

PHFE WIC - Raptor

WIC Program Information System

Mike Whaley, IT Director

PHFE WIC Program

What is Raptor?

The screenshot shows a web browser window with the URL `wicnet/Raptor/Default.aspx`. The page header features the 'Raptor WIC Management Information' logo on the left and the 'PHFE WIC TEAM' logo on the right, which includes three cartoon raptor characters. A navigation menu below the header lists: Home, Caseload, Compare, Workload, Demographics, Breastfeeding, Redemption, Audits, Geo, Search, Other, Support.

Your Agency's Monthly Value to Participants

Month	Value (\$)
2015-07	\$9,469,743
2015-06	\$14,919,543
2015-05	\$14,903,446
2015-04	\$15,297,028
2015-03	\$15,521,420
2015-02	\$15,516,209

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 Family ID or individual ID and view all the details about an individual on a single participant status. Many of the audit/export reports now include an individual ID as a link to show this information.

10 reports of the 394 total Raptor reports this month. [Click here](#) to view the updated reports.

Raptor Help

To get help understanding these reports please contact the Raptor Group email list so everyone can see questions. Contact that group email Joseph Tessier at joseph@phfewic.org.

For training videos see: [Raptor Training Videos](#)

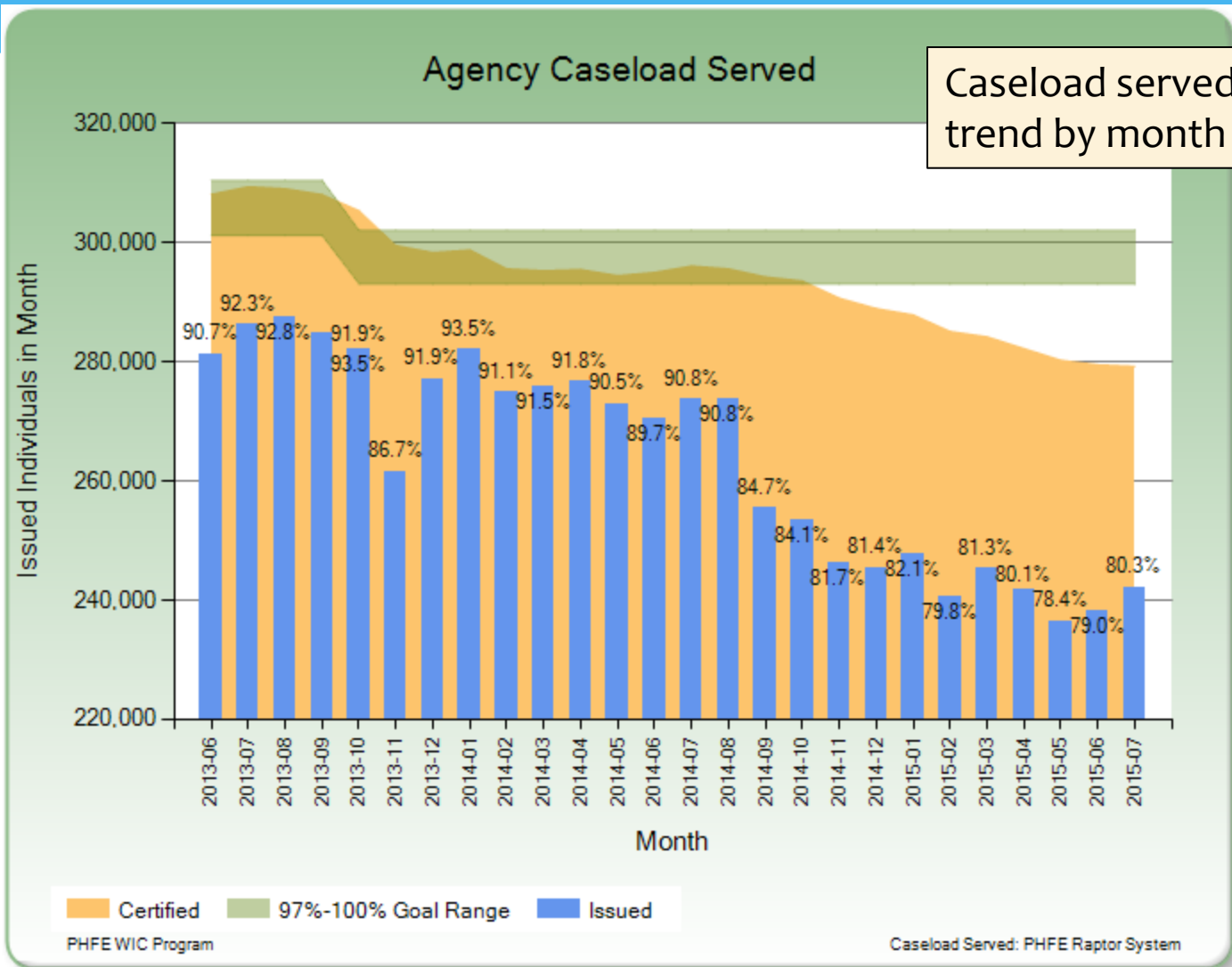
To get your password reset you may use the email enabled password reset capability (see the *forgot password* link on the logon page). Alternately your local agency should have a Local Agency Administrator assigned who can reset passwords.

If you have other problems you may call (626) 856-6618 x425 during business hours or email RaptorSupport@phfewic.org

44 California Local agencies are combining their data and funding this project (42%).

2.1 million WIC participants!

