

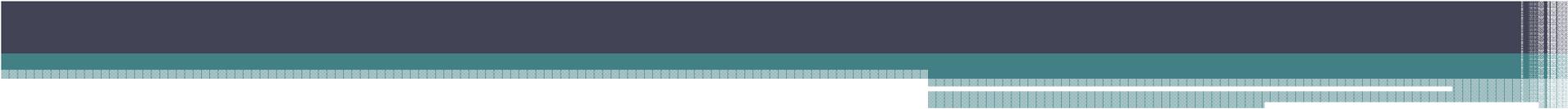
WIC Management Systems: Moving Priorities into Production

Laurie Perrelli, MS, RD

WIC System Requirements Manager

Michigan WIC Conference

May 9, 2012



Data and System Management

Michigan WIC systems have evolved tremendously since 2008....

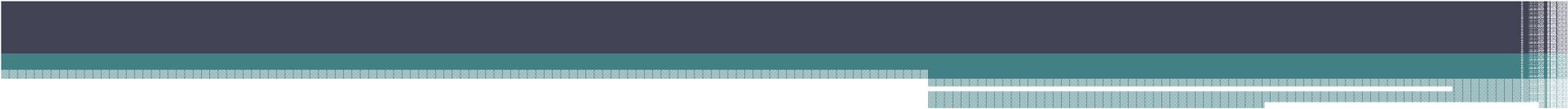
MI-WIC MCIR Interface

Wichealth.org

interface

EPPIC

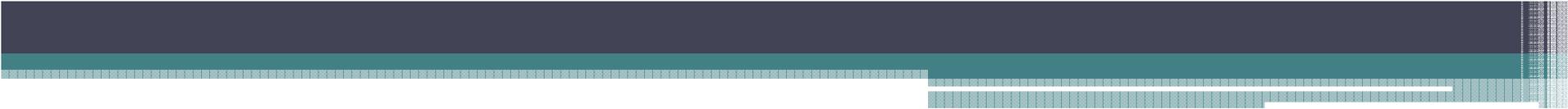
CHAMPS Interface



Data and System Management

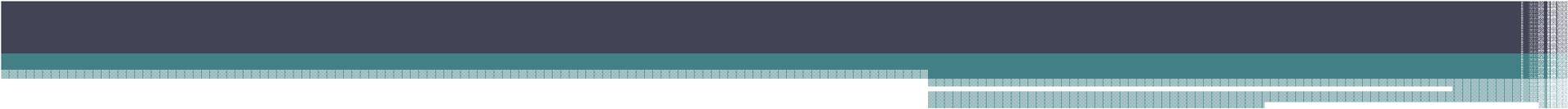
Kobra Eghtedary is the Director of the Data and System Management Section for Michigan WIC

DSM



WIC Data and System Management Team (DSM)

- Kobra Eghtedary - Data and System Management Director
- Laurie Perrelli - System Requirements Manager
- Rick Schneider - Project Management Specialist
- Bagya Kodur - Reports Specialist
- Hillary Turner - Data Coordinator
- Kathie Boynton - System Administrator
- Constance Godinez – Resource Analyst
- Kamalesh Bandanadham - 3 Sigma Software Project Mgr
- Ramesh Balyam - 3 Sigma Software Report Analyst
- Angie Billups – SEBTC Project Coordinator for WIC



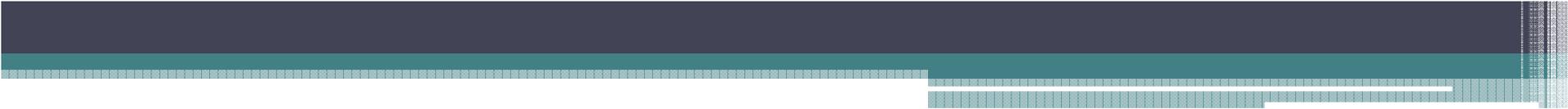
We've come a long way
from MTRACX with our
WIC Eligibility System

Remember when...

MI-WIC Roll-Out To Intercare in Holland



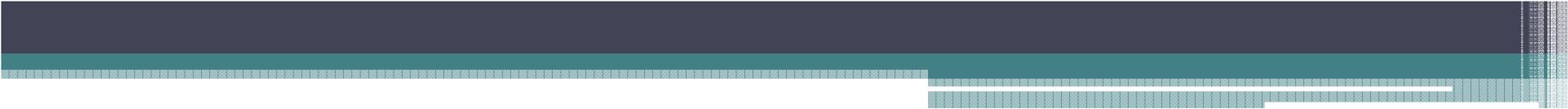
Intercare MI-WIC Implementation.htm



MI-WIC was fully implemented State-wide in May of 2009

Since that time there have been 11 releases:

- 2009: August, September and December
- 2010: February, June, September and December
- 2011: April, August and December
- 2012: April



