- NAVA tool from NAP project
      - Online scheduling
      - Secure document uploading
      - Signatures for forms
      - Messaging
      - Online education – WICSmart
      - EBT Card activities
    - Local Agency Staff- Admin portal
      - Portal to see all screens that are submitted
      - Requesting materials- documents, signatures, appointments, proofs, etc.
      - Messaging
      - Appointment reminders
    - Vendor
      - Online applications
      - Monitoring
    - State office
      - Will manage backend access
      - Reporting

# Income Review

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- Slides will be available in the newsletter for review



# SWEB: Entering Income

- SWEB will consider income complete if you enter itemized income
- Notice this chart is missing adjunctive eligibility

Adjunctive Eligibility

+ Add

✎ Edit

🗑 Delete

📄 Update

✕ Cancel

Program	Proof	Applies To
No records to display.		

Itemized Income Information

+ Add

✎ Edit

🗑 Delete

Frequency	Description	Proof of Income
Monthly	\$350.00/Monthly	Self-Declare for Adj Eligibility

# SWEB: Update- Postpartum Medicaid

- When postpartum Medicaid used to qualify infant
  - Infant's individual Medicaid is not yet active
- Enter into SWEB using new drop-down box
  - Adjunctive eligibility "postpartum Medicaid"
  - Use this in both mom and baby's chart
- Enter stated income LAST
  - AFTER all family members have had their adjunctive eligibility entered
- New process will prevent baby from being terminated if stated income is over IEGs

SWeb Test: Clinic Services: Participa

https://sweb-test.hhs.mt.gov/clinic/income

Clinic Services

Participant List

Search

Clinic Actions

Batch Issue History

Batch Issue Resolution

Create New Household

Documents

Locked Households

Manage Waiting List

Participant Transfer History

Potential Duplicate Participants

Work With On-Site Group

Benefit Management

Add Set of Benefits

Adjust Benefits

Issue Benefits

Calendar

Scheduler

Participant Folder

Certification / MCA

Begin Certification

Demographics

Race/Ethnicity

Manage eWIC Account

Income

Proofs

Health Information

Length/Height/Weight

Bloodwork

Nutrition Assessment

Risk Factors

Referrals

Nutrition Education

Food Prescription

SOAP Notes

Issuance Frequency

Issue Benefits

Complete Certification

Certification Mode

Close

Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Willow (00699658)

Age: 24 years, 2 months and 30 days

Income

Ht/Wt/Hgb

Contacts

+ Add

03/31/2025

03/04/2024

Household Size

5

Pending Proof

Original Screening Date

03/31/2025

Copy Items to Current Income

Adjunctive Eligibility

Created Date:

+ Add

Edit

Delete

Update

Cancel

Program

Proof

Applies To

Participant Name

SNAP

TANF

Medicaid

FDPIR

School Lunch

Best Beginnings

Postpartum Medicaid

on

Created Date:

+ Add

Edit

Delete

Frequency

Description

Proof of Income

Amount

No records to display.

Save

Reset

SWeb Test

Version 3.4.0.1

SWeb Test: Clinic Services: Participa

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https://sweb-test.hhs.mt.gov/clinic/income

🏠 Clinic Services

☰

👤 Participant List

▼

🔍 Search

📋 Clinic Actions

▼

📋 Batch Issue History

🔍 Batch Issue Resolution

🏠 Create New Household

📄 Documents

🔒 Locked Households

📋 Manage Waiting List

🔄 Participant Transfer History

👤 Potential Duplicate Participants

👤 Work With On-Site Group

📋 Benefit Management

▼

➕ Add Set of Benefits

⚙️ Adjust Benefits

📋 Issue Benefits

📅 Calendar

▼

📅 Scheduler

👤 Participant Folder

🔒

👤 Certification / MCA

☑️ Begin Certification

👤 Demographics

👤 Race/Ethnicity

👤 Manage eWIC Account

👤 Income

👤 Proofs

👤 Health Information

👤 Length/Height/Weight

👤 Bloodwork

👤 Nutrition Assessment

👤 Risk Factors

👤 Referrals

👤 Nutrition Education

👤 Food Prescription

👤 SOAP Notes

👤 Issuance Frequency

👤 Issue Benefits

👤 Complete Certification

Certification Mode

Close

Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Willow (00699658)

▼

Age: 24 years, 2 months and 30 days

Income

⚠️ Ht/Wt/Hgb

Contacts

+ Add

🕒 03/31/2025

🗑️

Household Size

5

Pending Proof

🔴

Original Screening Date

03/31/2025

📅

Copy Items to Current Income

📅 03/04/2024

🔍 Adjunctive Eligibility

Created Date:

➕ Add

✎ Edit

🗑️ Delete

📄 Update

✖ Cancel

Program

Proof

Applies To

Participant Name

Postpartum Medicaid

▼

Individual

Eligibility Document

System Verification

📋 Itemized Income Information

Created Date:

➕ Add

✎ Edit

🗑️ Delete

Frequency

↑

Description

Proof of Income

Amount

No records to display.

