

USING WIC DATA TO BE MORE EFFECTIVE



Rule 1: Easy Web Based Access

Raptor - Windows Internet Explorer

http://wicnet/Raptor/Default.aspx

Raptor

File Edit View Favorites Tools Help

Raptor

WIC Management Information

PHFE WIC TEAM

Home Caseload Workload Compare Demographics Breastfeeding Redemption Audits Search Other Support

Your Agency's Monthly Value to Participants

Month	Value to Participants
2014-01	\$10,000,000
2013-12	\$15,000,000
2013-11	\$15,000,000
2013-10	\$15,000,000
2013-09	\$15,000,000
2013-08	\$15,000,000

Management Information for PHFE WIC Program

This system provides caseload analysis reports for California WIC Local Agencies.

Raptor News

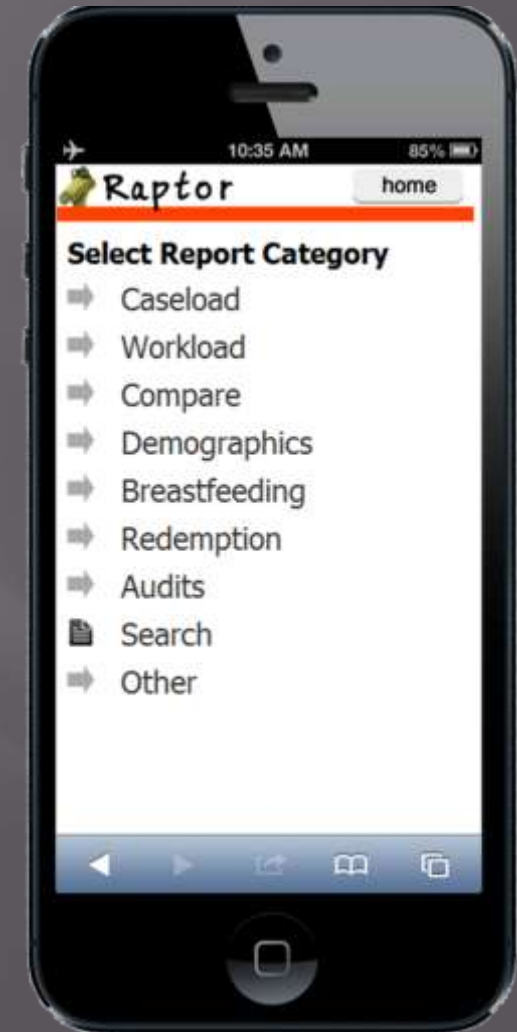
The system now allows you to search using a Family ID or Individual ID and view all the database details about an individual on a single page. This is great for reviewing participant status. Many of the audit/export reports also have the Family ID and Individual ID as a link to show this information.

54 reports of the **238** total Raptor reports have been updated in the last month. [Click here](#) to view the updated reports.

Raptor Help

To get help understanding these reports please use the CalWICTech Google Group email list so everyone can hear questions and answers. To get included in that group email Joseph Tessier at joseph@phfewic.org

To get your password reset you may use the email enabled password reset capability (see



Rule 2: Ease of Use

Raptor
WIC Management Information

Home Caseload Workload Compare Demographics Breastfeeding Redemption Audits Search Oth

Caseload Served ▶
Enrollments ▶
Lost Participants ▶
Unissued ▶
Service Rates ▶
Double/Triple ▶
Holds ▶
Mailing ▶
Unused Packets ▶
Hot Spots ▶

1st Birthday ▶
Prenatal 8/9th Month ▶
Enroll Birth Month ▶

Trend
Compare
Export

Management Information for
This system provides caseload analysis reports for C

Raptor News
The system now allows you to search all the database details about an individual reviewing participant status. Many Family ID and Individual ID as a link

Raptor Help
To get help understanding these reports Group email list so everyone can have that group email Joseph Tessier at joseph@phfewic.org

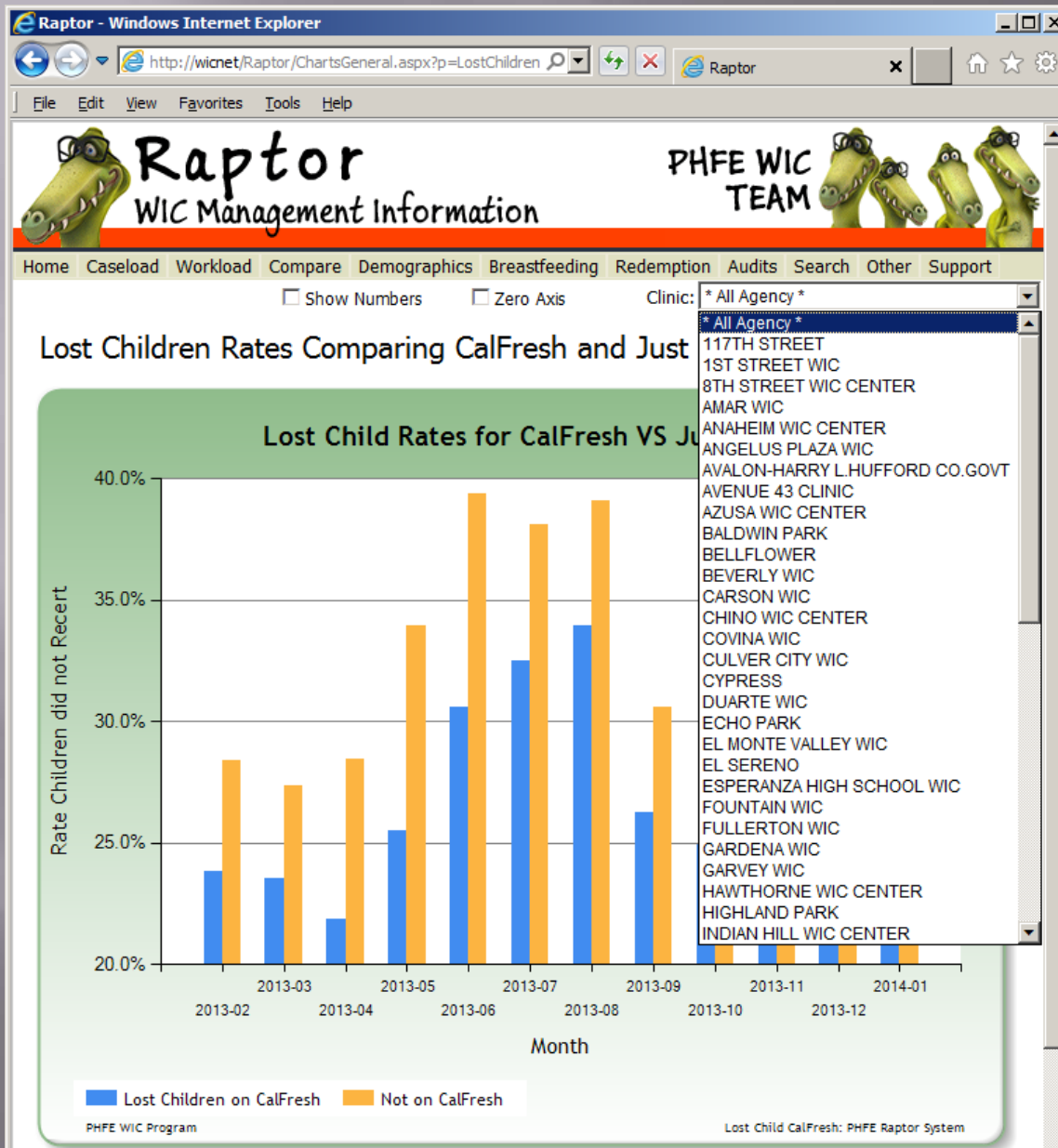
To get your password reset you may capability (see the *forgot password* local agency should have a Local Agency passwords.