Release 2.0 August 2009

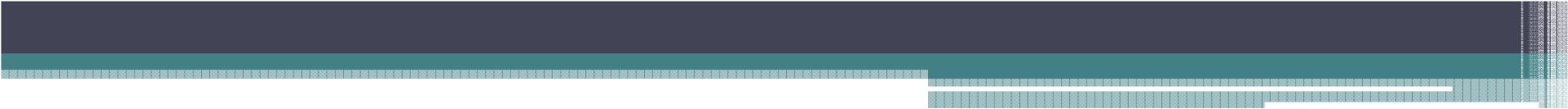
New Food Package

Category Change – this button was added to the Cert Action screen to simplify changing of categories and to restrict the ability to change categories for children and pregnant women.

Deceased Clients – prior to this change, there was not a quick way to know that a client was deceased, and deceased clients were being listed on printed documents.

Family Size – prior to this, the family size had to be equal to or greater than the number of clients in the Precertification screen Applicant grid. This change means family size can be less than the number of clients in the grid.

Role and Permission Changes – new “Transfer out of State” role was created.



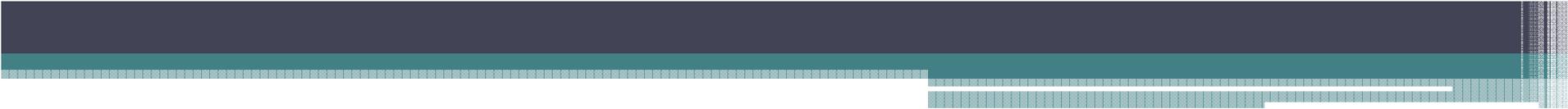
Release 3.0 December 2009

EPPIC Real-time Interface – staff now see the most current benefit transaction data in the MI-WIC screen.

CHAMPS Interface – begin validating Medicaid through the MI-WIC system.

Predefined Reports – by popular demand – predefined reports were developed for WIC Coordinators to run their own reports

Interface: MI-WIC/www.wichealth.org – 4 new topics were added to the interface and the MI-WIC screens

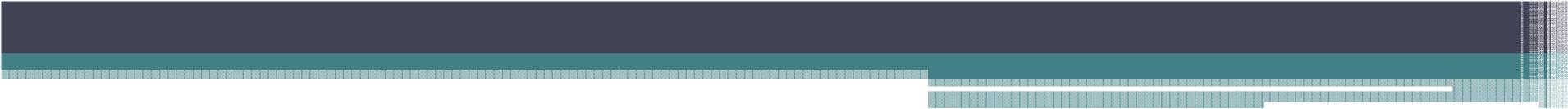


Release 4.0 February 2010

Dual Participation Revision – big changes made to this area, including a “Resolve Dual Enrollment” screen, where duplicate records can be “kept” or “blocked”.

Food Package Changes – fruits and vegetable dollars increased to \$10 for PG, BP, NPP; salmon added to the fish food item; 2%, 1%, ½%, skim or buttermilk was added to the milk message (by VERY popular demand)

Formulary search made easier – to search by part of a formula name



Release 4.5 June 2010

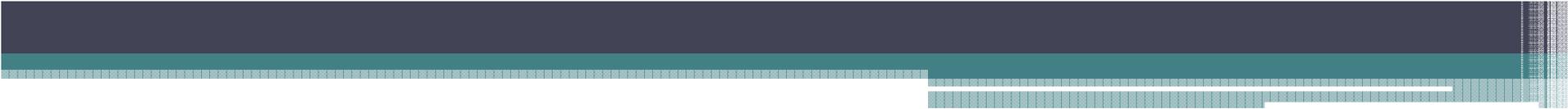
Dual Participation Revision – new role implemented to be able to “UNBLOCK” a record that was “Blocked” in error.

Breast Pumps – system starts notifying staff when a client changes to NPP and also has a multi-user breast pump; new report to see which clients have breast pumps.

Ineligibility Report – this new report was implemented to identify client that staff determine ineligible and why.

Nutrition Education – new “Recent NE history button added to the Household Summary screen

Formula Usage Report – new ways to filter this report by formula class, to include or exclude infants, and by a specific formula



Release 4.6 September 2010

Authorized Person History – new history included in the system for compliance monitoring and investigation purposes.

