



Arizona Department of Health Services
Bureau of Nutrition and Physical Activity
HANDS WIC System

General System Requirements
Detailed Functional Design Document
Version 2.1



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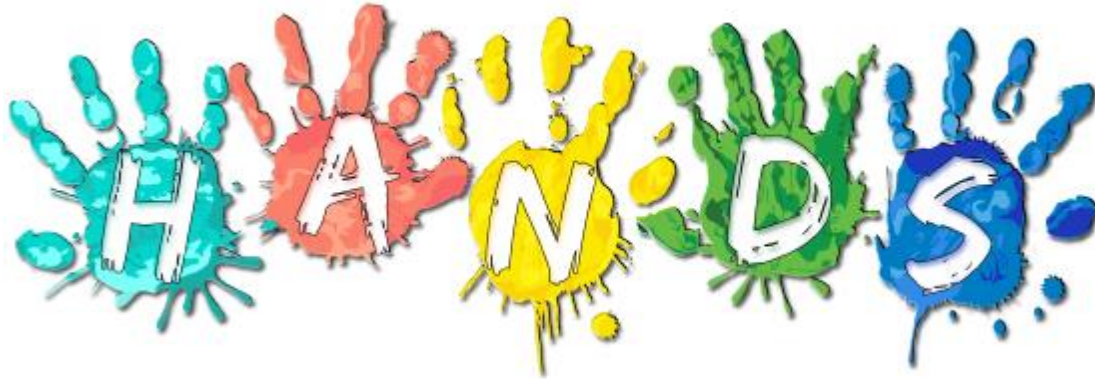
REVISION HISTORY

The chart below indicates revisions made to this document:

Version	Name	Brief Description of Change	Published
1.0	Heather Purdy	Initial Draft	02-25-2015
2.0	Joey Freitas	Updates to include eWIC functionality	08-22-2017
2.1	Heather Purdy	Updates to doc for Document Refresh overhaul	09-30-2019

1 INTRODUCTION TO HANDS

Health and Nutrition Delivery System



HANDS is an acronym for Health And Nutrition Delivery System. HANDS was created to:

- Collect and process WIC and CSFP data
- Create Letters, Reports, Forms and Labels based upon the data collected
- Allow for access by any computer with an internet connection
- Streamline the WIC and CSFP processes
- Meet USDA Federal Requirements
- Be Electronic Benefit Transfer (EBT) ready

The new functionality in HANDS will allow users to spend more time for interacting with the WIC Clients and less time entering data onto the computer. HANDS is designed to coincide with WIC Clinic flow and Local Agency caseload management.

HANDS: A Web-Based System

HANDS is web-based. That means that HANDS uses the web browser on your computer. The preferred internet browser that WIC Clinics will use to access HANDS is Microsoft Internet Explorer.

Web-based applications have considerable advantages. The recording and transfer of WIC data will take place in a matter of seconds.

Since HANDS will be maintained on centralized computer servers, there will be no interruptions to client services when a HANDS update is required.

HANDS required supplemental software & settings

To operate HANDS, only Internet Explorer 9 is needed. In order to access the Letters and Reports featured in HANDS, the Adobe Reader program is required. MICR printers are used for the printing of Food Benefit's (FB's).

2 LOGGING INTO HANDS

Clinic staff may login to HANDS using Internet Explorer from any computer with an internet connection.

The Internet Address for accessing HANDS is:

<http://wichands.com>

The HANDS Internet Address may be typed into the internet browser's address bar at any time to give the user access to the HANDS Login Page. See Figure below.



Figure 1: Entering the HANDS Internet Address into the Web Browser Internet Address Field

For quick access, the HANDS shortcut icon is located on the desktop of all WIC Clinic Computer's and brings the user directly to the HANDS Login Page. See Figure below.

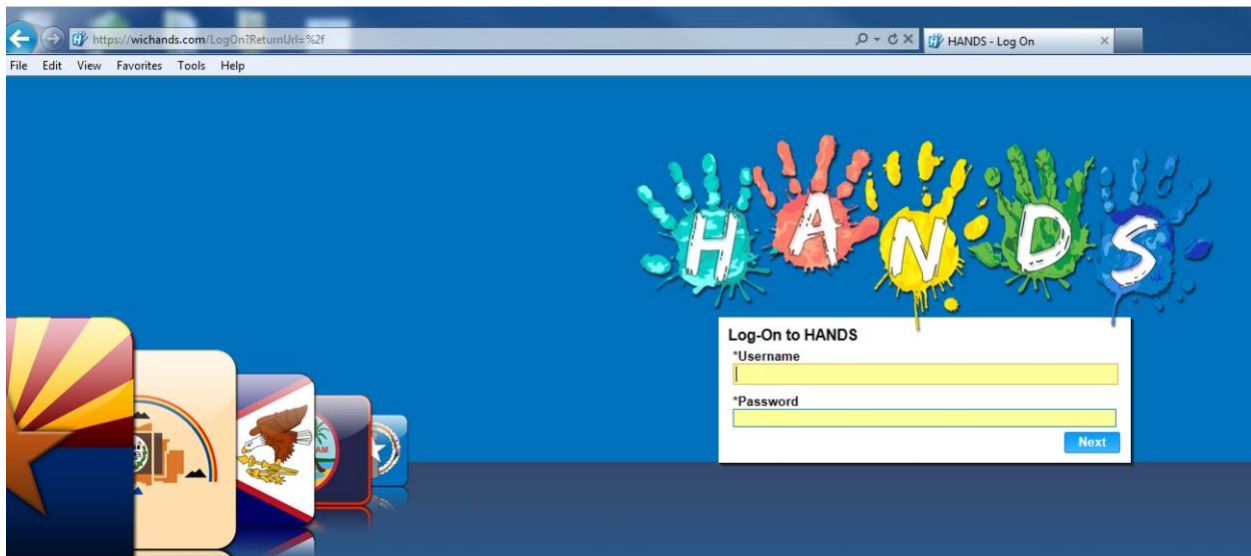


Figure 2: HANDS Login Page- Username and Password

Some WIC employees will have only one Local Agency and Clinic contained in the dropdown list, while others are assigned several items depending upon their job location, title, and responsibilities. See the figures below.

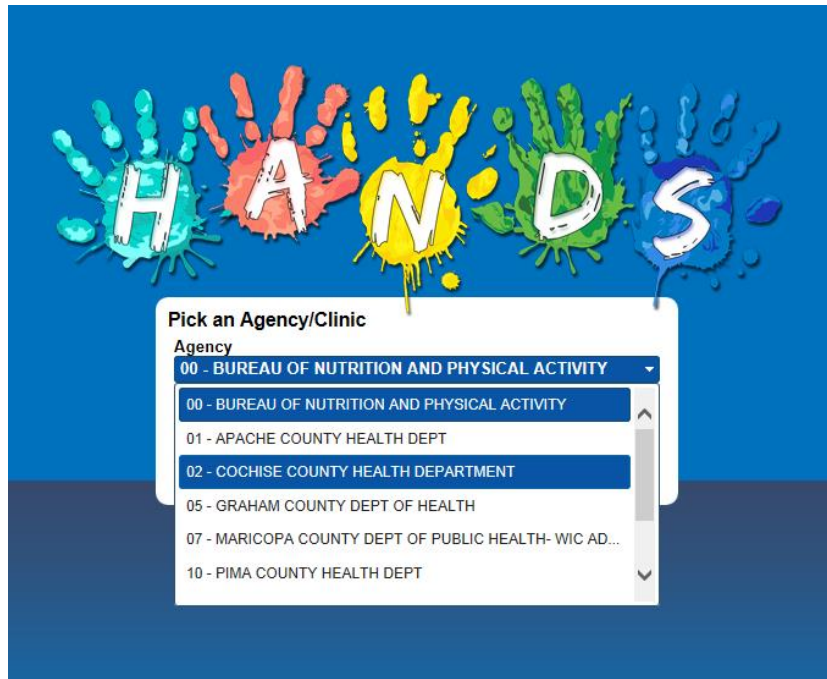


Figure 3: Users assigned Local Agencies

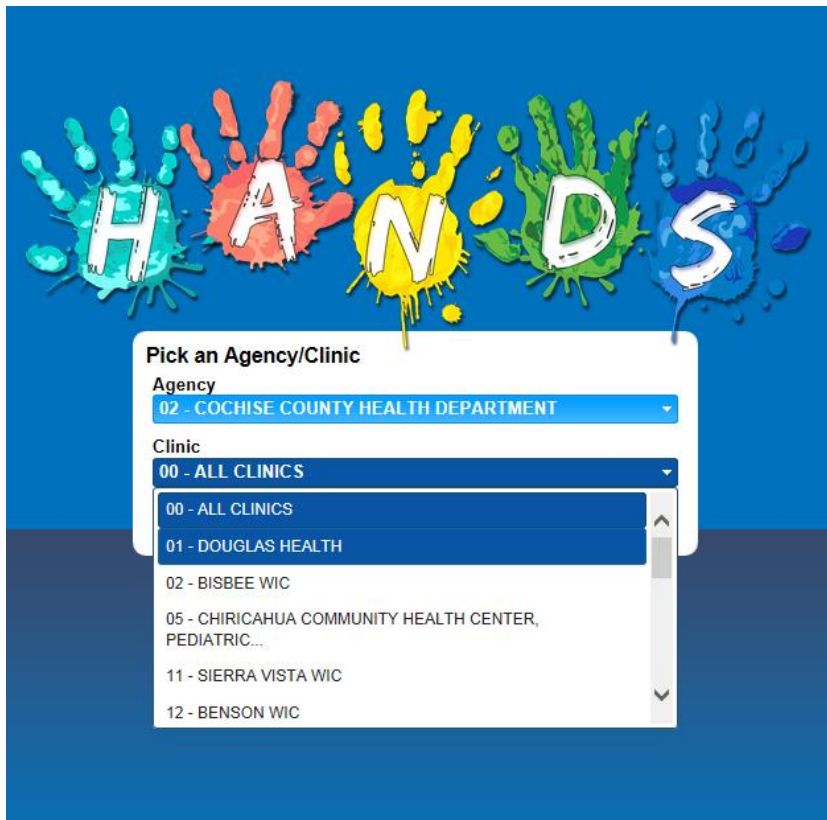
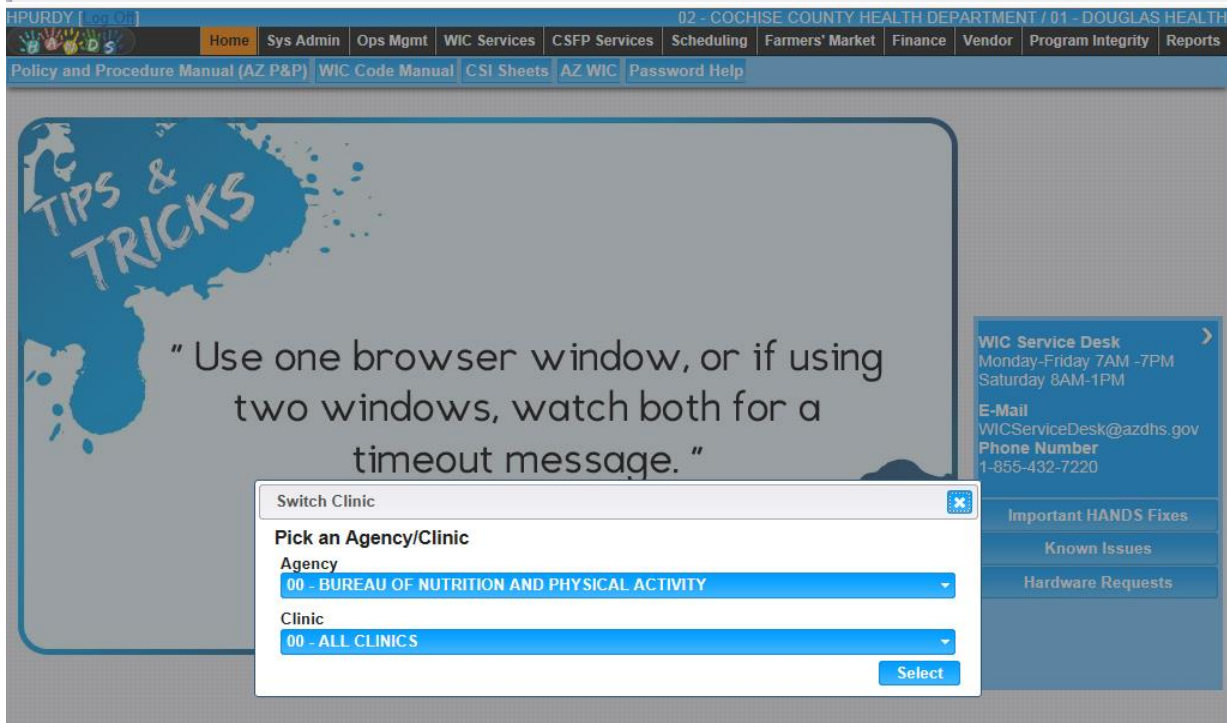
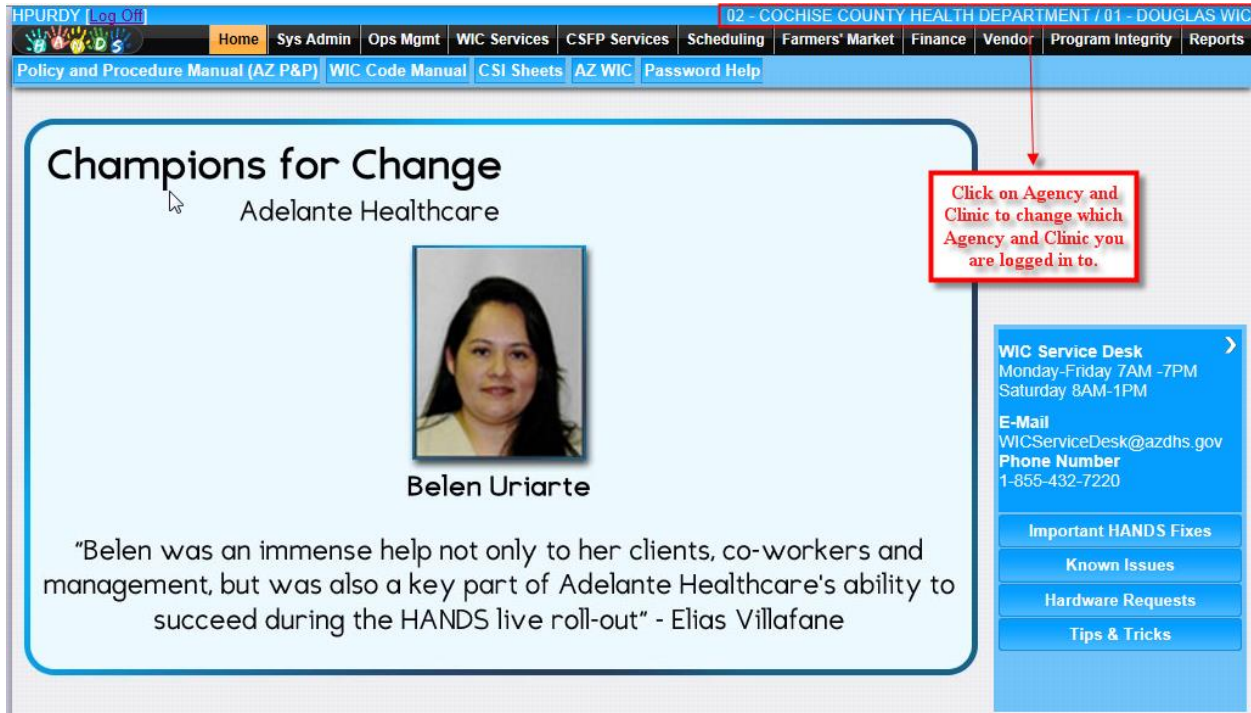


