


# WIC Technology Group

## – AIM MICR Printing Report 2011

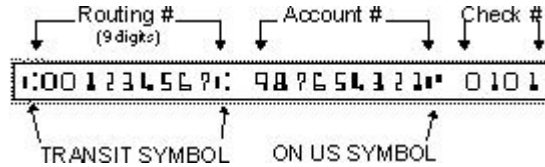
Ryan Sadler  
WIC Project Control Manager  
ADHS ITS  
July 13, 2011

# AIM MICR Printing Report

## – Topics

- ▶ What is MICR Printing?
  - ▶ Previous Report – July 2010
  - ▶ 2010 Action Items & Remedy Procedures
  - ▶ AIM Printing Report – July 2011
  - ▶ Comparisons Between 2010 & 2011
  - ▶ Conclusion
  - ▶ Next Steps
  - ▶ Questions
- 

1 2 3 4 5 6 7 8 9 0



# MICR Printing

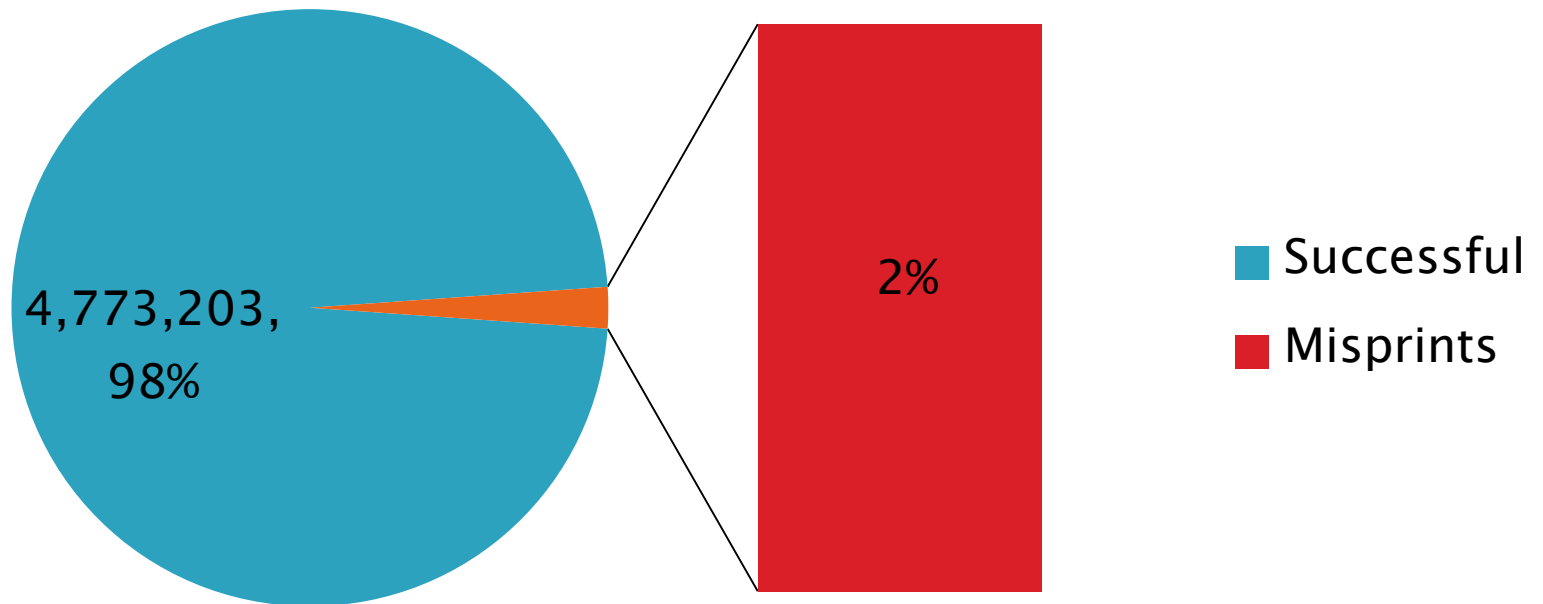
Magnetic Ink Character Recognition

# AIM MICR Printing Report 2011

»» AIM Printing Report – 2010

# AIM MICR Printing Report - 2010 Review

## FI Printing October 2009 - May 2010



# 2010 AIM Printing – Resolutions

- ▶ Misconfigured
- ▶ Misalignment
- ▶ Printer Malfunction
- ▶ Network Failure
- ▶ User Error
- ▶ Keep printers in warranty
- ▶ HD verify PC settings
- ▶ Annual onsite printer maintenance

