



Arizona Department of Health Services

Bureau of Nutrition and Physical Activity

HANDS WIC System

Detailed Functional Design Document

PI Clinic

February 12, 2015

Version 1.0

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REVISION HISTORY

The chart below indicates revisions made to this document:

<u>Version</u>	<u>Name</u>	<u>Brief Description of Change</u>	<u>Published</u>
1.0	Cecilia Romo-Thompson	Initial Draft	02-12-2015

1 OVERVIEW

This document is a detailed functional design document (DFDD) for the HANDS WIC System, concentrating on features associated with the Program Integrity - Clinic features available at the State level. The users with the proper access can access the functionality for PI Clinic.

1.1 PI Clinic Features Summary

- Disqualifications.
- Resolve Dual Enrollment.
- Interagency File Upload.
- Create Dual Enrollment extract.

2 DISQUALIFICATIONS

The Disqualification functionality allows the user to disqualify a family/client from the WIC program.

Navigation Path: WIC Services / Family Record – Cert Action Page / Disqualify Button

The screenshot shows the 'Cert Action Page' for a client. A 'Disqualification' dialog box is open, overlaying the main form. The dialog box contains the following fields:

- *Start Date**: A date input field.
- *End Date**: A date input field.
- *Disqualification Reason**: A dropdown menu.
- Disqualify**: A button to confirm the disqualification.
- Cancel**: A button to close the dialog without saving.

The background form shows client information for 'TESTYCRT, BABY' and a table of certifications. The 'Disqualification Start Date', 'Disqualification End Date', and 'Disqualification Reason' fields in the form are currently empty.

Figure 2: Cert Action Page - Disqualification

Fields:

- **Start Date** – Date calendar field for the disqualification start date. This field is mandatory.
- **End Date** – Date calendar field for the disqualification end date. This field is mandatory.
- **Disqualification Reason** – Drop down list populated with disqualification reasons. This field is mandatory.

Buttons:

- **Disqualify** – Initiates process to disqualify the client.

Ineligibility Notice

Client is ineligible. Do you wish to print a notice of ineligibility?

Figure 2.1: Ineligibility Notice Window

- **Yes** – Initiates PDF view with form to print.

NOTICE OF INELIGIBILITY FORM

**ARIZONA WIC/CSFP
NOTIFICATION OF INELIGIBILITY**

Applicant's Name: BABY TESTYCRT

You have been found indigible to participate in the WIC (X) OR CSFP () (check only one) Program for the following reason(s):

WIC
 CSFP

ATTEMPTED SALE OF WIC FOOD, FOOD INSTRUMENTS OR BREAST PUMP

Health and/or Public Assistance Program referral made: yes no

If any of the above changes, you may reapply for services.

If you do not agree with this decision and wish to appeal, your appeal request must be submitted in writing, within twenty (20) calendar days for an informal dispute resolution meeting or sixty (60) calendar days for a fair hearing, of receiving this notice. The request must include the facts you believe entitle you to relief, and the relief sought.

An **INFORMAL Dispute Resolution Meeting** is an informal meeting between you, the Local Agency Director, the Local Agency staff involved and a State Agency representative, who will preside over the meeting. A decision is made at the end of the meeting. You have the right to request an informal dispute resolution meeting. If you request an informal dispute resolution meeting, the agency shall notify you at least ten (10) calendar days before the meeting, after having received the request. The notice will explain the meeting location, time and procedures. This request must be post-marked or hand-delivered to the Local Agency Director no later than twenty (20) calendar days from the date of receipt of this notice. Local Agency staff may assist you in filing your request in writing.

To request an Informal Dispute Resolution Meeting, submit the request in writing to:

Chief, Bureau of Nutrition and Physical Activity
150 North 18th Avenue, Suite 310
Phoenix, AZ 85007

or hand deliver to Local Agency WIC Director who will immediately forward to the Bureau Chief

If you do not wish to request an informal dispute resolution meeting, you may request a **FAIR HEARING**. A fair hearing may, also, be requested when a participant/authorized representative disagrees with the decision of informal dispute resolution meeting. A fair hearing is an administrative hearing before an administrative law judge, and a decision is made within the forty five (45) calendar days following the initial request for the hearing. You have sixty (60) calendar days, from the date of receipt of this notice to post-mark

Figure 2.2: Notice of Ineligibility Form

- **OK** – Closes the PDF window.
- **No** – Closes the window and no action is taken.
- **Cancel** – Closes the window and no action is taken.