Figure 4: Users assigned Clinics

Switching between Clinics

Users can easily change between Agencies and Clinics by clicking the Agency and Clinic in the upper right hand corner of the screen. Select the new Agency and Clinic and click Select. The user is now logged into the selected Agency and Clinic. See the figures below.



Figures 5 and 6: Switch to a different Clinic

*Options in the Pick list are those Agencies and Clinics that the User has permissions for.

3 HANDS LANDING PAGE

The HANDS Landing page is configurable for the customer. It is used for important information. Tips and Tricks, Helpful Links, ADHS Links, and the AZ Helpdesk Service number can be added to page. See the figure below.



Figure 7: HANDS Welcome Page

4 HANDS ORGANIZATION OF MODULES

HANDS is organized into major divisions referred to as Modules, all of which can be accessed from the Main Menu Bar. See the figure above.

System Administration- This module is for maintaining information related to users, security, sites, and Local agency data. The System Administration module also covers maintaining codes, business rules, system parameters, and data tables. This area will be used primarily by WIC State Agency staff. It is not visible or available to WIC Local agency and Clinic employees.

Operations Management- This module allows for the addition of system users and the maintenance of current user accounts. State, Local Agency and Clinic sites are also added into HANDS through this area. This area is used primarily by WIC State Agency staff with limited access by Local agency administrative staff.

WIC Services- This module contains a majority of the daily WIC Clinic operations including the following:

- WIC Family and Client Search
- Adding and maintaining WIC Family records
- Adding and maintaining WIC Client records
- eWIC Card Management
- Immunization
- Income Eligibility
- Adding Medical records
- Assigning WIC Codes
- Breastfeeding Surveillance
- Breast Pump Issuance and Return
- Breastfeeding Peer Counselor
- Breastfeeding Promotional Items
- Certifying Clients
- Assigning Food Packages
- Tailoring eWIC Benefits
- Issuing eWIC Benefits
- Documenting Nutrition Contacts
- Adding notes to a Client record
- Transferring Families and Clients
- Assessment
- Termination
- Family and Client History
- Family Appointments

CSEFP Services- This module houses all of the routine certification, documentation & issuance for the Commodity Supplemental Food Program (CSFP). The layout of the CSFP module is very similar to WIC Services. It features a CSFP family or client search, adding and maintain family information, adding new clients and updating existing client records, income screening and

documentation, certification actions, distribution, appointments, family and client transfers, and notes. Other sections of CSFP include history and scheduling.

NOTE: Only those Clinics who provide CSFP services will have access to the CSFP area in HANDS. The area will not appear for those Clinics who do not provide this service.

Appointment Scheduling- This module includes scheduling appointments for families and clients, creating and maintaining Clinic schedules, precertification, walk in appointments, and appointment mailing labels.

Farmer's Market- This module is for managing the Farmer's Market Nutrition Program (FMNP). The FMNP issues coupons to Clients to purchase fresh fruits and Vegetables. The FMNP Module tracks the coupons from Issuance through Redemption.

Finance- This module is for the addition and maintenance of formula manufacturer and rebate information. It is State Agency functionality and will not be available for WIC Local agency and Clinic users.

Vendor- This module is for adding and maintaining data related to WIC vendor management. It also features sections for communications with vendors and vendor Reports. This area will be accessible only to WIC State Agency staff.

Program Integrity- This module is for Vendor program integrity and Family/Client Compliance. It will also feature Reports to identify high risk activity which are required to ensure the integrity of the program. This area will only be accessible by WIC State Agency staff.

Reports- This module offers a variety of Reports to State, Local Agency and Clinic staff. The Reports and the Report styles available will depend upon the user's role.

5 HANDS NAVIGATION BASICS

After logging in, there are two ways to move between the different modules within HANDS. This depends upon your location within the system.

- The **Main Menu Bar** which is always available from anywhere in HANDS. Allows Users to easily move to other Modules.
- The **Navigation Drop Down List** may also be accessed from anywhere in HANDS and allows movement to other pages and functions within selected Module.

Main Menu Bar



Figure 8: HANDS Main Menu Bar

The Main Menu Bar is located at the top of the Screen and gives the user's access to the modules listed from anywhere within the system. See the figure above.

The following modules are available on the Main Menu Bar:

- Home
- System Administration
- Operations Management
- WIC Services
- CSFP Services
- Scheduling
- Farmers' Market
- Finance
- Vendor
- Program Integrity
- Reports

NOTE: The WIC Staff or User will have access to the Modules based on the roles they have assigned to them.

HANDS Navigation Drop Down List

The Navigation Drop Down List is a useful tool which may be accessed from any area within HANDS except for the HANDS Home Page. See the figure below.

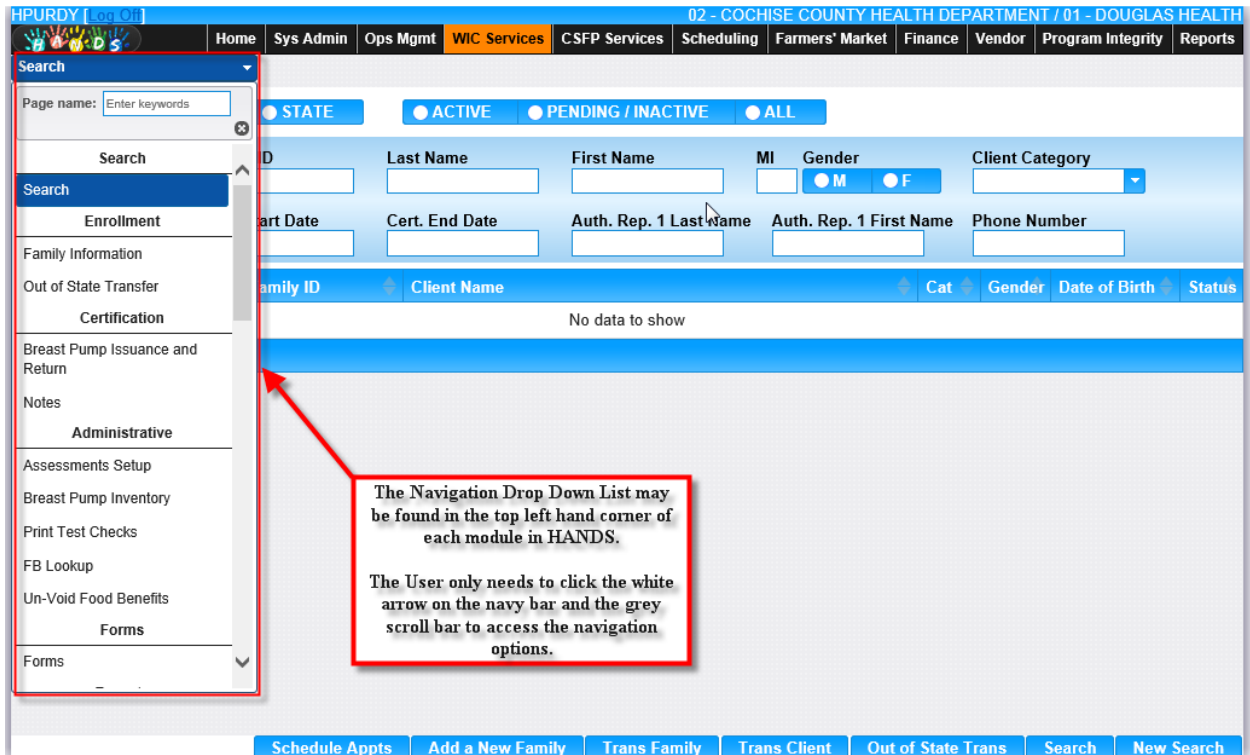


Figure 9: Accessing the Navigation Drop Down List (FI)

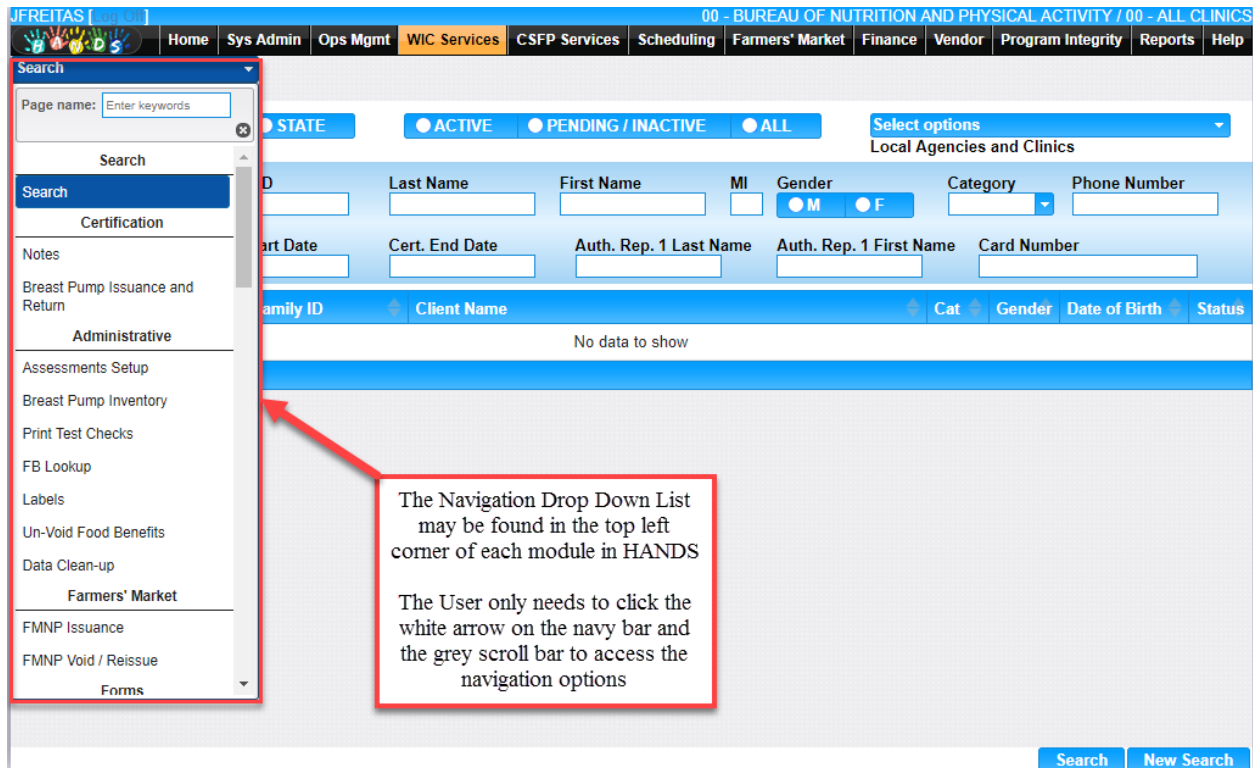


Figure 9.1: Accessing the Navigation Drop Down List (eWIC)

The Navigation Drop Down List may be used as a second option to navigate to the different pages within each module in HANDS. The Navigation Drop Down List also offers exclusive navigation to other pages such as the History page or the Breastfeeding Peer Counselor page within the WIC Services module. The user is able to filter the pages that appear in the Navigation Pick List by entering the starting letters for the desired page in the Page Name field at the top of the Navigation Drop Down list.

The navigation options of the Navigation Drop Down List vary depending upon which module of HANDS the user is in. For example, when the user is within the CSFP module, pages related specifically to WIC Services will not display in the Navigation Drop Down List for selection.

Sub Tab Menu's

Each Module in HANDS has a sub tab Menu. The pages are easily accessible for each Module through this menu. See the Figures below for two examples of Sub Tab Menu's from two different Modules (WIC Services and Vendor).