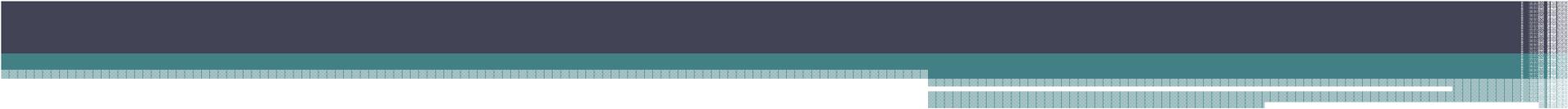
Compliance Sanction Action – new 6 month disqualification added

USDA mandated risk code changes – implemented with revision to the pre-pregnancy BMI values that indicate over and underweight; new Prenatal weight gain charts; add Bariatric surgery risk

IE 8 compatibility

Formula Calculation Change

Data Archiving begins



Release 4.8 April 2011

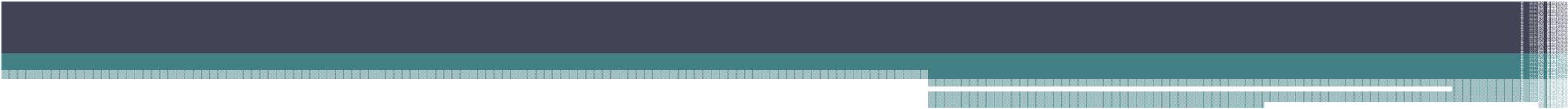
Wichealth interface – new topics added to the interface and the MI-WIC screens

Role Management Changes – big changes to the area of Role Management as a result of an audit finding (electronic Confidentiality Agreement, add User Statuses, role descriptions, new role reports)

Project FRESH EBT – begin screen changes for electronic Project FRESH

Technology upgrade – implement the latest technology to keep up to date and improve system efficiency

Non-Clinic related changes (vendor screens)



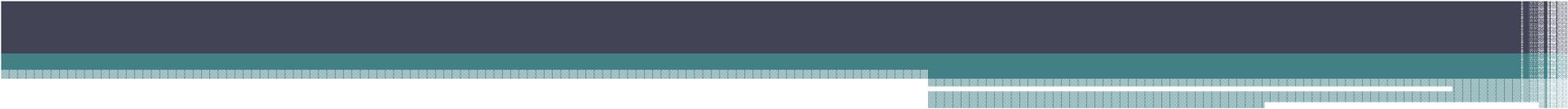
Release 4.9 August 2011

State capability to add or modify Nutrition Education topics

Non-Clinic Related changes – many Vendor screen changes, Vendor TIP report

Formula Rebate contract changes

Technology Upgrade continues



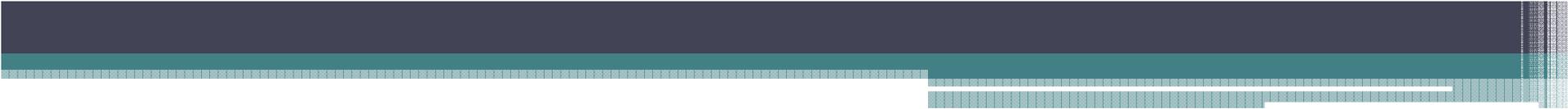
Release 5.0 December 2011

New Non-Discrimination Statement implemented on printed documents

Income Eligibility Changes – calculation changes per USDA

Client Agreement Process Changes – validation that Client Agreement has been signed or scanned in (by popular demand)

Formula Change – new formula maximums implemented



Release 5.1 April 2012

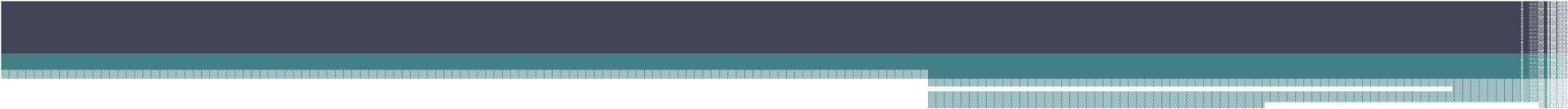
Future Appointments button added to the Household Summary screen

Mother's ID Drop Down – on Client Info screen so that ID does not have to be typed in, but can be selected

Project FRESH Coupon Quantity Change – system now assigns 15 instead of 10 coupons (increase from \$20 to \$30)

Staff Transferring to a New Local Agency – State can now change a staff member's "Parent Agency"

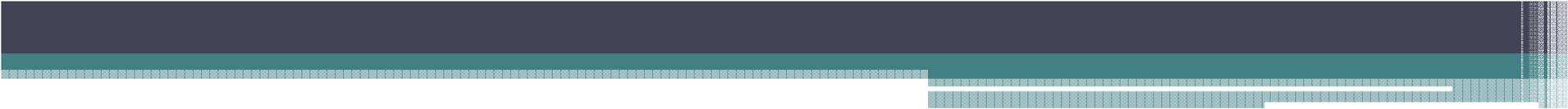
Breastfeeding Changes – BF Assessment screens added to the Guided Script; new Peer Counselor and Client Call Back reports; validation added to update BF Stats screen if infant category changed.



Quality Assurance

Quality assurance is achieved by the implementation of a continuous quality improvement process.

- Discovering and investigating bugs
- Documenting bugs
- Fixing and testing bugs
- Updating Production with fixes



The December 2010 Release fixed all the existing bugs.