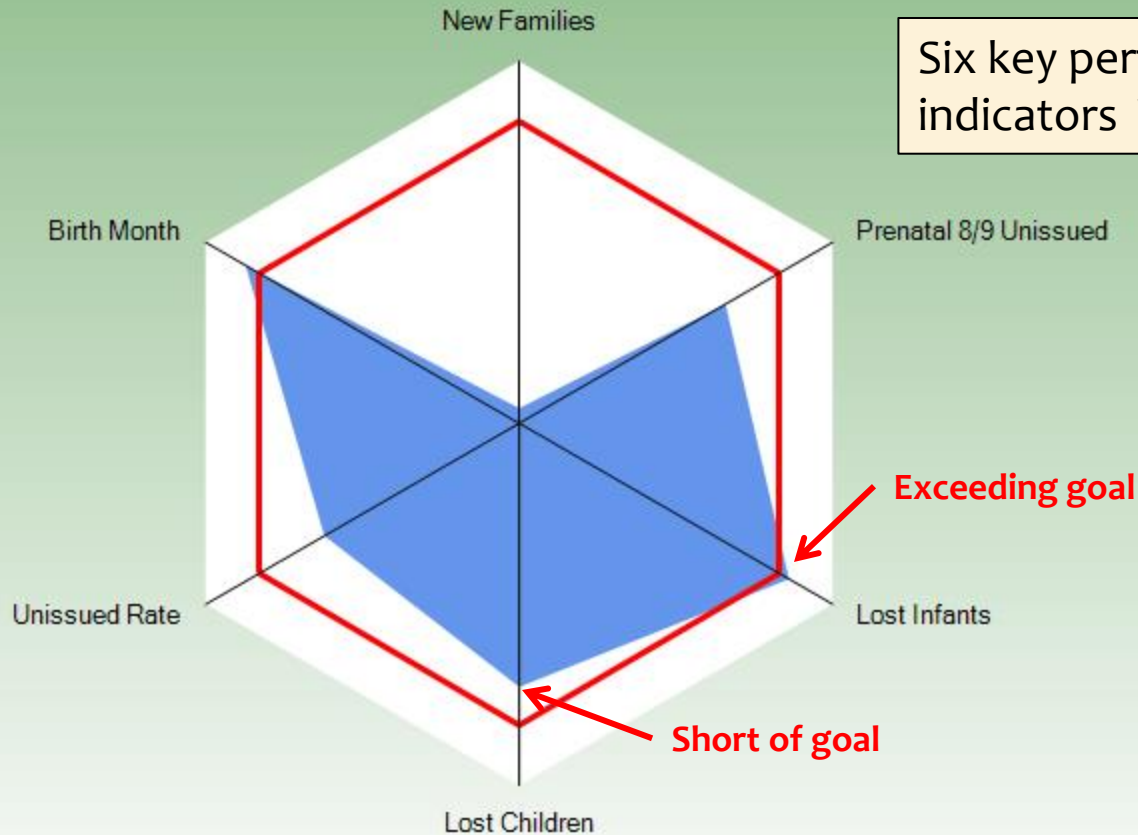
Monitoring your program



Six key indicators – by clinic

2015-07 Performance Overview for 8TH STREET WIC CENTER

Six key performance indicators VS goals



Exceeding goal

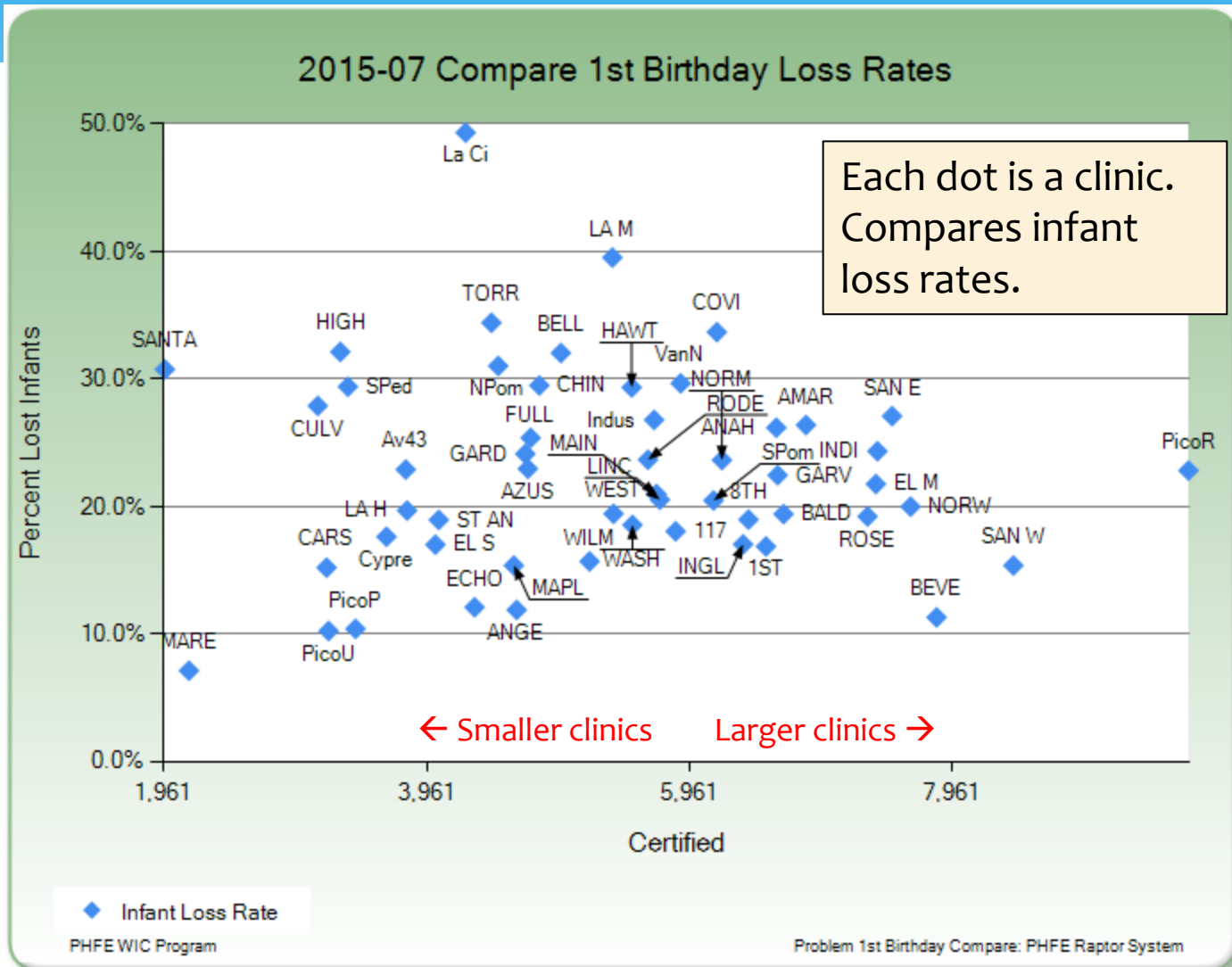
Short of goal

Performance Goal

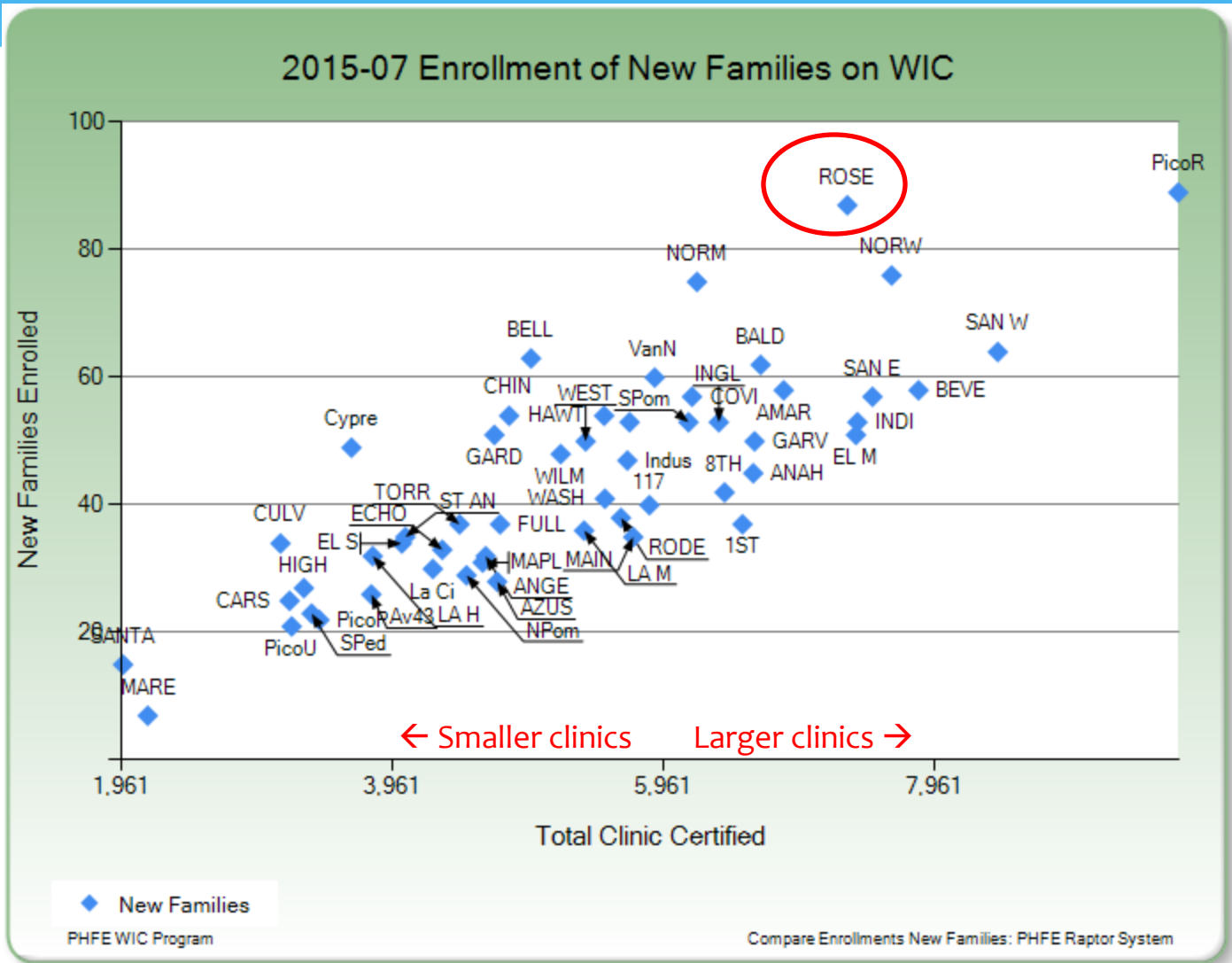
PHFE WIC Program

Performance Overview: PHFE Raptor System

Comparing clinics



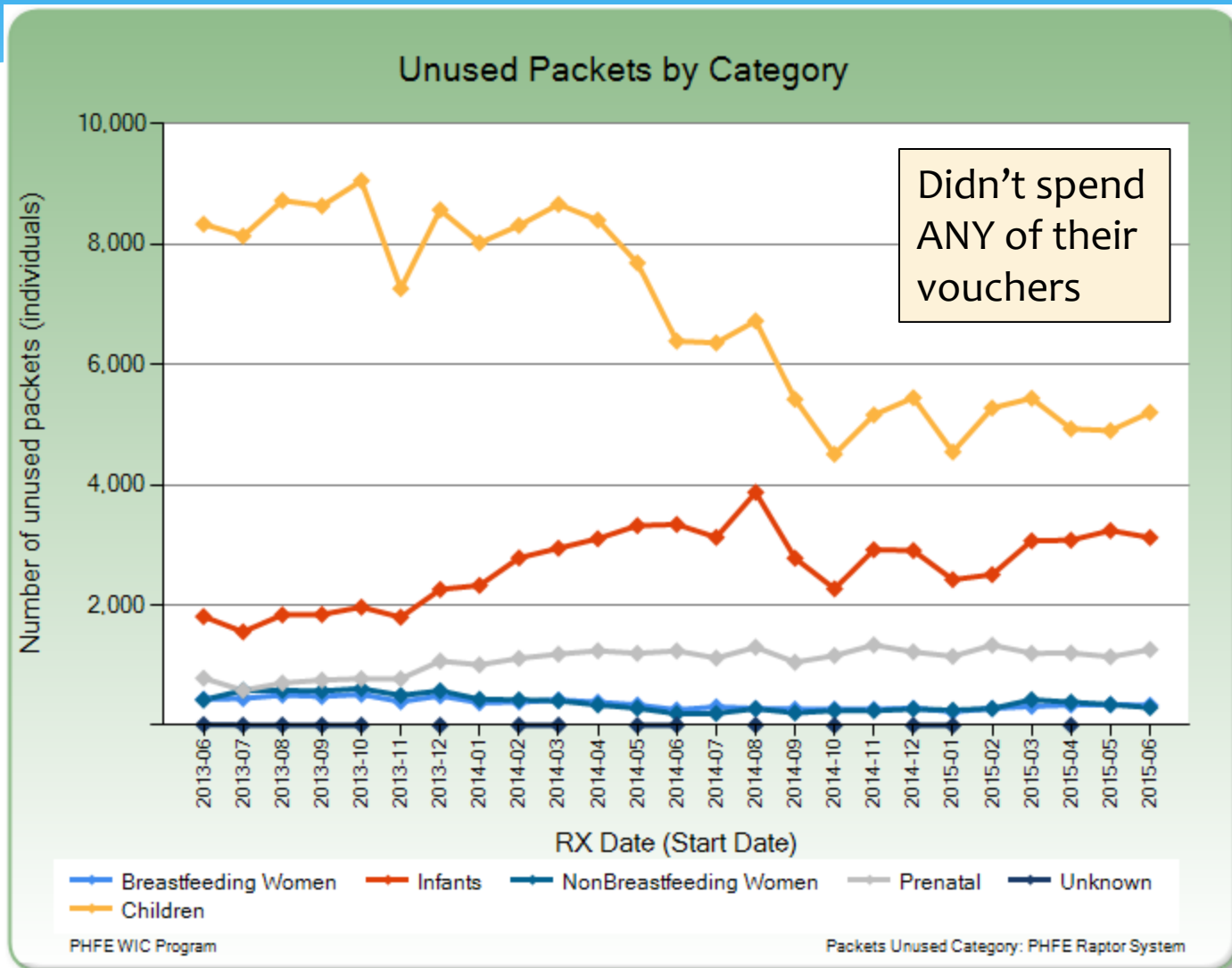
New Family Enrollments



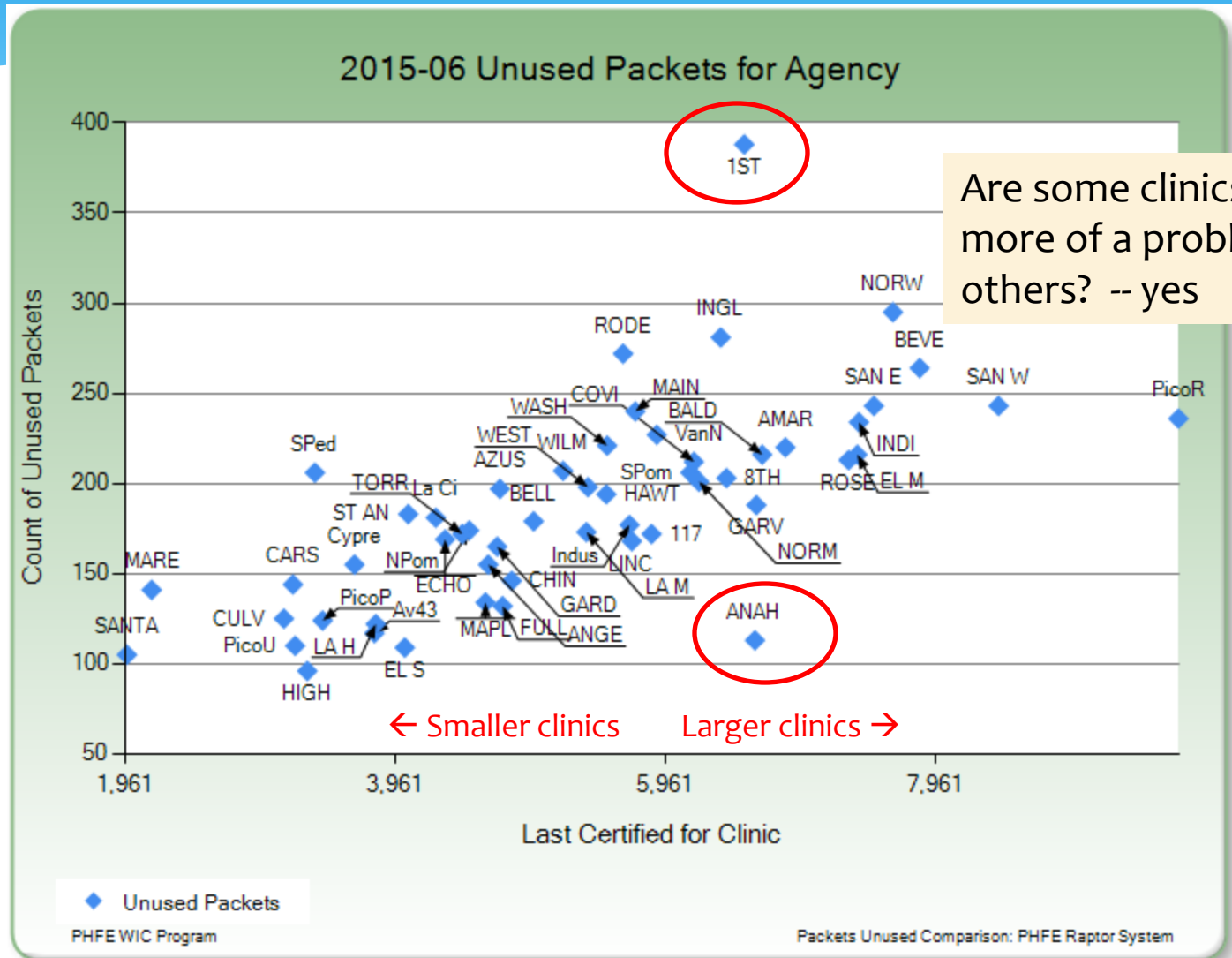
Problem Indicators

What can we see in our WIC data
which might help us solve problems?

Not spending their vouchers?



Unused Packets – by Clinic



Contacting these families



Home Caseload Compare Workload Demographics Breastfeeding Redemption Audits Geo Search Other Support

* All Agency *

Participants Spending None of their Vouchers

Export

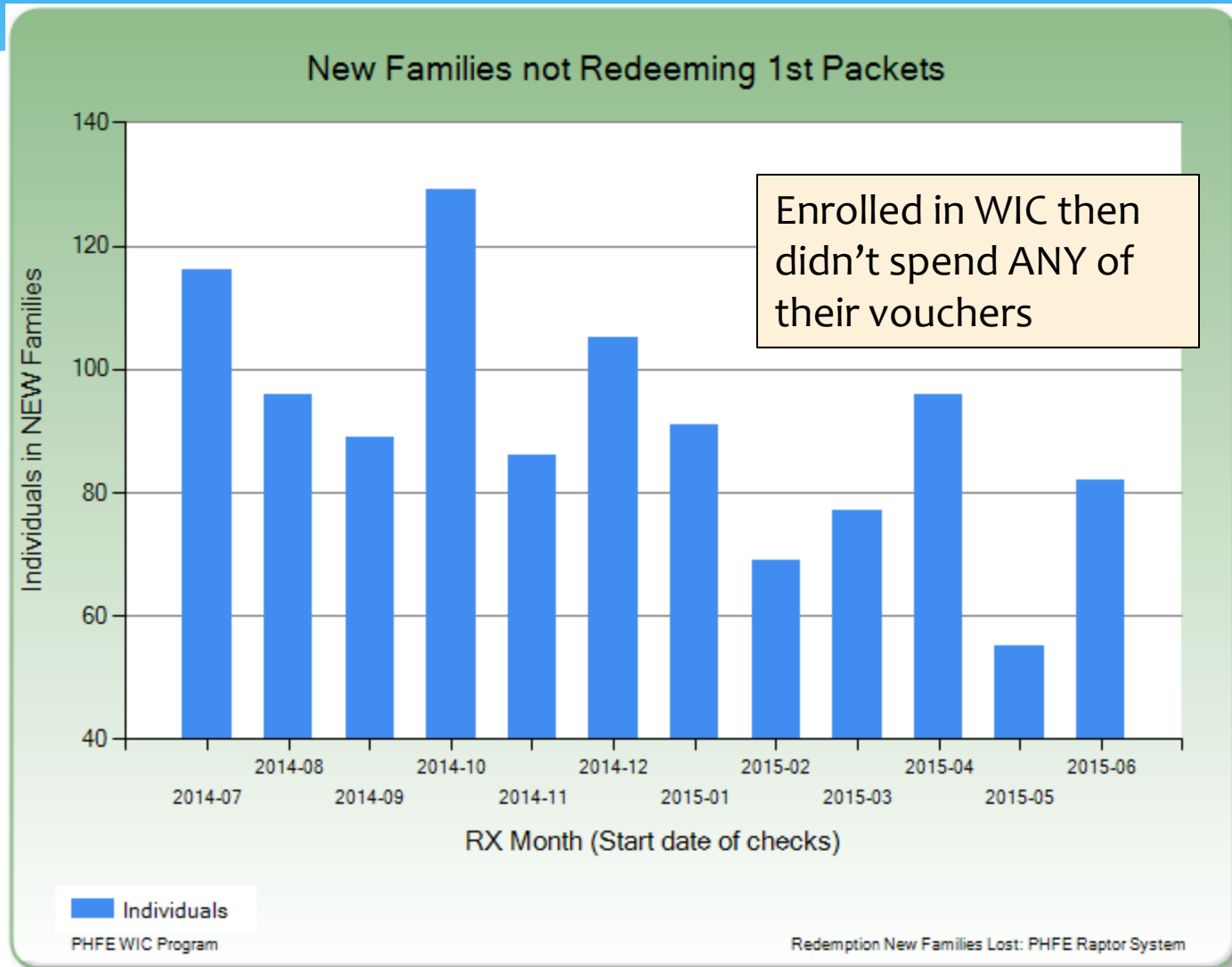
