

# Clinic Operations

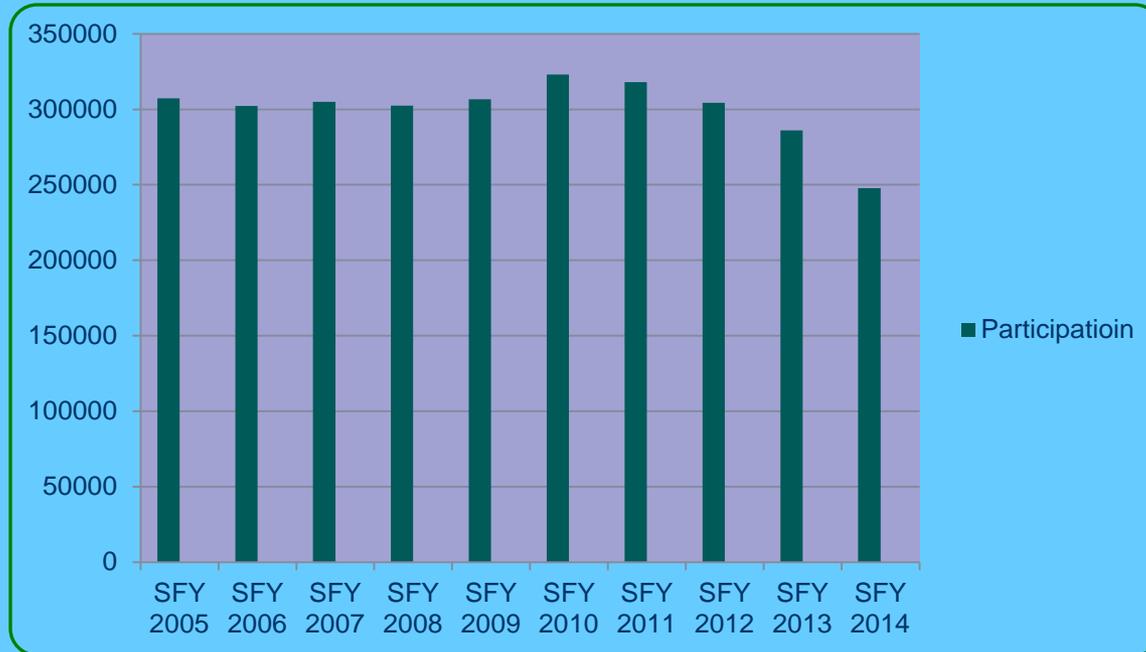




# Caseload

- Performance Standards
- Assess program and site operations and clinic functions
- Evaluate Success

# Statewide Caseload



# Reports & Locations

- 3 Locations
  1. SPIRIT
    - Clinic
    - State
  2. SPIRIT Utilities
  3. Share Point

# SPIRIT Reports

- Clinic
  - Benefit Pick Up Report
    - Changed with SPIRIT version 2.19
    - Report is run from an “As of Date” versus a range
    - Exportable to Excel
    - Includes HH address, terminated date, cert due date & last check LDTU

# SPIRIT Reports

- Clinic
  - Certification Due Reports/Letters
    - Changed with SPIRIT version 2.19
    - List of participants whose Certification End Date occurs during the dates specified in the Date Range From and To fields
    - Only those eligible for a recertification are shown



# SPIRIT Reports

- Clinic
  - Pending Certifications Report
    - Shows certifications that are not complete and why
    - Catch off-site incomplete client applications & certifications
    - Catch on-site incomplete certifications

# SPIRIT Reports

- Clinic
  - Mid-Certification Assessment
    - Shows participants scheduled, completed, missed and a summary for MCA

# SPIRIT Reports

- Clinic & State
  - Participation vs. Enrollment
    - Changes with SPIRIT version 2.19
    - Displays by WIC Type and breastfeeding amount
      - Number of participants that received benefits (active participation)
      - Number enrolled (eligible to pick up benefits)
      - Percentage of participation (show rate)
      - Changes allow for selection of one or more clinics & exportable to a spreadsheet