Since then, we have a continuous process to identify post-release bugs, and document, fix, test.

MI-WIC Software Bug Database

[Bugzilla](#) Version 2.18

Find a Specific Bug

[Advanced Search](#)

Find a specific bug by entering words that describe it. Bugzilla will search bug descriptions and comments for those words and return a list of matching bugs sorted by relevance.

For example, if the bug you are looking for is a browser crash when you go to a secure web site with an embedded Flash animation, you might search for "crash secure SSL flash".

Status:

Product:

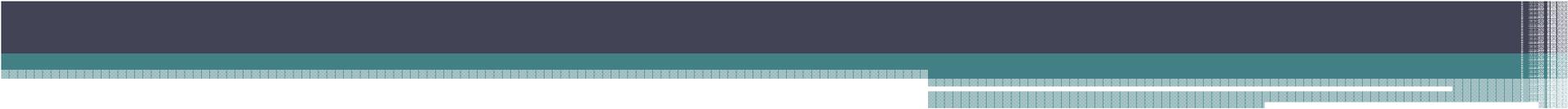
Words:

BUGZILLA

Actions: [Home](#) | [New](#) | [Search](#) | bug # | [Reports](#) | [My Requests](#) | [My Votes](#) | [Log out](#) PerrelliL@michigan.gov

Edit: [Prefs](#) | [Users](#)

Saved Searches: [My Bugs](#)

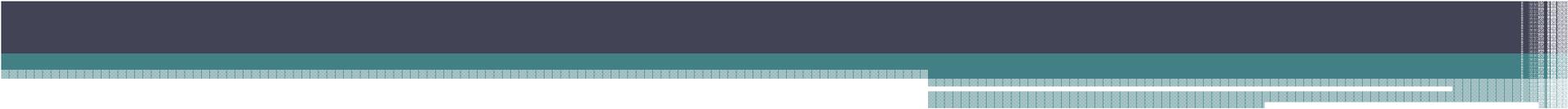


Next Releases

August 9, 2012

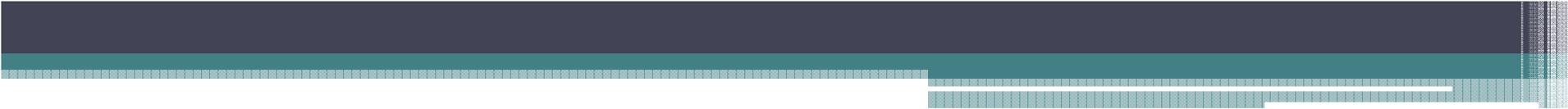
December 13, 2012

Schedule 3 Releases per year: April,
August, December



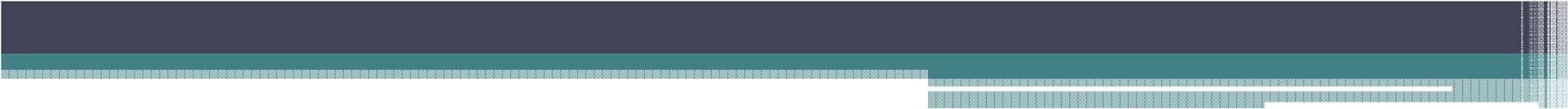
Content of August 2012 Release

- After Hours Clinic Usage Compliance Reports
- IE 9 Upgrade
- MCIR/MI-WIC Interface change
- New risks/WHO growth charts
- Client medical and nutrition questions history; plus adjunct eligibility history and BF Assessment history
- Text messaging of appointment reminders
- Online Vendor Application
- PNSS/PedNSS in Michigan



MI-WIC Priorities

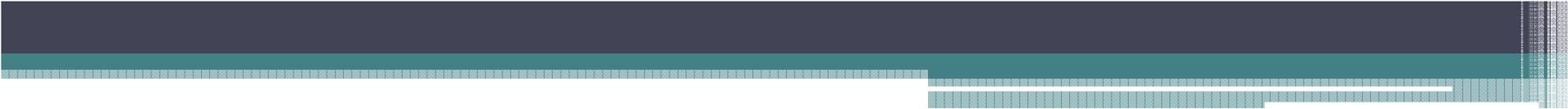
MI-WIC is in a
Maintenance and Operational Phase



MI-WIC Priorities

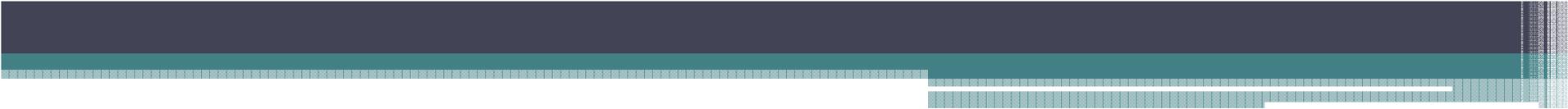
- USDA Mandates
- Audit Findings & Corrections
- System Bugs
- Archiving and other system performance

Then enhancements as time and resources allow



Local Agencies have been involved in system
development right from the start.