Save

Reset

SWeb Test

Version 3.4.0.1

SWeb Test: Clinic Services: Participa

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https://sweb-test.hhs.mt.gov/clinic/income

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Close

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Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Willow (00699658)

Age: 24 years, 2 months and 30 days

Income

Ht/Wt/Hgb

Contacts

+ Add

03/31/2025

03/04/2024

Household Size

Pending Proof

Original Screening Date

Copy Items to Current Income

Adjunctive Eligibility

Created Date: 03/31/2025

+ Add

Edit

Delete

Update

Cancel

Program	Proof	Applies To	Participant Name
Postpartum Medicaid	System Verification	Individual	Tree, Willow

Itemized Income Information

Created Date:

+ Add

Edit

Delete

Frequency	Description	Proof of Income	Amount
No records to display.			

Changes saved.

Save

Reset

SWeb Test

Version 3.4.0.1



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Length/Height/Weight

Bloodwork

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Food Prescription

SOAP Notes

Issuance Frequency

Issue Benefits

Certification Mode

Close

Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Cedar (00700261)

Age: 0 months and 1 day

Income

Ht/Wt/Hgb

Contacts

+ Add

Household Size

Pending Proof

Original Screening Date

Copy Items to Current Income

03/31/2025

03/04/2024

Adjunctive Eligibility

Created Date: 03/31/2025

Program

Proof

Applies To

Participant Name

Postpartum Medicaid

Eligibility Document

System Verification

Individual

Individual

Tree, Willow

Itemized Income Information

Created Date:

Frequency

Description

Proof of Income

Amount

No records to display.

Save

Reset

SWeb Test

April 3, 2025

Version 3.4.0.1

SWeb Test: Clinic Services: Participa

https://sweb-test.hhs.mt.gov/clinic/income

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Certification Mode

Close

Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Cedar (00700261)

Age: 0 months and 1 day

Income

Ht/Wt/Hgb

Contacts

+ Add

Household Size

Pending Proof

Original Screening Date

Copy Items to Current Income

03/31/2025

03/04/2024

5

03/31/2025

Adjunctive Eligibility

Created Date: 03/31/2025

+ Add

Edit

Delete

Update

Cancel

Program

Proof

Applies To

Participant Name

Postpartum Medicaid

System Verification

Individual

Tree, Cedar

Postpartum Medicaid

System Verification

Individual

Tree, Willow

Itemized Income Information

Created Date:

+ Add

Edit

Delete

Frequency

Description

Proof of Income

Amount

No records to display.

Save

Reset

SWeb Test

Version 3.4.0.1

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Income

Proofs

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Length/Height/Weight

Bloodwork

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Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Cedar (00700261)

Age: 0 months and 1 day

Income

Ht/Wt/Hgb

Contacts

+ Add

Household Size

Pending Proof

Original Screening Date

Copy Items to Current Income

03/31/2025

5

03/31/2025

03/04/2024

Created Date: 03/31/2025

Participant Name

Tree, Cedar

Tree, Willow

Created Date:

Amount

Income Line Item

Hourly

Weekly

Bi-Weekly

Twice Monthly

Monthly

Yearly

Method

Constant

Weekly Amt 1

1,000

Proof of Income

Self-Declare for Adj Eligibility

Weekly Amount:

\$1,000.00

OK

Cancel

SWeb Test

Version 3.4.0.1

SWeb Test: Clinic Services: Participa

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https://sweb-test.hhs.mt.gov/clinic/income

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Issue Benefits

Certification Mode

Close

Agency 22 - RIVERSTONE

Clinic 561 - RIVERSTONE WIC PROGRAM

Participant Tree, Cedar (00700261) -  
Age: 0 months and 1 day

Income

Ht/Wt/Hgb

Contacts

+ Add

03/31/2025

03/04/2024

Household Size

5

Pending Proof

Original Screening Date

03/31/2025

Copy Items to Current Income

Adjunctive Eligibility

Created Date: 03/31/2025

+ Add

Edit

Delete

Update

Cancel

Program	Proof	Applies To	Participant Name
Postpartum Medicaid	System Verification	Individual	Tree, Cedar
Postpartum Medicaid	System Verification	Individual	Tree, Willow

Itemized Income Information

Created Date: 03/31/2025

+ Add

Edit

Delete

Frequency	Description	Proof of Income	Amount
Weekly	\$1,000.00/Weekly	Self-Declare for Adj Eligibility	\$1,000.00

Weekly Income Total: \$1,000.00

Changes saved.

