

IWIC Reports & MEQA Tool Guidance

The following information pertains to the Reports listed in the MEQA Program Operations Guidance. Descriptions listed in this document are constantly evolving and will result in updates as additional information becomes available. Please consult your Regional Nutritionist Consultant with any questions or suggestions related to use of these reports.

Report Title	Description & 'How to Use'																																				
<p>Caseload Management Report Clinic Module/Reports/Caseload Management</p> <p>Caseload Year (Current Yr & Previous Yr) is based on the Federal Fiscal year which is October 1 – September 30.</p> <p>Curr Year P/E Ratio (last 12 months) provides a comparison of participants with benefits (participation) to the total enrolled for that month or 12-month average.</p> <p>% Closeout Participation to Base Caseload displays the % of participants with benefits compared to the agency's assigned caseload. (% Closeout = # of participants with benefits that month ÷ assigned caseload #)</p> <p>Closeout Participation is your agency's achieved caseload for the month (# of participants with benefits that month). This number is 2 months behind due to the rolling benefit dates. The closeout month is always 2 months from the issue month. For instance, the closeout participation for September is displayed in November.</p> <p>Enrollment refers to the number of participants with an active certification that month. These participants may or may not have benefits issued that month. Any participant with an active certification period is considered enrolled. (Source: Clinic Module Reports Documentation 3.21 draft)</p>	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>2021 - 2022 Caseload Management Report</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">LA #:</td> <td style="width: 40%;">CASELOAD</td> </tr> <tr> <td>Name:</td> <td>Current Yr 3,075</td> </tr> <tr> <td></td> <td>Previous Yr 3,003</td> </tr> </table> </div> <table style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 15%;">Apr / 2022</th> <th style="width: 15%;">May / 2022</th> <th style="width: 15%;">Jun / 2022</th> <th style="width: 15%;">Jul / 2022</th> <th style="width: 15%;">Aug / 2022</th> <th style="width: 20%;">Curr Year P/E Ratio (last 12 months)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">82.8%</td> <td style="text-align: center;">82.8%</td> <td style="text-align: center;">82.3%</td> <td style="text-align: center;">81.4%</td> <td style="text-align: center;">68.5%</td> <td style="text-align: center;">81.4%</td> </tr> </tbody> </table> <p style="text-align: right; margin-right: 20px;">Last Year Part/Enrl Ratio: 81%</p> <table style="width: 100%; border-collapse: collapse; margin-bottom: 10px;"> <thead> <tr> <th style="width: 15%;">Month</th> <th style="width: 15%;">% Closeout Participation to Base Caseload</th> <th style="width: 15%;">Closeout Participation</th> <th style="width: 15%;">Initial Participation</th> <th style="width: 15%;">Enrollment</th> <th style="width: 20%;">Actual / Estimated Participation</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Oct / 2020</td> <td style="text-align: center;">76.06</td> <td style="text-align: center;">2,284</td> <td style="text-align: center;">2,222</td> <td style="text-align: center;">2,756</td> <td style="text-align: center;">2,284</td> </tr> </tbody> </table> <p><u>Use to measure caseload achievement:</u></p> <ul style="list-style-type: none"> • % Closeout Participation to Base Caseload = caseload achievement for that month • Current Year Avg <ul style="list-style-type: none"> ○ Based on federal fiscal year (Oct 1 – Sept 30) ○ Average closeout participation to date • Last Yrs Average <ul style="list-style-type: none"> ○ Based on federal fiscal year (Oct 1 – Sept 30) ○ Average closeout participation for year <table style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr><td style="border: 1px solid black; padding: 2px;">Total (Year to date)</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">Curr Year Avg</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">Months with Count</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">Average to Base %</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">Last yrs Base %</td></tr> <tr><td style="border: 1px solid black; padding: 2px;">Last yrs Average</td></tr> </table> <p><u>Use to assess gaps between enrollment and closeout participation:</u></p> <ul style="list-style-type: none"> • Curr Year P/E Ratio (last 12 months) <ul style="list-style-type: none"> ○ 81% = average % of enrolled participants with benefits ○ Aug /2022 = 68%; could ask "what happened in August compared to other months to cause such a decrease?" • Compare Enrollment to Closeout Participation: Enrollment = 2756 or 92% of assigned caseload Closeout Participation = 2284 or 76% of assigned caseload. Meaning 16% of active participants were without benefits for October. <p>MEQA tool – Administration section, #9.a</p>	LA #:	CASELOAD	Name:	Current Yr 3,075		Previous Yr 3,003	Apr / 2022	May / 2022	Jun / 2022	Jul / 2022	Aug / 2022	Curr Year P/E Ratio (last 12 months)	82.8%	82.8%	82.3%	81.4%	68.5%	81.4%	Month	% Closeout Participation to Base Caseload	Closeout Participation	Initial Participation	Enrollment	Actual / Estimated Participation	Oct / 2020	76.06	2,284	2,222	2,756	2,284	Total (Year to date)	Curr Year Avg	Months with Count	Average to Base %	Last yrs Base %	Last yrs Average
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Report Title	Description & 'How to Use'
<p><i>CERT 17.5 Closeout Priority Status by Category</i> Clinic Module/Reports/Certification</p> <p>Closeout: Refers to the number of active participants with benefits in that month.</p>	<p>Monthly report that lists all participants actively participating in WIC, by category, as indicated by receipt of monthly food benefits. Use to:</p> <ol style="list-style-type: none"> 1. Determine monthly caseload achievement by category. 2. Evaluate migrant population. <p>MEQA tool – sections Administration section, #9.a; LA Procedures & QA #2</p>
<p><i>Cert 17.20 Priority Enrollment by Category</i> Clinic Module/Reports/Certification</p> <p>Enrollment: Refers to the number of participants with an active certification period in that month. These participants may or may not have benefits issued that month. Any participant with an active certification period is considered enrolled.</p>	<p>Monthly report; lists all active enrolled participants by category.</p> <ol style="list-style-type: none"> 1. Use this report to determine that all categories are being served in WIC. 2. Not used to determine achieve caseload. <p><i>May also use CERT 17.5 Closeout Priority Status by Category report (above).</i></p> <p>MEQA tool – Administration section, #3</p>
<p><i>Reports to assist with retention efforts:</i></p>	<p>MEQA tool – Administration section, #9a</p>
<p><i>Failure to Pick-up Benefits within the Last 60 Days</i> Clinic Module/Reports/Operations</p>	<p>Participants do not automatically term in WIC MIS for failure to pick-up benefits. This report can help agencies identify those participants without benefits for at least 60 days, providing a means for follow-up and continued WIC participation.</p>
<p><i>CERT 17.16, 17.17 Participants by Cert End Date</i> Clinic Module/Reports/Certification</p>	<p>Provides a list of participants whose certification has ended or will end in a particular month (and contact information). Can be ran for specific date ranges and includes “all participants” or only those with “no future appointments”. Use to follow up with participants who have terminated or those at risk for terminating:</p> <ol style="list-style-type: none"> 1. Run the report for last month to determine who termed, why they termed and whether they have an upcoming appointment. 2. Run the report for the current month to determine who will term this month and whether they have an upcoming appointment (pro-active).
<p><i>Participant Certification Expiration Report</i> Clinic Module/Reports</p>	<p>This report lists <u>all</u> active participants, certification end dates, and contact information.</p> <ol style="list-style-type: none"> 1. Run daily, as needed, and review Certification End Dates. Confirm if they have upcoming appointments (pro-active) or contact to schedule an appointment.