Thank you for your input and hard work!



The Emergency Back-up System Project

EBS

MI-WIC Emergency Back-Up System (EBS) Work Group

- Kobra Eghtedary
 - Laurie Perrelli
 - Rick Schneider
- Kamalesh Bandanadham
 - Bill Church
- Christopher Bendegkey
 - Summer Korponic
 - Regina Poole
 - Joyce Bryant

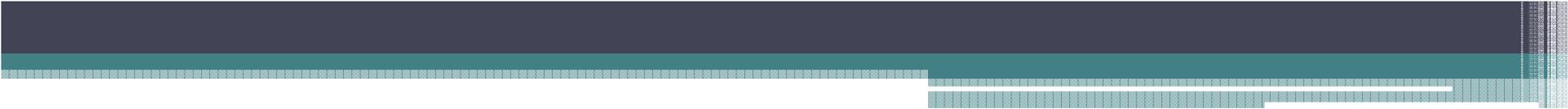
Christopher
Bendegkey



Summer Korponic



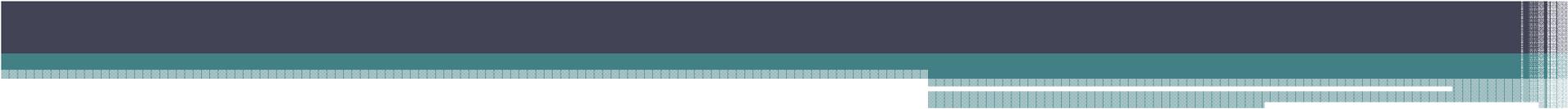




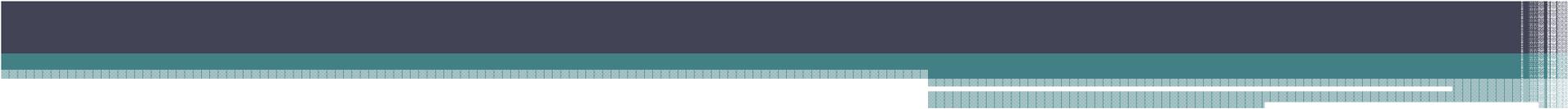
Client Historical Information Project

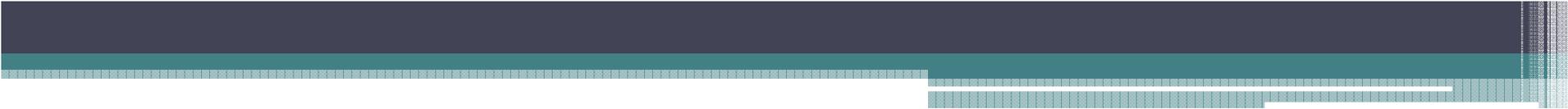
Planned for August 2012:

Local Agency Participation: Christopher Bendegkey, Summer Korponic, Amal Hammoud, Connie Brown



Electronic Project FRESH

- 
- Kent County selected as the first county in the nation to participate in this pilot.
 - Improve access to healthy foods at farmers markets while processing multiple transactions on one device!
 - WIC CVB, WIC Project FRESH, SEBTC, SNAP, Double Up Food Bucks