Save

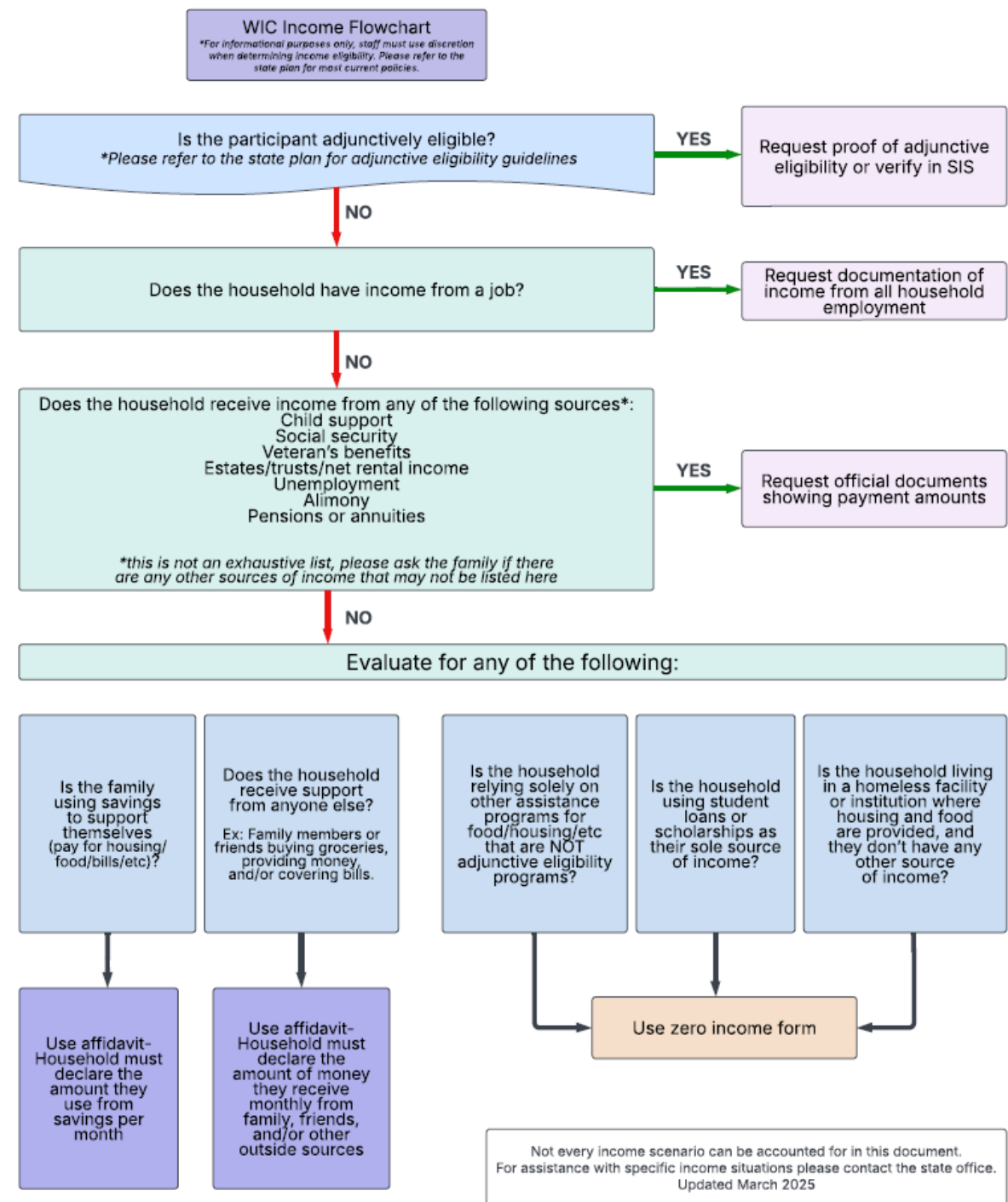
Reset

SWeb Test

Version 3.4.0.1

# Income Review

- Zero income
    - The participant has no income
  - Affidavit:
    - The participant has income from a source that cannot be verified
- OR
- The household is pending income proof

