Crystal WIC Reports – Local Agency
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❖ Administrative Management

- **Adjunctive Eligibility of Participants** - This report is used by the local agencies to provide data on participants who are adjunctively eligible, including which program(s) adjunctive eligibility is determined from, as well as EDC date for prenatal participants.

- **Archived Scanned Images** – This report can be used by local agency staff or state staff to determine if a participant record has scanned images that have been archived off the MOWINS production database. The archived images are over one year old and can be requested from the WIC help desk.

- **Benefits Issued by Same CPA in Cert Period -** To assist state administrative monitoring staff in determining whether a CPA issued all benefits during a certification period; and to assist local WC providers to ensure that more than one CPA issues benefits during a certification period.

- **Benefits Mailed -** Use this report to monitor adherence to federal guidelines and WOM policies regarding food instrument accountability. Review volume of FI mailed versus caseload and the timeliness of issuance. Unjustified high volumes may indicate issues at the LWP. Review MOWINS for a sampling of participant records to assure LWP is providing proper documentation of reason for mailing.

- **Enrolled vs Served and No Show Percentages -** This report provides data by agency or by state totals and shows the number of households and participants enrolled; the number of households and participants served; and the no show percentages. The report is summarized by month within each federal fiscal year (FFY). Each household and/or participant can be counted in more than one month, but only once per month. The report also contains an unduplicated total for the FFY of the number of households and participants enrolled, and the number of households and participants served. FFY 2012 is the oldest data available. When you run the current FFY, the current month and previous month will have zeros because of the 30 day participation count. To run state totals enter 00000 in the to and from agency field.

- **How Heard About WIC -** This report provides a summary of responses to the question, "How Heard About WIC" for certifications/recertifications for the past three months.

- **Initial Contact-Date of Visit -** This report will be used to monitor adherence to federal guidelines for serving new participants and assess same-day Prescreening. "New" is defined for the purposes of this report only as an individual whose record was added into MOWINS

through the Prescreening process for the current certification period. This report is filtered to show prenatals and infants who were certified more than ten (10) calendar days after contact with the WIC program to request service, and children who were certified more than twenty (20) calendar days after contact with the WIC program. Additionally, this report will show all "new" prenatals, infants, and children who are certified the same date they were Prescreened into MOWINS.

- **Last Certification CreateDate Participant List –** This report is used by local agency staff to check for separation of duties requirements listed in the Program Integrity policy, ER # 107000. The report shows the start date of the most recent certification of participants for the month(s) selected.

- **Local Use Questions -** This report can be used by local agencies to obtain data, by date range, of responses to local use questions utilized in the agency.

- **Medicaidid (PMI) and Externalid Eligibles –** The data displayed in this report comes from a weekly file that provides the data from DSS on the DCN matching the MedicaidID and the DCN matching the ExternalID that MOWINS has for an individual. However, these records have data that does not make an exact match (i.e., misspellings, incorrect gender or DOB). Please use this report to correct data either in MOWINS or to report data corrections to be made in PROD.

- **Medicaidid (PMI) and Externalid Mis-Matches** - The data displayed in this report comes from a weekly file that provides the data from DSS on the DCN matching the MedicaidID and the DCN matching the ExternalID that MOWINS has for an individual. However, these records have data that does not make an exact match (i.e., 2 different people are displayed or a duplicate record may exist for an individual). Please use this report to correct data either in MOWINS or to report data corrections to be made in PROD.

- **Missing Proof – Complete Cert and Check Printing** - This report shows households/participants who have been marked with one or more missing proofs (income/residency/identification) as "No Proof/Incomplete" and have finished the cert (stop sign) or finished the cert and printed checks. Per policy, if a participant is missing any proof, the cert cannot be finished (stop sign) and checks cannot be printed. The records should be corrected if the proof is no longer missing. If the proof is still missing, the participant cannot receive benefits. This report has been revised and shows only those certs that have been completed.