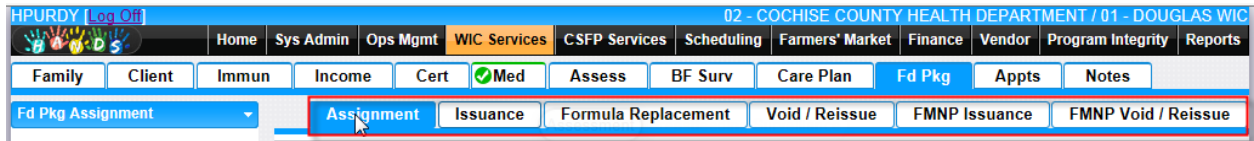


Figure 10: A Sub tab Menu in WIC Services (FI)

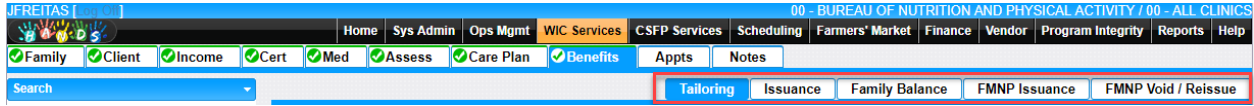


Figure 10.1: A Sub tab Menu in WIC Services (eWIC)

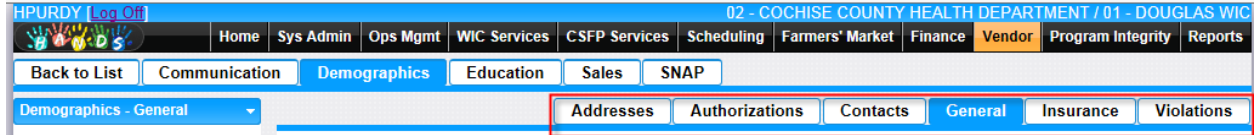


Figure 11: A Sub tab Menu in Vendor

6 ACTIVE RECORD

The Active Record is a collection of data elements that are displayed in a section on each page through the entire system. The purpose of the Active Record is to provide easy access to important information pertaining to the selected Client, Family, Vendor, etc., depending on which Module is selected. See the Figures Below.

Figure 12: Active record in WIC Services

Client Information
▼

LA/Clinic
DOUGLAS HEALTH

Family ID
149994025

Auth. Rep. Name
WALSH, JIM

Phone
(555) 867-5309

Client ID ⚠️ ❤️ 🔄
1021402754

Client Name
WALSH, CINDY

Date of Birth	Age
10/24/1979	35 yrs, 0 mos
Cert. Period	Category
10/8/2014 - 5/31/2015	EN
Term. Date	Due Date
N/A	N/A
LDTU	Weeks PG
01/07/2015	N/A
Next Appt.	Appr Thru
N/A	N/A

WALSH, BRANDAN

Figure 13: Active Record in Vendor

Demographics - General
▼

Owner
7098: ARIZONA NUTRITION STORES, INC.

Owner Phone
N/A

Owner Address
824 WEST WATSON
TEMPE AZ 85283 1514

Vendor
: VENDOR DOE

Vendor Status
AUTHORIZATION IN PROCESS

Vendor Phone
(555) 555-5555

Vendor Address
75 TEST DRIVE
PHOENIX AZ 85003

Risk Level
LOW RISK

Compliance Case
N/A

Figure 14: Active Record for Farmers' Market

Owner Name
SOMEDAY PRODUCE

Farmer ID
115

Responsible Party Name 🖱️

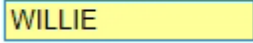




Farm Name
N/A

Mail Address
9670 S. SOMEDAY WAY
WILLCOX AZ 85643

Farmer Phone
(520) 508-6351

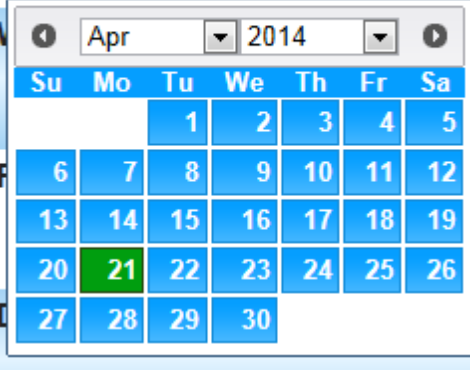
7 HANDS DATA ENTRY FIELDS

Common data entry fields and methods:

<p>Mandatory Fields</p>	<p>*First Name </p>	<p>All Mandatory fields are highlighted yellow and have an asterisk to the left of the field name. Fields will turn red upon save if no data is entered.</p>
<p>Optional Fields</p>	<p>Disability </p>	<p>HANDS allows the user to complete or skip the field. Example, the user is allowed to skip the Disability Drop Down.</p>
<p>Conditional Fields</p>	<p> Reason Client Not Present </p>	<p>Conditional fields have the same appearance as an optional field. Under some conditions the field is optional, and the system allows the user to complete or skip the field. However, under certain conditions, HANDS requires the user to complete the field based on a previously completed field or data entry value. For Example, On the Certification Action Page when the Client Not Present check box is selected, the Reason Client Not Present drop down list becomes active and requires an entry.</p>
<p>Unavailable Fields</p>	<p>*Pending Lab Code </p>	<p>A field that does not currently allow data entry, but becomes available for data entry when some other action is performed. For Example, when Add Pending Lab Code button</p>

		is clicked, the Pending Lab Code drop down field becomes available.
Display Only Fields	LA/Clinic CLINIC 32 Family ID 140001048 Auth. Rep. Name DEMO, SUZY	Displays data for information and does not allow the user to modify the data. There is no data entry area.
Row Count	Row count: 10 ▼	Allows for search result lists with multiple rows to be made visible. The user may choose 10, 25 or 50 rows to be listed.

8 HANDS DATA ENTRY METHODS

<p>Box</p>	<p>Weight</p> <p><input type="text"/> *lb <input type="text"/> *oz</p>	<p>Type inside the field</p>
<p>Drop Down Lists</p>	<p>Proof Of Identity</p> <p>D - BIRTH CERTIFICATE</p> <p>I - BAPTISMAL CERTIFICATE</p> <p>D - BIRTH CERTIFICATE</p> <p>H - CLINIC / HOSPITAL RECORD OR ID</p> <p>F - CRIB CARD</p> <p>C - DRIVER'S LICENSE/STATE ID</p> <p>V - FORGOT DOCUMENTATION</p> <p>R - HEALTH BENEFITS/ SOCIAL SERVICE CARD OR LETT</p> <p>K - IMMIGRATION OR NATURALIZATION RECORD (E.G. C</p> <p>T - IMMUNIZATION RECORD</p> <p>Show All Items</p>	<p>Click the arrow to display the list or press the space bar on your keyboard</p>
<p>Check Box</p>	<p><input checked="" type="checkbox"/> Does not have a phone</p>	<p>Click the check box or press the space bar to select the check box</p>
<p>Selection Options</p>	<p>Gender</p> <p><input type="radio"/> M <input type="radio"/> F</p>	<p>Only one option can be selected. Click to select an option.</p>
<p>Type In Dates</p>	<p>11082012 = 11/08/2012</p> <p>*Date of Birth</p> <p><input type="text"/> 11/08/2012</p>	<p>Type in a date with no separator characters in this format: MMDDYYYY</p>
<p>Calendars</p>	<p>*Medical Data Date</p> <p><input type="text"/> 04/21/2014</p> 	<p>The user has the option to simply type in the date or to access the Calendar and choose the Month, Year, and Day.</p> <p>Hint: If the date's year is earlier than what is displayed, simply click on the earliest year available and then click the drop down arrow again. You will see the required year range appear in the drop down.</p>

Auto-Formatting/Auto-Populating:

The AutoFormat feature means that HANDS automatically changes the formatting or appearance of the text. The following are examples of fields that are Auto-Formatted in HANDS.




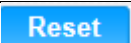
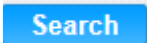

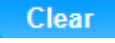
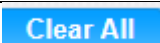





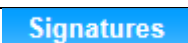
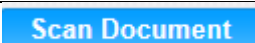
- Calendars
- Telephone Numbers
- Changes all text to Uppercase

The Auto-Populate feature means that HANDS detects what values to finish the fields with. The following are examples of fields that are Auto-populated in HANDS.


- City- Auto-populates State, ZIP code, and County
- Food Package ID- Auto-Populates Food Package Description


9 STANDARD ACTION BUTTONS


The following standard buttons are used throughout HANDS and operate in a similar manner.


<i>Standard Action Buttons</i>	<i>Button Display</i>	<i>Action Performed</i>
Add	 or 	Displays a new page or modal to add data HANDS.
Save		Saves the data on window, page, tab, or modal.
Reset		Returns all data fields to the original values since the last save. Data cannot be reset after it has been saved.
Search		Initiate a search to retrieve records which match the data entered on the screen.
New Search		Clears all previous search criteria and results to begin a new search.
Clear		Removes the specific data entered or chosen.
Clear All		Removes all data entered or chosen.
OK		Closes the data entry box after all data has been entered. Note: Clicking OK to close the box does not save the information!
Cancel		Cancels an action or data entry and closes the modal or window.
Delete		Deletes the selected data.
Copy Street to Mailing		Copies the Street Address to the Mailing Address.
Copy Mailing to Street		Copies the Mailing Address to the Street Address.
Signatures		Open the functions available for the signature pad and collecting signatures.
Scan Document		Opens the functions available for scanning documents.


10 COMMON ICONS


 **(Edit Icon)** – Allows for the modification of a data entry or record


 **(Delete Icon)**- Purges the data from the database


 **(Information Icon)**- Hover mouse over Icon for more information


 **(Previous Page)** - Go to previous page

 **(First Page)** – Go to the first page

 **(Next Page)** - Go to next page

 **(Last Page)** – Go to the last page

 **(Close Modal)** - Close Modal and return to previous window

 **(Expand Row)** - Will expand a row to reveal more data or information

Additional Details (Hovering):

Hovering is the action of moving the mouse over an item which causes an event such as a pop-up window or description box. See the Figures below for examples of Hovering in HANDS.

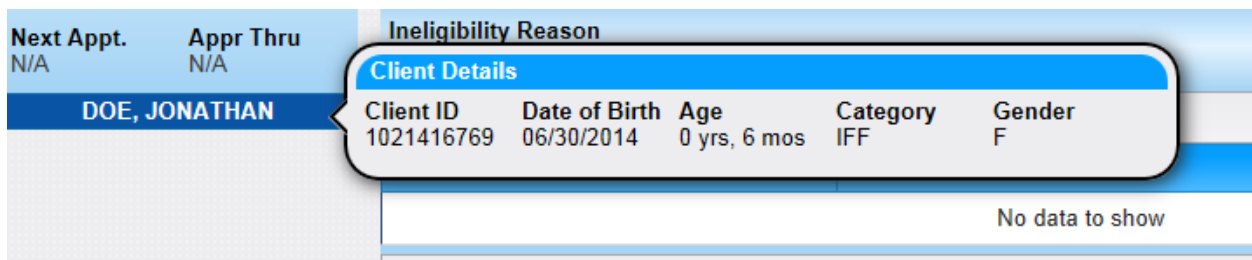


Figure 15: Hover over Client name for Client-at-a-glance

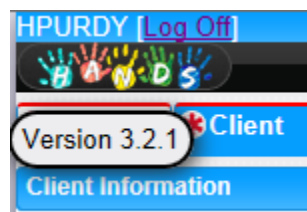


Figure 16: Hover over HANDS Image for the Version number



Figure 17: Hover over Icons in Active record for descriptions

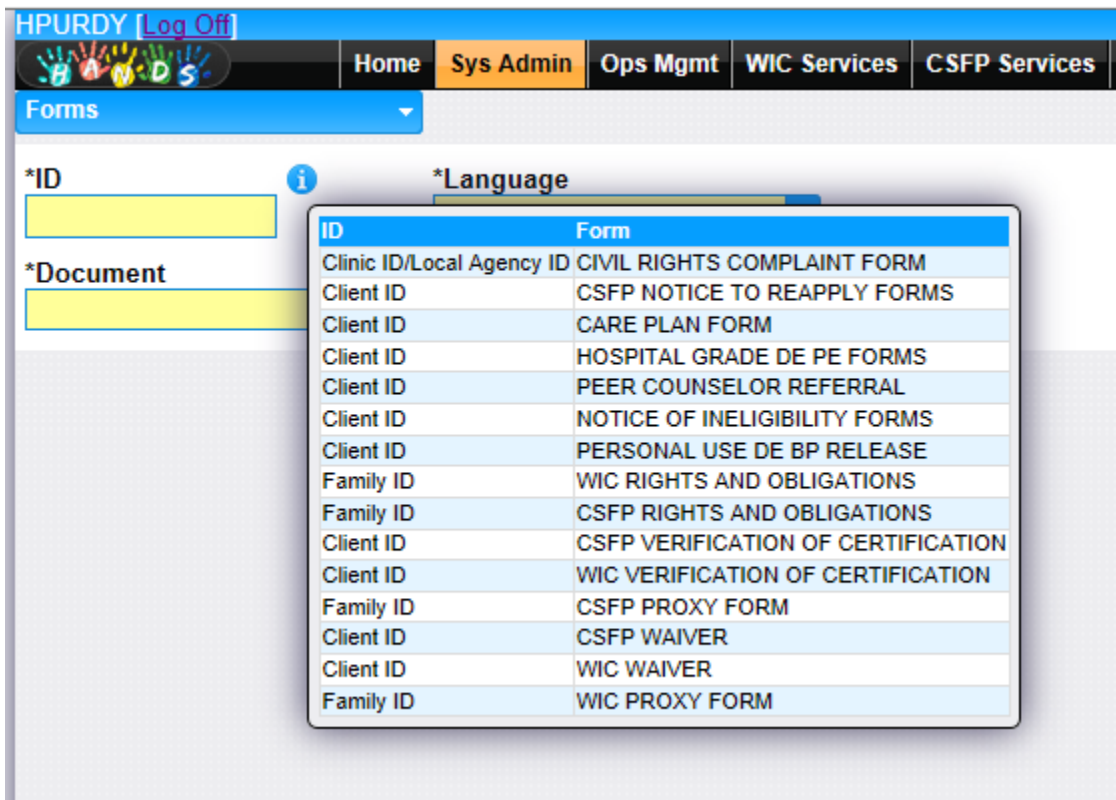


Figure 18: Hover over Informational Icons for more details

11 SAVING DATA

When hitting the Save button, entered data is saved on Current page or modal.