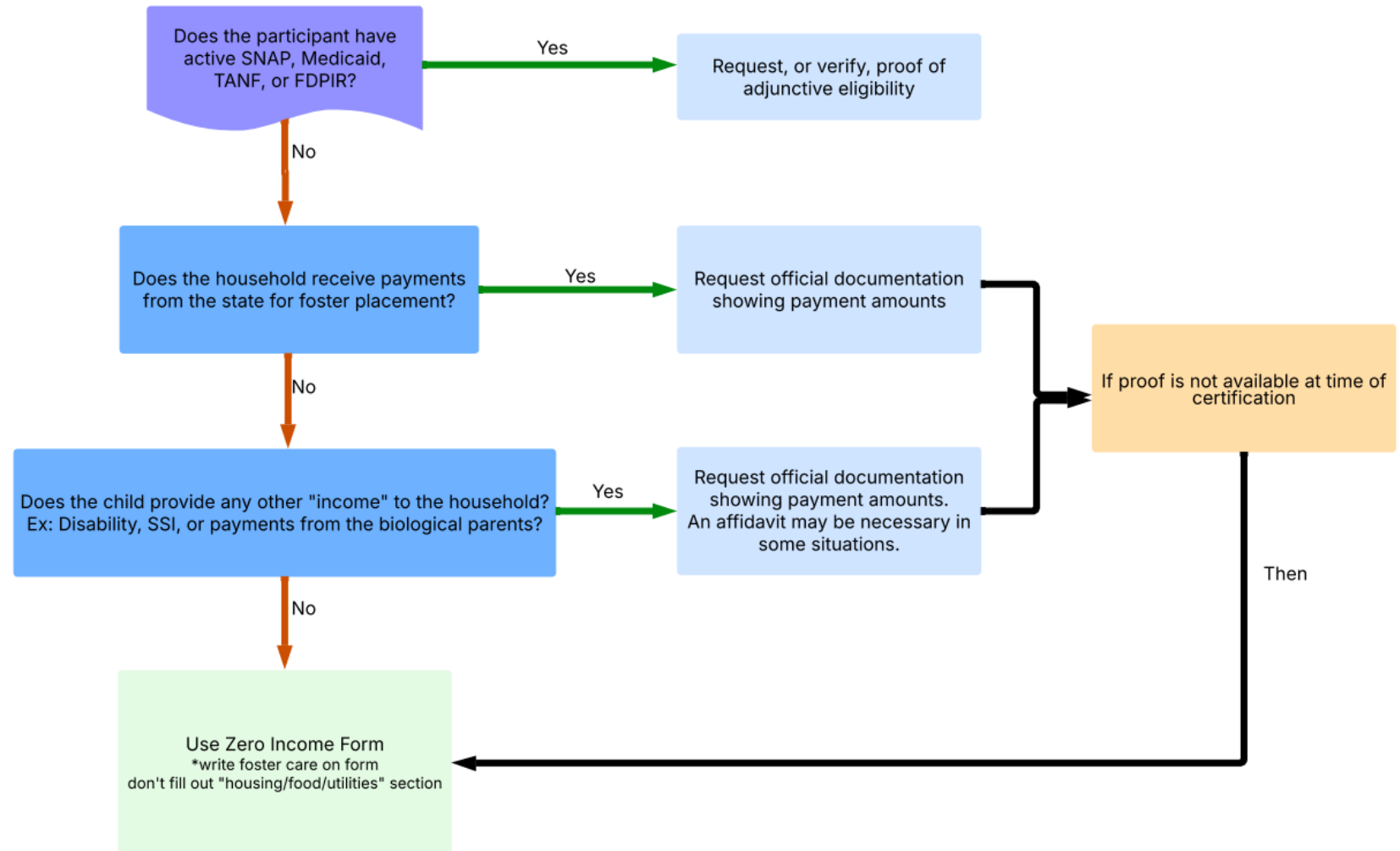


# Income Reminders

- Adjunctive eligibility MUST be checked first for all participants
- There can be more than one household living under one roof
  - CPAs will need to ask question to determine this
  - Is the household mostly supported by someone else?
    - ex: are they living with a friend but providing all other resources themselves?
    - ex: are they living with grandparents who provide ALL support (food/housing/bills/etc)
- Document clearly the justification for using zero income form