Rows in Dataset: 10147

RX Date	Family ID	Individual ID	Category	Start Date	Mnth Seq	Packet	Enroll Date	Cert End	Tele1	T T1	Tele2	T T2	Text1	Text2	Email	Clinic Name
2015-06			I	6/25/2015	2	CT4W	2/12/2014	2/29/2016								SANTA ANA EAST WIC CENTER
2015-06			C	6/23/2015	1	CP4	3/25/2013	3/31/2016								NORTH POMONA WIC
2015-06			C	6/26/2015	3	CP4	4/12/2012	11/30/2015								INDUSTRY HILLS
2015-06			C	6/3/2015	1	CP4	5/21/2013	5/31/2016								
2015-06			B	6/7/2015	3	BC5	3/2/2015	9/30/2015								
2015-06			I	6/7/2015	3	IC2	3/2/2015	9/30/2015								
2015-06			C	6/17/2015	3	CP4	10/22/2014	7/31/2015								
2015-06			C	6/21/2015	2	CP4	11/19/2012	11/30/2015								SAN PEDRO
2015-06			I	6/29/2015	3	IF2	7/17/2014	7/31/2015								INDIAN HILL WIC CENTER

List of those who are not spending their vouchers.
+ Contact information.

New Families

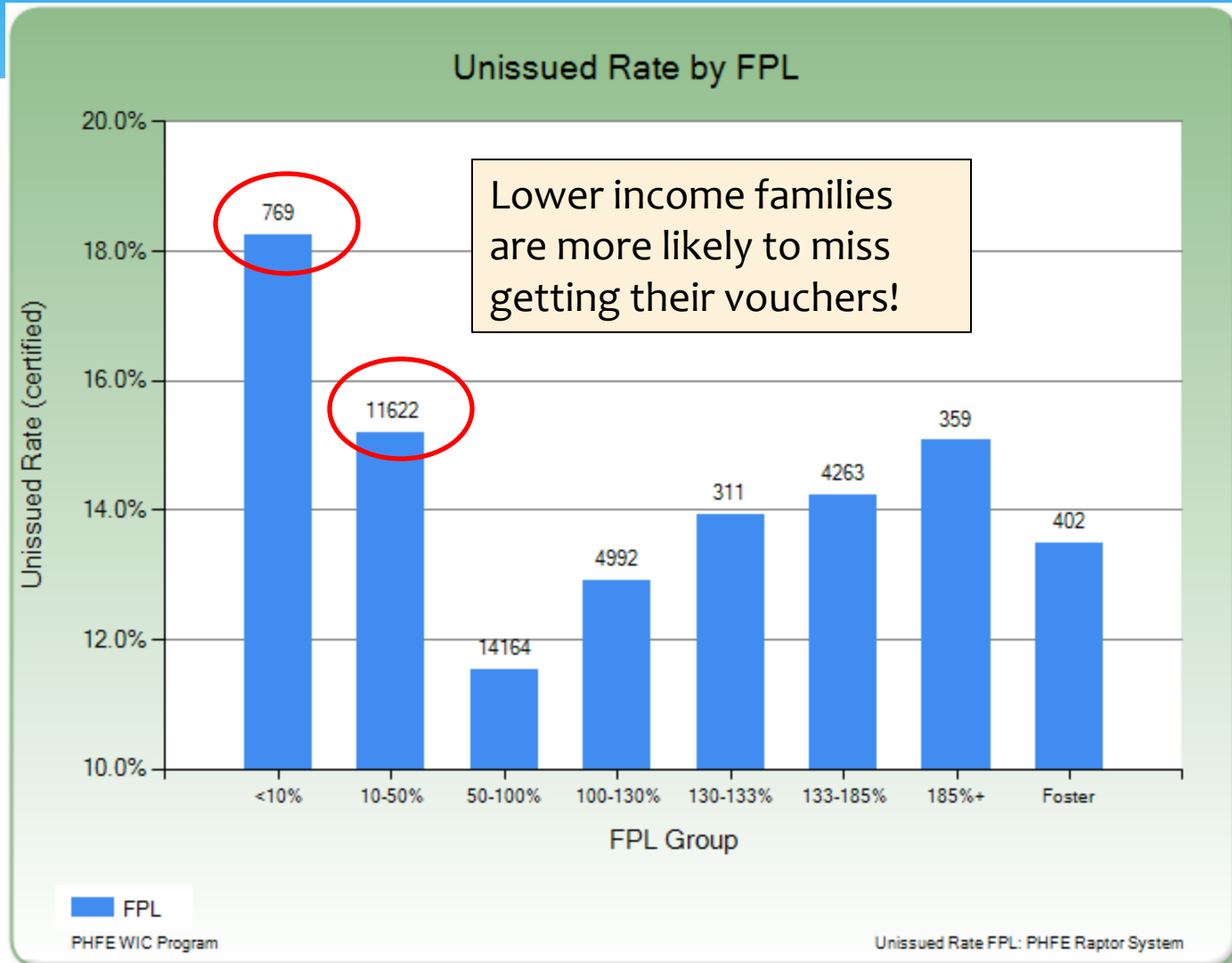
Not spending their vouchers?