Reasons for Misprints

Solutions

# 2010 – Shifting the Focus

- ▶ Clinic\Frontline Support
- ▶ Customer Emphasis
- ▶ Customer Satisfaction

**focus shift**

# 2010 – Support Model Enhancements

## (Promises Made)

### ▶ Local Agency IT Liaisons

- Touching Base:
  - Weekly Calls to WIC Director and LA IT
- Present and Accounted for:
  - Bi-annual onsite visits to WIC Agencies
- Proactive:
  - Communicate issues and needs

focus shift

# AIM MICR Printing Report 2011

»» 2011 MICR Printing Statistics  
Report



# 2011 MICR Printing Report

## – Measurables

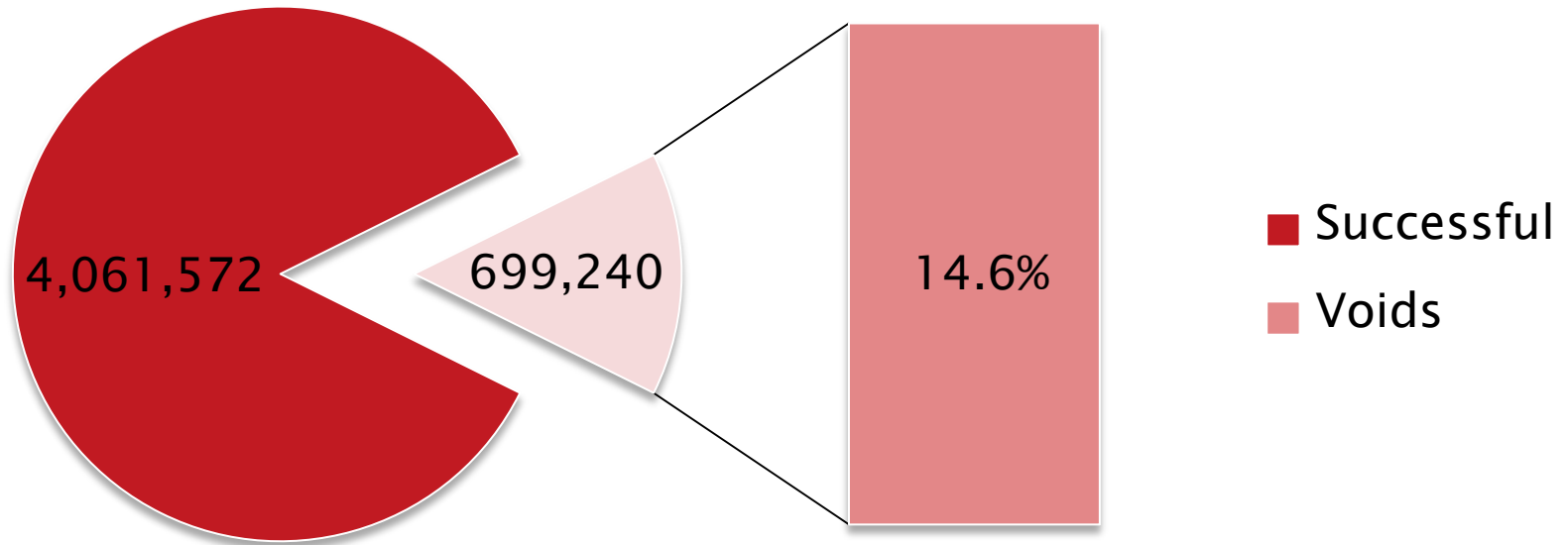
- |                                 |                                 |
|---------------------------------|---------------------------------|
| ▶ <b>Dates:</b> Oct – May 2010  | ▶ <b>Dates:</b> Oct – May 2011  |
| ▶ <b>Fls Created:</b> 4,883,114 | ▶ <b>Fls Created:</b> 4,788,337 |
| ▶ <b>Fls Void:</b> 821,542      | ▶ <b>Fls Void:</b> 699,240      |
| ▶ <b>Misprints:</b> 109,911     | ▶ <b>Misprints:</b> 106,064     |