If you have other problems you may hours or email RaptorSupport@

- No commands to learn

- No queries to write

- 238 different reports



- Drop down menus allow you to customize reports by location or month or other things.
- 250+ reports with 60 options on each reports equals how many?

PHFE WIC Program

Lost Child CalFresh: PHFE Raptor System

Agency ID	File Date	Category	Total To Cert	Total Not Cal Fresh	Lost Not Cal Fresh	Not Cal Fresh Lost Rate	Total To Cert Cal Fresh	Lost Cal Fresh	Cal Fresh Lost Rate
314	2013-02	C	481	192	25	13.0 %	289	42	14.5 %
314	2013-03	C	336	123	15	12.2 %	213	30	14.1 %
314	2013-04	C	160	71	9	12.7 %	89	12	13.5 %
314	2013-05	C	105	53	7	13.2 %	52	6	11.5 %
314	2013-06	C	96	43	7	16.3 %	53	7	13.2 %
314	2013-07	C	97	35	7	20.0 %	62	6	9.7 %
314	2013-08	C	126	55	13	23.6 %	71	9	12.7 %
314	2013-09	C	213	79	18	22.8 %	134	33	24.6 %
314	2013-10	C	338	147	24	16.3 %	191	20	13.6 %
314	2013-11	C	393	164	33	20.1 %	229	44	19.2 %
314	2013-12	C	404	143	17	11.9 %	261	46	17.6 %
314	2014-01	C	429	180	32	17.8 %	249	29	11.6 %

A "LOST" child is a child who had a cert end date and did not re-certify the following month. For example in the July dataset a child counts as "lost" if their cert end date was in June and at the end of July they had not re-certified. In the July dataset (received the first of August) their cert end date was still June. The child as assigned to your local agency in both months so transfers do not impact this number. Five year olds are not counted in these numbers.

PHFE Public Health Foundation Enterprises

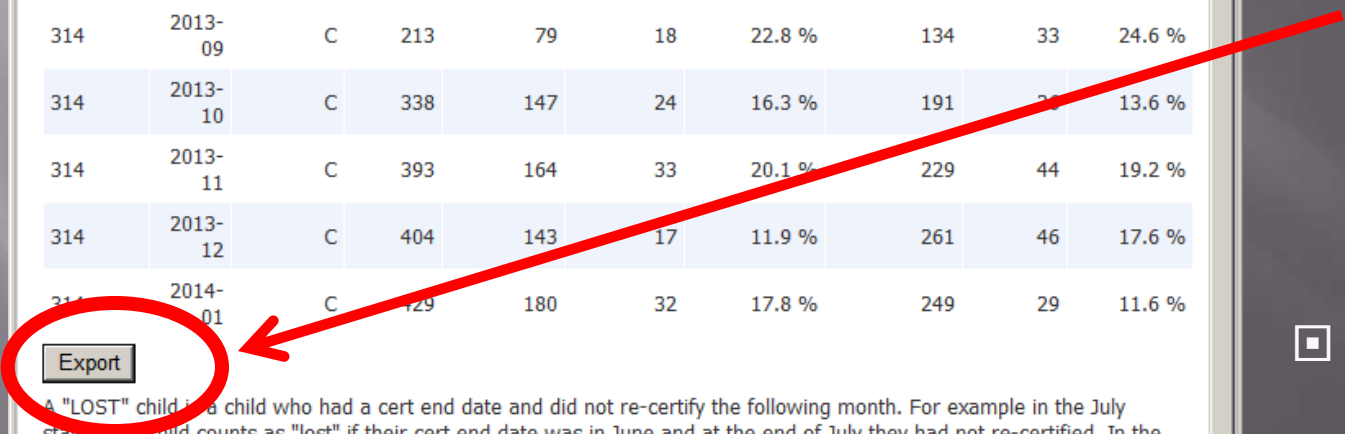
Page Object: LostChildrenCalFresh Edit

Chart Size: Local Agency: PHFE WIC Program

Every chart can show all the data behind it and more.

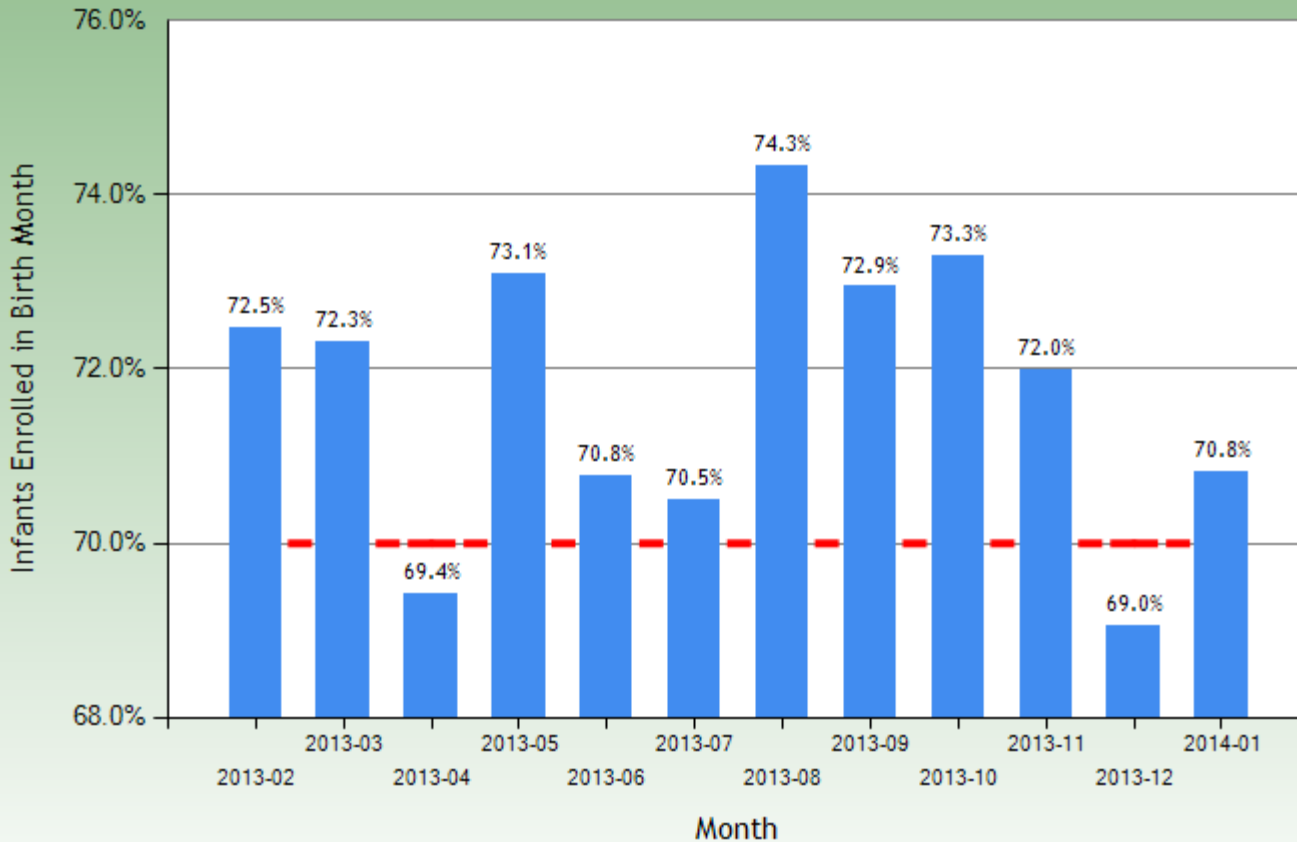
Click **EXPORT** to move the data to Excel