- **Missing Proof – Incomplete Cert** - This report is used by local WIC providers to follow up on participants where a certification was started but has not been completed due to one or more missing proofs. This report is new and shows only those certs that have not been completed.

- **Participants Records Missing DCN –** This report has been created to assist in the cleanup of records in MOWINS that are missing a DCN. Please review this report at least monthly or as often as possible.

- **Participants Needing Interpreter** - This report provides information to local agency staff to determine which participants may need an interpreter, and the language spoken, to ensure interpretive services are available for limited English proficiency (LEP) participants and authorized representatives.

- **Participants with $0/$1 Income** - Provides the State WIC staff with a detailed list of clinic participants that have claimed $0.00 or $1.00 income (weekly, monthly or annually) during an income assessment. This report excludes participants who were less than 31 days old when certified if the mother was adjunctively eligible. State WIC staff should check for affidavit for participants with $0.00 income. State WIC staff should provide technical assistance to Local WIC Providers with $1.00 income (weekly, monthly, or annually) entries, as entering $1.00 to indicate zero income was a previous HANDS system requirement.

- **Participant with No Medical Home-** This report shows all participants for an agency in a current certification period who reported having no medical home.

- **Race/Ethnicity** – This report is used for civil rights compliance and outreach. LWP staff will compare the race/ethnicity recorded for WIC participants on this report to census/demographic information for the service area. Multi-race is the designation for anyone with two or more races. A no-show percentage by race is shown. Please note the counts in this report will not match the participation data because this report looks at: 1.) The current site of participation, not the site at which food instruments were issued (in the case of transfers); 2.) The participant's current WIC status as of the day the report was run; 3.) Participants whose certification is valid as of the date the report was run. You can enter the month & year of the data that you would like to see. No data is available for this report prior to September 2010. You will not be able to see current month data until the following month. Example: You will not be able to view November 2010 data until on or after December 1, 2010.

- **Residency Proof** – This report is used by state agency staff to review the types of documents used in local agencies as proof of residency, in particular Third Party Verifier.

- T**erminated Participants Detailed Report –** This report has detailed information on participants who have been terminated in the past. It can be used by local agency or state staff to follow up as needed with terminated participants.

- **User IDs Active in Agency Detail** - This report shows the active MOWINS Userids at each agency. This report shows the active MOWINS User IDs with associated operational roles at each agency. Local WIC Providers should monitor this list to ensure only active employees have access to MOWINS and that their access level (role) is correct. State WIC staff will view this list to identify current MOWINS users and their roles.

- **User IDs by Tasks Performed – Detail** - This report can be used for WIC clinic management. It provides a count of the number of certain activities completed in MOWINS by each user per month. Activities counted include the creation/addition of income contacts, demographic screens, height/weight/bloodwork measures, nutrition assessment, food

prescriptions, and sets of food instruments issued (including replacement checks). Counts are available for the last three months. Please note that if an individual works for or has MOWINS access to more than one agency, the counts shown are for all agencies, not any single one. A second purpose for this report is to ensure that employees are performing only the tasks they should.

- **WIC Food Dollars -** This report will show the average cost of the food packages by WIC category. The women are broken down by P, N, B and then totaled as W. The report can be pulled by Federal Fiscal Year, State Fiscal Year or Calendar Year.

❖ Breastfeeding/Breast Pumps

- **Breast Pump Inventory** - The breast pump report will serve to track breast pumps consigned to agencies. It includes pumps issued to participants as well as pumps that are available in inventory.

- **Breastfeeding Initiation – Duration Report** - This report shows breastfeeding initiation and duration at 1, 3, 6 and 12 months for each agency site. The state breastfeeding initiation and duration is also listed for comparison. This report can be used for local WIC agencies to evaluate the effectiveness of the breastfeeding interventions they have implemented. Timeframe for this report is July 1 through June 30. Enter the year for the period ending in the parameter window. No data prior to July 1, 2011 is available in this report.