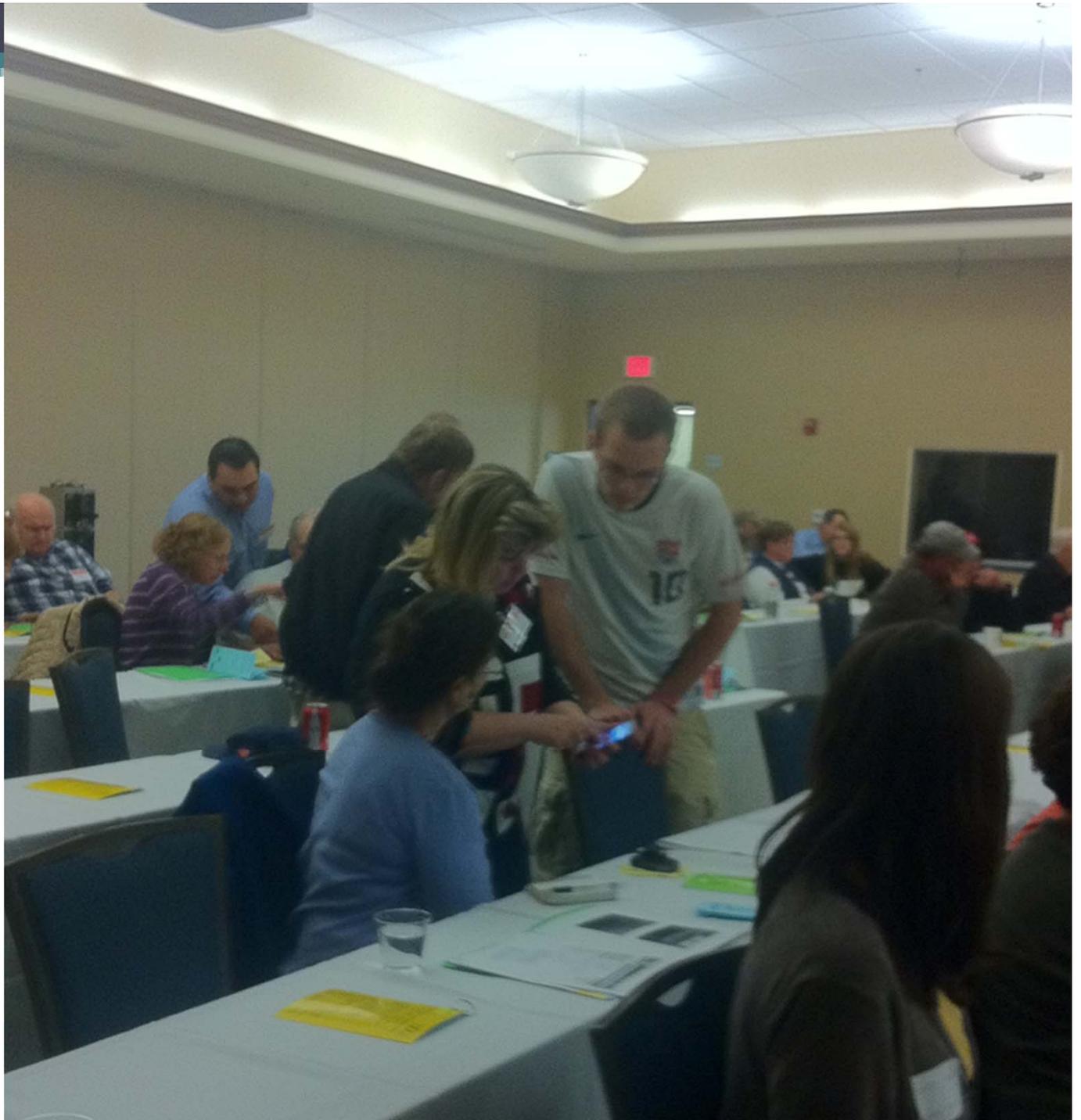
- 
- Provide a technology that can be used at farmers markets that can process SNAP, WIC and Project Fresh
 - WIC CVB/Project FRESH Pilot is slated for a 2 year length of time.
 - In addition to training, Quick Reference Guides (QRG) will be distributed with each iDevice. QRG's will include step-by-step instructions for processing each type of transaction.

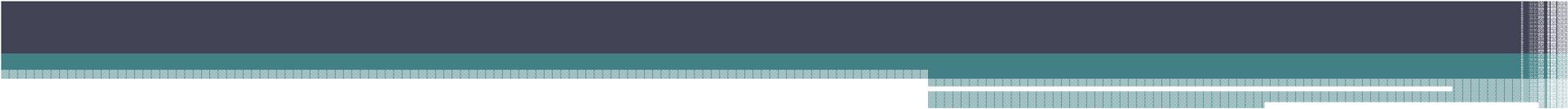
**RICKY AVILES (NDG)
EXPLAINS HOW THE I-POD WILL PROCESS
PROJECT FRESH BENEFITS**











Summer EBT for Children

Full Implementation in Grand Rapids Public Schools (starts June 9th)

Expansion to Mid-Michigan: Arenac, Bay, Clare, Gladwin, Midland, Tuscola (starts May 25th)

SUMMER 2012

Shopping Tips

- Make sure the foods you buy with your SEBTC Bridge Card are allowed foods from this list.
- At checkout, group your SEBTC foods together so they can be paid for separately with your SEBTC Bridge Card.
- Choose lower priced foods when you shop.
- Manufacturers' coupons and store promotions may be used with your SEBTC Bridge Card.
- Be sure to select "WIC" as the type of transaction when making a purchase or completing a balance inquiry with your SEBTC Bridge Card.

About Your SEBTC Bridge Card

- See the instructions sheet that came with your SEBTC Bridge Card for important information.
- If you have Bridge Card problems or questions call 1-888-678-8914 or visit www.ebt.acs-inc.com.
- SEBTC foods cannot be purchased before the first day of your first benefit month or after midnight Eastern Standard Time on the last day of your last benefit month.



For SEBTC Program Help

Call: 1-888-265-3291
Email: sebtc.mi@gmail.com
Visit: www.sebtc-mi.com

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The USDA, MDE and MDCH are equal opportunity providers and employers.