6-Month 2010 Data

6-Month 2011 Data

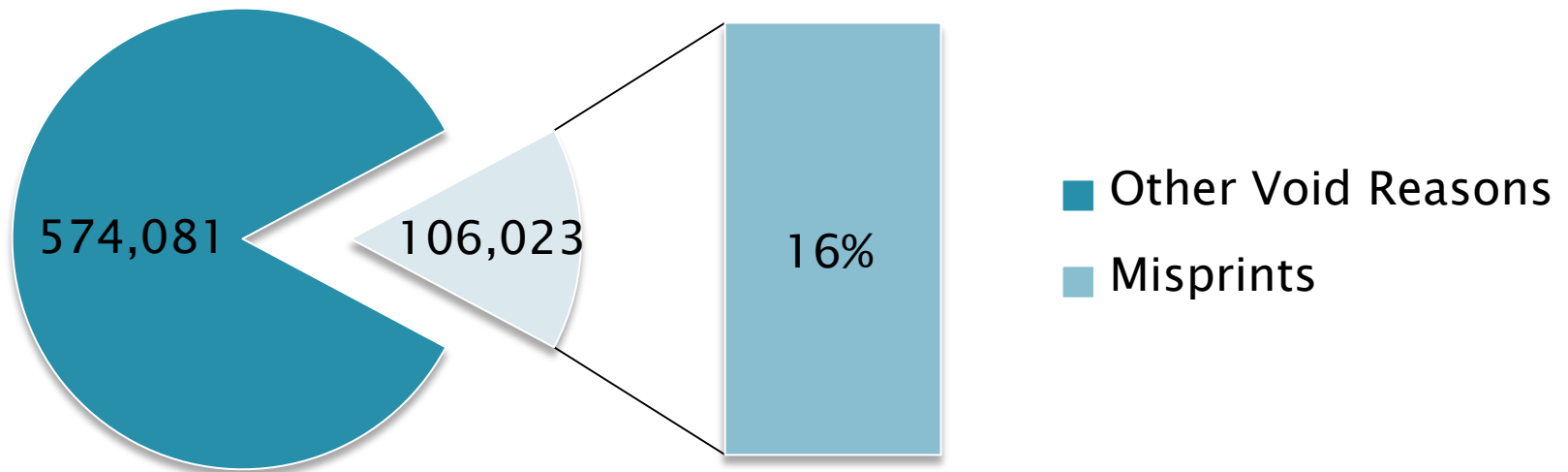
# 2011 MICR Printing Statistics

## Successful FI Prints & FI Print Voids



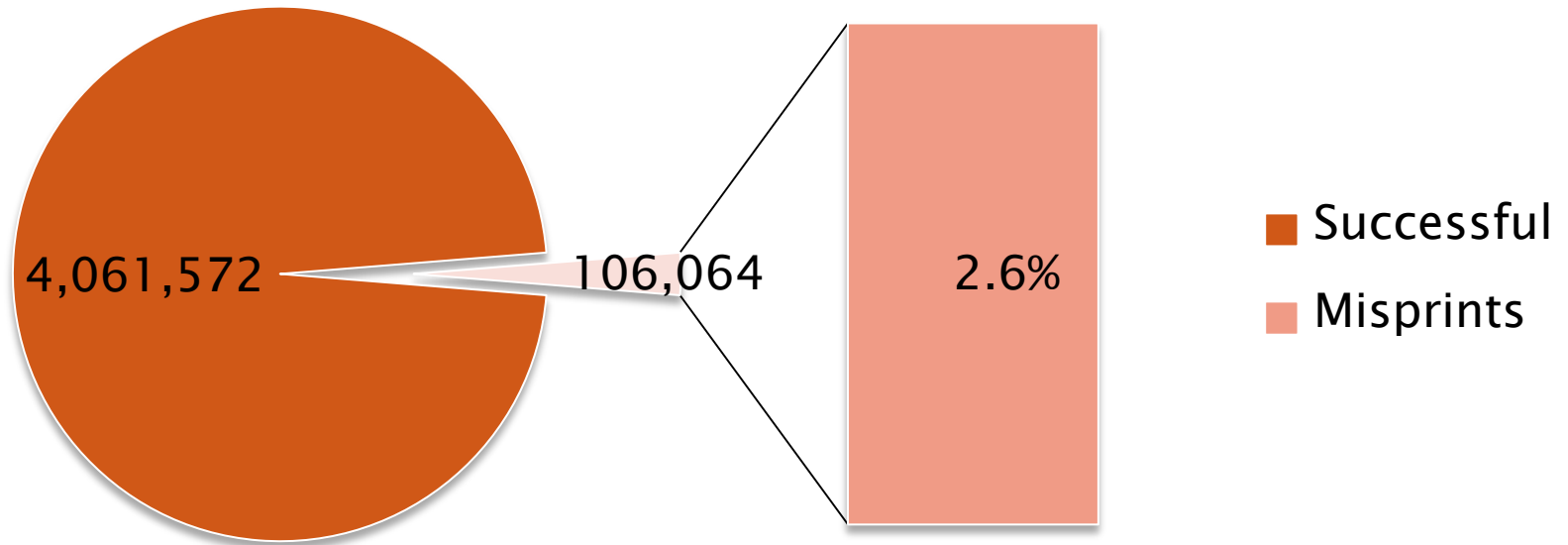
# 2011 MICR Printing Statistics

## Amount of Voids Categorized as Misprints



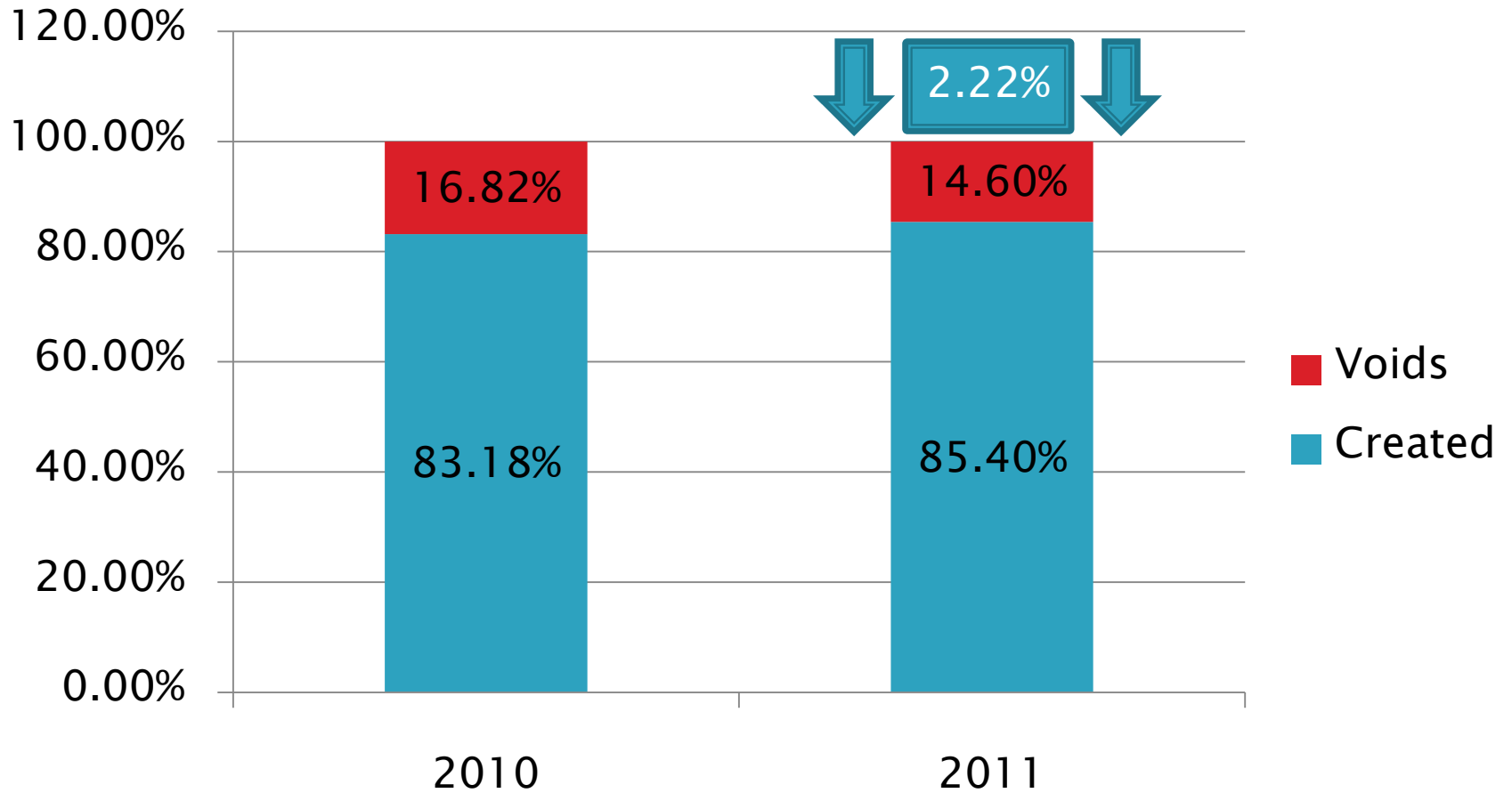
# 2011 MICR Printing Statistics

## All MICR Printing Compared to Misprints

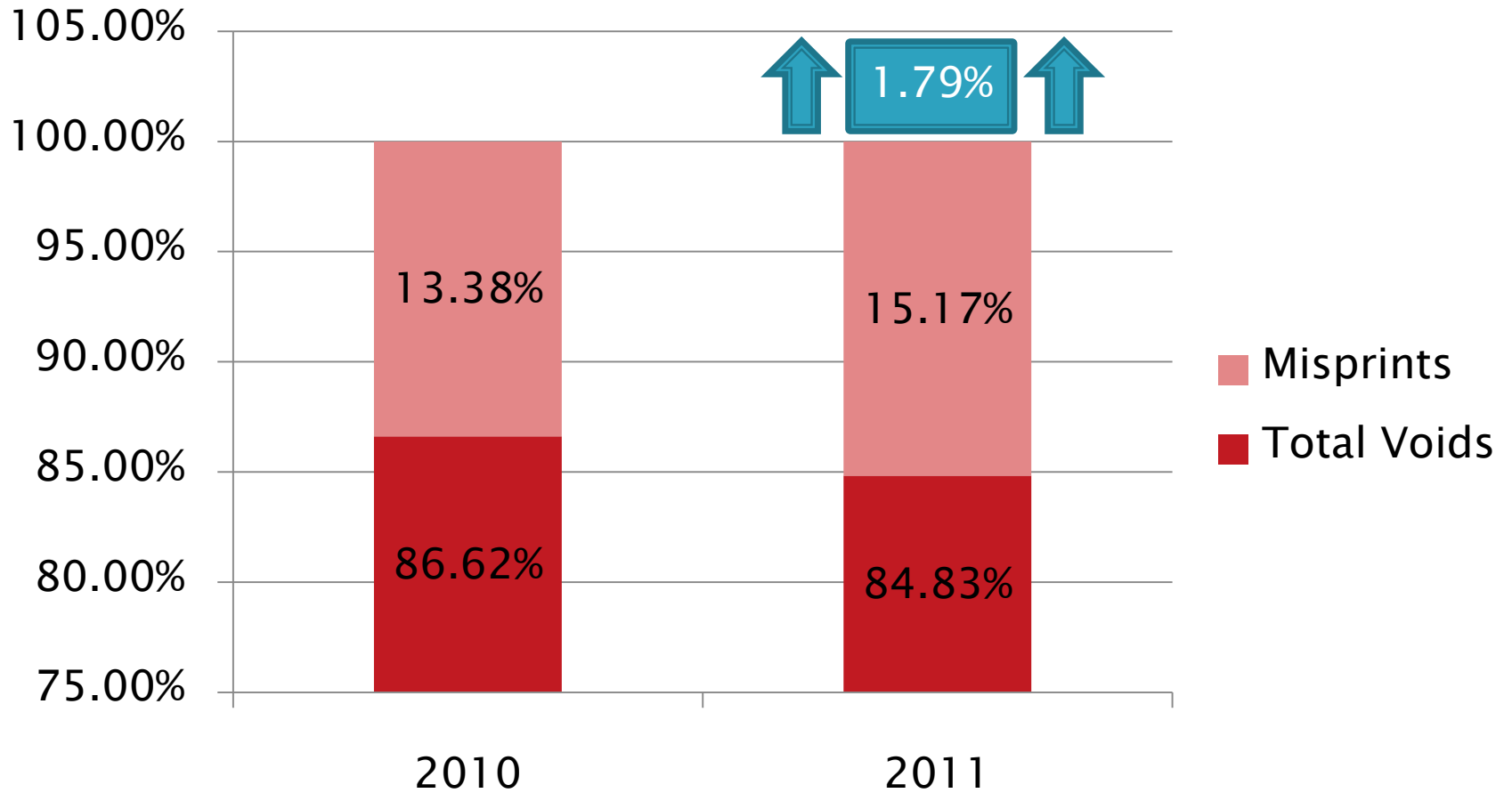