Report Title	Description & 'How to Use'
<p><i>CERT 17.18 Terminated Participants</i> Clinic Module/Reports/Certification</p>	<p>Can be ran for specific date ranges and provides cert start date / end date, category, priority, termination date and reason. Useful for:</p> <ol style="list-style-type: none"> 1. Monitoring retention efforts by looking at number of participants that terminate with "Failure to Recert". 2. Monitoring 30 Day Temporary Certifications, those participants that terminated with "Proof Not Provided". <p>MEQA tool – Observations & Cert Standards section, #6c</p>
<p><i>CERT 17.13 Productivity</i> Clinic Module/Reports/Certification</p>	<p>Provides a summary of total scheduled, walk-in, no show, and seen appointments for each clinic site for a given date range.</p> <ol style="list-style-type: none"> 1. Can be used to monitor no show rates to help determine scheduling and staffing needs.
<p><i>SCH 7.2 Appointments Kept vs Missed Summary</i> Clinic Module/Reports/Scheduling</p>	<p>Provides a summary of total appointment types for each clinic site for a given date range.</p> <ol style="list-style-type: none"> 1. Can be used to monitor % show rate for specific appointment types during a specified date range.
<p><i>NUT 6.5 Participant Referral Report</i> Clinic Module/Reports/Nutrition</p>	<p>Provides a list of all participants and how they heard about WIC.</p> <ol style="list-style-type: none"> 1. Can be ran monthly, as needed. Does not give a total count by referral type, however, can look for trends to determine outreach needs.
<p><i>Racial/Ethnic Participation by Category</i> Clinic Module/Reports/Caseload Management</p>	<p>Monthly report that lists participants actively participating in WIC, by category and race/ethnicity. Useful for:</p> <ol style="list-style-type: none"> 1. Identifying non-English speaking participant needs. <p>MEQA tool – Civil Rights section, #4</p> <ol style="list-style-type: none"> 2. Planning annual outreach determine if data collected represents your community demographics. <p>MEQA tool – LA Procedures & QA section, #2</p>