No commands to learn



WIC has Useful Data

Infants Enrolled in their Birth Month



--- Goal ■ Birth Month Rate

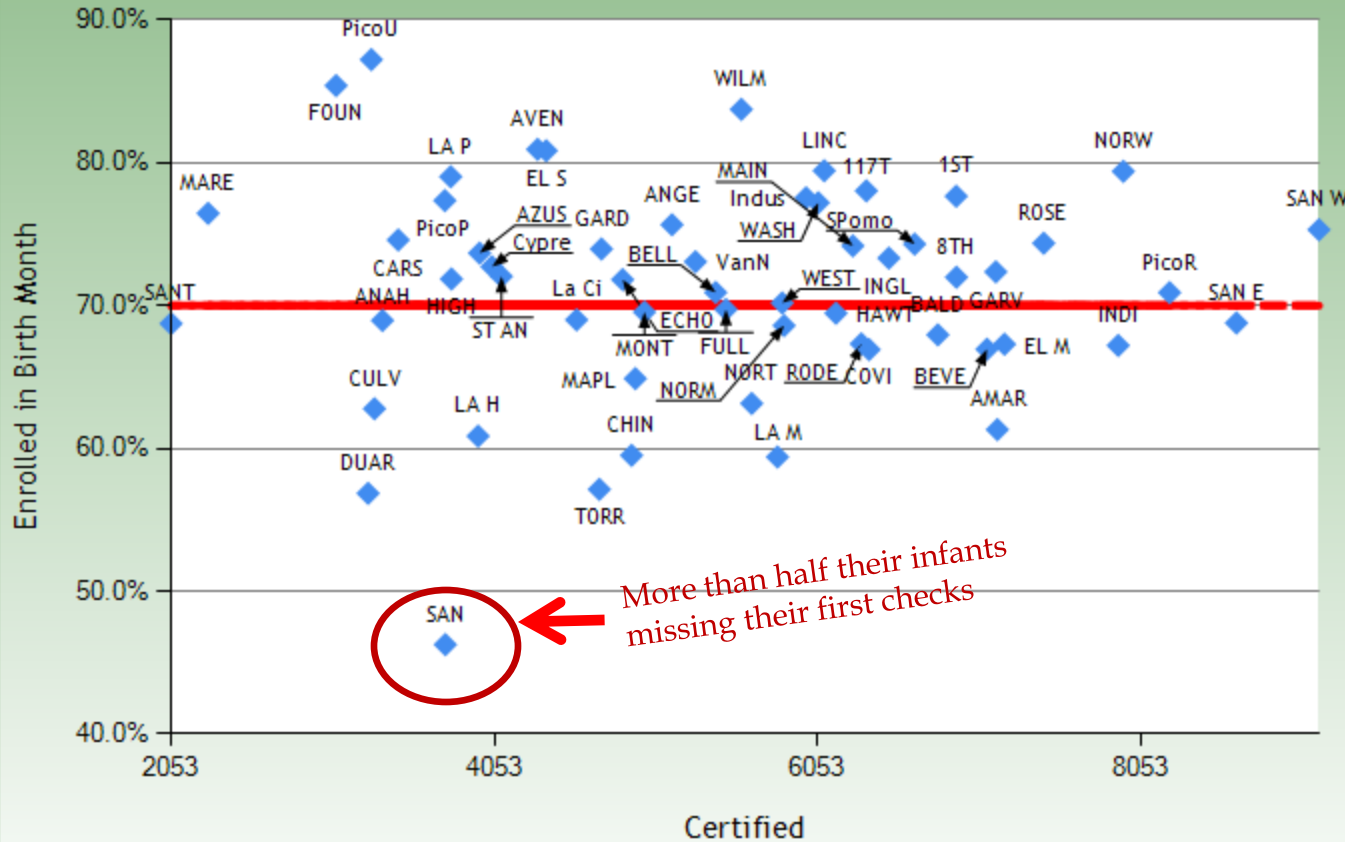
PHFE WIC Program

ProblemBirthMonthTrend: PHFE Raptor System

- % Infants enrolled in their birth month
- Not missing out on their first WIC checks
- A project nets us 1200 to 2500 additional caseload per month