- **Breastfeeding Women Detail** - The Breastfeeding Women Report provides a list of breastfeeding women, their infants, mother's contact information and infant breastfeeding amount. This report can be used to make targeted phone contacts to breastfeeding women to provide assistance during critical times that mothers may need extra support. It is possible for the infant data to be blank on this report and the possible reasons are there is not a link to or from the infant's record, the link from the mother's record is to a child's record in the household instead of the infant's, the actual delivery data on the mother's record is different than the date of birth of the infants, or the mother's delivery date is blank due to being an out of state transfer. If the report shows a mother with two infants with the same name, this means that the infant's record was linked twice. Corrections made to a record will be available the next day on this report.

- **Prenatals by Due Date Detail** - This report lists all prenatal participants for an agency, including the participant's contact information and EDC date and is sorted by EDC date. The purpose of this report is to provide targeted phone contacts to women so breastfeeding education and support can be provided right before and after their infant is delivered.

- **Reason BF Stopped Detail –** This report provides detailed information on the reason women stop breastfeeding, including mother's name, mother's state WIC and household ID, mother's date of birth, weeks' gestation, infant's birth weight, breastfeeding end date, when supplementation began and date solids were started. This report can be used to guide local WIC agencies on what breastfeeding interventions and education they should focus on.

- **Reason BF Stopped Summary -** This report provides summary data on the reason women stop breastfeeding. The information comes from the drop down box on the women's health information tab. This report can be used to guide local WIC agencies on what breastfeeding interventions and education they should focus on.

❖ Caseload Management

- **Clinic Transaction Activity – Summary** - This report can be used for WIC clinic management or caseload management. The report contains counts of certain MOWINS transactions by clinic and/or the agency as a whole. Transactions counted include prescreening, new certifications, recertification, terminations, education contacts, and a count of sets of food instruments (FIs) that were printed, voided, or marked as lost or stolen. Please note that sets of FIs that were voided or marked as lost or stolen only include whole sets; a partially voided set, such as for formula replacement, will not be included.

- **FI Pick-Up/No Show Detail** - This report will assist with follow-up of participants who have not received checks recently, based on the expiration date of the last check issued. The report includes participants with a certification period still in effect, and is grouped by last check expiration month. Within the month, records are sorted by household ID. If the participant's MOWINS record was marked as terminated, the reason will be given (for example, pending proof of residency or failure to pick up). The termination reason field is blank for active participants.

- **Participant List Detail** - This report shows the current active participants. It is grouped by household ID, and then sorted by last name. The report includes participant contact information, the most recent food instruments issued, category, issuance cycle, language read and spoken, and the certification end date. This report can also be sorted by zip code. Please remember not to share information with outside persons and organizations that would identify WIC participants.

- **Participants Who Were Issued FI's by Selected Month/Year – Detail** - This is a detail report of participants who received food instruments for a given time period. The reporting time period is by month. This report is, in effect, the opposite of the no-show detail report.

- **Participation Count with Year to Date Totals** - This document is caseload for the current Federal Fiscal Year. On the first of each month, the previous month totals will show the initial count for that month. On the first of the following month, those totals will be updated to reflect the 30 day totals for that month. You must enter your agency number along with clinic site numbers in the range fields to pull the umbrella totals along with the clinic totals. You must also enter the federal fiscal year (example: 2011), then click on OK for the report to run.

- **Recertification Due Detail** - This is a list of participants sorted by upcoming recertification due date. A list of months will appear to the left of the report so you can choose to view the report information for that given month (for example: only June's recerts due). The report is grouped by Household ID number, so that you can see if members of the same household have recertification due dates spaced closely enough that they could be worked together.

The report also shows the Last Date to Use (LDTU) of the last set of food instruments the household received. Please note that the LDTU for fully breastfed infants will be blank.

- **Transaction Activity Termination Report** - Use the Clinic Transaction Activity Termination Detail to help explain changes in participation numbers from one month to another by providing detailed explanations for all recent terminations emphasizing potential areas for increased outreach. The report shows data from the previous full month.