Calculation(s): None

Background Processes:

- 1. User needs special permission to perform disqualifications.*
- 2. Disqualifications are allowed only when the user is logged in 00-All Clinics.*
- 3. Disqualifications dates can be updated later.*
- 4. Once a client is disqualified, all the client based WIC services pages will be disabled.*
- 5. System performs mandatory field validations, date validations and also whether any conflicting disqualification date range already existing for the client.*

3 RESOLVE DUAL ENROLLMENT

The Resolve Dual Enrollment page is used to resolve duplicate client records.

Navigation Path: Sys Admin / Program Integrity Base Tables / Resolve Dual Enrollment

ROMOC [Log Off] 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin Ops Mgmt **WIC Services** CSFP Services Scheduling Farmers' Market Finance Vendor Program Integrity Reports

Search

Resolve Dual Enrollment

Client ID Last Name First Name MI

	Client ID	Family ID	Client Name	Category	Gender	Date of Birth	Status
+	2270001537	010667937	ORTIZ, MARITZA Y	C2	F	02/28/1998	I
+	2270001538	010667938	AYALA, HORACIO D	C1	M	09/04/1997	I
+	2270001539	010667939	GARCIA, FRANCISCA M	PN	F	09/18/1974	I
+	2270001540	010667939	GALLEGO, JARIZA T	C4	F	02/28/2000	I
+	2270001541	010667940	BLAINE, REBECCA L	P	F	04/25/1983	I
+	2270001542	010667940	TELLES, ANDREA R	C1	F	07/06/1999	I
+	2270001543	010667941	REED, SUSETTE	PG2	F	09/02/1970	A
+	2270001544	147330566	DUPLICATE, DUPLICATE O	C2	F	09/14/1996	I
+	2270001545	010667943	AMBROSE, DEBORAH L	P	F	01/27/1961	I
+	2270001546	010667943	AMBROSE, JEREMY J	C4	M	07/15/2000	I

<< < > >> Row count: 10 Showing 1-10 of 1708284

Search New Search

Figure 3: Resolve Dual Enrollment Search Page

Fields:

- **Client ID** – Numerical text field for Client ID.
- **Last Name** – Free text field for Last Name.
- **First Name** – Free text field for First Name.
- **MI** – Free text field for Middle Initial

Fields in Search Results Grid:

- **Client ID** – Link that displays the Client ID. Selection redirects user to resolve page.
- **Family ID** – Display only field of Family ID.
- **Client Name** – Display only field of Client Name.
- **Category** – Display only field of client category.
- **Gender** – Display only field of client gender.
- **Date of Birth** – Display only field of client date of birth.
- **Status** – Display only field of client status.

Buttons:

- **Search** – Initiates search based on entered search criteria.
- **New Search** – Clears all search fields for a new search.
-  - Selection expands the row to display additional details.

	 2270001544	147330566	DUPLICATE, DUPLICATE O	C2	F	09/14/1996	I	
Details								
Local Agency	Clinic	Auth. Rep. 1 Name	Auth. Rep. 2 Name	Cert. Dates	Last Benefit Month Issued	Mail. Address	Primary Phone Number	Term. Date
ARCHER WIC (CLOSED)	ARCHER WIC (CLOSED)	DUPLICATE, DUPLICATE	KILGORE, CASSANDRA J	24-AUG-99 - 24-FEB-00				3/5/2000

Figure 3.1: Resolve Dual Enrollment Search Page Expanded Row

- **Local Agency** – Display only field of Local Agency of the client.
- **Clinic** – Display only field of Clinic of the client.
- **Auth. Rep. 1 Name** – Display only field of the Auth. Rep. 1 name.
- **Auth. Rep. 2 Name** – Display only field of the Auth. Rep. 2 name.
- **Cert. Dates** – Display only field of the cert dates for the client.
- **Last Benefit Month Issued** – Display only field of the month benefits were last issued.
- **Mail Address** – Display only field of mailing address for client.
- **Primary Phone Number** – Display only field of the primary phone number for client.
- **Term. Date** – Display only field of the termination date if applicable.