Narrowing it Down

2014-01 Compare Infant Birth Month Rates

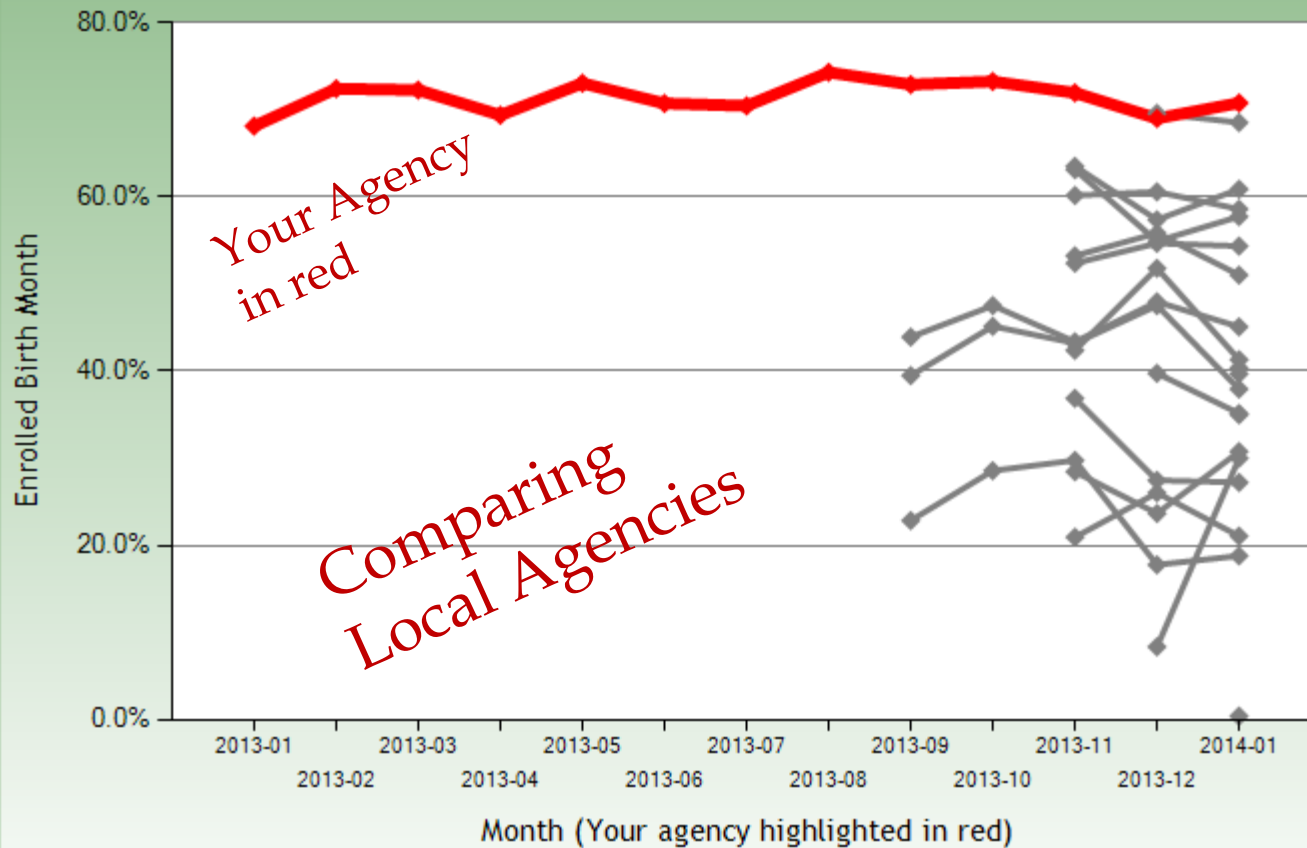


□ Finding locations having problems

□ Allows you to focus on the teams needing more training

What is a good number?

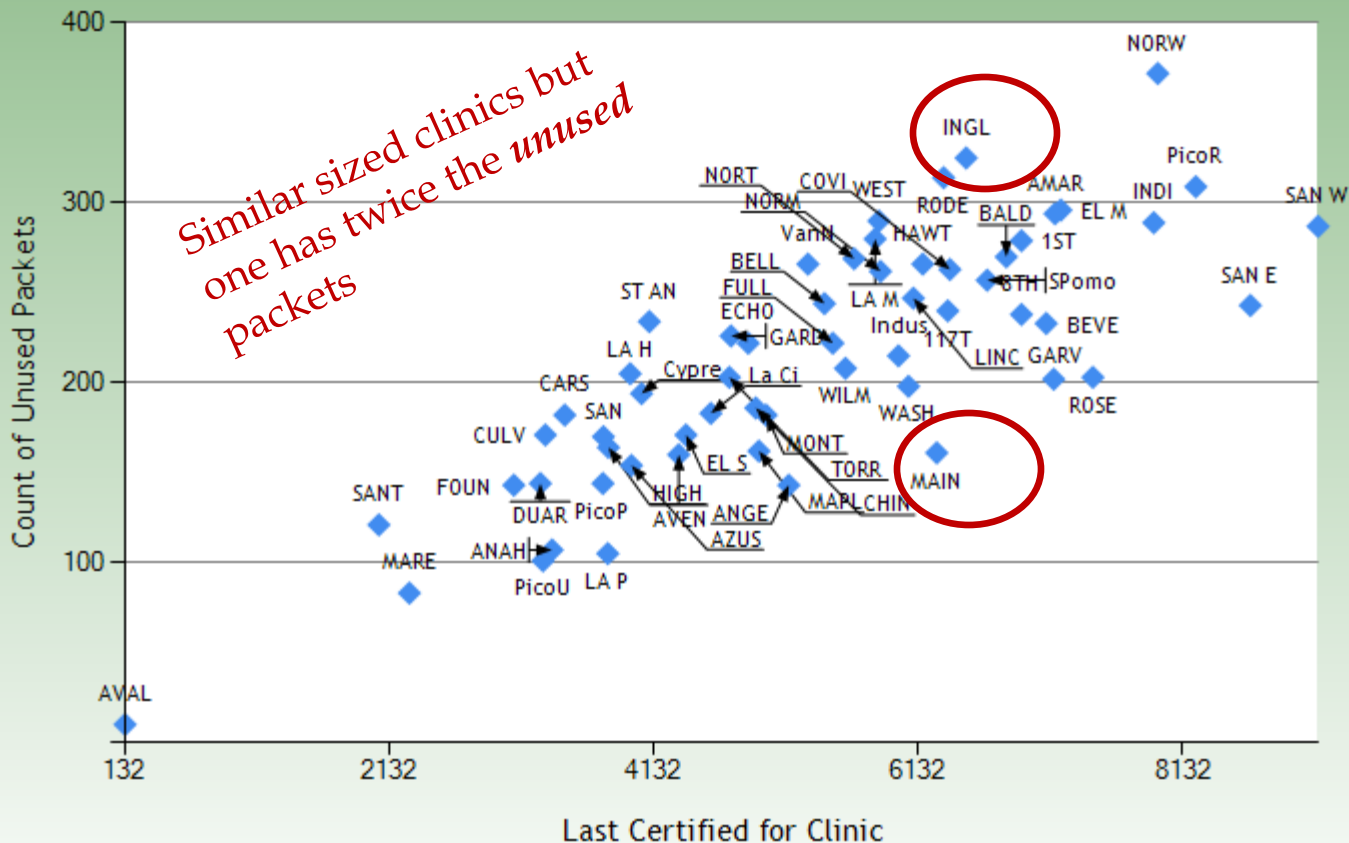
Comparing Rate Infants are Enrolled in Birth Month



- Helps you set expectations
- Do I need to improve?
- Hides who is who but gives the information you need

Useful Data: Warning signs?

2013-08 Unused Packets for Agency



- Unused Benefits
- Participant training?
- Losing interest in WIC?
- Grocer problem?
- Early warning for losing a participant?

Who didn't spend their vouchers?

Raptor - Windows Internet Explorer
http://wicket.Raptor/Raptor/Gen/d_Asp/Sp-ReportUnspentVouchers

Raptor WIC Management Information
PHFE WIC TEAM

Home Caseload Workload Compare Demographics Breastfeeding Redemption Audits Search Other Support