❖ Food Instrument Reconciliation

- **Benefits Issued Without Bloodwork** – This report shows all participants who are receiving food instruments and have either refused a blood work or the blood work is pending and is past the 90 day period. Participants appear on the report of the agency where food instruments were issued. Each row on the report represents an over issuance of benefits.

- **Check Redemption Data** – This report is used to determine, by month, the number of checks Issued, the number of checks redeemed, the total dollar amount issued, the total amount redeemed, and the percentage of both. This report can be pulled for the number of months entered in the selection criteria.

- **Void/Lost/Stolen FI's – Redeemed and Not Redeemed** – This report shows all FI's in an agency that have been issued - keyed as void, lost, or stolen - and later redeemed and/or not redeemed.

- **Voided FI's – Redeemed** – This report shows all FI's in an agency that have been issued - keyed as void - and later redeemed. This report will be used by local WIC provider (LWP) and state staff to identify patterns, trends, and training needs of staff that key FI's as void either in error or in cases of over issuance of WIC benefits. LWP staff must research and submit to the state office justification that over issuance has not occurred or reimburse WIC for the paid amount of the over issuance.

❖ Food/Formula

- **CPA Determinations –** The report lists all food requiring CPA determination to assist local agencies in assuring that the required documentation has been completed.

- **Extra Formula – Redistribution List** – Agencies can use this report to find other participants within your own agency or at other agencies in Missouri who are using specific formulas. Use this report to assist with distributing extra formula at your agency. You may also use this report to find participants on specific formulas when changes are made in MOWINS. In the parameter window, simply enter the name of a formula. You can enter all or part of the formula name. Example: Enter Nutra to find all Nutramigen formulas. To use the

agency parameter, enter the three digit agency number in the to and from parameter or click on "disregard parameter" to show all agency participants on the specific formula.

- **Gluten Free Rice Chex Issuance** - This report shows participants with a current food prescription for gluten free Rice Chex. Use this report to determine if Rice Chex was issued appropriately. The username is the local agency staff person who entered the food prescription.

- **Inappropriate Fish Issuance –** Use this report to determine if partially and non-breastfeeding women and prenatals are inappropriately receiving checks with fish. The staff name included on the report is the person who issued the food instruments. The report shows the breastfeeding amount at the time the checks were issued.

- **Infants, 0-1 month, # cans formula** - Excel Version of - The report shows infants 0-1 month old in the last 3 months, the amount of breastfeeding and the amount of formula issued. Breastfeeding infants receiving any amount of formula in the first month should always be partially BF > max. Fully breastfeeding infants should never receive any amount of formula unless it is issued at a later date than mothers fully breastfeeding checks.

- **Infants 1-12 month, # cans formula-** This report shows Infants who were 1-12 months of age, the amount of breastfeeding, and the amount of formula issued in the last 3 months. Fully breastfed infants should not receive any formula, thus not show on this report. WIC Certifiers should never enter the food prescription for partially breastfed infants.

- **Participants with Inactive Food Items** - This reports all participants who are in a current certification and list Inactive Food Items on their most recent Food Prescription.

- **Prorated Food Packages Overridden to Full Provision** - This report, grouped by household, shows prorated food packages issued that were overridden to full. The reason for the override and staff person responsible is shown. Prorated packages may only be overridden to full following policy guidelines.

- **Rx Issued by Certifier** - This report shows food prescriptions inappropriately entered by a WIC Certifier in the past twelve months. Inappropriate prescriptions include those with exempt formulas, medical foods, formula for partially breastfed infants, tailored packages to address special dietary needs of women or children, and food for homeless participants.

- **Special Formula Prescription Expiration – Detail** - Use this report to follow up on formula prescriptions that are due during the month. The certification end date and the staff person who established the food prescription most recently are included on the report. This report does not include foods that require medical documentation, only formulas.