Calculation(s): None

Background Processes:

3.1 Resolve Dual Enrollment

The purpose of this page is to help identify potential duplicate Clients in the State and take necessary actions according the WIC Federal Policy and Guidelines.

Navigation Path: Sys Admin | Program Integrity Base Tables | Resolve Dual Enrollment | Select Client ID

ROMOC [Log Off] 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin Ops Mgmt WIC Services CSFP Services Scheduling Farmers' Market Finance Vendor Program Integrity Reports

Back to List

Client ID: 2270001544 Client Name: DUPLICATE, DUPLICATE O

Date of Birth: 09/14/1996 Category: C2 Address: TUCSON AZ 10 85713

Duplicate Clients

No Match	Same Client-Duplicate Record	Same Client-Dual Participation	Client ID	Family ID	Client Name	Date of Birth	Category	Gender
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4100005089	147417926	DUPLICATE, DUPLICATE	09/26/1996	C5	F
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	15100033128	140701230	DUPLICATE, DUPLICATE	09/23/1996	C5	F

<< < 1 > >> Row count: 10 Showing 1-2 of 2

Resolve

Figure 3.2: Resolve Dual Enrollment Page

Fields:

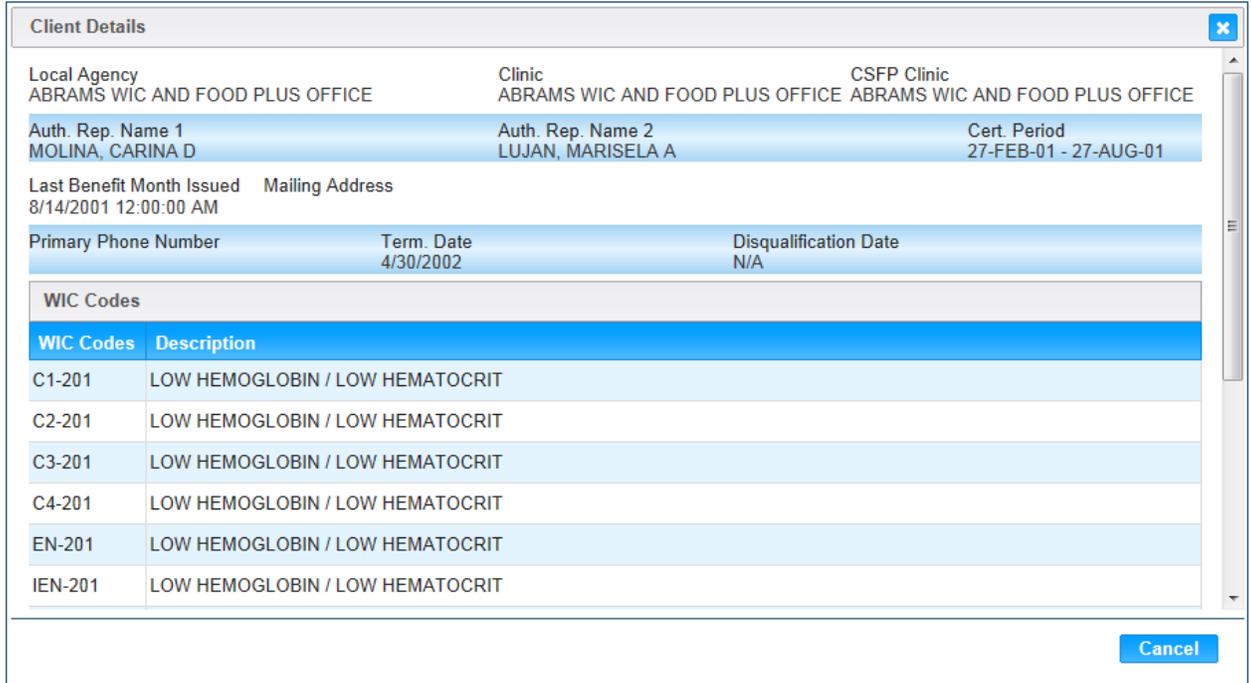
- **Client ID** – Display only field of client ID.
- **Client Name** – Display only field of client name.
- **Date of Birth** – Display only field of client date of birth.
- **Category** – Display only field of client category.
- **Address** – Display only field of client address.