Understanding Participants

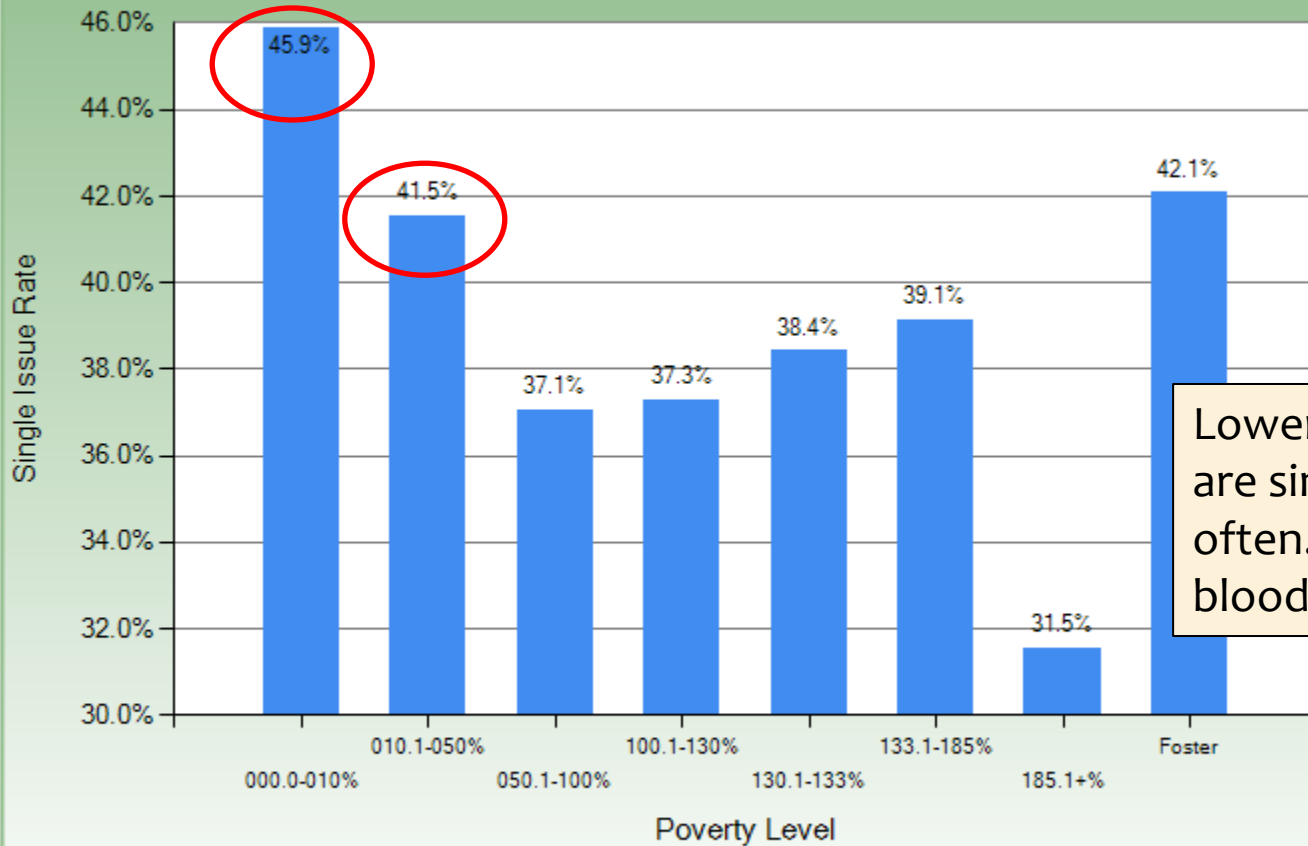
What can we see in our WIC data which might help us understand more about our participants?

Unissued Rate by Income



Single Issued Rate by Income

2015-07 Single Issue Rate by FPL

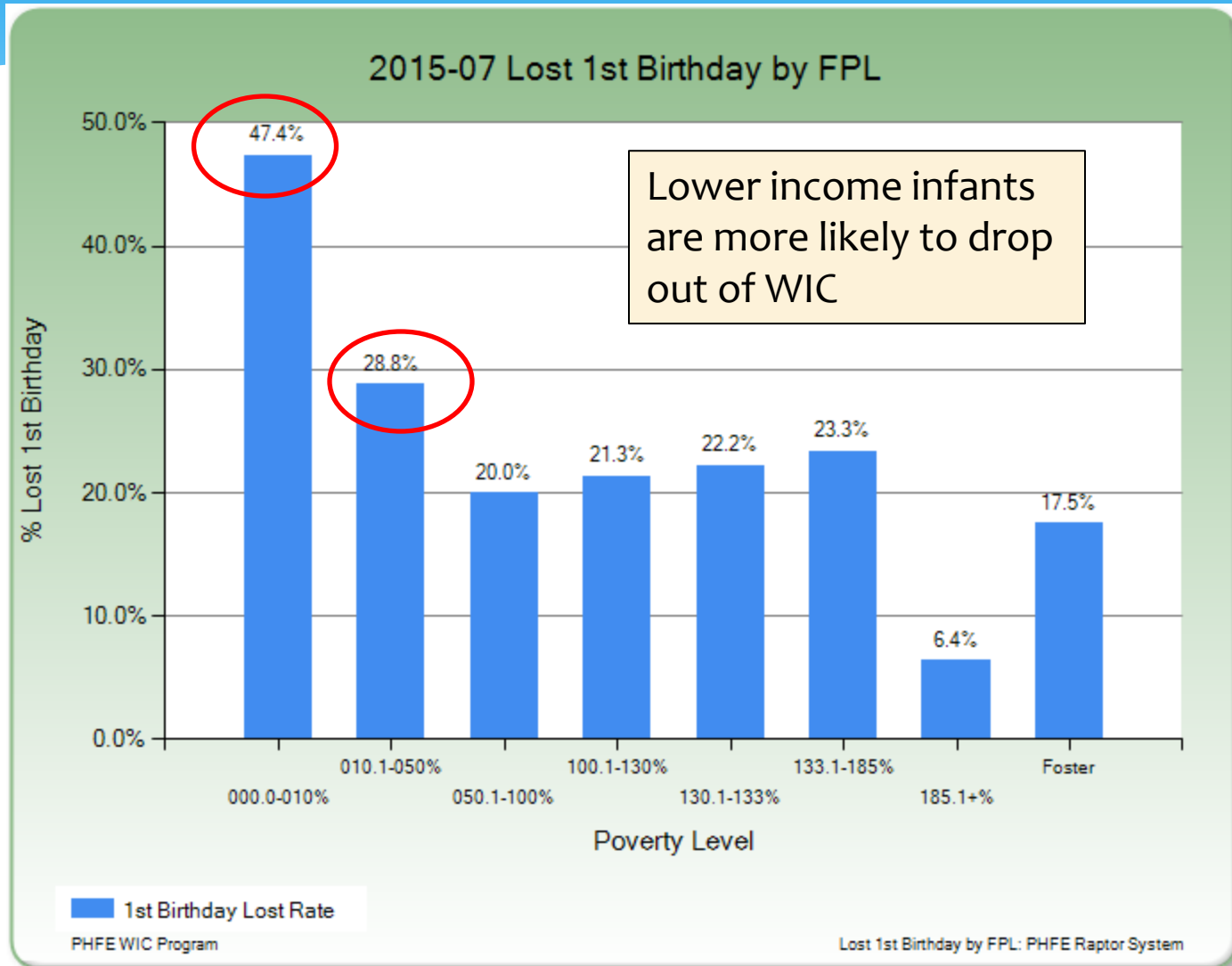


Lower income families are single issued more often. Difficulty with bloodwork?