Report Title	Description & 'How to Use'
<p><i>CERT 17.1, 17.7 Hemoglobin Required</i> Clinic Module/Reports/Certification</p>	<p>This report provides a summary of participants currently due for required bloodwork, and/or participants who need a follow-up reminder during their re-certification process. The date range for this report must be in the FUTURE. Lists Name, ID and Date of Next Cert Appt.</p> <p>1. Use to determine participants who need a follow up appointment for blood work. For example, run on Friday to see who needs bloodwork the next week.</p> <ul style="list-style-type: none"> • If primarily using referral data, may be useful to run report a couple week prior to the WIC appointment to ensure referral data is obtained. <p>MEQA tool – LA Procedures & QA section, #3</p>
<p><i>CERT 17.1 Bloodwork Needed</i> Clinic Module/Reports/Certification</p>	<p>Same as above report, however run to see all participants who are due for required bloodwork. Report lists category, DOB, age, Cert start date, date of last bloodwork and value. In addition, this report may run to list participants with No Future appointment.</p> <p>MEQA tool – LA Procedures & QA section, #3</p>
<p><i>CERT 17.15 Pending Application</i> Clinic Module/Reports/Certification</p>	<p>Provides list of participants whose certification has not yet been completed. Indicated if appointment was missed.</p> <p>1. Run weekly to ensure pregnant women are contacted if first appointment is missed (documented with new appointment or general note).</p> <p>MEQA tool – Administration section, # 5</p> <p>2. Review for any pending applications with no appointment date listed.</p>
<p><i>CERT 17.19 Waiting List</i> Clinic Module/Reports/Certification</p>	<p>Department approval must be granted to an agency prior to using a Waiting List; should approval be given; those participants will appear on this report.</p> <p>MEQA tool – Administration section, #2</p>