Duplicate Clients Fields:

- **No Match** – Checkbox selection for no match.
- **Same Client–Duplicate Record** – Checkbox selection for duplicate record.
- **Same Client-Dual Participation** – Checkbox selection for dual participation.
- **Client ID** – Display only field of client ID.
- **Family ID** – Display only field of family ID.
- **Client Name** – Display only field of client name.
- **Date of Birth** – Display only field of client date of birth.
- **Category** – Display only field of client category.
- **Gender** – Display only field of client gender.

Buttons:

- **Resolve** – Initiates resolve of no match/duplicate/dual selection.
-  - Selection redirects user to Client Details window.



WIC Codes	Description
C1-201	LOW HEMOGLOBIN / LOW HEMATOCRIT
C2-201	LOW HEMOGLOBIN / LOW HEMATOCRIT
C3-201	LOW HEMOGLOBIN / LOW HEMATOCRIT
C4-201	LOW HEMOGLOBIN / LOW HEMATOCRIT
EN-201	LOW HEMOGLOBIN / LOW HEMATOCRIT
IEN-201	LOW HEMOGLOBIN / LOW HEMATOCRIT

Figure 3.3: Client Details Page

- **Local Agency** – Display only field of local agency for the client.
- **Clinic** – Display only field of clinic for the client.
- **CSFP Clinic** – Display only field of CSFP clinic if applicable.
- **Auth. Rep. Name 1** – Display only field of authorized representative 1 name.
- **Auth. Rep. Name 2** – Display only field of authorized representative 2 name.
- **Cert. Period** – Display only field for client cert period.
- **Last Benefit Month Issued** – Display only field of last benefit month issued.
- **Mailing Address** – Display only field for client mailing address.
- **Primary Phone Number** – Display only field for client primary phone number.
- **Term. Date** – Display only field for client termination date if applicable.
- **Disqualification Date** – Display only field for client disqualification date if applicable.
- **WIC Codes** – Display only of client WIC Codes.
- **Cancel** – Closes the window.

Calculation(s):**Background Processes:**

1. For the selected client, the system runs the possible duplicate search for any other possible duplicate clients who are not previously resolved. The identifying factors to determine if a Client is a potential match of another one within the State are: the first

eight letters of the last name of the Client, first six letters of the first name of the Client, the birth month of the Client, the birth year of the Client, the gender of the Client, and the middle initial of the Client.

2. *Each possible matched are resolved by choosing one of the following three options:*

No Match – *A checkmark in this checkbox resolves the issue that the clients are two different people. Therefore, the client will not display again on the duplicate record pop-up, nor will the client display on the Dual Enrollment/Participation report.*

Same Client–Duplicate Record / Same Client-Dual Participation – *Retain the most current active certification and terminate the other certification, then flag the record as resolved. Both the clients will be linked together. The inactive client id is not used to flag duplicate records or dual participation after this resolution. The client will not display on the Duplicate Record/Dual Participation report. A message* will display to the user on all Enrollment and Certification screens if the user attempts to recall the terminated dual participation client id.*

** Message: This client record is inactive and terminated. The active client id is “xxxxxx”.*

4 INTERAGENCY FILE UPLOAD

The screenshot shows a web application interface for 'Interagency File Upload'. At the top, there is a navigation menu with items: Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, Reports, and Help. The user is logged in as 'DREISINGER' and is in the '00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS' section. The main heading is 'Interagency File Upload'. Below this, there is a section titled 'Upload Agency File'. It contains a table with two columns: 'WICAgency' and 'LastUpdated'. The first row shows 'ITCA WIC' and '4/25/2014 6:23 AM'. To the right of the table is a 'Filename:' field with a 'Browse...' button. At the bottom right of the form area, there are 'Proceed' and 'Cancel' buttons.

Figure 4: Interagency File Upload

Fields:

- **WIC Agency** – The WIC agency that is the intended recipient of the file being uploaded. Required.
- **Last Updated** – The last upload date for the data file for the selected WIC Agency. Display only.
- **Filename** – The name of the file that has been selected for upload. This field is blank until a file is selected. Required.

Buttons:

- **Browse** - Click to select the file to be uploaded. The operating system will display a file select dialog box.
- **Proceed** – Click to upload the file that has been selected. This button has no effect until a file has been selected via 'Browse'.
- **Cancel** – Click to cancel the operation.