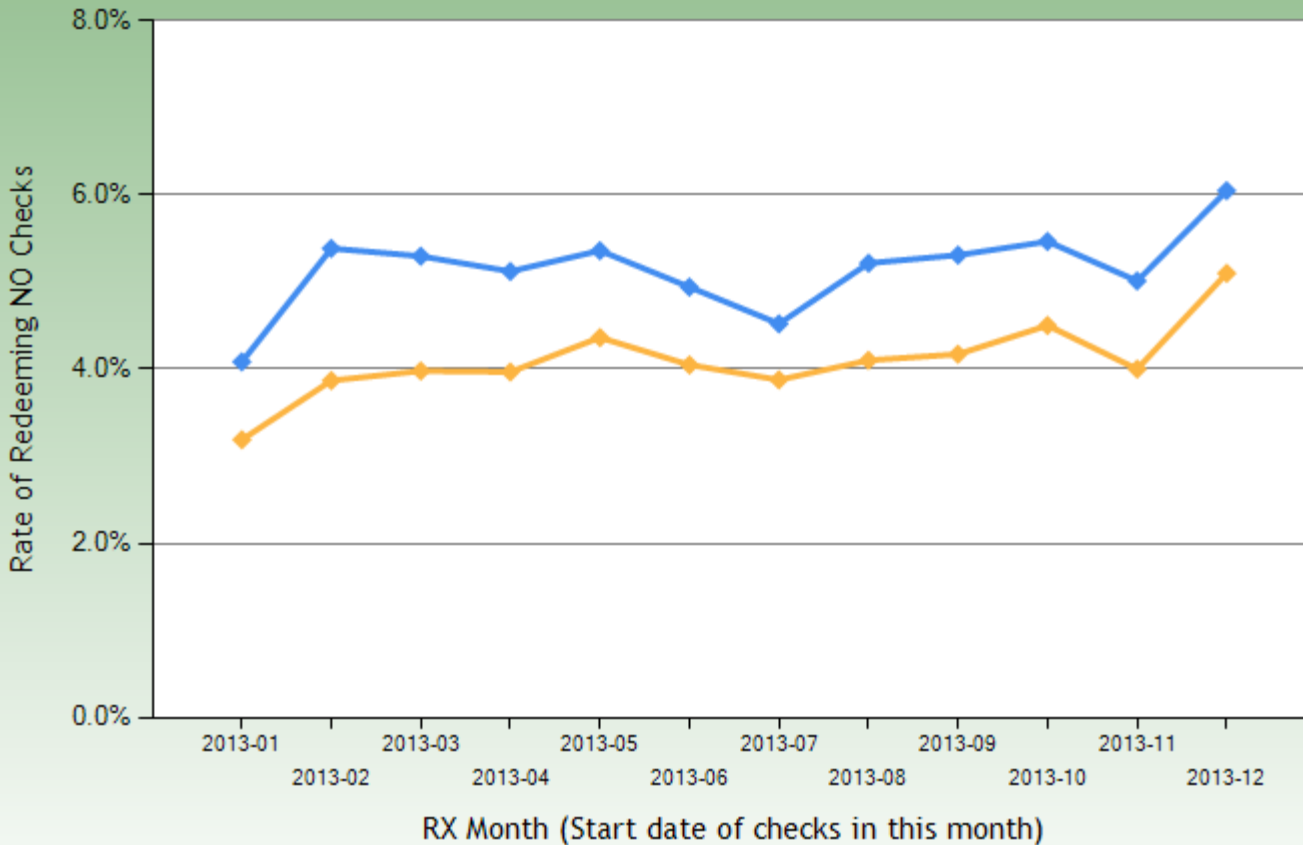
Participants Spending None of their Vouchers Rows in Dataset: 14168

RX Date	Family ID	Individual ID	Category	Min Start Date	Packet	Enroll Date	Cert End	Tele1	T T1	Tele2	T T2	Text1	Text2	Email	Clinic Name
2013-12	002	625	C	12/26/2013	CP4	6/8/2009	12/31/2013		C						INDUSTRY HILLS
2013-12	0230	194	I	12/16/2013	IF2	1/9/2013	1/31/2014		C		C				CULVER CITY WIC
2013-12	0245	415	C	12/2/2013	CP4	3/7/2011	5/31/2014		C						LA PALMA
2013-12	0339	754	C	12/5/2013	CP4	12/5/2013	11/30/2014		C						NORTH POMONA WIC
2013-12	0339	215	C	12/5/2013	CT4W	12/5/2013	11/30/2014		C						NORTH POMONA WIC
2013-12	0357	423	C	12/16/2013	CT4W	6/6/2013	5/31/2014		C						BALDWIN PARK
2013-12	0226	112	C	12/22/2013	CP4	3/1/2010	2/28/2014		H		C				MAPLE STREET WIC
2013-12	0168	250	I	12/13/2013	IC2	3/21/2013	3/31/2014		C						NORWALK WIC
2013-12	0076	501	C	12/20/2013	CP4	3/19/2013	2/28/2014		H						RODEO WIC
2013-12	0252	142	C	12/17/2013	CP4	1/10/2013	12/31/2013		C						ROSEMEAD WIC
2013-12	0252	762	C	12/17/2013	CP4	1/10/2013	12/31/2013		C						ROSEMEAD WIC
2013-12	0200	011	I	12/29/2013	IB2	2/5/2013	1/31/2014		C		C				SAN PEDRO
2013-12	0059	195	C	12/30/2013	CP4	7/22/2011	8/31/2014		H						ANGELUS PLAZA WIC
2013-12	0187	951	I	12/31/2013	CT4W	7/5/2012	6/30/2014		C		M				SOUTH POMONA

- View contact details about participants failing to spend their vouchers
- Export to Excel
- Call Participants and *solve problems*
- Import into automated message systems

Understanding the Environment

CalFresh VS WIC - No Checks Redeemed for Agency



CalFresh Only WIC

PHFE WIC Program

Redemption CallFresh No Checks : PHFE Raptor System

- Participants also on CalFresh fail to spend ALL of their benefits more often.
- Don't know how many fail to enroll in WIC completely