Report Title	Description & 'How to Use'
<p><i>CERT 17.21 Formula Usage</i> Clinic Module/Report/Certification</p>	<p>Report of all participants receiving any contract or medically prescribed formula. 1. Use for required quality assurance to ensure formula is issued per policy for medically prescribed formula as well as any ready-to-feed formula.</p> <p>MEQA tool – sections LA Procedures & QA, #8d & MPF & Food Issuance #1 & #6</p>
<p><i>CERT 17.3 State Referrals To</i> Clinic Module/Reports/Certification</p>	<p>Provides a total of all referrals made by and agency or clinic. Use to: 1. Ensure referrals are made and documented on the Referral screen in WIC MIS.</p> <p>MEQA tool – LA Procedures & QA section, #4</p> <p>2. Monitor total/percent referred to the Farmer’s Market Program, if applicable.</p> <p>MEQA tool – FMNP section, #3</p>
<p><i>CERT 17.4, 17.18 WIC Ineligibility</i> Clinic Module/Reports/Certification</p>	<p>Provides a list of participants, reason for ineligibility, ineligibility date and whether the Notice of Ineligibility was given. 1. Use this report to ensure Notice of Ineligibility was given, for those found ineligible (not duplicate enrollees), and scanned into I-WIC. For example, applicant is “over income”. Notice must be printed, signed, scanned into I-WIC, and given to the participant.</p> <p>MEQA tool – Administration section, #8</p>
<p><i>Nut 6.7, 6.11 Voter Registration Report</i> Clinic Module/Report/Nutrition</p>	<p>Provides total participant count for voter registration information by Local Agency or Clinic for specified time frame. Limitations: This number may be high if the Participant Info screen is updated during an active certification.</p> <p>MEQA tool – Administration section, #17-20</p> <p>1. Use this report ensure all VRI forms are signed, dated, and kept in separate file. Subtract “age ineligible” count from total participant count – this number should match the total VRIs on file.</p> <p>2. All “yes” responses should have a corresponding NVRA transmittal form.</p>

Report Title	Description & 'How to Use'
<p>OPER 11.4, 11.17 WIC Dual Enrollment / Participant Clinic Module/Reports/Operations</p>	<p>Report should be reviewed every Thursday to find and correct any duplicate participants.</p> <p>MEQA tool - Program Integrity section, #11 c</p>
<p>SCH 7.6, 7.7, 7.10. 7.11 Clinic Appointment List Clinic Module/Reports/Scheduling</p>	<p>Lists scheduled appointments with date range. Agency can select a variety of search criteria, including column name, appt type, appt status, category, and language.</p> <p>MEQA tool – sections Administration #5, #6 , & #23; Obs/Cert Stand #4; Nut. Ed #8, & #9</p> <ol style="list-style-type: none"> 1. Run by category "PG" and view those without benefits (no BVT date). 2. Run by appt type "OST" and view scanned VOC in participant records. 3. Run by appt type "HR F/U" to review participant records to ensure appropriate staff responsible for individual care plan and necessary referrals and follow up are documented. 4. Run by appt type "N/ED" to observe N/ED appointments. 5. Run by appt type "BI" to see who did not attend/complete secondary ed. 6. Use to identify interpreter / translator needs.
<p>SCH 7.8, 7.9 NE Classes Clinic Module/Reports/Scheduling</p>	<p>If your agency offers group classes, use this report to review details on session attendance.</p> <p>MEQA tool - Nut. Ed section, #7</p>

Report Title	Description & 'How to Use'
<p><i>Benefit Over Issuance</i> Admin Module/Reports/eWIC Reports</p>	<p>Provides a list of participants receiving benefits greater than allowed. It is recommended the WIC Coordinator reviews this report weekly.</p> <ul style="list-style-type: none"> • Refer to the <i>Over Issuance Reports Guidance</i> for more detail and QA requirements. <p>MEQA tool - Program Integrity #4b</p>
<p><i>I-WIC Transaction Monitoring</i> Admin Module/Reports/Staff Compliance</p>	<p>Review to monitor program integrity related to accessing WIC MIS outside normal hours (7pm – 7am).</p> <p>MEQA tool – Program Integrity section, #8f</p>
<p><i>Single User Certification Report</i> State Level Report</p>	<p>Reviewed by RNC to monitor program integrity and separation of duties per policy.</p> <p>MEQA tool - sections Program Integrity, #8e</p>