Calculation(s): None

Background Processes:

1. This process reads the file from ITCA or the Navajo Nation, Guam, and CNMI and loads the data into a table that is then used for the dual enrollment report comparison.

4.1 Interagency File Upload – Browse

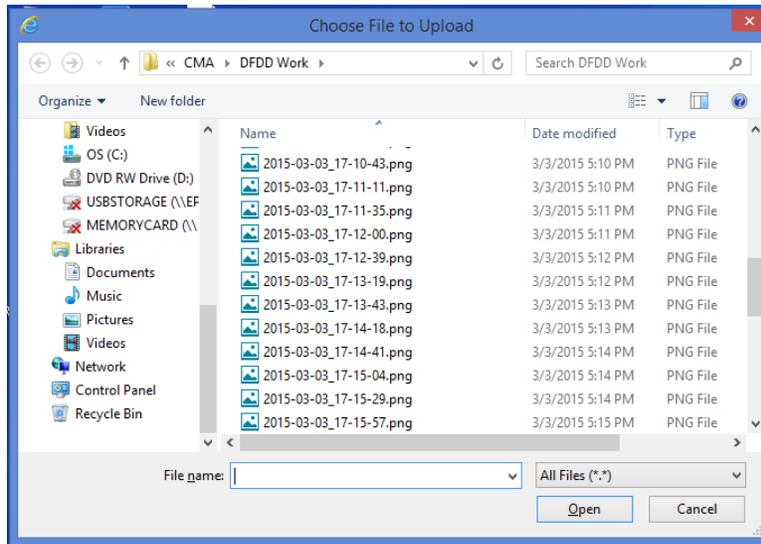


Figure 4.1: Choose File to Upload

Fields:

- **Name** – The name of the file to upload. Click to select.
- **Date Modified** – The date when the file was last modified.
- **Type** – The type of file.

Buttons:

- **Open** – Click to upload the file selected.
- **Cancel** – Click to cancel the file selection step and return to the previous screen.

Calculation(s): None

Background Processes: None

5 DUAL ENROLLMENT EXTRACTS

This page is used for creating the file extract of dual enrollment records.

Navigation Path: Sys Admin / Program Integrity Base Tables / Dual Enrollment Extract

The screenshot displays the 'Dual Enrollment Extracts' interface. At the top, there is a navigation bar with a 'ROMOC [Log Off]' link and a breadcrumb trail: '00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS'. Below this is a menu with 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Farmers' Market', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. The main content area is titled 'Dual Enrollment Extracts' and features a 'Create Extract' button. Below the title is a table with columns: 'Quarter Month', 'Year', 'Created Date', 'Created By', and 'Status'. The table is currently empty, displaying 'No data to show'. At the bottom of the table area, there is a 'Row count' dropdown menu set to '10'.

Figure 4: Dual Enrollment Extract Page

Fields:

- **Quarter Month** – Display only field of quarter month selected.
- **Year** – Display only field of year selected.
- **Created Date** – Display only field of date the extract was created.
- **Created By** – Display only field of the user who created the extract.
- **Status** – Display only field of the extract status.

Buttons:

- **Create Extract** – Initiates extract process.

The screenshot shows a dialog box titled 'Create Dual Enrollment Extract'. It has a close button in the top right corner. Inside the dialog, there are two dropdown menus. The first is labeled '*Quarter Month' and has 'OCTOBER' selected. The second is labeled '*Year' and has '2014' selected. At the bottom right of the dialog, there are two buttons: 'Proceed' and 'Cancel'.

Figure 4.1: Create Dual Enrollment Extract

- **Quarter Month** – Drop down list populated with month selections. This field is mandatory.
- **Year** – Drop down list populated with year selections. This field is mandatory.
- **Proceed** – Initiates the creation of the extract.
- **Cancel** – Closes the window and no action is taken.

Calculation(s):

Background Processes:

1. The create extract is a lengthy process, so it will be queued in the system. Once the process is complete, there will be a download link for the user to get the file in their local machine. If the user resubmits the process to get a latest extract once the process is

already complete on the same day or later, the system will clear/wipe the data and re-process it from scratch again.

2. *Validations are performed for the following scenarios:*
 - a. *Dual enrollment extract is not allowed for a future date.*
 - b. *When there is already a dual extract that is queued and not completed, another entry for the same calendar year and month is not allowed.*