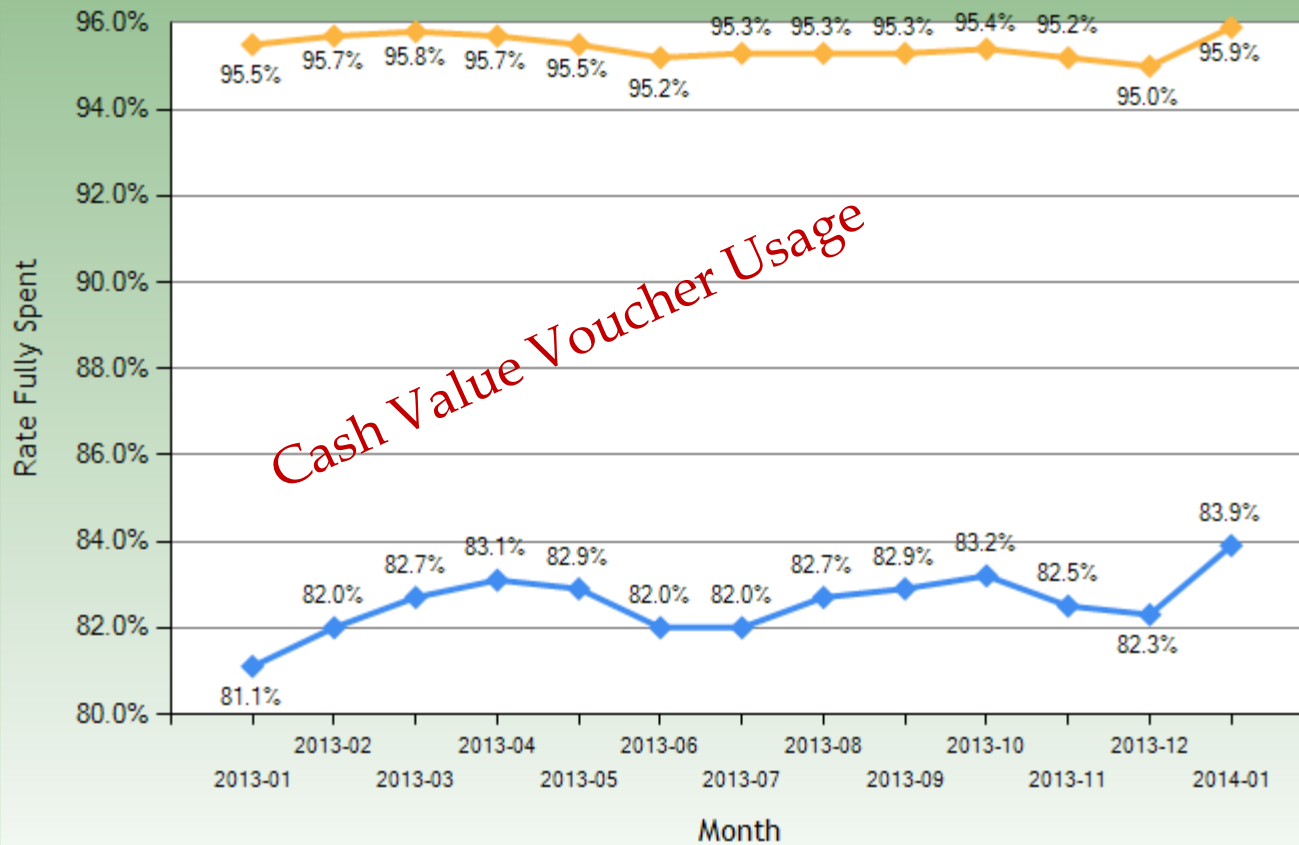
Understanding Participants

Agency ID	Risk Code	Literal	Moms With Risk	Low Birth Wt Moms Six Months	Risk Rate
314	A10	UNDER WT	67	1744	0.6 %
314	A12	UNDER WT	8	1744	0.1 %
314	A20	OVER WT	374	1744	3.6 %
314	A21	V OVER WT	382	1744	3.7 %
314	A22	OVER WT	56	1744	0.5 %
314	A23	V OVER WT	53	1744	0.5 %
314	A40	INAD WT GAIN/LOSS	762	1744	7.3 %
314	A46	HIGH GEST WT GAIN	12	1744	0.1 %
314	A47	HI MATERNAL WT GAIN	614	1744	5.9 %
314	B12	LOW HGB/HCT	69	1744	0.7 %
314	B13	V LOW HGB/HCT	35	1744	0.3 %
314	B90	OTHER BLOOD DISORDERS	2	1744	0.1 %
314	C10	CUR GS DIAB	76	1744	0.7 %
314	C101	TEEN <=15 YR	10	1744	0.1 %

- Details about the RISKS coded to moms who have low birth weight infants
- Export the numbers to generate reports
- Work with other community groups or health agencies

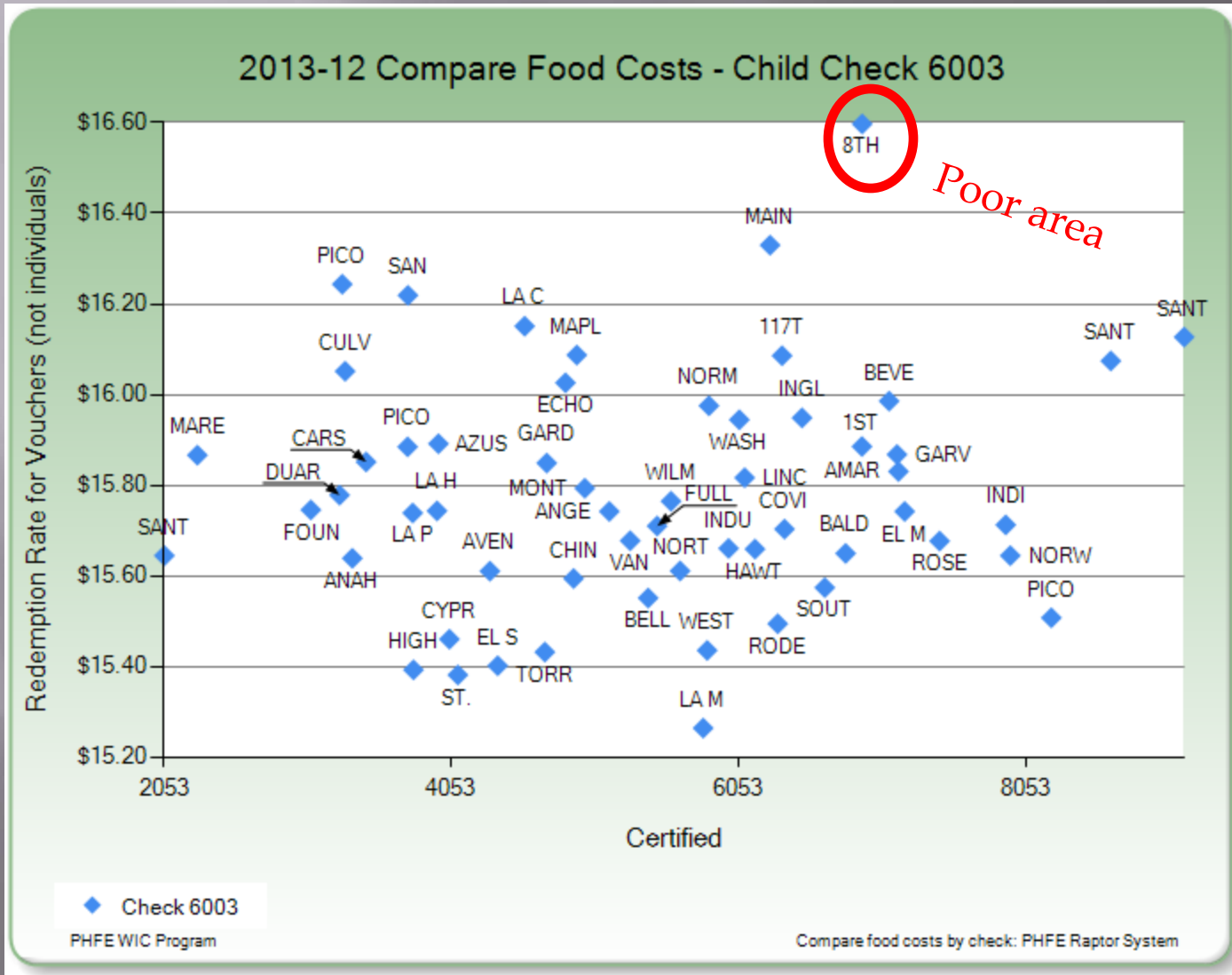
Talking to Grocers, Politicians

CVV Maximum Value Spent for Local Agency?