# Special Scenario: Foster Care

- If proof is not available at time of certification
  - Zero Income Form



# IT Updates

- Continue to check the 2025 Food Package Changes Tableau report
  - <https://dataportal.mt.gov/#/site/HHSWIC/workbooks/4787/views>



# Vendor Updates – Fed Audit

- Completed FNS Vendor Management Evaluation with minimal findings
  - In depth review of vendor policies and procedures, & local staff interviews
  - Added claims information to interactive training topics:

## **eWIC Transactions & Claims**

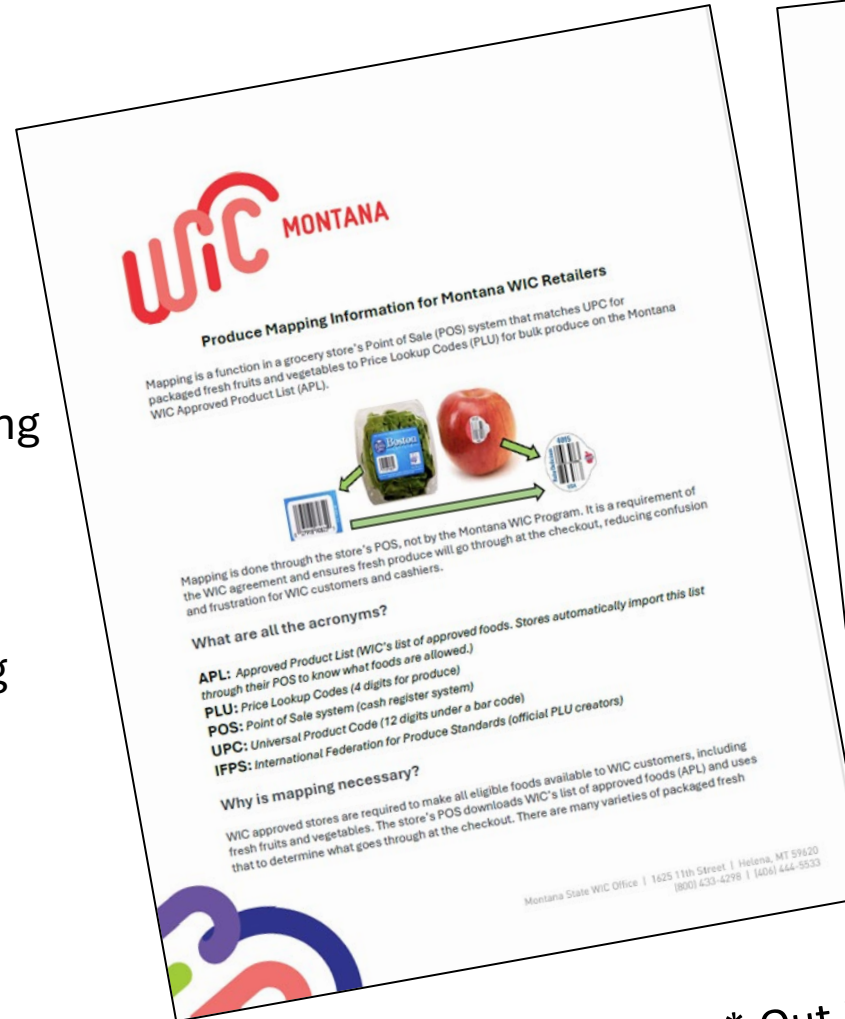
*The State WIC Program monitors eWIC transactions for questionable payments, vendor overcharges, or other errors. When discovered, the following procedures apply:*

- If a vendor has committed a program violation that affects payments, the WIC Program must delay payment or establish a claim in the amount of the overcharge or error.*
- When payment is delayed or a claim established, the vendor may justify or correct the overcharge or error to rectify the issue.*
- The WIC Program has 120 days to take action on a questionable eWIC payment and must either deny payment or initiate a claim within 90 days of discovering the violation or completion of the review, whichever is later.*

# Vendor Updates – Produce Mapping

## Goals:

- Education about produce mapping
  - Stores
  - Staff (local & state)+
- Create a plan for testing mapping through in-store buys



New FAQ Doc\* Out Now\* Available Online\*

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## Conferences, Meetings, Trainings

- WWG
  - April 10-11th, Helena, St. Peters Hospital
- NWA Annual Education and Training Conference
  - April 22-25, 2025, Las Vegas, Nevada
- Breastfeeding Learning Collaborative
  - May 19-20, 2025, Fairmont
- NWA Technology Conference
  - September 3-5, 2025 Minneapolis MN



# Questions