# 2010 vs. 2011

## - Successful & Voids

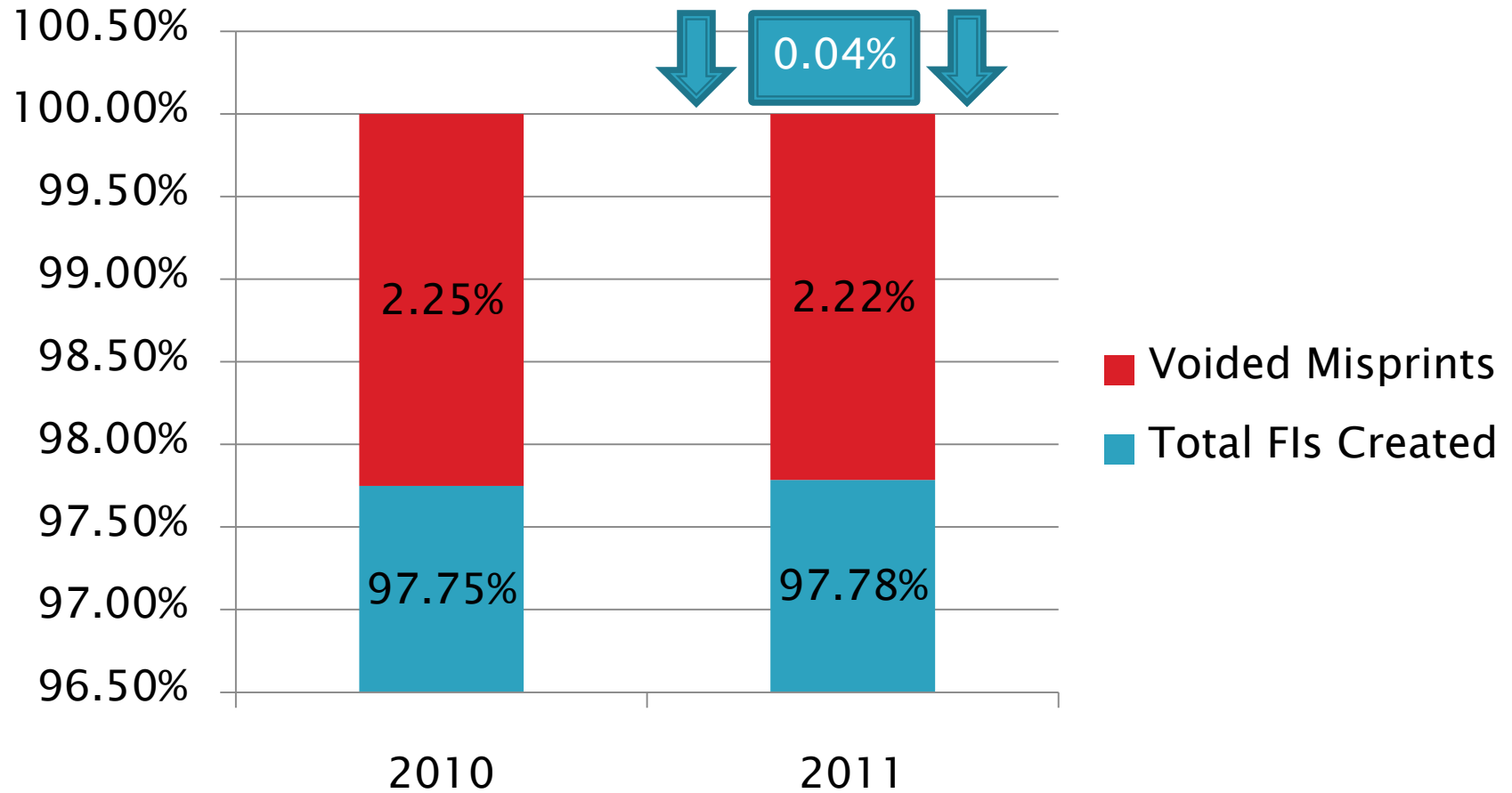


# 2010 vs. 2011



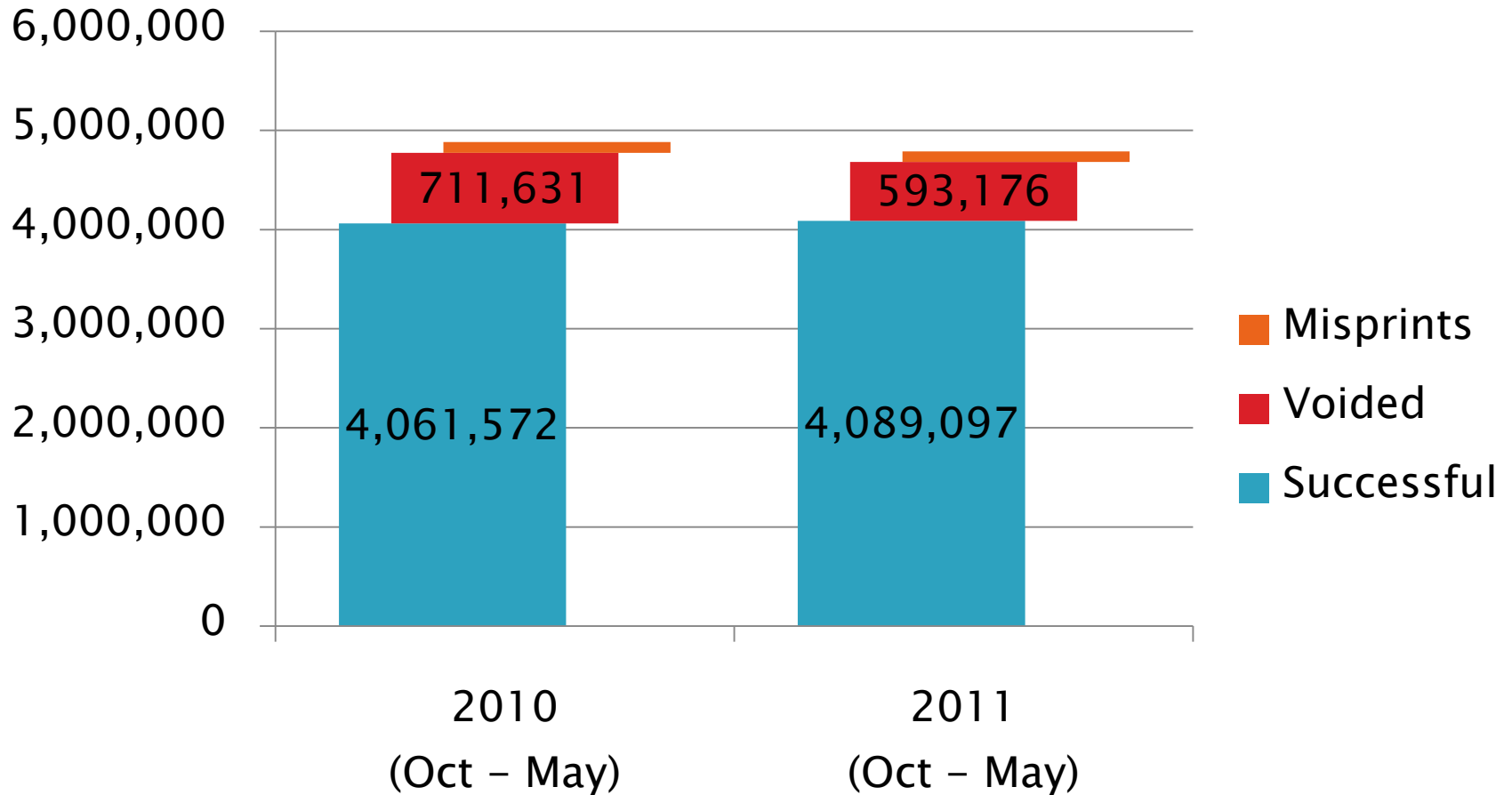
# 2010 vs. 2011

## — Total FIs Created & Misprints

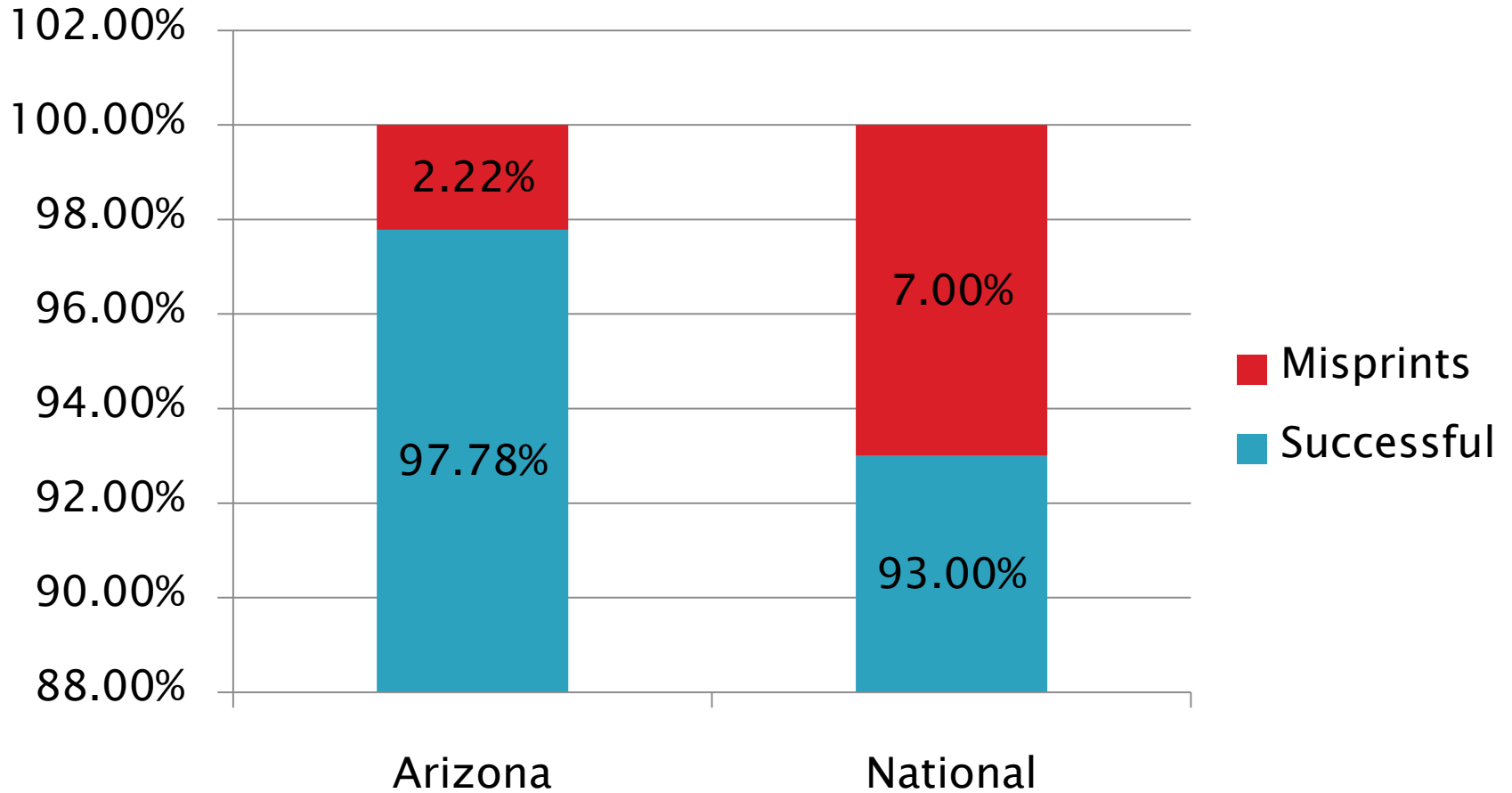


# MICR Misprints -

## By the Numbers -



# MICR Misprints – Arizona Compared to National Allowable



# MICR Misprints –

## Review

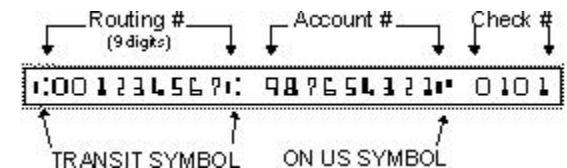