- Are cash value vouchers used in full?
- ~82% have their entire value used
- 95% have most of the value used

WIC Family Food Access

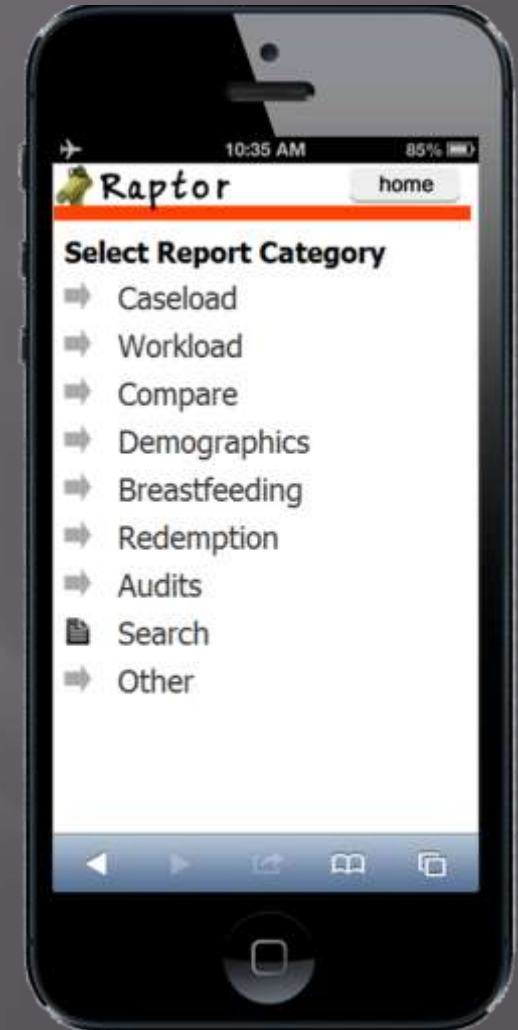


□ Why are basic food costs higher in low income areas?

□ This is the milk, cereal & bread check. Why could the cost be so different in these adjacent communities?

WIC has a lot of data

- ▣ Please give Raptor a test drive....
- ▣ We think it can stimulate discussions on the better use of our data to support the program and WIC families.



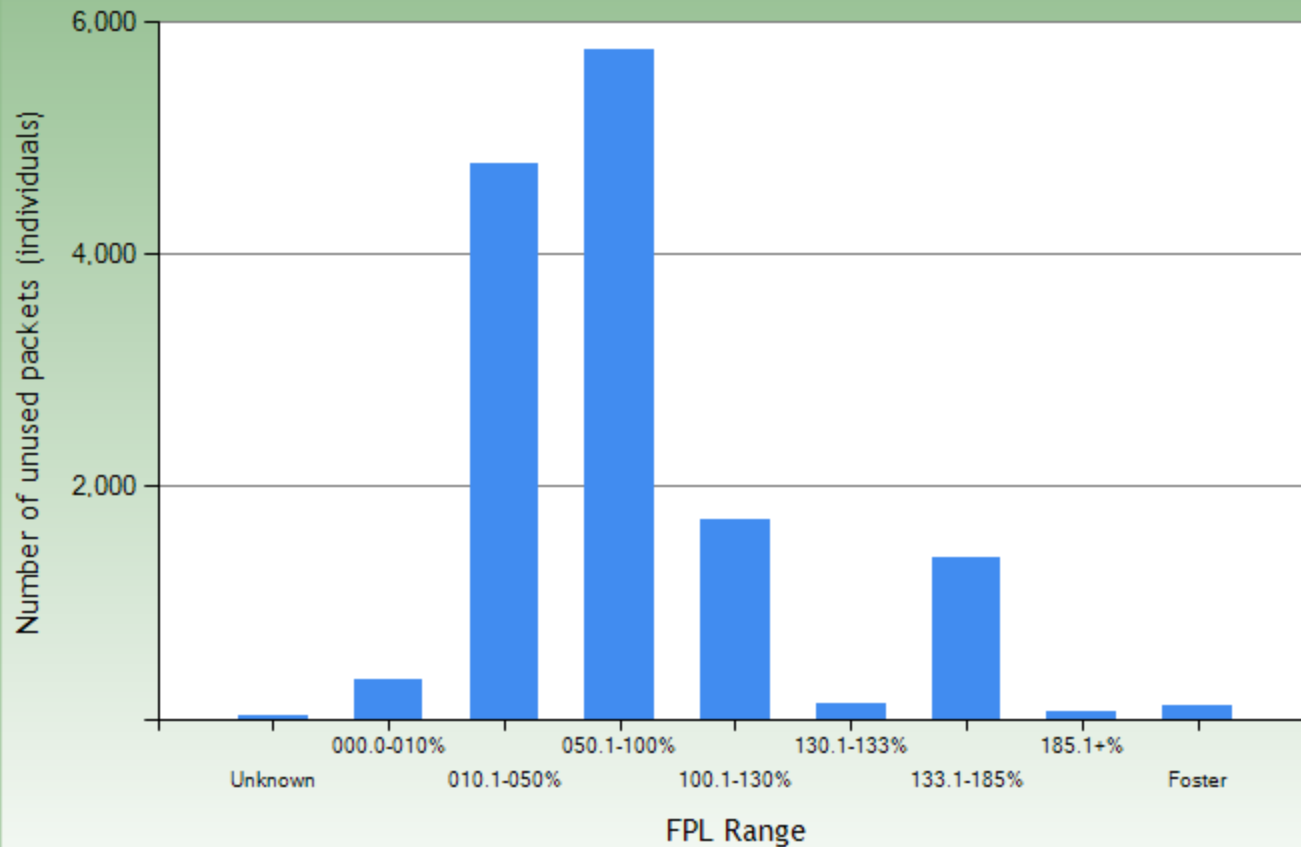
Public Health
Foundation
Enterprises

Note: Raptor PUBLIC account does not have access to participant identifiable information.

Bonus Slides

Unused Packets by FPL

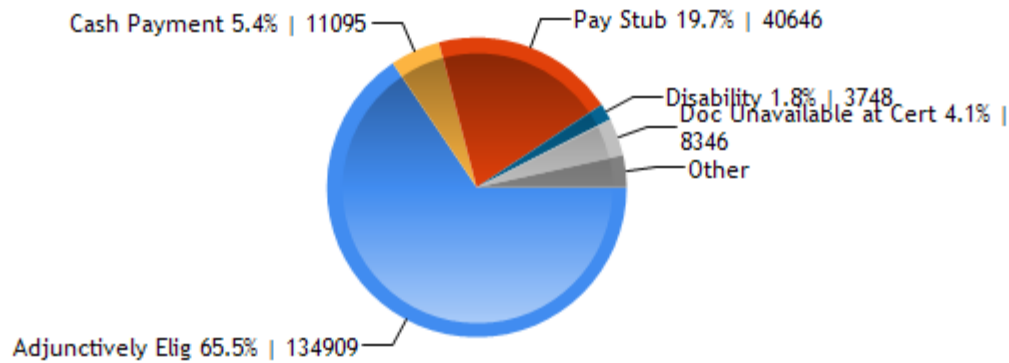
2013-12 Unused Packets by FPL



- Why are the lowest income families not spending their vouchers?