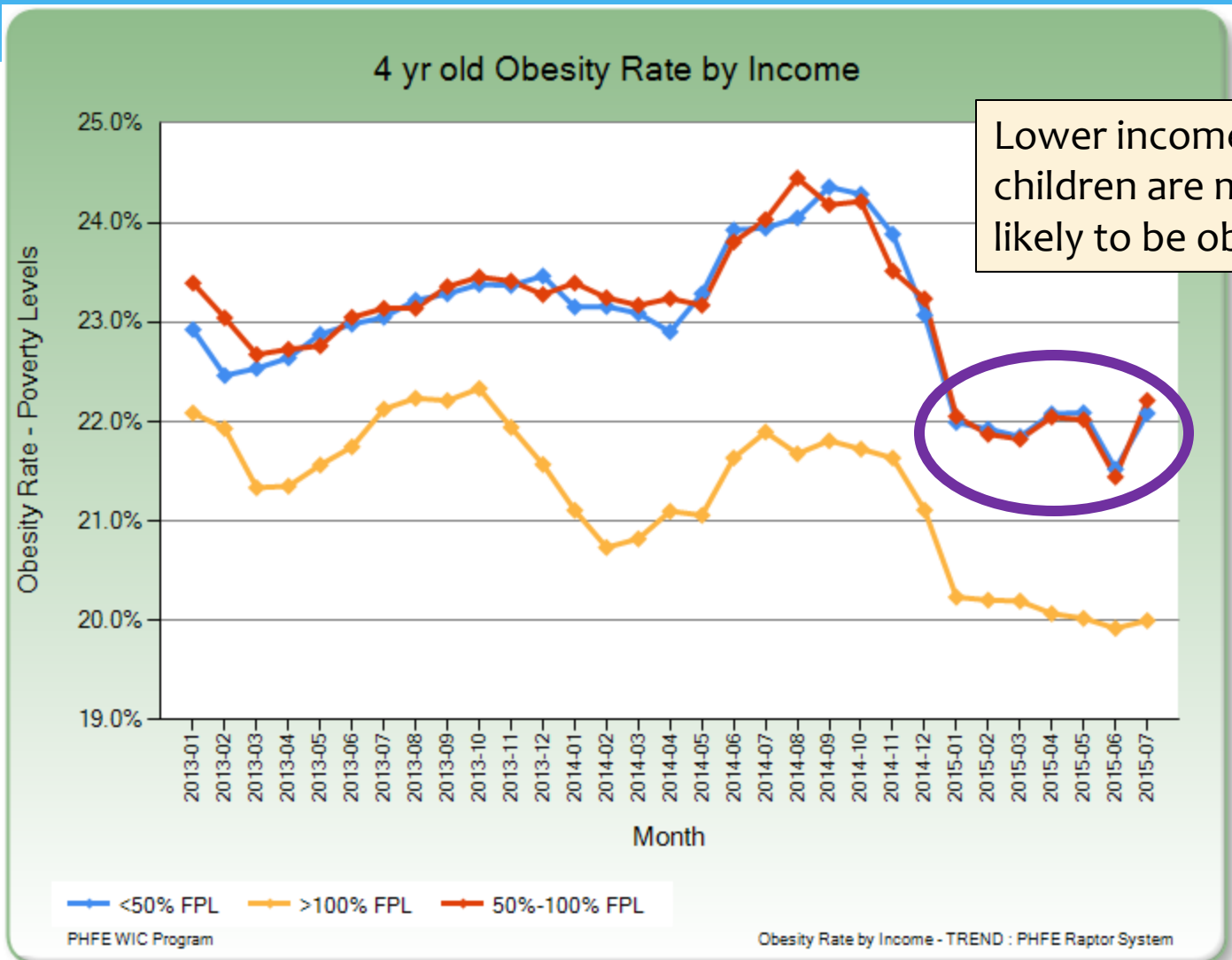
Single Issue Rate
PHFE WIC Program

Single Issue Rate by FPL: PHFE Raptor System

Lost Infants by Income



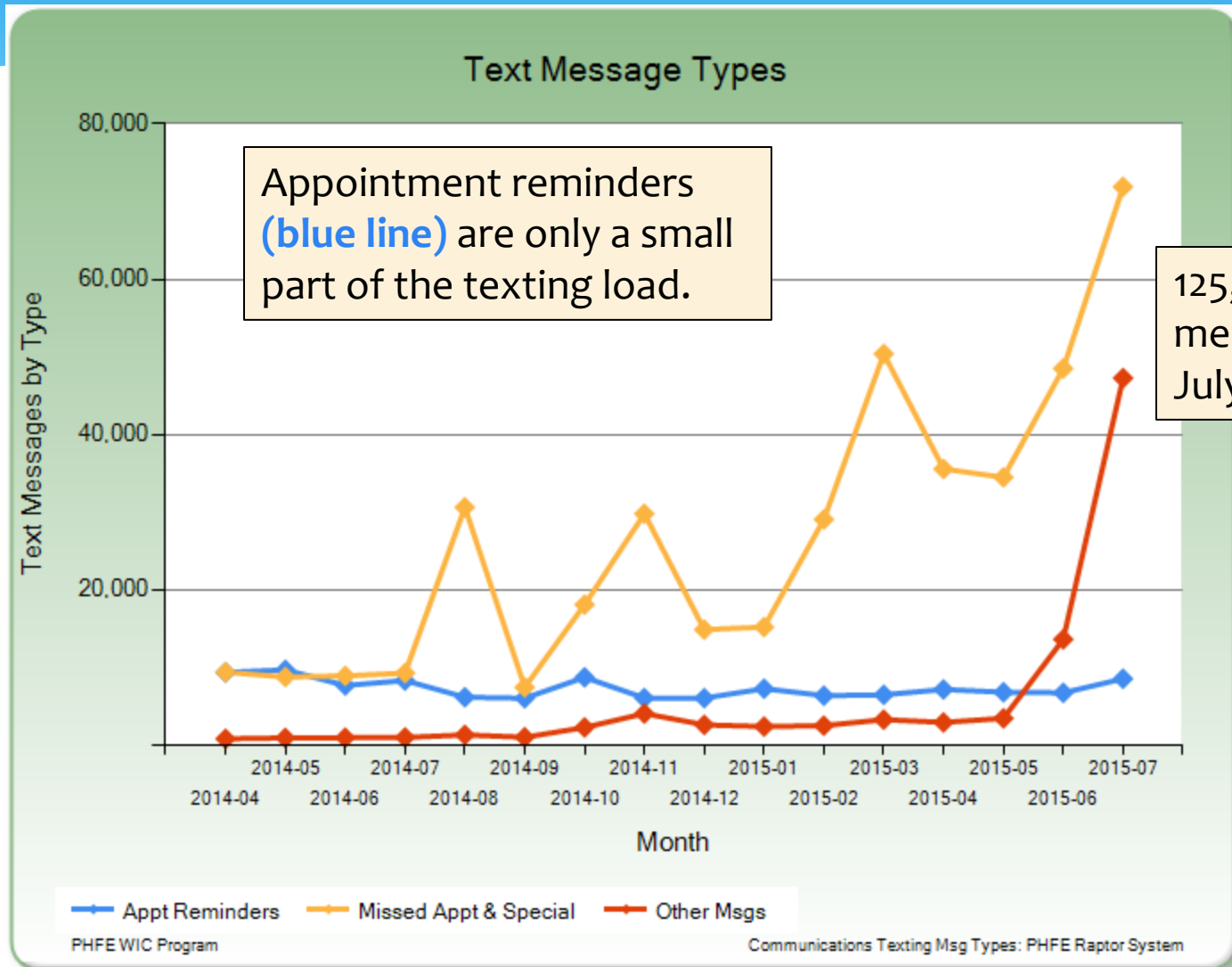
Obesity by Income



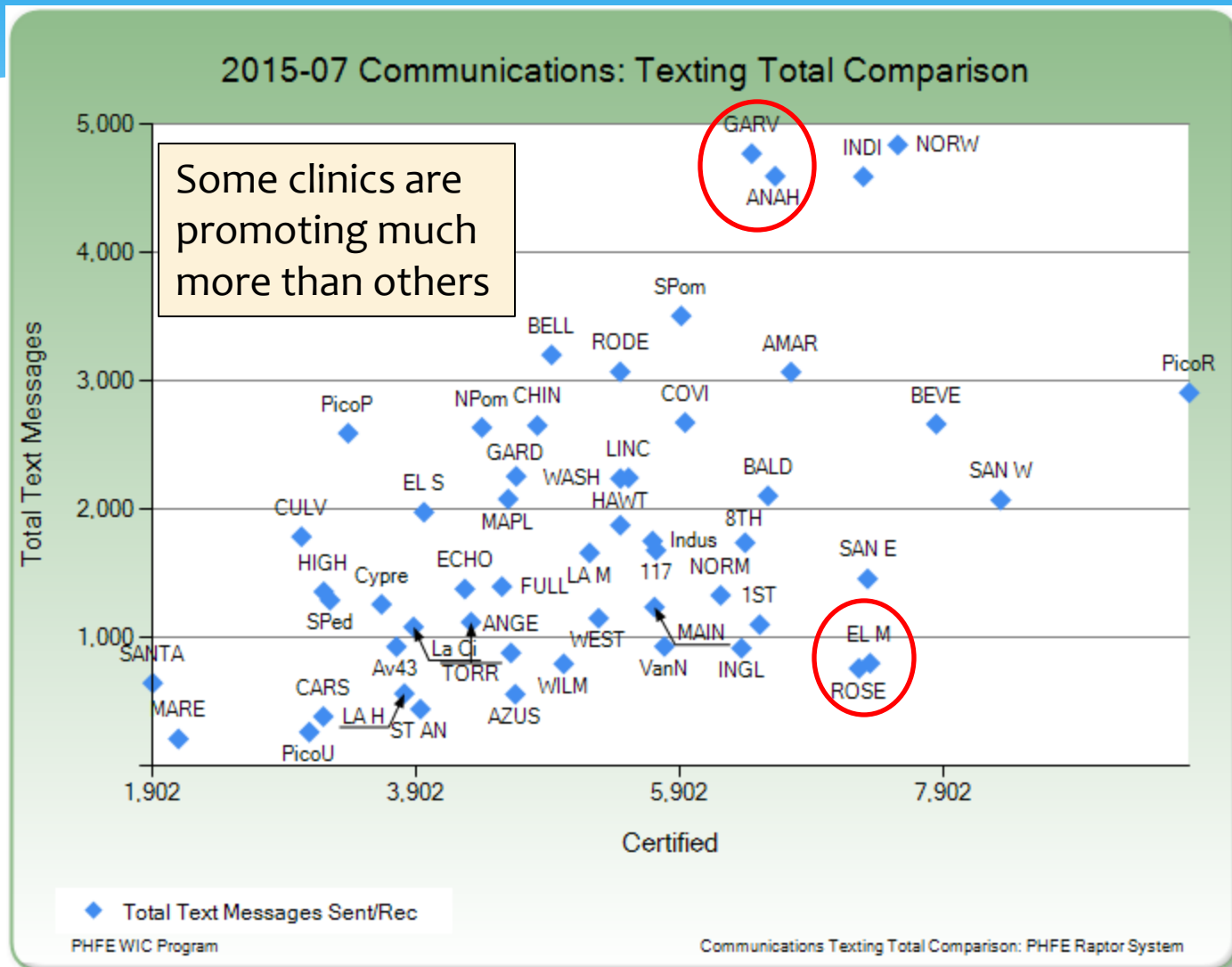
Participant Communication

We interact with our participants
in a variety of ways.