Save Confirmation:

When exiting a page or modal that has data that was not saved, a save confirmation notification window appears. See the Figure below.

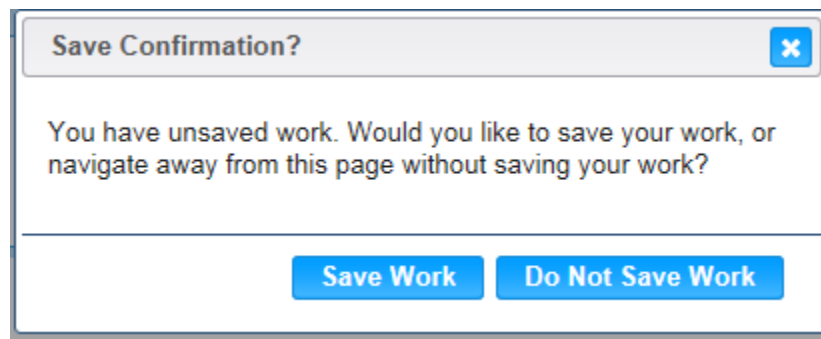



Figure 19: Save confirmation window

-  **(Close window)**- The window is closed and no action is taken.
- **Save Work**- New record or edited data is saved.
- **Do Not Save Work**- New record or edited data is not saved.

12 STANDARD SYSTEM MESSAGING

HANDS will provide the user with a multitude of messages to aid them throughout the system.

Warning Messages:

Warning Messages appear when there is Data missing that is required in order to move on. These Messages are Red at the top of the screen and will appear until the Data is corrected. Below is an example of a red Warning Message in WIC Services on the Tailoring screen.

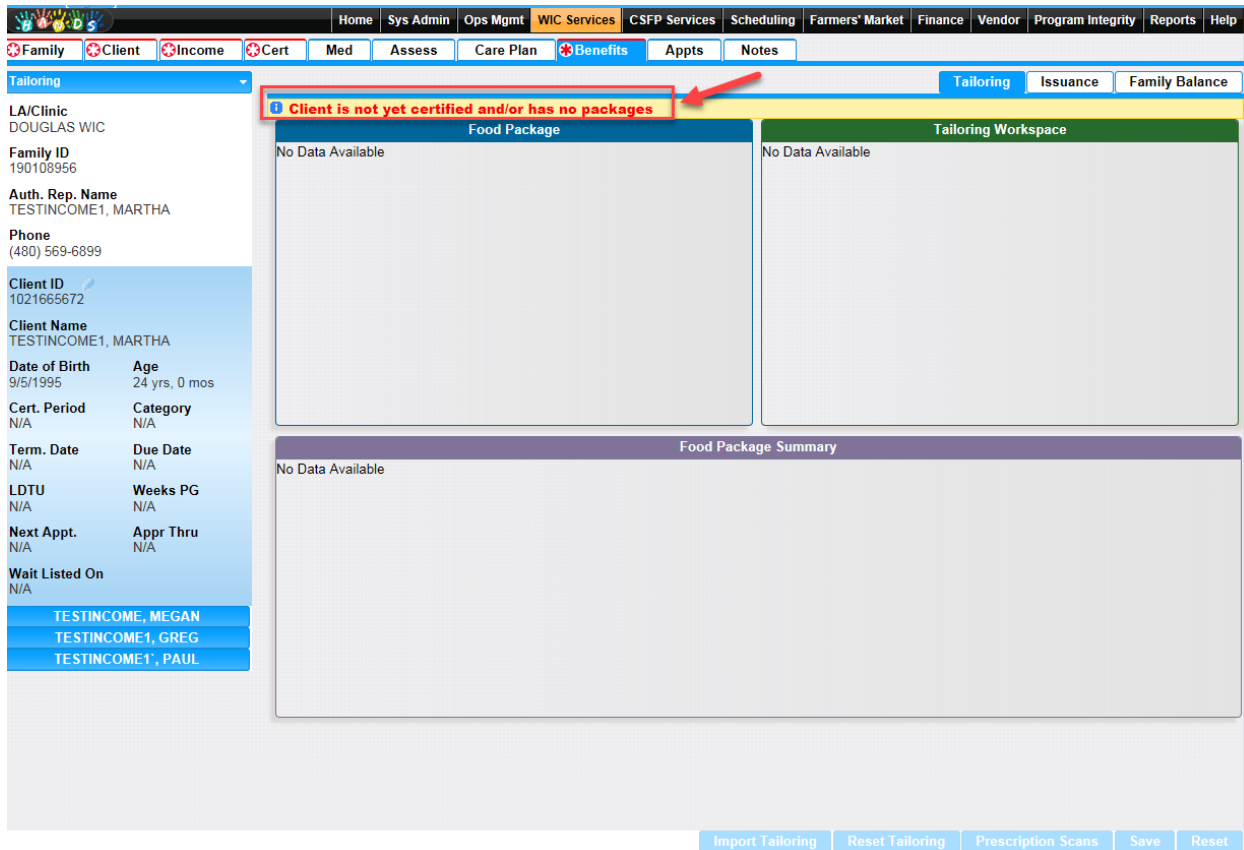


Figure 20: Red Warning Message

Informational Messages:

Informational Messages appear at the top of the Screen and disappear. For Example, Data saved Message lets the User know that the Data has been saved and then disappears.

Below is an example of an Informational message when Data has been saved when adding a new family in HANDS.

HPURDY [Log Off] 02 - COCHISE COUNTY HEALTH DEPARTMENT / 01 - DOUGLAS WIC

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

Family Client Immun Income Cert Med Assess BF Surv Care Plan Fd Pkg Appts Notes

Family Information

Record saved successfully

Family ID 150003842 Clinic 01 - DOUGLAS WIC

Authorized Representative 1

*Last Name: DOE *First Name: JANE MI: []

*Proof Of Identity: D - BIRTH CERTIFICATE

*Education: 12 - TWELFTH GRADE OR GED EQUIVALEN *Register To Vote?: YG - YES, GAVE FORM Disability: []

*Proof Of Address: 13 - ADDRESS CONFIDENTIALITY PROGRAM Email Address: [] Do Not Email

Street Address Do Not Send Mailings **Mailing Address** Copy Street To Mailing

*Street 1: 22 TESTING AVE *Street 1: 22 TESTING AVE

Street 2: [] Street 2: []

*City, State, ZIP Code, and County: PHOENIX, AZ 85003 MARICOPA *City, State, ZIP Code, and County: PHOENIX, AZ 85003 MARICOPA

Family Phone(s) Does not have a phone

Phone Number	Ext.	Phone Type	Do Not Call	Do Not Text	Priority
No data to show					

Appointment Reminder Preference

Phone Email Text

Languages

*Primary Language: 1 - ENGLISH Secondary Language: [] Interpreter Required

Proxy 1

Last Name: [] First Name: [] MI: []

Proof Of Identity: []

Proxy 2

Last Name: [] First Name: [] MI: []

Proof Of Identity: []

How did you hear about WIC?

Date	Program	Organization
No data to show		

Figure 21: Informational Message

Error Messages:

Error Messages appear when there is an error in the system which prohibits continuation by the user. Below is an example of what the Error Messages look like.

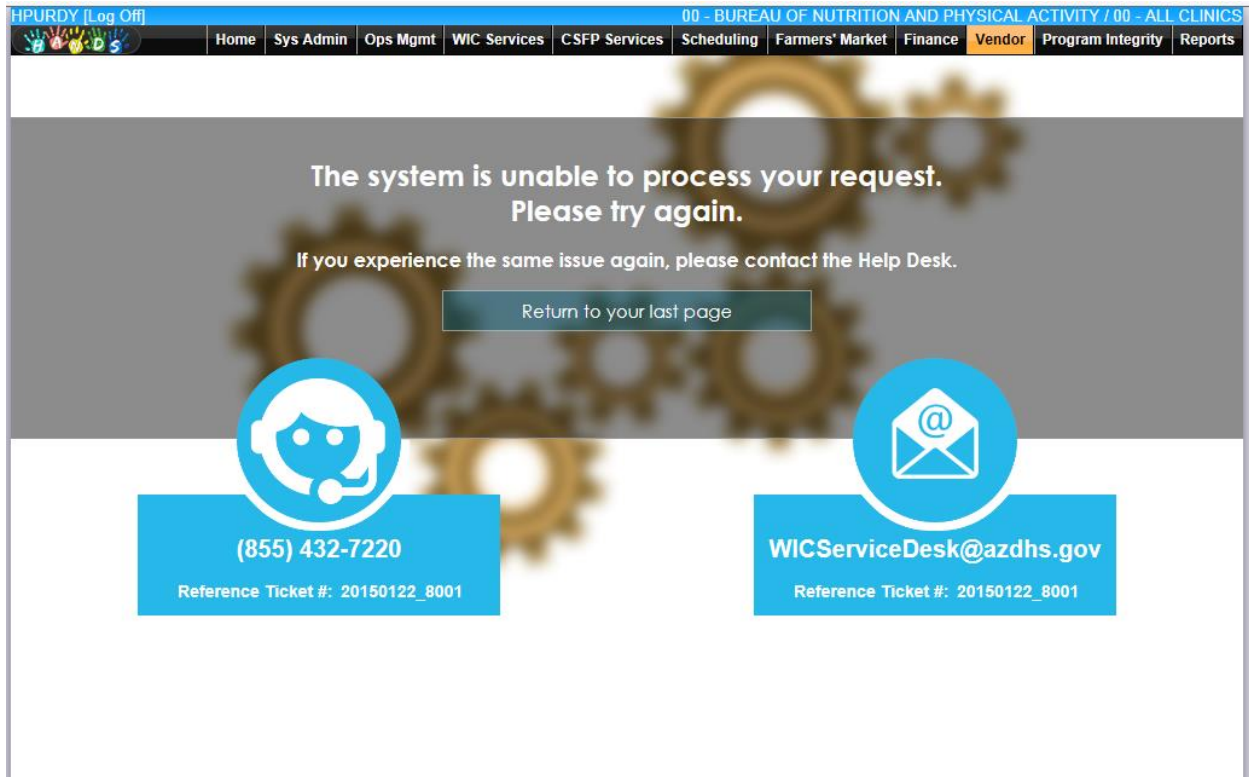


Figure 22: Informational Message

13 INFORMATIONAL COLORS

Throughout HANDS, there are different colors used to represent different types of data within the particular Module. Two examples of how the colors are used are in the Appointment Scheduler and the Assessment Tab within WIC Services.

Appointment Scheduler:

Below is a screenshot of a Clinic’s Calendar and how the different colors are used. The Calendar legend can be accessed by hovering over the Information Icon.

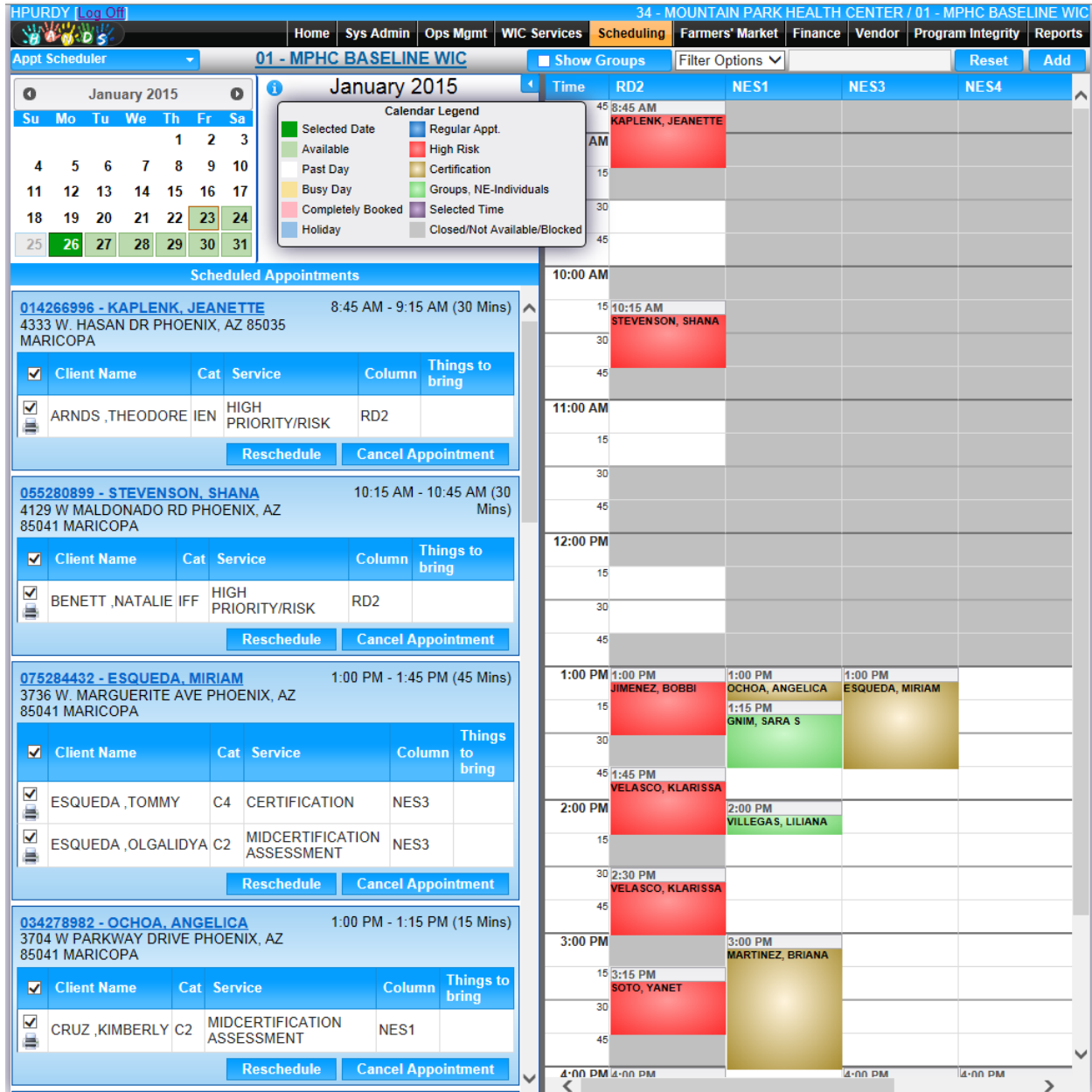


Figure 23: Colors on Appointment Scheduler

Assessment Tab:

Below is a screenshot of the Assessment tab and how the different colors are used. The Diet and Nutrition portion of the assessment is identified by a different color than the other sections.