Lots of Demographics

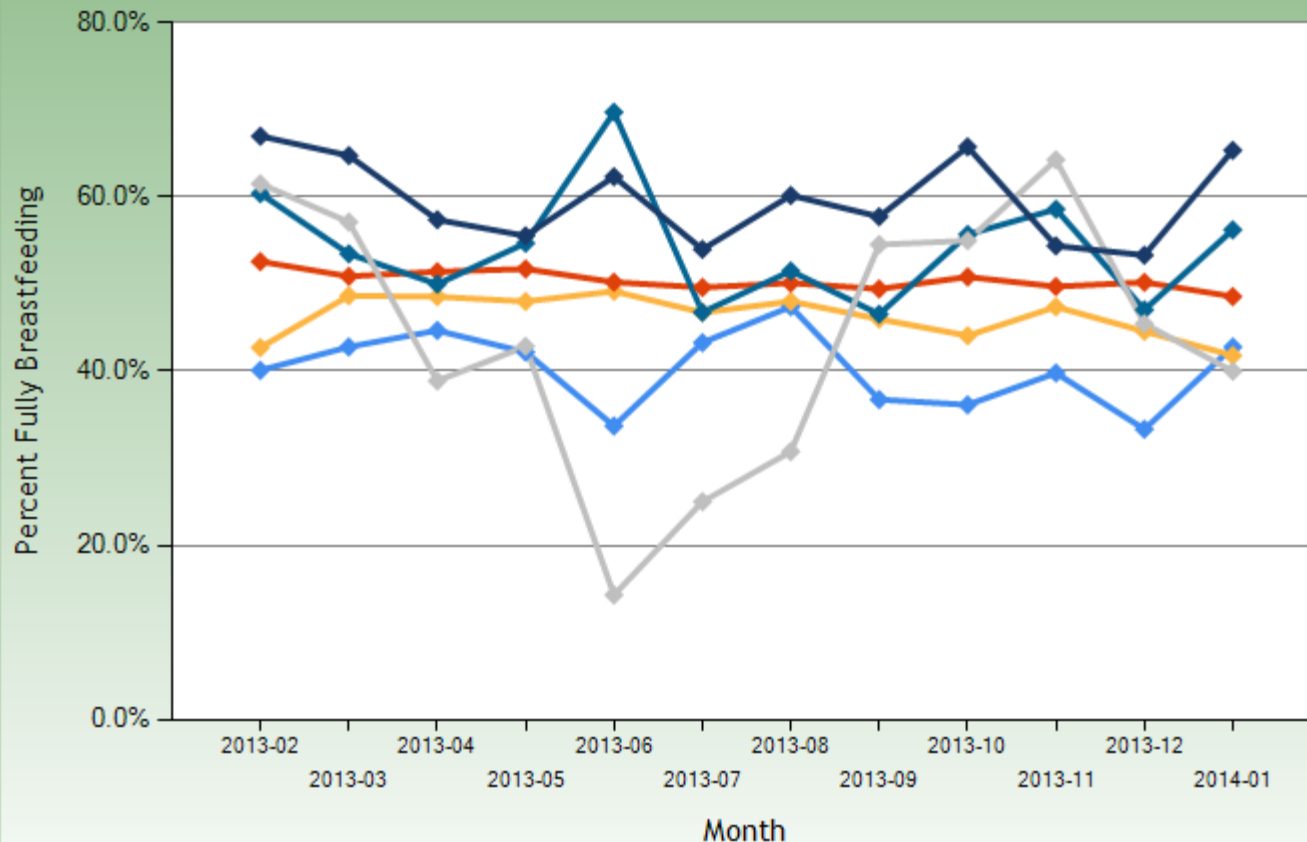
2014-01 Families by Income Documentation



- ❑ WIC collects lots of information.
- ❑ We break it down so it is usable and accessible

Lots of Breastfeeding Numbers

Fully Breastfeeding at Birth by Ethnicity



— African American — Asian — Hispanic — More than 1 — Non Hispanic — White

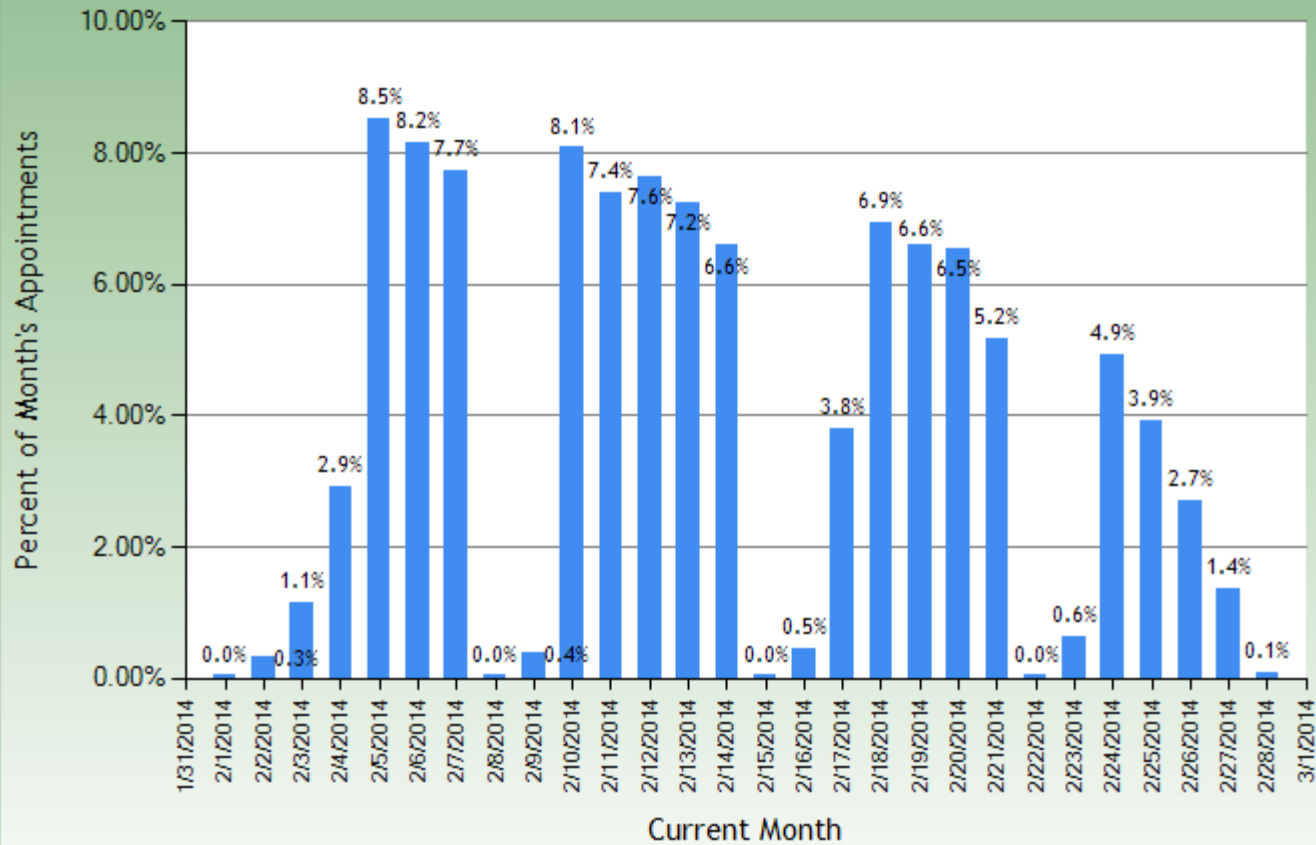
PHFE WIC Program

Fully Breastfeeding at Birth by Ethnicity: PHFE Raptor System

- We breakdown breastfeeding in several ways
- We compare clinics
- We allow the data to be exported

Workload Planning

Appointment Balance for Current Month



■ Percent of Month's Appointments

PHFE WIC Program

Appointments Current Month: PHFE Raptor System

- How are your appointments balanced?
- Are there days you can afford to send staff out for outreach visits?