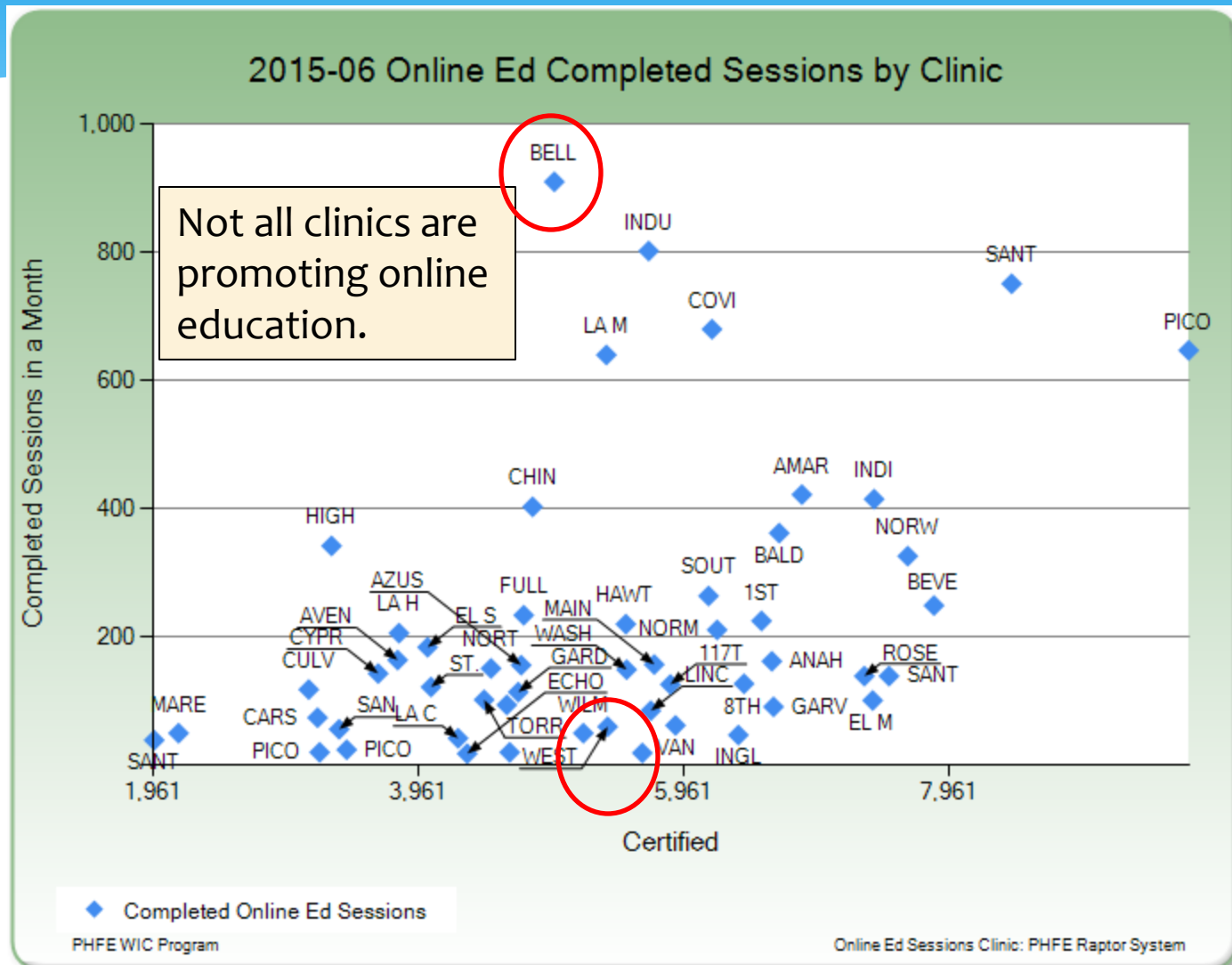
Monitoring Text Messaging



Promotion of Text Messaging



Online Education Promotion

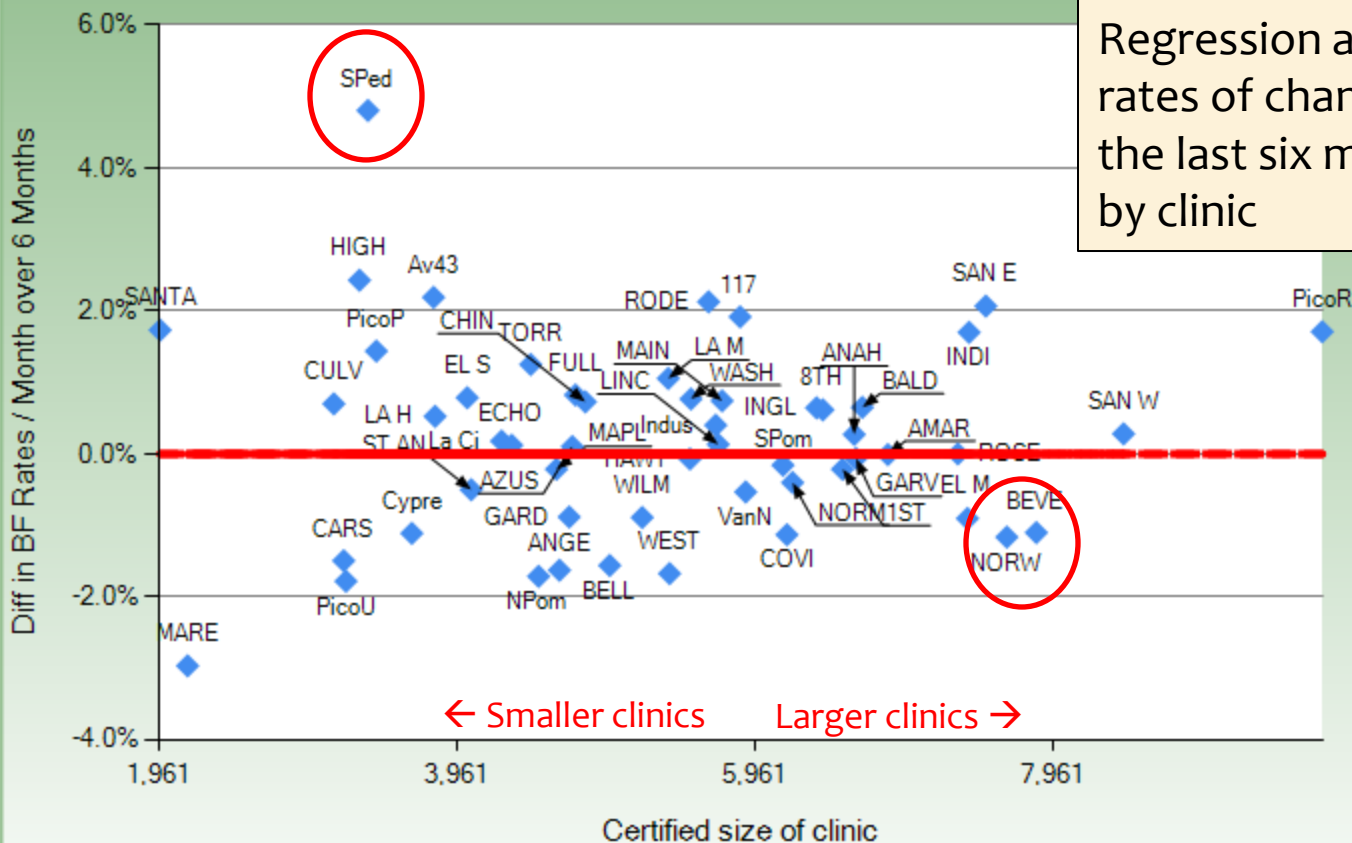


Breastfeeding

Raptor has a variety of
breastfeeding reports

Breastfeeding Rates Improving?

2015-07 Change in Exclusive BF Rate at 2 Months



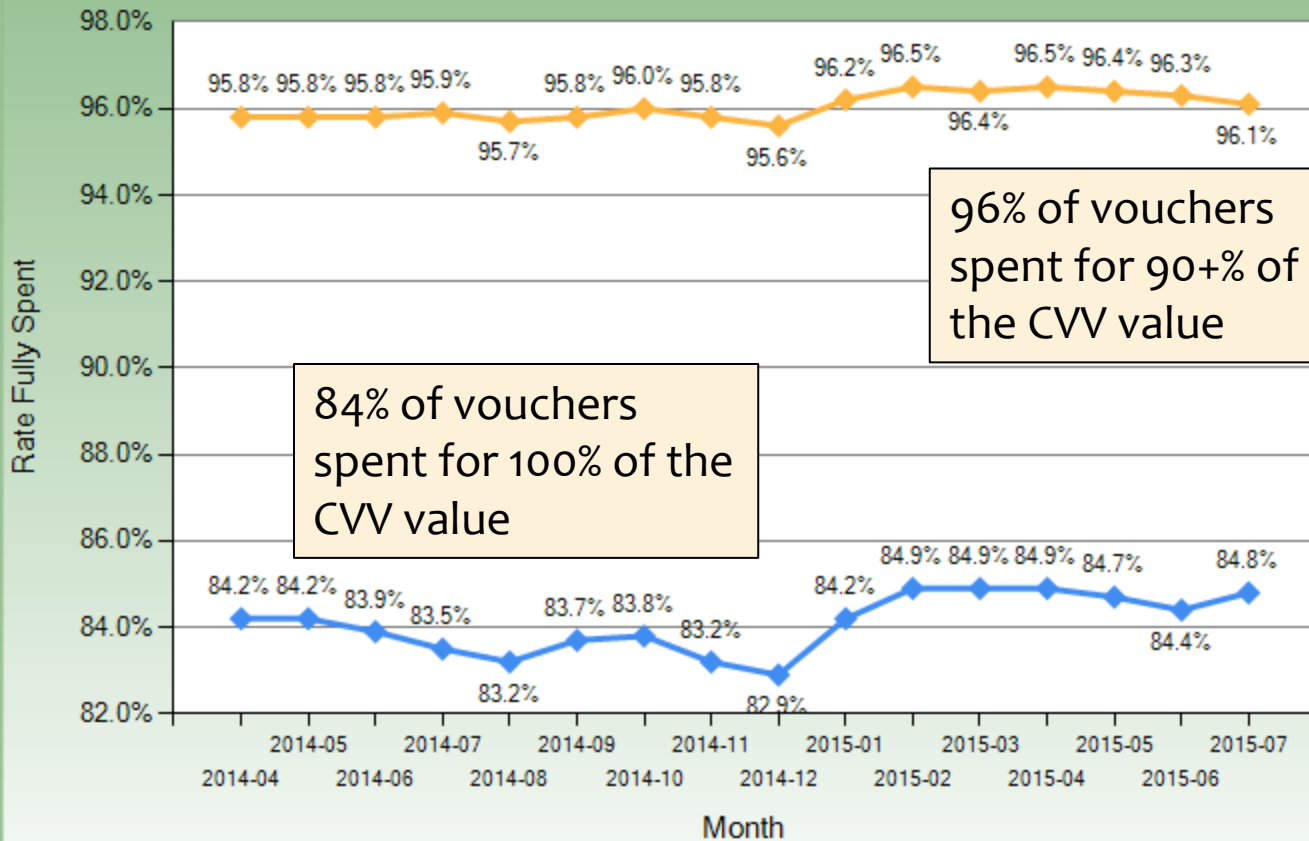
Regression analysis:
rates of change over
the last six months
by clinic

Value of WIC

Raptor has a variety of reports showing the value of WIC to Participants

Cash Value Vouchers

Is CVV Maximum Value Spent for Local Agency?



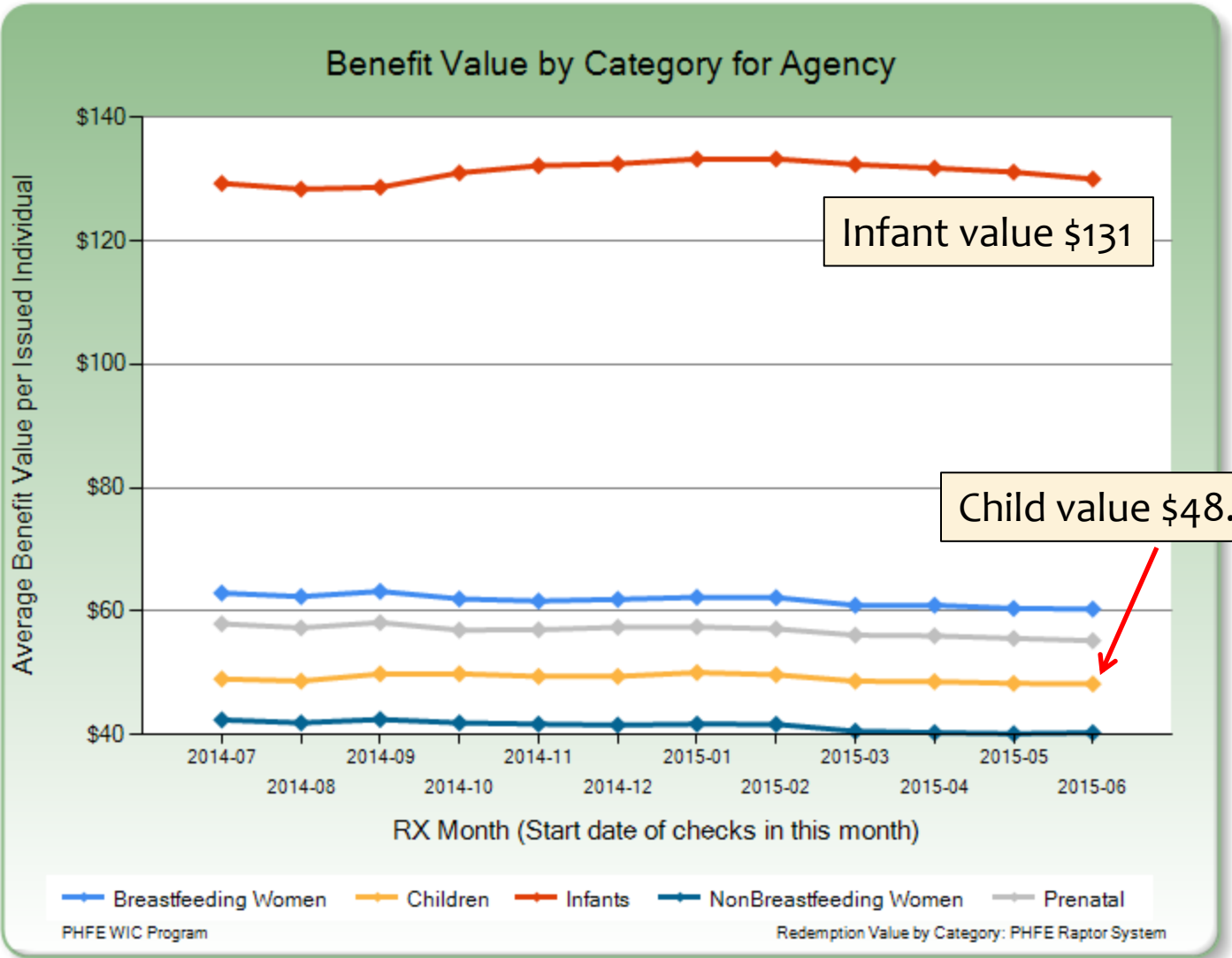
84% of vouchers spent for 100% of the CVV value