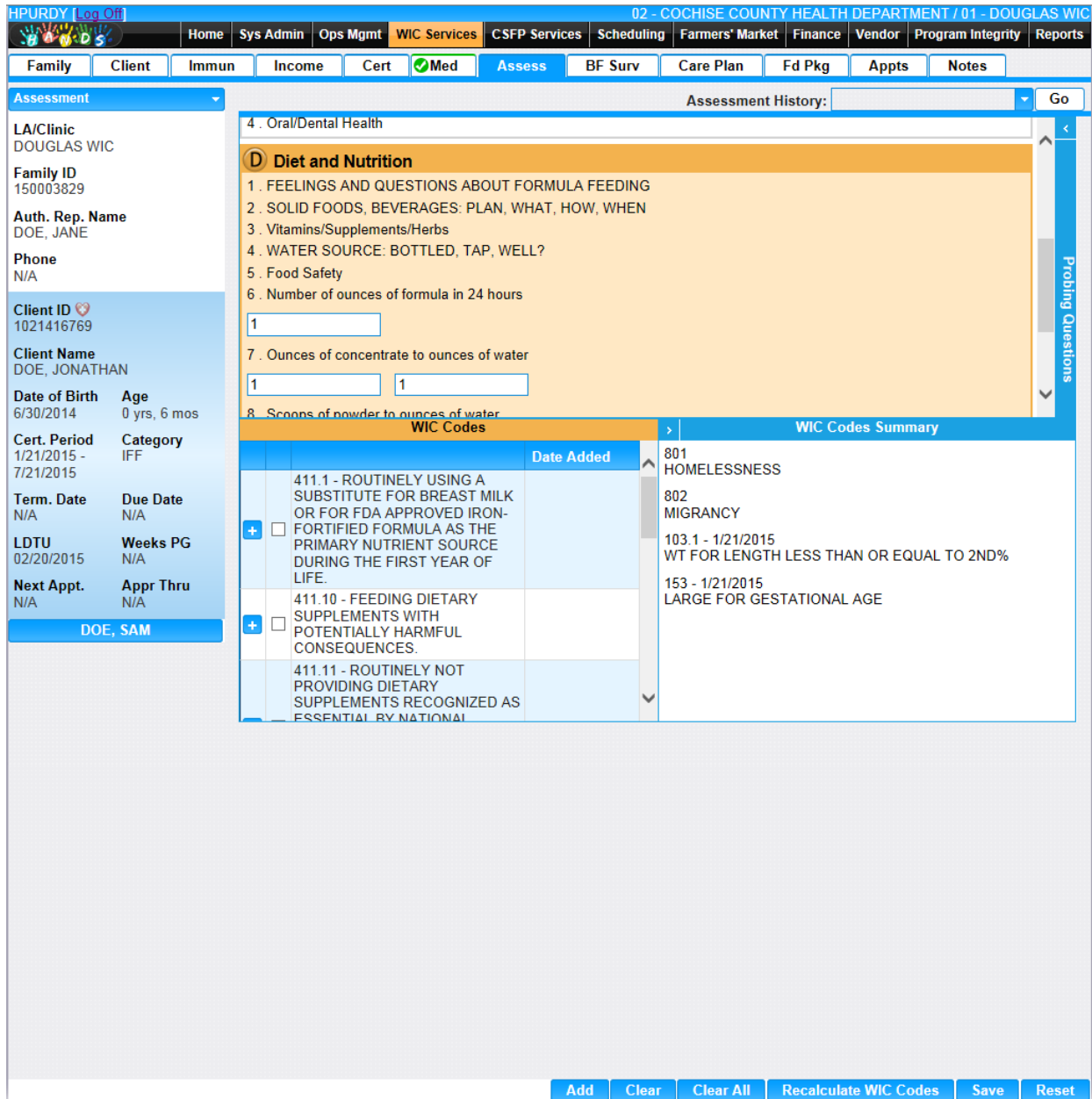


Figure 24: Colors in Assessment (FI)

The screenshot displays the 'Assess' tab in the eWIC system. The left sidebar contains client information for 'DOUGLAS WIC' with Family ID 170077162 and Client ID 1021592218. The main area shows the 'Diet and Nutrition' assessment section with seven numbered questions. Below this is a table of WIC codes with columns for 'WIC Codes' and 'Date Added'. The table lists codes 411.1 and 411.10. At the bottom, there are buttons for 'Add', 'Clear', 'Clear All', 'Recalculate WIC Codes', 'Save', and 'Reset'.

Assessment History: [Dropdown] **Go**

2. Medical Conditions
3. Medications
4. Oral/Dental Health

D Diet and Nutrition

1. FEELINGS AND QUESTIONS ABOUT FORMULA FEEDING
 2. SOLID FOODS, BEVERAGES: PLAN, WHAT, HOW, WHEN
 3. Vitamins/Supplements/Herbs
 4. FLUORIDE SUPPLEMENTATION?
 5. Food Safety
 6. Number of ounces of formula in 24 hours
 [Input Field]
 7. Ounces of concentrate to ounces of water
 [Input Field]

WIC Codes	Date Added
411.1 - ROUTINELY USING A SUBSTITUTE FOR BREAST MILK OR FOR FDA APPROVED IRON-FORTIFIED FORMULA AS THE PRIMARY NUTRIENT SOURCE DURING THE FIRST YEAR OF LIFE.	
411.10 - FEEDING DIETARY SUPPLEMENTS WITH POTENTIALLY HARMFUL CONSEQUENCES	

701 INFANT UP TO SIX MONTHS OF AGE BORN TO A WIC MOTHER OR WIC ELIGIBLE MOTHER
 502 - 8/7/2017 TRANSFER OF CERTIFICATION

Add **Clear** **Clear All** **Recalculate WIC Codes** **Save** **Reset**

Figure 24.1: Colors in Assessment (eWIC)

14 RESULT GRIDS

The Result Grid holds the information pertaining to the page. The Result Grid may be pre-populated when the page is entered. However, the Result Grid is commonly populated after a search has been completed using the search criteria entered by the user. See the Figure below for features of Result Grids.

The screenshot displays the WIC system's search results interface. At the top, there is a navigation bar with tabs for Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, and Reports. Below this is a search bar and a filter section with radio buttons for CLINIC, AGENCY, STATE, ACTIVE, PENDING / INACTIVE, and ALL. A 'Select options' dropdown is set to 'Local Agencies and Clinics'.

The search criteria section includes fields for Client ID, Family ID, Last Name, First Name, MI, Gender (M/F), Client Category, Date of Birth, Cert. Start Date, Cert. End Date, Auth. Rep. 1 Last Name, Auth. Rep. 1 First Name, and Phone Number. A 'Selection Checkbox' is highlighted on the Date of Birth field.

The main table lists client records with columns: Client ID, Family ID, Client Name, Cat, Gender, Date of Birth, and Status. The first four rows are:

Client ID	Family ID	Client Name	Cat	Gender	Date of Birth	Status
1021416805	150003842	DOE, JANE		F	10/24/1979	P
1021416804	150003829	DOE, SAM		F	6/30/2000	P
1021416769	150003829	DOE, JONATHAN	IFF	F	6/30/2014	A
1021416729	150003795	DOE, JANE A	PG2	F	6/30/1990	P

 An 'Expand Row' button is shown next to the first row, which expands to show additional details:

Auth. Rep. 1 Name	Phones	Cert. Dates	EDD	ADD	Local Agency	Clinic	Mail. Address
DOE, JOHN	(666) 666-6666	1/12/2015 - 6/11/2015	4/30/2015	N/A	COCHISE COUNTY HEALTH DEPARTMENT	DOUGLAS WIC	CMA PHOENIX AZ, 85004

At the bottom, there is a pagination bar with 'Row count: 10' and 'Showing 1-10 of 115'. A 'Next Page/Last Page' button is highlighted, along with a 'Row Count-How many rows per page' dropdown and a 'Total number of results found for search' label.

Figure 25: Result Grid features (FI)

15 SCANNING AND SIGNATURE PAD

Scanning and Signature Pad functionality in HANDS will be on specific pages. The signature pad will allow the user to collect and save an electronic signature from a client and associate the signature to a particular form. The scanning functionality allows the users to scan and save any document. The record will be saved within the Family record. The Scanned Documents & Signatures page is a page the user can access to view all scanned documents and signatures collected for a particular Family.

Scanning documents is used in the following Modules:

- **WIC Services**
- **CSFP Services**
- **Finance**
- **Program Integrity**

Signature Pads are used in the following Modules:

- **WIC Services**
- **CSFP Services**

15.1 Scanning

The following Example of the Scanning process is through the WIC Services Module.

Narrative:

The purpose of this page is to capture documents that have been scanned in for a specific Client and/or Family. The scans will be tied to the Client's record so that users can view it at any point in time. Scans are captured by pressing the scan button which appears on several pages throughout the WIC Services module. The user can view the title of the scan, when the scan was taken, and who performed the scan. A grid will exist on each page that contains a scan button that will display all scanned documents for that particular Client. The user who created the scan and on the same day that it was created has the ability to edit the scan title and description or delete the scan entirely. Any user can view and print the scanned images for all members of the Family by selecting the Scanned Documents & Signature page in the navigation drop down list when within a Client's record.

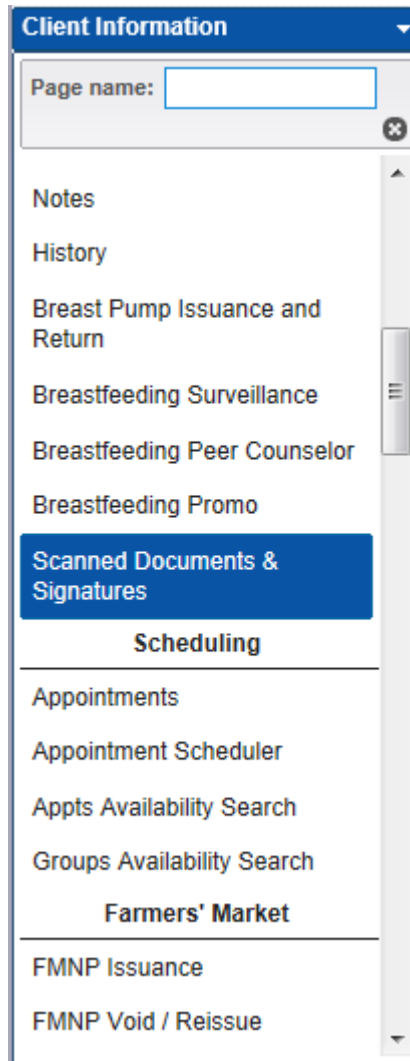


Figure 26: Scanned Documents & Signatures Navigation Drop Down List

Navigation Path: WIC Services tab | Client/Family Search | Navigation drop down list | Scanned Documents & Signatures

Scanned Documents			
Scan Title	Scanned Date	Scanned By	Description
TEST	1/20/2015	HPURDY	SCANNER

Figure 26.1: Scanned Documents & Signatures Page

Fields:

- **Scan Title** – The title of the scan record. Clicking on this field will give the user the ability to view the scanned document along with print it.
- **Scanned Date** – The date that the scan occurred. This field is display only.
- **Scanned By** – The logged in username of the user who took the scan. This field is display only.
- **Description** – A free form text field that allows the user to enter additional information about the scan. This field is display only.

Buttons:

-  (**Scan Title**) – Press this button to bring up the view scan page.

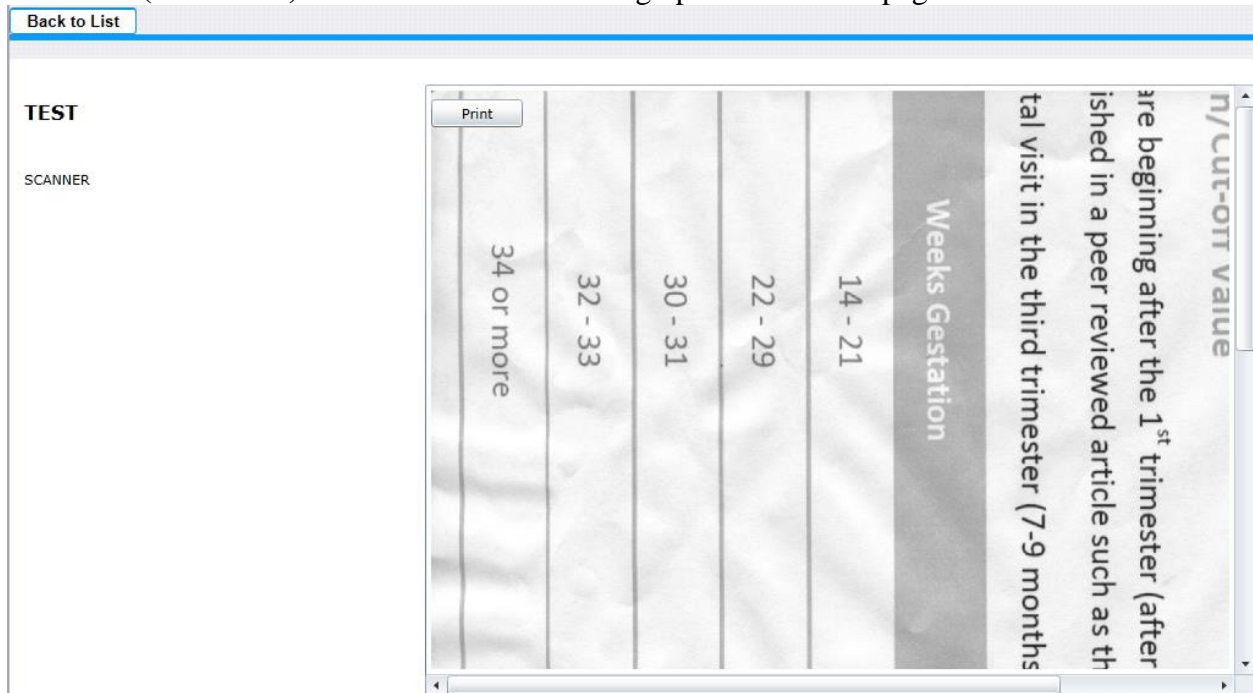


Figure 26.2: Print Scanned Document Page

Buttons:

- **Print** – Press this button to print the scanned image.
- **Back to List** – Press this button to return to the previous page.