- **Specialty Food/Formula Requiring Medical Documentation** - Purpose Statement: This report shows women, infants, and children in a current certification who have had checks issued with the specialty food or formula item from a current Rx. The food or formula and

amount issued are identified, along with the staff person who entered the food prescription and whether or not it was a direct shipment.

❖ Nutrition Assessment/Education

- **(NEW) Exit Counseling -** The Exit Counseling report shows postpartum and breastfeeding women in a current certification and whose certification ended less than one year from the date the report is run. Local agencies may use the report to determine if exit counseling is documented for participants in a current certification. Monitoring staff may use the report to determine if exit counseling was documented for recently ended certifications.

- **Infant Education and Blood Work Report** - This report shows all infants in a current certification, the secondary nutrition education contacts received, and blood work completed. If an exception reason was selected, that is shown. Review for two education contacts each 6 months of the infant certification, for appropriate education topics, and for infant blood work completed between 9-11 months. This report can be used as a self-monitoring tool.

- **No Show and Refused Coded for Nutrition Education** - This report shows the number of times "no show for nutrition education" and "client refused nutrition education" was coded for each participant during the current and immediate previous certification. If either of these two topics were coded multiple times in the certification by different staff, all userids of staff who coded are listed on the same line. If the same person coded each time, the userid is listed once.
- **Nutrition Assessment Responses –** View a summary of nutrition assessment responses on this report. Participants are shown as either New to WIC of Already on WIC to help determine if WIC participation changes behaviors. Duplicate rows for the same question result from updates in MOWINS, i.e. an extra space, new wording, etc. Add the numbers from The duplicate rows of the same question for an agency number and percent. If a response is not listed on the report, there is no data associated with that response. Not all nutrition assessment questions are included on this report. Data is available beginning with FFY 2014.

- **Nutrition Education Coded by Peer Counselor** - This report shows nutrition education coded by the peer counselor, including the topic, whether it was group or individual, if it was a primary or secondary contact, the date, and the individual who coded the education. Use this report to assure policy compliance. Persons with a dual system role, for example, someone with both clerk and peer counselor access, will not show up on this report. Note: Peer counselors should document individual contacts in participant activities.

- **Nutrition Education Follow-Up – Detail** - This report shows participants in a current certification who have not yet received 2 nutrition education contacts and high risk participants who have not received a high risk contact. It also shows if the local agency documented that the participant refused nutrition education. Participants on this report have not yet met policy requirements for nutrition education. Use the cycle and last date to use information for each household member to schedule nutrition education. The first six months and second six months of infants and breastfeeding moms, certifications are reported separately. The second six months columns should be complete for infants and

breastfeeding women, but blank for children, prenatals and non-breastfeeding women. The code "nutritionist not available" is not recognized as a contact.

- **Nutrition Education Follow-Up – Summary** - The nutrition education summary report looks at the most recent completed certification for compliance. It shows the number and percent of participants who did not receive the required two nutrition education contacts and high risk participants who did not receive a high risk contact. Use this report to evaluate how well your agency is doing at providing the appropriate minimal requirement for nutrition education.

- **Nutritionist Not Available Coded Nutrition Ed – Detail** - Monitor the use of the codes Nutritionist Not Available and No Show for Nutrition Education in the past 12 months with this report. The date the code was used and who coded is provided. When the cert start date column is blank, the code was used at a secondary nutrition education contact. When the cert start date is shown, the code was used at certification.

- **Secondary NE Coded to Each Participant** - This report shows all secondary nutrition education topics coded to each participant in the most recent 4 months. The report is grouped by household. Review to determine if appropriate staff coded nutrition education and if topics are appropriate for the category. The cert start/cert end date column is blank if nutrition education was coded through the folder tab and not at certification.

❖ Risk Factor/Medical

- **Children with Risk Factor 113-114 Detail** - This report shows children age 2-5 with RF 113 or RF 114 in the current certification and/or immediate previous certification period. Use this report to track improvement or worsening of the child's risk factor. Use the race and ethnicity fields to address health disparities. Use the number of nutrition education contacts to provide appropriate nutrition education.