Food List

Allowed Food Guide

Mid-Michigan Area Benefit Months

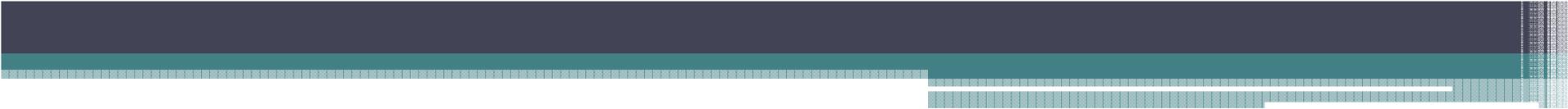
May 25 - June 24
June 25 - July 24
July 25 - August 24
August 25 - September 3

Grand Rapids Area Benefit Months

June 9 - July 8
July 9 - August 8
August 9 - September 3

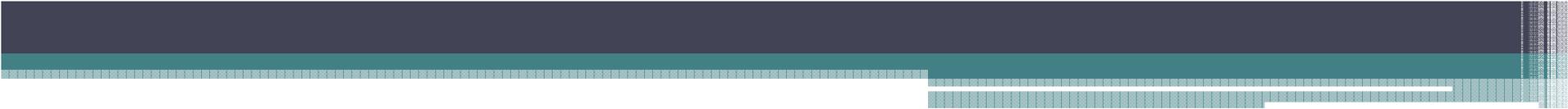


Publication Developed with Grant Funds
This project has been funded at least in part with Federal funds from the U.S. Department of Agriculture. The contents of this publication do not necessarily reflect the view or policies of the U.S. Department of Agriculture, nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Government.



For more information

www.sebtc-mi.com



Help Lines

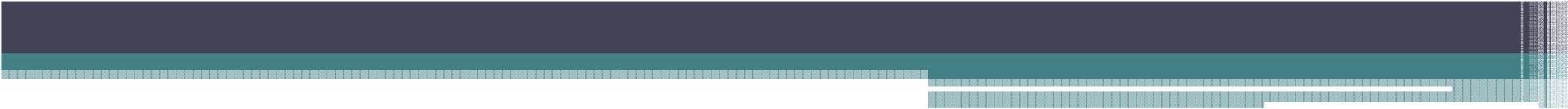
- Who do you call?

1 (800) 942-1636 – press 1 (touch tone phone)

Press 1: MI-WIC

Press 2: WIC Consultant (policy questions)

Press 3: SSO



**How do you know if
you have a
MI-WIC
or an
SSO question?**



User ID

Password

Login

* If you do not have a User ID, please click

[I forgot my Password](#)

SSO: Press 3



Application Portal

WELCOME [Laurie L Perrelli](#),

You are currently subscribed to the following applications:

- [Application Approver](#)
- [MI-WIC](#)
- [MI-WIC Vendor Authorization](#)
- [Summer EBT for Children-SEBTC](#)

SSO: Press 3

[Subscribe to Applications](#) [Add new Roles to Existing Subscription](#)
[Account Maintenance](#) [Sign Off](#)



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The Michigan Department of Community Health's (MDCH) computer information systems (systems) are the property of the State Of Michigan and subject to state and federal laws, rules and regulations. The systems are intended for use only by authorized persons and only for official state business.

Systems users are prohibited from using any assigned or entrusted access control mechanisms for any purposes other than those required to perform authorized data exchange with MDCH. Logon IDs and passwords are never to be shared. Systems users must not disclose any confidential, restricted or sensitive data to unauthorized persons. Systems users will only access information on the systems for which they have authorization. Systems users will not use MDCH systems for commercial or partisan political purposes.

Following industry standards, systems users must securely maintain any information downloaded, printed, or removed in any format from the systems. When no longer needed, this information must be destroyed in an appropriate manner specific to the format type.

All users of the systems give their expressed consent to the monitoring of their activities on the systems. If such monitoring reveals possible evidence of unauthorized or criminal activity, the evidence may be provided to administrative or law enforcement officials for disciplinary action and /or prosecution.

By accessing information provided by the Michigan Department of Community Health computer information systems and clicking on the button below, I acknowledge and agree to abide by all governing privacy and security terms, conditions, policies and restrictions for each authorized application.