Calculations: None

Background Processes: None

15.2 Add a New Scanned Document Page

The screenshot displays the 'Add a New Scanned Document Page' in the HANDS WIC System. The interface includes a navigation bar at the top with tabs for Home, Sys Admin, Ops Mgmt, WIC Services (selected), CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, and Reports. Below the navigation bar is a 'Back To Client Information' button. The main content area is divided into three sections:

- Client Information (Left):** A list of fields for client identification, including LA/Clinic (DOUGLAS WIC), Family ID (150003829), Auth. Rep. Name (DOE, JANE), Phone (N/A), Client ID (1021416769), Client Name (DOE, JONATHAN), Date of Birth (6/30/2014), Age (0 yrs, 6 mos), Cert. Period (N/A), Category (IFF), Term. Date (N/A), Due Date (N/A), LDTU (N/A), Weeks PG (N/A), Next Appt. (N/A), and Appr Thru (N/A). Below this list are two buttons: 'SDF, SDF SF' and 'VNB, VBNVBN'.
- Scanned Document (Center):** A document titled 'Lack of or Inadequate Prenatal Care' is displayed. The document text includes a table with columns for 'Weeks Gestation' and 'Number of Prenatal Visits (2)'. The table data is as follows:

Weeks Gestation	Number of Prenatal Visits (2)
14 - 21	0 or unknown
22 - 29	1 or less
30 - 31	2 or less
32 - 33	3 or less
34 or more	4 or less
- Scan Configuration (Right):** Fields for '*Scan Title' (TEST) and 'Description' (SCANNER). Below these is the 'Scanner Color Mode' section with radio buttons for 'Color' and 'Grayscale' (selected).

At the bottom right of the page are 'Scan' and 'Save' buttons. A legend below the screenshot explains the boxes:

- Blue box indicates that it is okay to scan
- Red box indicates that the system cannot detect the scanner.

Figure 26.3: Add Signature Page

Fields:

- **Scan Title** – The title of the scan record. This field is mandatory.
- **Description** – A free form text field that allows the user to enter additional information about the scan. This field is optional.

Buttons:

- **Scanner Color Mode** – Selection options (Color and Grayscale) to determine how the document will be scanned into the system. Selecting the colored option will perform a colored scan of the document. While selecting the grayscale option will perform a black and white scan of the document. The grayscale option is selected by default.

- **Scan** – Press this button to run the scanner and import the scanned image into the system.
- **Save** – Press this button to save the scanned image for the Client.

15.3 Edit a Scanned Document Page

Scanned Documents			
Scan Title	Description	Scanned Date	Scanned By
TEST	SCANNER	1/20/2015	HPURDY

Figure 26.4: Scanned Documents Edit Grid

NOTE: The Scanned Documents grid will be on each page that contains a scan button and display only documents scanned into the system on that particular page for that Client. All saved scans for the entire Family can be viewed on the scanned documents & signatures page.

Fields:

- **Scan Title** – The title of the scan record. This field is mandatory.
- **Description** – A free form text field that allows the user to enter additional information about the scan. This field is optional.

Buttons:

-  (**Scan Title**) – Press this button to bring up the view scan page.

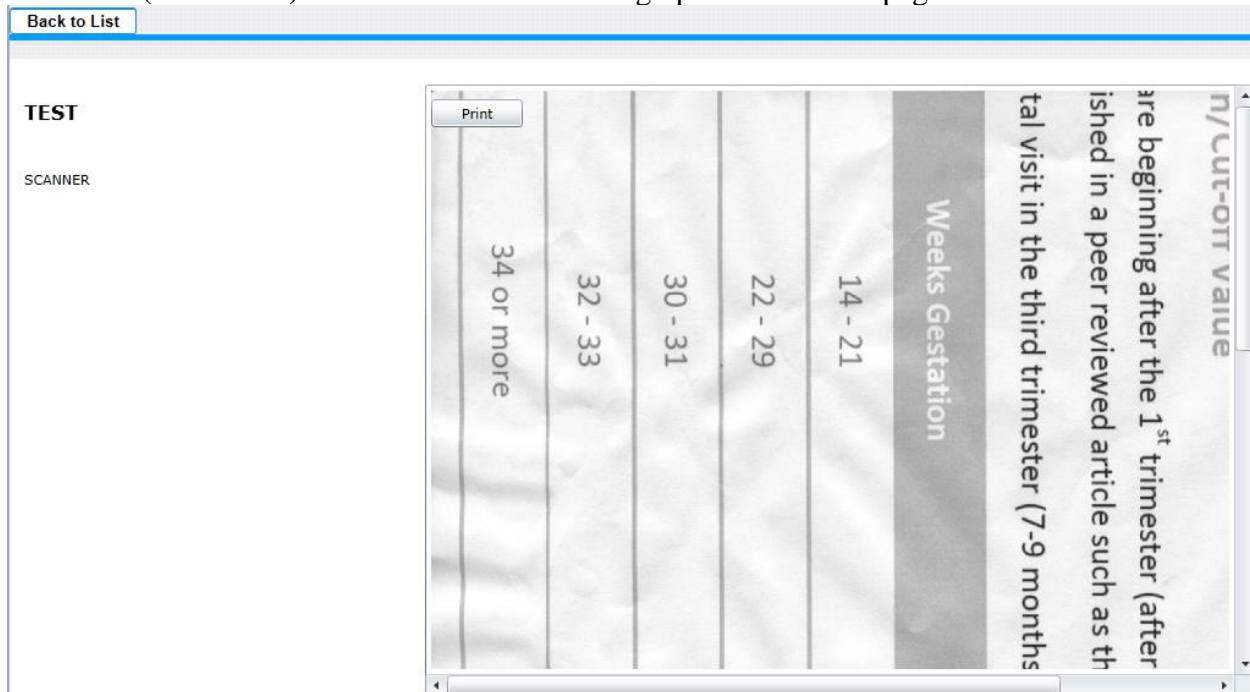



Figure 26.5: Print Scanned Document Page

Buttons:

- **Print** – Press this button to print the scanned image.
- **Back to List** – Press this button to return to the previous page.

-  (**Edit Icon**) – Press this button to open up the edit page to allow for desired modifications to an existing record

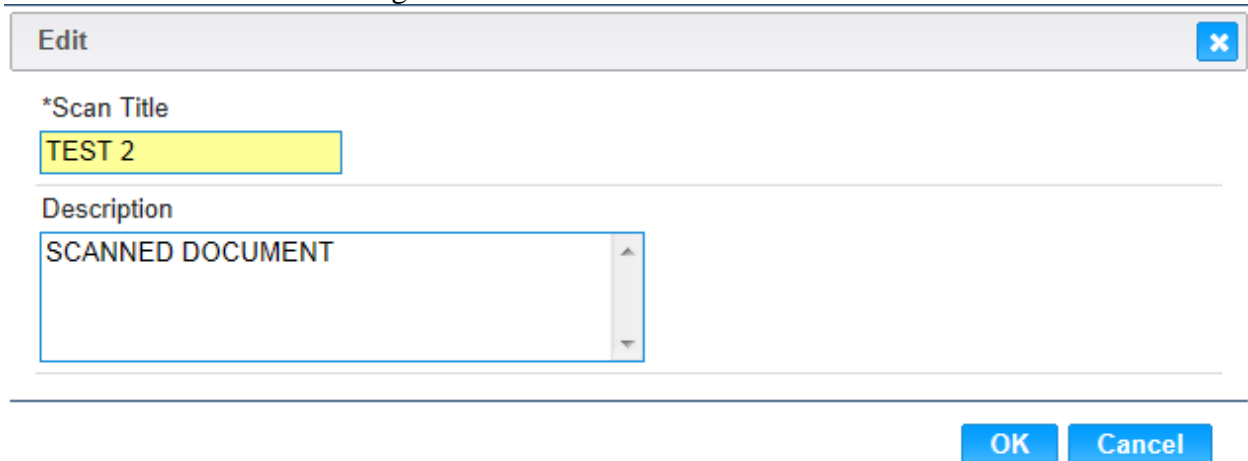




Figure 26.6: Edit Scanned Document Page

Fields:

- **Scan Title** – The title of the scan record. This field is mandatory.
- **Description** – A free form text field that allows the user to enter additional information about the scan. This field is optional.

Buttons:

- **OK** – Press this button to close the modal and add the changes.
NOTE: Changes are not saved until the save button is pressed after the modal has closed.
- **Cancel** – Press this button to close the modal without changes being added.
-  (**Close Window**) – The modal is closed without changes being added.

-  (**Delete Icon**) – Press this button to remove an existing record.

NOTE: Edit and Delete changes will not become permanent until the page is saved.

Calculations: None

Background Processes:

- 1) An error message (Figure below) will be displayed for a user trying to edit a scanned document who cannot. Scanned documents can only be edited and deleted by the user that created them and on the same day that they were created.

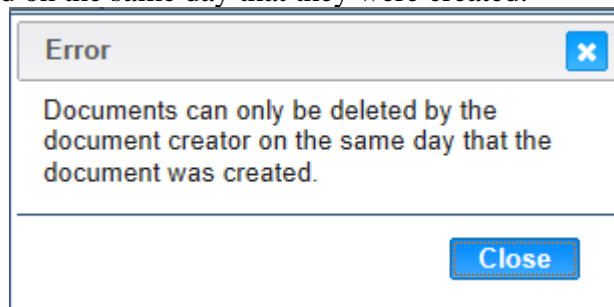



Figure 26.7: Cannot Delete Scan Record Error Message Modal

Buttons:

-  **(Close Window)** – The modal is closed without adding a new record to the grid.
- **Close** – Pressing this button will close the modal without any changes being saved.

15.4 Signatures Page

The following Example of the Signature process is through the WIC Services Module.

Narrative:

The purpose of this page is to capture Client signatures in regard to important program documentation. The Client signature will be tied to the Client's record so that users can view it at any point in time. Signatures are captured by pressing the signature button which appears on several pages throughout the WIC Services module. The user can view all signatures, the type of signature, and the date the signature was recorded for all members of the Family by selecting the Scanned Documents & Signature page in the navigation drop down list when within a Client's record.

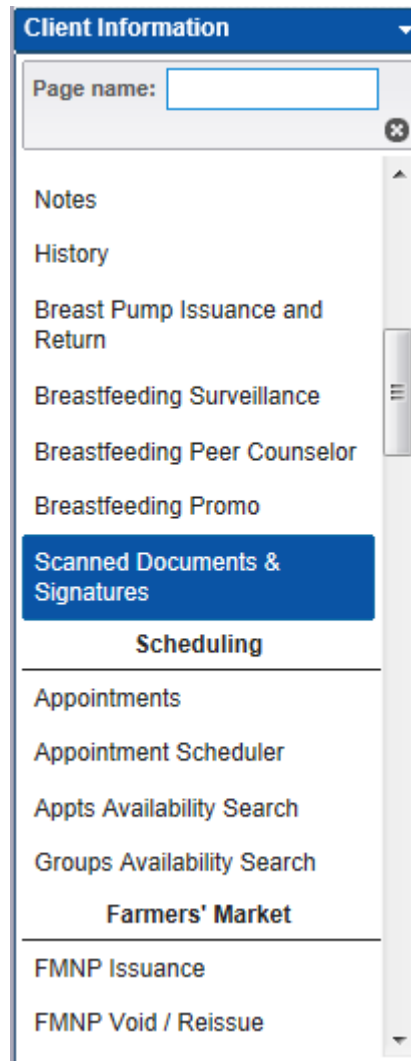


Figure 27: Scanned Documents & Signatures Navigation drop down list

Navigation Path: WIC Services tab | Client/Family Search | Navigation drop down list | Scanned Documents & Signatures

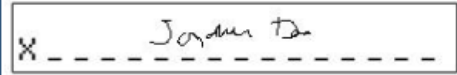
Signatures					
Signature Image	Signature Type	Signature Date	Collected By	Client ID	Comment
	Verification Of Certification	01/19/2015	CTHURBER	1021416769	

Figure 27.1: Scanned Documents & Signatures Page

Fields:

- **Signature Image** – The image of the Client’s captured signature. This field is display only.
- **Signature Type** – The type of signature captured. This field is display only.
- **Signature Date** – The date the signature was captured. This field is display only.
- **Collected By** – The logged in username of the user that was with the Client when the signature was captured.
- **Client ID** – A unique, system generated identification number for the Client that the captured signature is linked too. This field is display only.
- **Comment** – A free form text field that allows the user to enter additional information regarding the captured signature record. This field is display only.