96% of vouchers spent for 90%+ of the CVV value

◆ Full Redemption Rate
 ◆ Redeemed at 90%+ of Value
 PHFE WIC Program

Redeemed CVV Percent of Max Counts: PHFE Raptor System

Actual WIC Value by Category

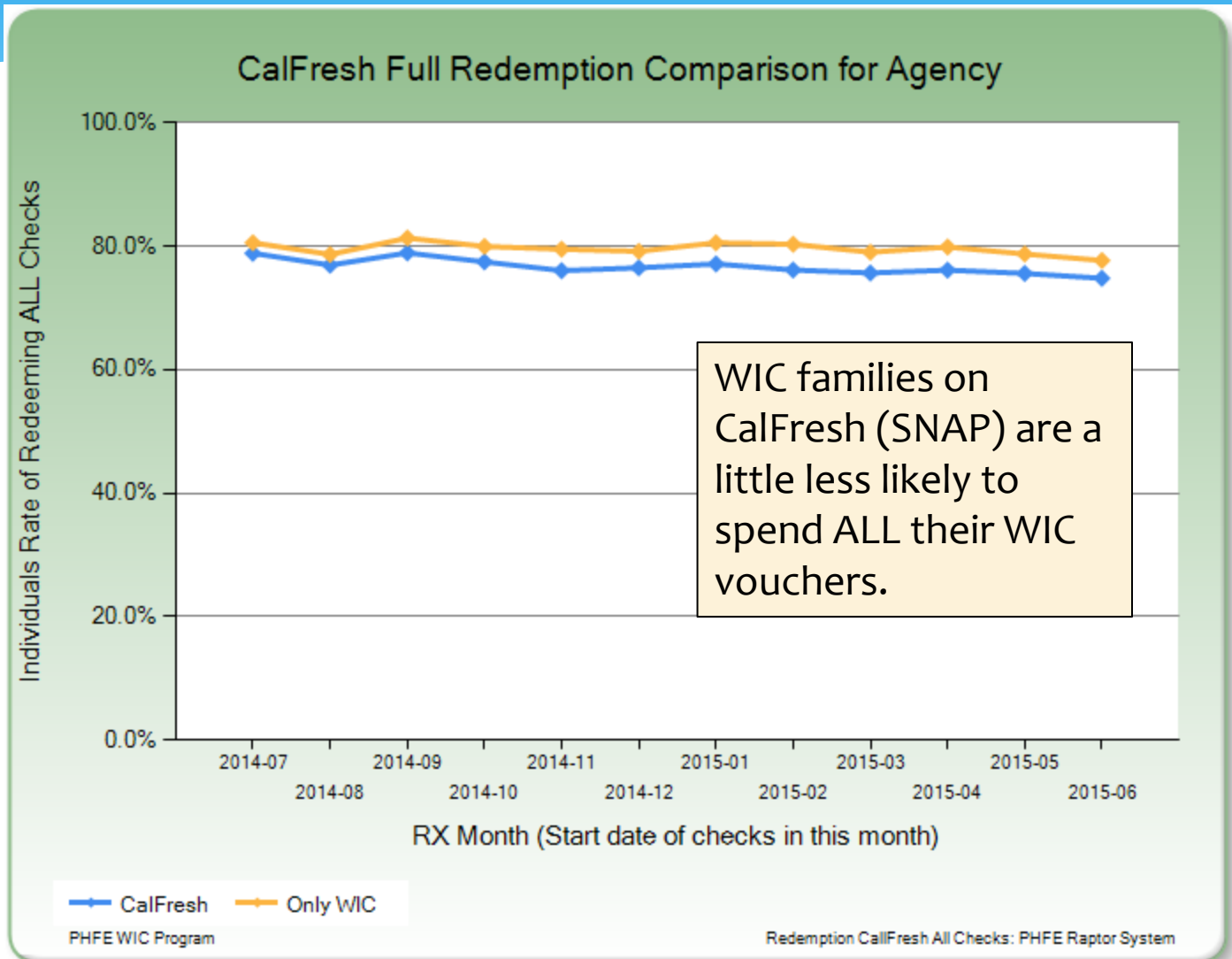


Voucher spending details

RX Date	Food Item Num	Checks	Redeemed Checks	Redeemed Rate	Total Redeemed Amount	Ave Redeemed Amount	Check Description
2015-05	6003	98573	83724	84.9 %	\$1,300,382.00	\$15.53	1 (GALLON) MILK, LOWER FAT *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS
2015-05	6011	91072	78940	86.7 %	\$1,048,979.00	\$13.29	1 (GALLON) MILK, LOWER FAT *16 OZ WHOLE GRAINS *2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE
2015-05	6014	72651	65122	89.6 %	\$1,076,555.00	\$16.53	1 (GALLON) AND 1 (QUART) MILK, LOWER FAT,1 DOZEN EGGS,1 (16 OZ) CHEESE,1 (16-18 OZ) PEANUT BUTTER
2015-05	6013	61237	55833	91.2 %	\$862,781.90	\$15.45	1 (GALLON) AND 1 (QUART) MILK, LOWER FAT,1 DOZEN EGGS,1 (16 OZ) CHEESE,1 (16 OZ) DRY BEANS, PEAS OR LENTILS
2015-05	2007	50099	45510	90.8 %	\$448,779.10	\$9.86	\$10 (TEN DOLLARS) FRUITS AND VEGETABLES COMBO OF FRESH, DRIED FRUITS, FROZEN, & CANNED PARTICIPANT MAY PAY AMOUNT OVER \$10 (TEN DOLLARS)
2015-05	6000	33060	29370	88.8 %	\$452,868.20	\$15.42	1 (GALLON) MILK, WHOLE *36 OZ BREAKFAST CEREAL *16 OZ WHOLE GRAINS
2015-05	6002	33053	29791	90.1 %	\$393,967.10	\$13.22	1 (GALLON) MILK, LOWER FAT *16 OZ WHOLE GRAINS *2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE
2015-05	6105	23409	20749	88.6 %	\$320,571.20	\$15.45	1 (GALLON) AND 1 (QUART) MILK, LOWER FAT,1 DOZEN EGGS,1 (16 OZ) CHEESE,1 (16 OZ) DRY BEANS, PEAS OR LENTILS
2015-05	6107	23192	19882	85.7 %	\$344,093.60	\$17.31	2 (GALLONS) MILK, LOWER FAT *16 OZ WHOLE GRAINS *2 (64 OZ) BOTTLE JUICE OR 2 (11.5 OR 12 OR 16 OZ) CONCENTRATE JUICE
2015-05	6145	22771	17926	78.7 %	\$296,335.00	\$16.53	18 (4 OZ) INFANT FRUITS AND VEGETABLES OR 18 (3.5 OZ) INFANT FRUITS AND VEGETABLES ***POUCHES NOT ALLOWED*** 1 (16 OZ) INFANT CEREAL 4 FRESH BANANAS

Have some training and want to evaluate if they are spending vouchers differently?

Impact of CalFresh?



Mapping Participation

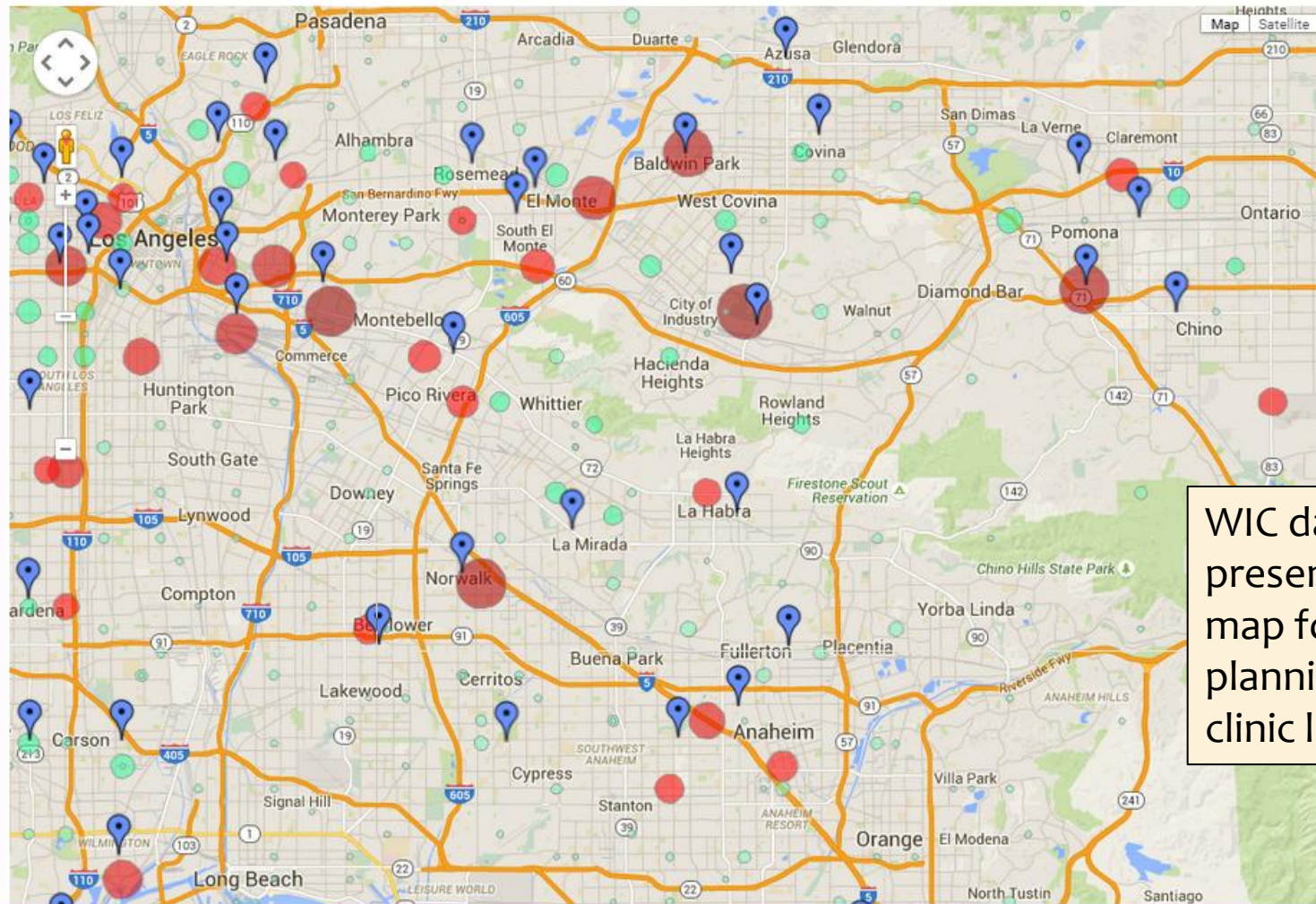
Raptor allows you to generate maps of some WIC data