- **Cycle, Risk Factor, User ID** - This report of participant cycle, risk factor(s), and userid has multiple uses. 1. Select high risk records for monitoring review. 2. Select records of infants or children of a certain age or with specific risk factors for monitoring review. 3. Review cycle assignment based on age, category, and risk factors. A limitation of using this to determine if cycle assignment is correct is that the report shows only the current cycle. 4. Identify if risk factors 401, 428, or 501 were assigned by a WIC Certifier (working outside of scope).

- **High Risk Participants – Detail** - This alphabetical list of active high risk participants shows the participant's category, their high risk factor(s), number of nutrition education contacts and if they have received a high risk nutrition education contact and their certification start and end dates.

- **Immunization Report – Infants and Children – Quarterly** - This is a quarterly summary report by agency of the immunization status of Infants and Children less than 5 years of age in a current certification period. Statewide totals are viewed by entering the value 00000. The total percentage and number are shown for each of the MOWINS immunization

selections: up-to-date, not up-to-date, did not check record, and document not available. This report may be used for tracking immunization rates of infants and children participating in WIC.

- **Postpartum Blood Work-Less than 4 weeks – Detail** - This report shows participants whose postpartum blood work was collected prior to 4 weeks postpartum and the blood work results. Each LWP site list is sorted by the number of weeks postpartum (0-3) when the blood was collected. Use this to identify LWPs not meeting policy requirements. This report does not include participants whose blood work was never collected during the certification period, only those who blood work was collected to early. The current clinic ID may be compared to the Clinic ID to identify participants who have transferred out of the agency where the bloodwork was performed.

- **Reason Blood Work Not Collected** - This report shows all participants in a current certification who have not had blood work. Use this report to identify postpartum or breastfeeding women who have not yet had their postpartum blood work and to assure infants and children are having blood work at appropriate intervals. The report shows the blood work history, including values for hemoglobin and lead, dates collected, reason blood work not collected, and the name of the staff person who entered the blood work or exception reason. Review this report to determine if exceptions are used appropriately.

- **Risk Factor 142 – Premature Infants – Detail** - This report shows infants in a current active certification with risk factor 142, prematurity. Use this report to assure that each infant has at least one high risk nutrition education contact coded by the nutritionist in the first six months, and at least one coded in the second six months. If there is no date in the column NeContactDt, it means that high risk nutrition education has not been coded. If "High Risk Contact (see SOAP notes)" or "High Risk Infant Nutrition" is coded, the contact date will appear on a separate row for each contact. This report does not show any nutrition education other than high risk. The lbs. and oz. columns show the infant's birth weight. This can be used for counseling and as a clinic management tool to identify possible data entry errors. An infant with a normal birth weight may indicate that the EDC was not updated in the mother's record. The report is grouped by the cert due date (month/year).

- **Risk Factors Assigned Summary -** This summary report, showing all risk factors and the unduplicated number of participants in each category assigned the risk factor, will provide data for LWPs to use in yearly development and evaluation of their local agency plan. State nutritionists will use the report to determine frequency of risk factor assignment statewide and in different areas of the state.

- **Smoking Status of Prenatals – Detail** - This report shows prenatal smoking behavior at certification. It tells if the participant increased, decreased, tried to stop, or started, and how much they are smoking. Data is as of the previous day that you run the report. It does not show participants who stopped smoking." to "This report shows prenatal smoking behavior at certification. It tells if the participant increased, decreased, stopped, tried to stop, or started, and how much they are smoking. Data is as of the previous day that the report is run.

- **Smoking Status of Prenatals – Summary -** This is a summary of the number of prenatals reporting each smoking status at certification. Enter a range of 00000-00000 to view state totals. To view several sites with a break in numbers, enter each group of numbers. All groups of numbers will show in selected values. The three digit agency number followed by 00 will produce the umbrella totals; agency number followed by 99 will produce the main site totals. Each site will have its own page.