Buttons: None

Calculations: None

Background Processes:

- 1) Signatures that have been captured for all Client records within the Family will be displayed in the signature grid on this page.

15.5 Add a New Signature Page

Navigation Path: WIC Services tab / Client/Family Search / Client Information / Signature Page

The screenshot displays the 'Add Signature Page' interface. At the top, a navigation bar includes 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Farmers' Market', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. Below this is a 'Back To Client Information' link. The left sidebar contains client details for 'DOUGLAS WIC': Family ID 150003829, Auth. Rep. Name DOE, JANE, Phone N/A, Client ID 1021416769, Client Name DOE, JONATHAN, Date of Birth 6/30/2014 (Age 0 yrs, 6 mos), Cert. Period N/A (Category IFF), Term. Date N/A (Due Date N/A), LDTU N/A (Weeks PG N/A), Next Appt. N/A (Appr Thru N/A). A blue bar at the bottom of the sidebar lists 'SDF, SDF-SF' and 'VNB, VBNVBN'. The main content area features a yellow banner: 'Your Signature has been accepted, click Save to continue!!'. Below the banner is a signature pad with the text 'I authorize the WIC Staff to release my WIC Verification of Certification.' and a 'HANDS' logo. The pad shows a handwritten signature and includes 'Clear' and 'OK' buttons. To the right of the pad is a form with a '*Signature Type' dropdown (set to 'Verification Of Certification'), 'Family ID' (150003829), 'Client ID' (1021416769 - DOE, JONATHA), and a 'Comment' text area. At the bottom right, there are 'Save' and 'Reset' buttons.

Figure 27.2: Add Signature Page

NOTE: The Client must sign the signature pad and then press the OK button on the signature pad for the user to see the signature in the system. The user must press the save button on the page in order to complete the signature capture. If the Clear button is pressed on the signature pad the current signature will be cleared and the user will have to re-sign their name. Once the user has saved the signature in the system it cannot be edited or deleted.

Fields:

- **Signature Type** – The type of signature being captured. This field is mandatory and selected from a drop down list.
- **Family ID** – A unique, system generated identification number for the Family that the Client who is having the signature captured. This field is display only.
- **Client ID** – A unique, system generated identification number for the Client who is having the signature captured. This field is selected from a drop down list which is populated with all Client's within the Family. This field is not mandatory and will default blank if the signature being captured is at the Family level. This field will default with a

particular Client's information and be mandatory if the signature being captured is at the Client level. For more information, see background process number two.

- **Comment** – A free form text field that allows the user to enter additional information regarding the captured signature record. This field is optional.

Buttons:

- **Save** – Press this button to save changes made to the page. For more information, see background process number one.
- **Reset** – Press this button to return the page to its original state without any changes being saved.
- **Back to Client Information** – Press this button to return to the previous page. The page that the user will be returned

16 FORMS

Narrative:

The purpose of this page is to print informational documents, some which are mandatory. The user has the ability to print blank forms along with one's auto-populated with desired Client data. The user can print forms from either the Forms page (first Figure below.) or by clicking the form button that appears on different pages within a Client's record throughout the WIC Services module. If the form button is clicked within a Client's record the form will be auto-populated with the Client/Family's data. A preview modal for the populated form will open (second Figure below).

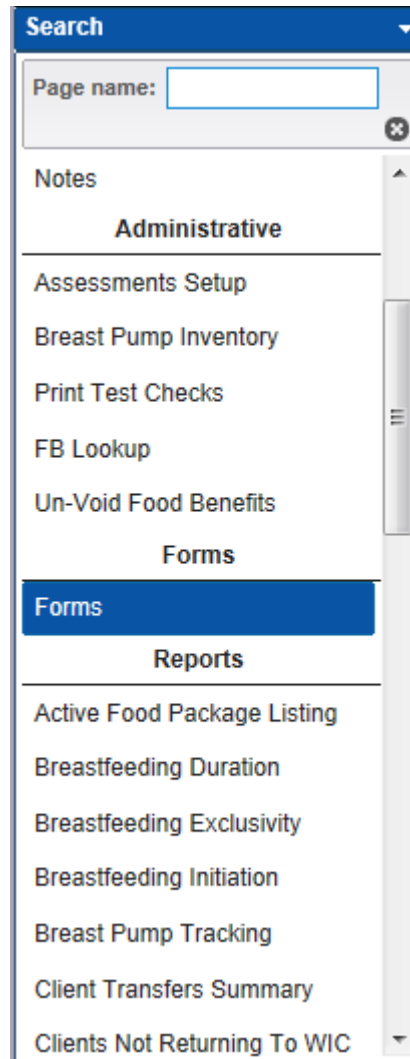


Figure 28: Forms Navigation Drop Down List

NOTE: The Forms option only appears in the navigation drop down list when in the WIC services module and not within the context of a Client's record.

Navigation Path: WIC Services tab / Client/Family Search / Navigation drop down list / Forms

JERNEST | 08/01 | 02 - COCHISE COUNTY HEALTH DEPARTMENT / 01 - DOUGLAS WIC

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

Forms

*ID ⓘ

*Language English

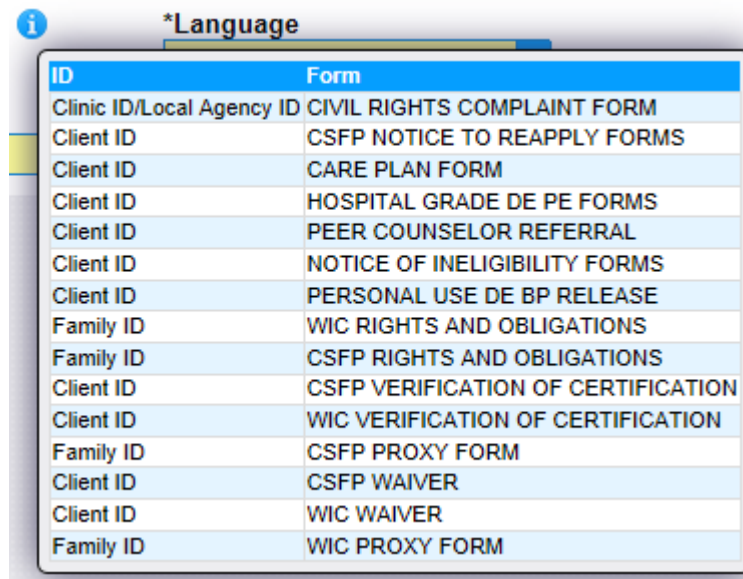
*Document

Print Form Print Blank Form

Figure 28.1: Forms Page

Fields:

- **ID** – The ID to be used to auto-populate the fields on the selected form document. This field is mandatory unless the user is printing a blank form. If the user hovers over the **(Information Icon)** with the mouse additional information will be displayed (Figure below) about what to enter as an ID in regards to the desired form.



ID	Form
Clinic ID/Local Agency ID	CIVIL RIGHTS COMPLAINT FORM
Client ID	CSFP NOTICE TO REAPPLY FORMS
Client ID	CARE PLAN FORM
Client ID	HOSPITAL GRADE DE PE FORMS
Client ID	PEER COUNSELOR REFERRAL
Client ID	NOTICE OF INELIGIBILITY FORMS
Client ID	PERSONAL USE DE BP RELEASE
Family ID	WIC RIGHTS AND OBLIGATIONS
Family ID	CSFP RIGHTS AND OBLIGATIONS
Client ID	CSFP VERIFICATION OF CERTIFICATION
Client ID	WIC VERIFICATION OF CERTIFICATION
Family ID	CSFP PROXY FORM
Client ID	CSFP WAIVER
Client ID	WIC WAIVER
Family ID	WIC PROXY FORM

Figure 28.2: Form ID – Additional Information

- **Language** – The language that the form is to be populated in. This field is mandatory and defaults to English.

NOTE: Forms can only be populated in English or Spanish.

- **Document** – The form to be populated. This field is mandatory and selected from a drop down list.

Buttons:

- **Print Button** – Press this button to print the selected form document based on the entered ID.
- **Print Blank Form** – Press this button to print a blank version of the selected form document regardless if information is entered in the ID field.

Calculations: None

Background Processes:

- 1) An adobe print form preview modal will appear after the user has selected the form they wish to print and have pressed the print button.

WIC VOC FORM

Arizona WIC Program Verification

Client Name: JONATHAN DOE For Internal Use Only
VOC# 1405

Category ID: IFF

Birth Date: 06/30/2014

Client ID: 1021416789

Category Name: INFANT, ALL FORMULA

Certification Date: 01/21/2015

Certification End Date: 07/21/2015

Priority: 1

WIC CODES: 103.1
153

EDD / Delivery Date: 06/30/2014

Bloodwork Date: _____ HGB: _____ HCT: _____

Measurement Date: 01/21/2015

Height: 29 0/8 in Weight: 16 lb 0 oz

Date of Last FI Issuance: 01/21/2015

Family Size: 3

Income History / Income Determination Date
01/21/2015

I & Representative Name



Signature of I & Representative Name

OK

Press this button to bring up the standard desktop print modal which will all the form to be printed.

Figure 28.3: Print Form Preview Modal

Buttons:

- **OK** – Press this button to close the print form preview modal without printing the form.
-  **(Close Window)** – The modal is closed without changes being added.
-  **(Adobe Print)** – Press this button once the form has been populated to open the standard desktop print modal (Figure below). This desktop print modal will allow for multiple copies of the form to be printed and allow for multiple printers to be used to print forms.

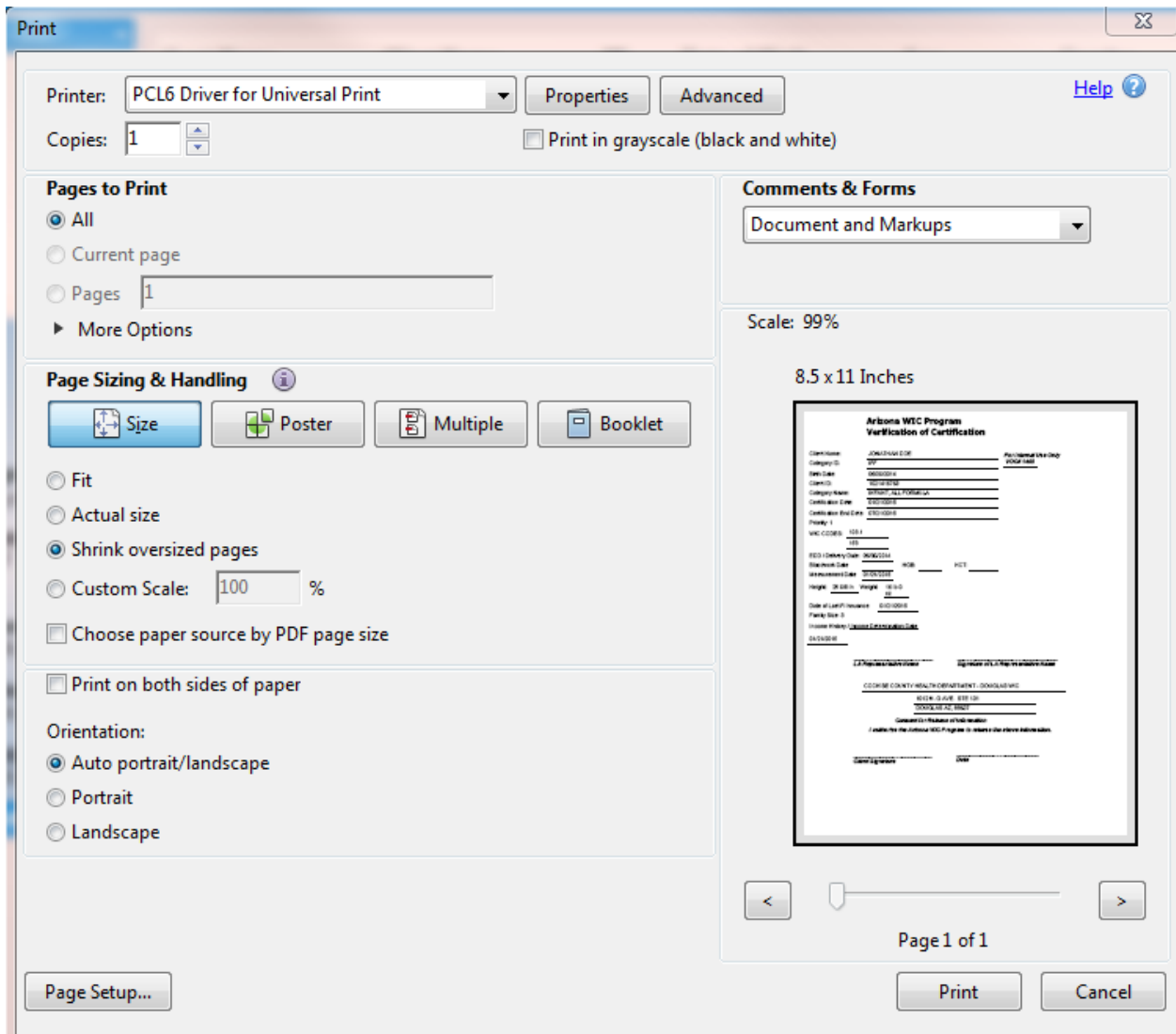


Figure 28.4: Standard Desktop Print Modal

NOTE: All forms will use the same print form preview modal and standard desktop print modal.

17 REPORTS

The HANDS System supports the Arizona WIC/CSF Programs by producing approximately XXX standard reports providing information on all aspects of the programs.

17.1 State Level Reports

- The State Level Reports lists all Local Agencies, including Agency number and name, in numerical order.
- If the user chooses the 00 option, they can run reports at the Local Agency and/or State Agency Level.
- The user can select all agencies, a single agency or multiple agencies. The list of all agencies contains a checkbox next to each agency and users can select multiple agencies.
- The users, depending on their role, can run the State and Local Agency Summary, Detail, and combined Summary/Detail Reports. Please see Figure “HANDS State Level Report Flow” below for more information.
- The user can select all clinics, a single clinic or multiple clinics, within each Local Agency selected. The list of all clinics contains a checkbox next to each clinic and users can select multiple clinics.
- In most cases, if there are other parameters, such as Peer Group, Vendor, Category, etc., the system allows the user to select single, multiple, or all.