Map participation by zip code

Map of Certified Participants by WIC Center

Export

Zipcodes Found: 653

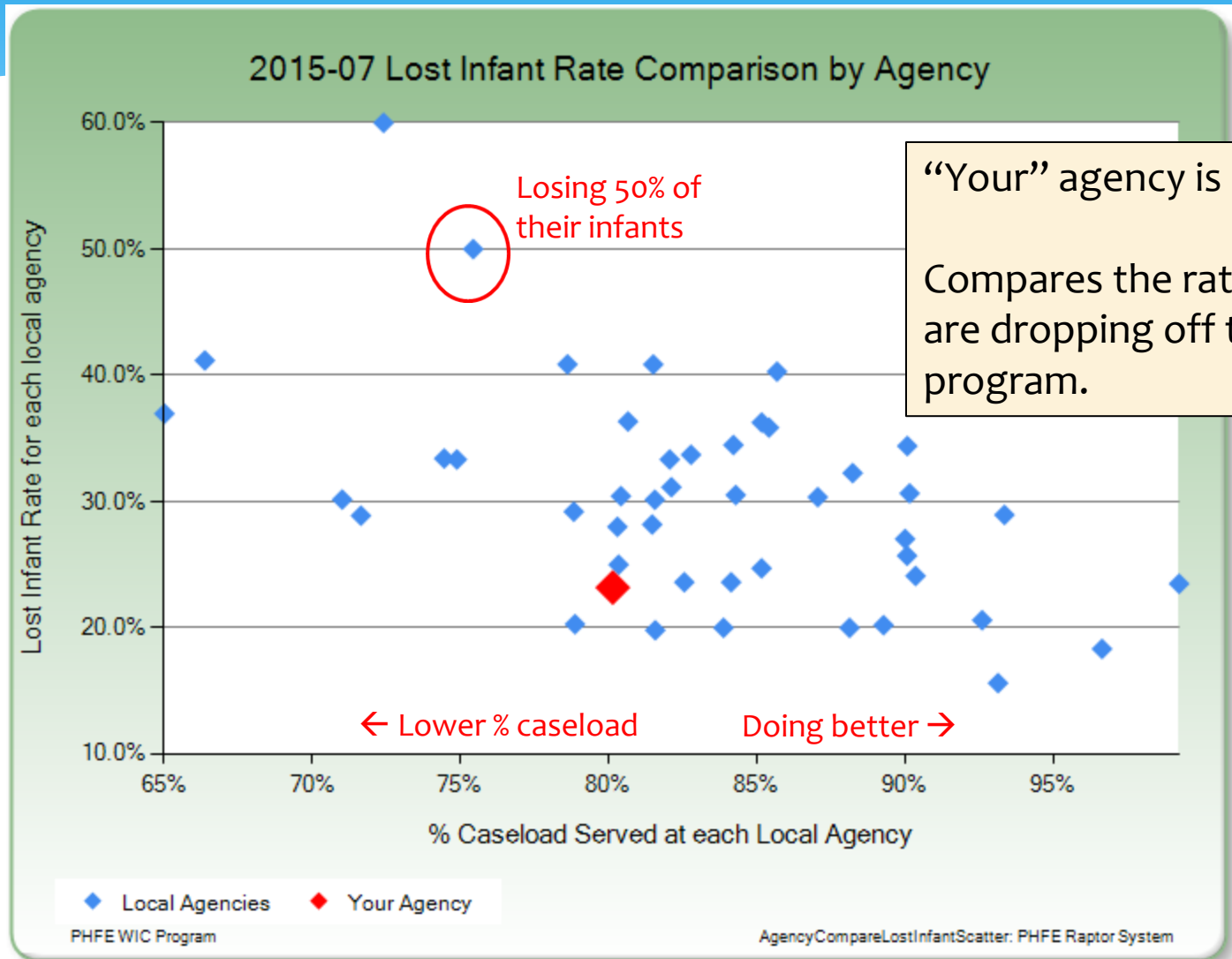


WIC data presented on map for outreach planning and clinic locations

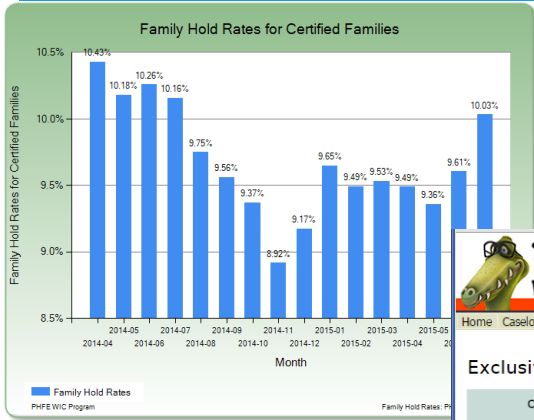
Comparing WIC Local Agencies

Raptor allows you to compare yourself
to other WIC local agencies

Rate losing infants



23 of 398 Raptor Reports



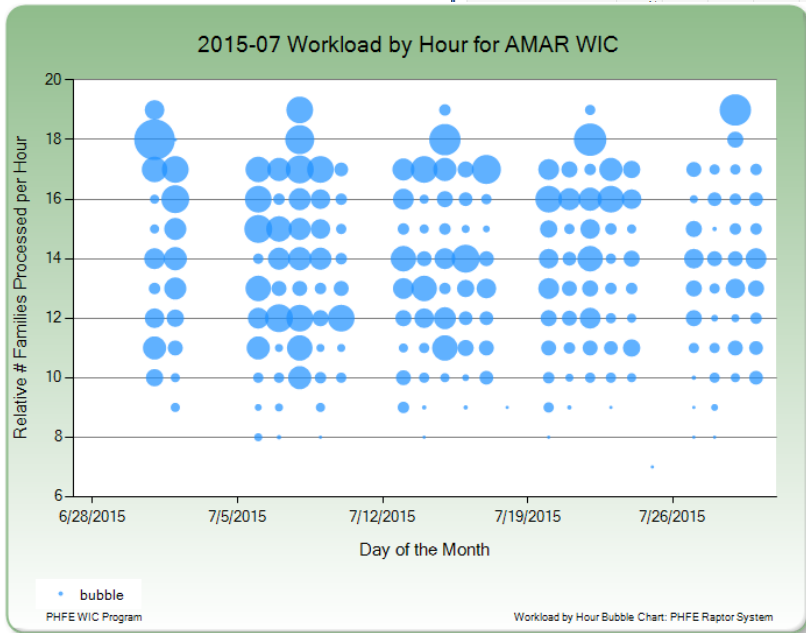
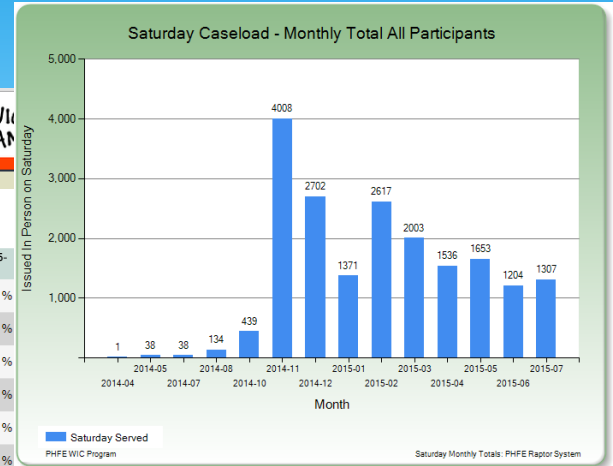
Raptor
WIC Management Information

PHFE WIC TEAM

Home Caseload Compare Workload Demographics Breastfeeding Redemption Audits Geo Search Other Support

Exclusive Breastfeeding Rates by Month by Clinic

Clinic	ID	2014-05	2014-06	2014-07	2014-08	2014-09	2014-10	2014-11	2014-12	2015-01	2015-02	2015-03	2015-04
117TH STREET	At Birth	37.1%	38.3%	32.9%	39.4%	28.8%	39.0%	37.9%	23.2%	30.5%	38.8%	44.8%	48.9%
1ST STREET WIC	At Birth	51.3%	38.9%	28.9%	44.6%	42.7%	44.3%	45.2%	47.8%	36.8%	28.6%	39.6%	44.4%
8TH STREET WIC CENTER	At Birth	73.0%	58.9%	66.2%	49.2%	57.6%	59.6%	66.7%	69.0%	51.0%	54.5%	61.3%	79.4%
AMAR WIC	At Birth	23.4%	24.7%	28.2%	26.2%	26.7%	28.7%	33.3%	20.0%	32.7%	32.1%	36.2%	24.1%
ANAHEIM WIC CENTER	At Birth	46.2%	53.3%	64.7%	50.0%	43.2%	44.7%	42.5%	58.6%	37.0%	35.1%	41.1%	24.4%
ANGELUS PLAZA WIC	At Birth	45.6%	18.2%	30.0%	34.7%	37.0%	40.9%	43.2%	35.3%	33.3%	36.8%	56.1%	26.9%



0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
38.2%	52.3%	61.2%	68.6%	59.3%	51.9%	44.1%	57.7%	48.0%	73.3%	66.7%	63.4%		
32.4%	29.6%	28.8%	39.5%	39.6%									
41.8%	39.5%	34.2%	52.5%	29.6%									
50.8%	43.3%	43.1%	51.2%	47.4%									
55.9%	65.2%	49.2%	59.6%	56.3%									
11.1%	32.4%	50.0%	25.7%	39.4%									
21.8%	50.0%	41.1%	39.4%	30.6%									
0.0%	0.0%	0.0%	0.0%	0.0%									
40.0%	48.8%	38.2%	46.9%	47.7%									
51.4%	61.5%	52.6%	56.7%	59.1%									
57.1%	60.0%	55.6%	35.7%	39.4%									