# SPIRIT Reports

- State
  - Reported Participation WIC Monthly Unduplicated
    - Report of active participation numbers reported to the USDA
    - Numbers are used in comparison of set Performance Standard
    - Report available after the End of Month (EOM) processing occurs in SPIRIT
    - EOM automated to run monthly on the 18th

# SPIRIT Utilites Reports

- Participation List
  - Includes HR, RF
  - Includes all participants
  - Downloads into Excel for sorting

# SPIRIT Utilites Reports

- Clinic Roster by Certification Status
  - Report useful for village travel
  - Includes
    - EDD, cert end date, LDTU, HgB value & date, last nutrition education date & authorized rep name,
    - Downloads into Excel for sorting



# Share Point Site

- Medicaid Outreach List
  - Outreach to Medicaid, SNAP & TANF clients that are income eligible for WIC but not on WIC currently
    - September potentially eligible WIC Clients
    - Statewide 11,421 individuals





# COMING SOON

- Medicaid outreach list moving to SPIRIT Utilities Site
- Adding new report
  - Medicaid Verification List
    - » Will be available monthly
    - » SPIRIT Utilities Site
    - » Used for income verification of Medicaid/DKC/SNAP



# Surveys-Customer Satisfaction

- Retain Participants
- National Food Package
- AK Food Package Committee
- Annual Survey





# Required Survey Questions

- State develops 5 questions that need to be added to each clinic survey
- Questions will change each year
- 5% of the your current caseload needs to be surveyed each year

# OUTREACH PYRAMID

**All outreach strategies should focus on:**

**• Changing Perceptions**

Addressing myths, integrating WIC message into community fabric.

*"WIC is a public health nutrition education program. It empowers people to make healthy nutrition choices for themselves and their families."*

**• Addressing Barriers**

Cultural Competency and Sensitivity, Literacy and Language

Use Frequently



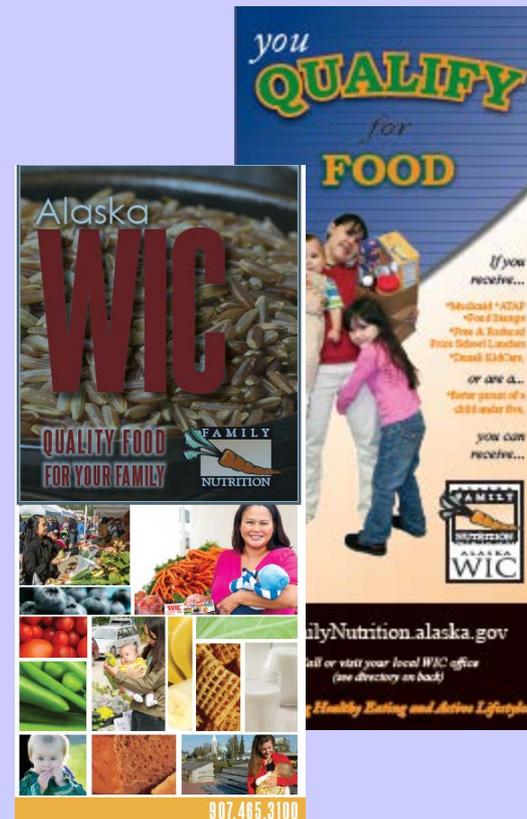


# Resource List of Places to do Outreach

- School based health centers, day care centers, preschools, Headstart programs
- Civic Organizations: Lion's Club, Kiwanis Club, Rotary, Shriner's
- Medical Providers: provider offices, public health, hospitals, clinics, CHA's, CHR's, CHIS's, dentists
- Food bank, WIC vendors
- Public buildings: library, health department, courthouse, public assistance office
- Vendors & Farmers' Market
- Private businesses
- Chamber of Commerce
- Media: local newspaper, radio, TV
- Town or city events
- Churches

# Statewide Outreach

- WIC Program Brochures
- WIC Posters



# Quarterly Reports

Any questions?





# Results Based Budgeting

- Results Based Accountability (RBA) & RBB
- Requested by Legislators
- Department of Health & Social Services (DHSS)
  - Tasked to identify common set of Priorities and Objectives
  - Decisions for funding are informed by measures of efficiency & effectiveness