Acknowledge/Agree

Cancel

SSO: Press 3



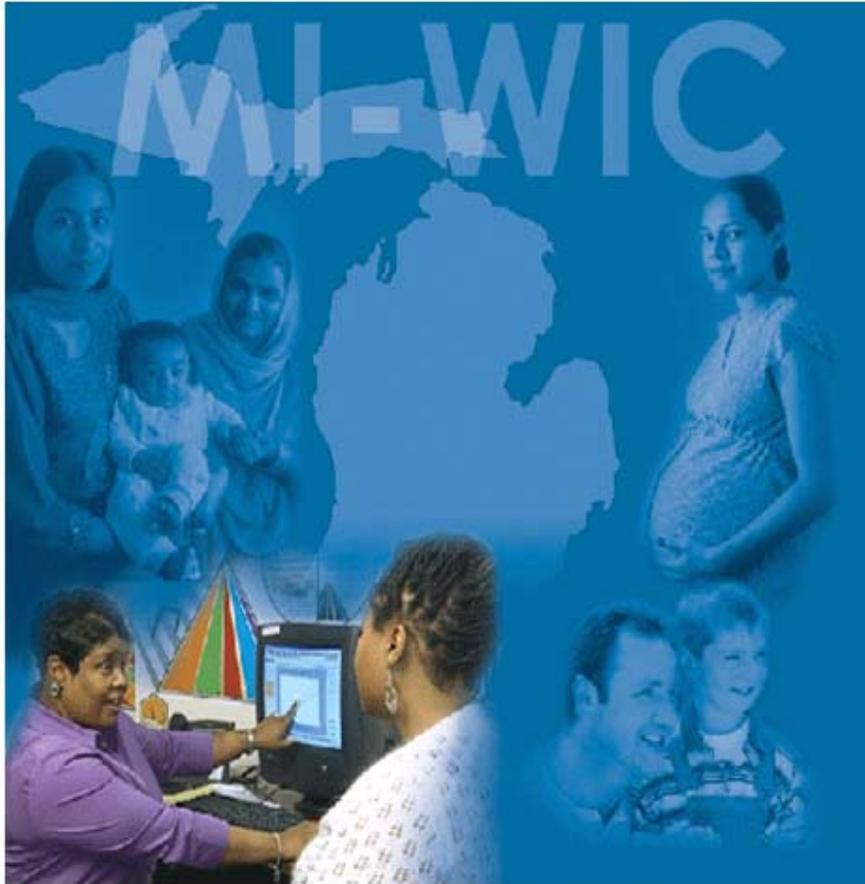
CLINIC

ADMIN

NUTRITION

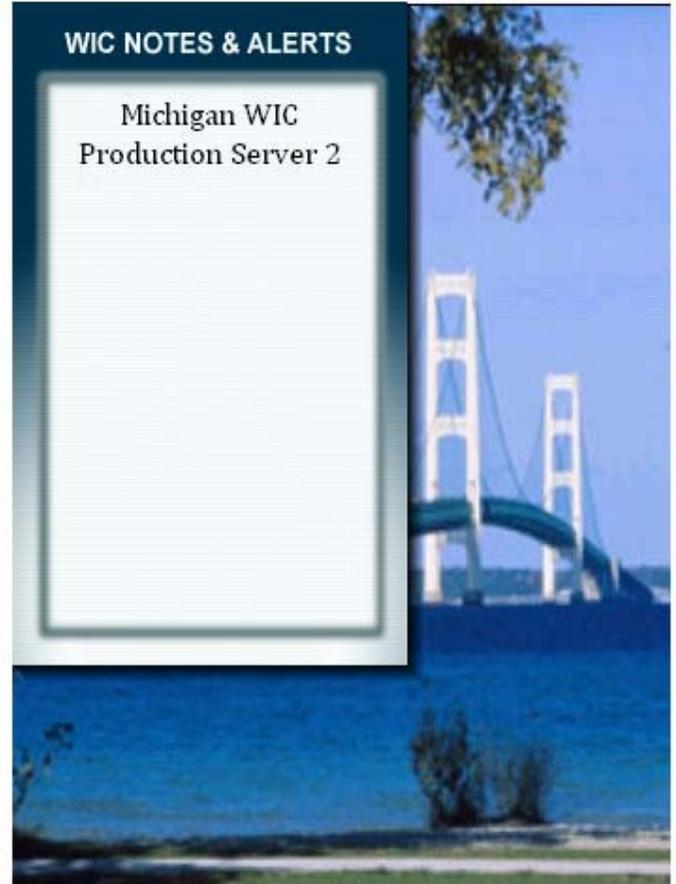
VENDOR

Many documents on this site are PDF files which require the use of the free Adobe Acrobat Reader.



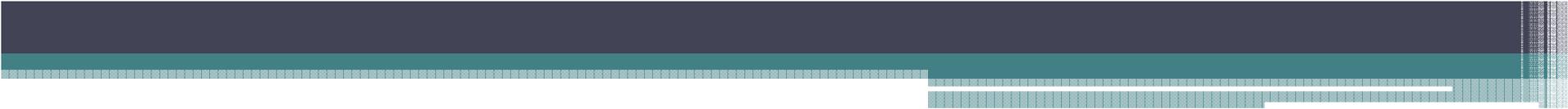
WIC NOTES & ALERTS

Michigan WIC
Production Server 2



Access to this system is restricted to authorized users. Unauthorized access or use of this system is prohibited and system are the p

MI-WIC: Press 1



QUESTIONS?