- ▶ FI Production: 4,788,337 – Down (1.94%)
- ▶ FI Voids: 14.6% – Down (2.22%)
- ▶ FI Misprints:
  - 15.17% of Voids: Up 1.79%
  - 2.22 % of All FI Production
  - Down (0.04%) from 2010



# MICR Misprints –

## Conclusion

- ▶ 97.7% Success Rate
- ▶ Well above 80% national average
- ▶ Printer Maintenance Activities
  - Annual Cleaning & Alignment
  - Weekly Phone calls/Check-ups
  - Bi-Annual Onsite Visits
- ▶ System Stabilization (Expectations)



# AIM MICR Printing Report 2011

- ▶ Next Steps



# WIC IT Support AIM MICR Printing Report

»» Questions



# MICR

»» What does the acronym mean?

# Local Agency IT Representatives

LA Code	LA Name	Technical Rep	Nutrition Consultant
01	Apache County WIC	Robert Talbot	Haley Schieser
02	Cochise County WIC	Tim Egan	Tasha Foster
03	Coconino County WIC	Ryan Chappel	Haley Schieser
04	Gila County WIC	Ryan Chappel	Terri Green
05	Graham County WIC	Ryan Chappel	Tasha Foster
06	Greenlee County WIC	Ryan Chappel	Terri Green
07	Maricopa County WIC	Joel Baltrus	Tasha Foster
08	Mohave County WIC	Robert Talbot	Haley Schieser
09	Navajo County WIC	Joel Baltrus	Haley Schieser
10	Pima County WIC	Tim Egan	Marie Tymrak
11	Pinal County WIC	Ryan Chappel	Terri Green
13	Yavapai County WIC	Joel Baltrus	Marie Tymrak
14	Yuma County WIC	Robert Talbot	Terri Green
17	Cocopah WIC	Robert Talbot	Terri Green
27	Marana WIC	Tim Egan	Marie Tymrak
28	Adelante WIC	Ryan Chappel	Tasha Foster
29	El Rio WIC	Tim Egan	Marie Tymrak
30	Mariposa WIC	Tim Egan	Tasha Foster
31	St. Elizabeth's WIC	Tim Egan	Marie Tymrak
33	Ajo WIC	Robert Talbot	Marie Tymrak
34	Mountain Park WIC	Joel Baltrus	Haley Schieser