17.2 Local Agency Level Reports

- The Local Agency Level Reports lists all clinics, including clinic number and name, in numerical order.
- Local Agency users are only able to select and see their agency data.
 - An access denied message is displayed if the agency selected is not the agency the user is logged into.
- If the user chooses the 00 option, they can run reports at the Local Agency level.
 - The system allows the users, depending on their role, to run the Local Agency Summary, Detail, and combined Summary/Detail Reports. Please see Figure “HANDS Local Agency Level Report Flow” for more information.
- The system allows the user to select all clinics, a single clinic or multiple clinics. The list of clinics contains a checkbox next to each clinic and users can select multiple clinics.
- If there are other parameters, such as Peer Group, Vendor, Category, etc., the user can select single, multiple, or all.

Figure 29: HANDS State Level Report Flow

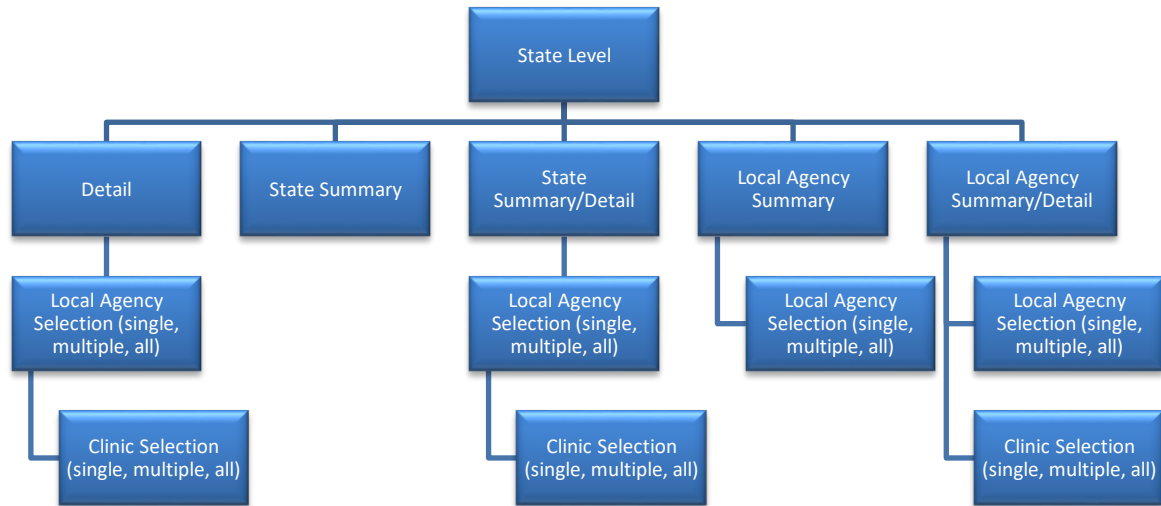
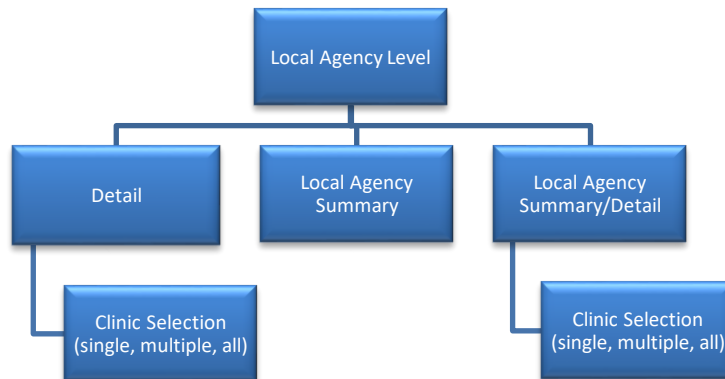


Figure 30: HANDS Local Agency Level Report Flow



Local Agency

- **Local Agency Detail**
 - This allows the user to run a detailed report which will include all data separated out by selected clinic(s).

- **Local Agency Summary**
 - This allows the user to run a report that shows the Local Agency Summary, which will show totals for the Agency and will not be separated by clinic.
- **State Agency Detail**
 - This allows the user to run a detailed report which will include all data separated out by selected Local Agency/clinic(s).
- **State Agency Summary**
 - This allows the user (if they have the appropriate role) to run a report that shows the State Agency Summary, which will show totals for the State Agency and will not be separated by Local Agency/clinic.

17.3 Running a Report

At the Local Agency Level you can access all the reports by clicking on the Reports Tab in the Main Menu Bar (Figure below) , or the module's reports through the Individual Module's Navigational Drop Down Menu (Fig 32 below).

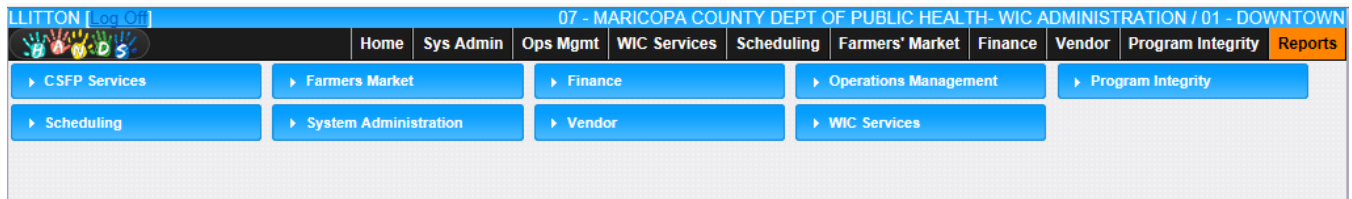


Figure 31: Reports Tab in Main Menu Bar

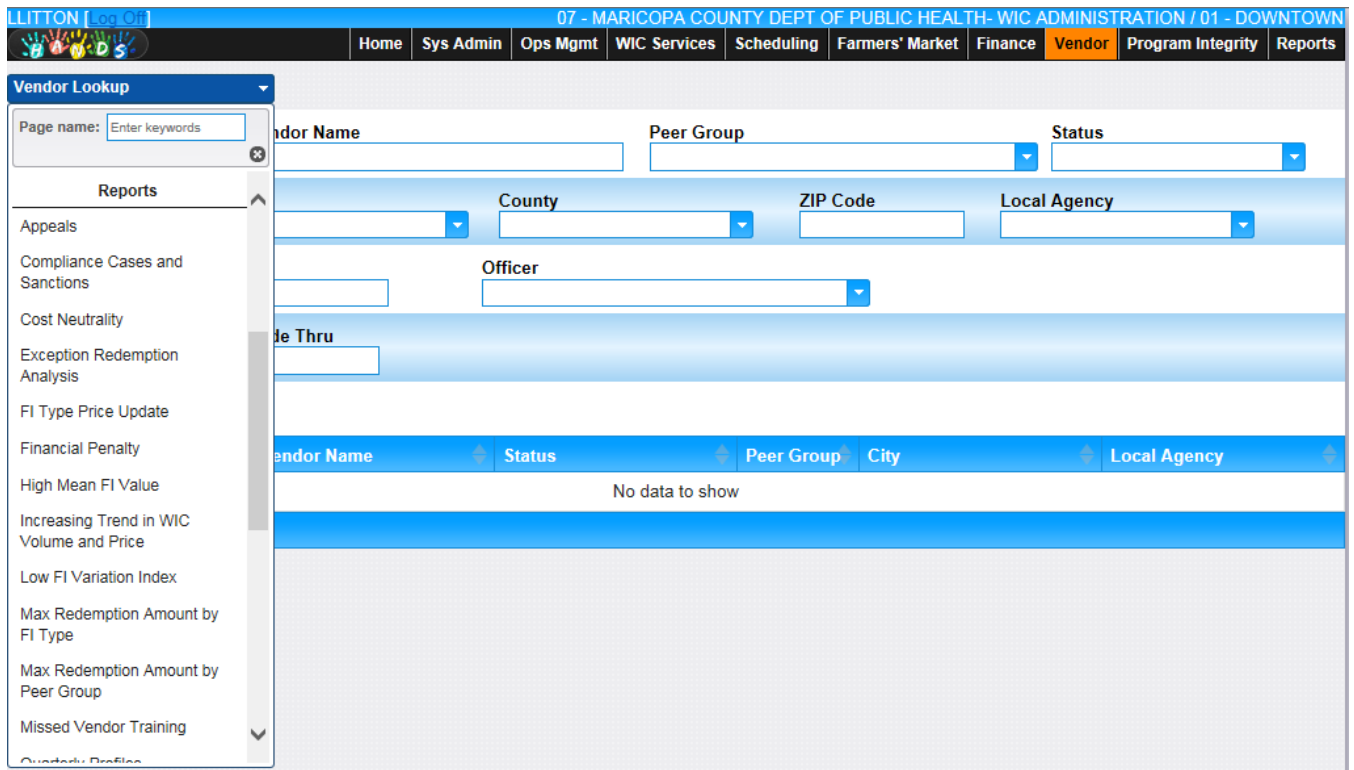


Figure 32: Navigational Drop Down Menu

17.4 Standard Navigational Options

Navigation Path: Sys Admin | Reports | WIC User Profiles

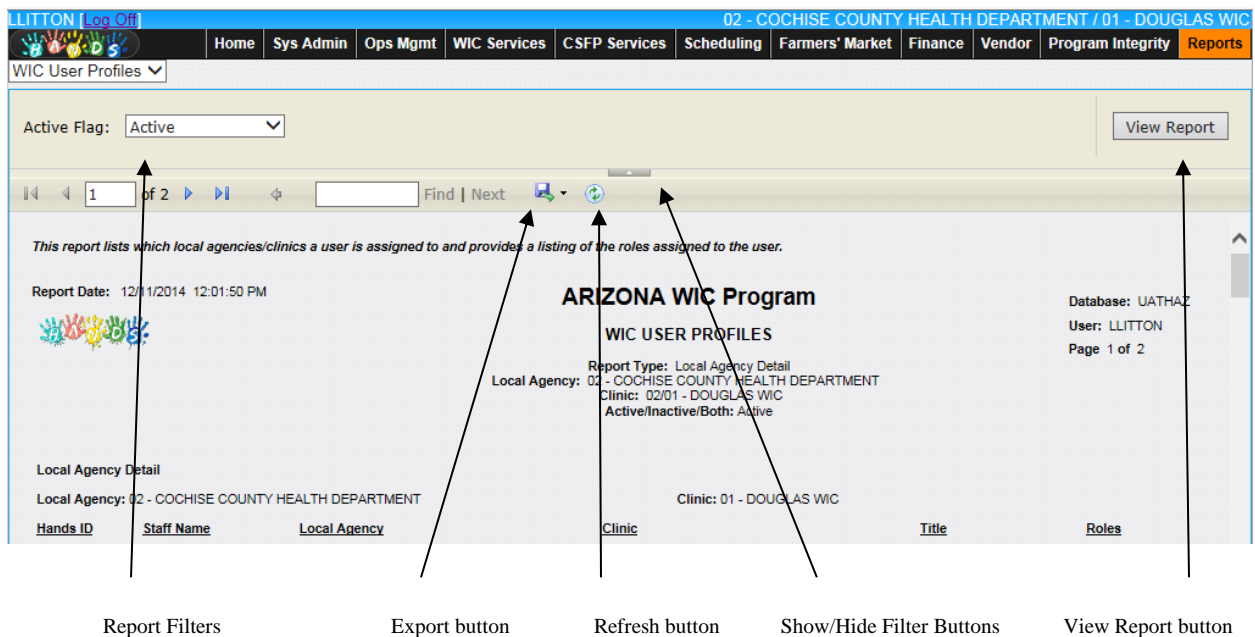



Figure 33: Example of Report Filters at the Clinic Level

Report Filters:

- When a user is logged in at the clinic level then the report filters data for that specific Local Agency/Clinic.


Export File Formats:

-  (Export) – Choose the export button and select the desired file format in order to export the report and save it to your local PC.



The available export file formats include:

- XML file with report
- CSV (Comma delimited)
- TXT (Pipe Delimited Text File)
- PDF
- MHTML (web archive)
- Excel
- TIFF file
- Word

Refresh Button

-  (Refresh) – Choose the Refresh button in order to regenerate the report according to the selected filter criteria.

Show/Hide Filter Buttons:

-  (Minimize) – Choose the minimize button to hide the report filter criteria.
Note – The Maximize filter criteria button appears when the report filter criteria are hidden.
-  (Maximize) – Choose the maximize button to show the report filter criteria.
Note – The Minimize filter criteria button appears when the report filter criteria are viewable.

View Report Button

- **View Report** – Choose the View Report button to generate the report according to the selected filter criteria.

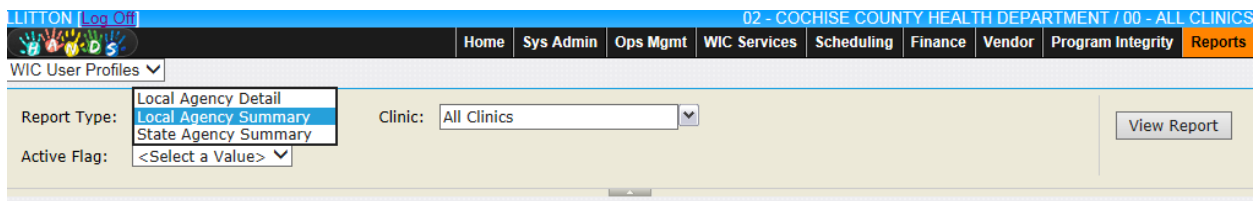


Figure 34: Example of Local Agency Level Report Filters

The screenshot shows a web application interface for the WIC User Profile report. At the top, there is a navigation bar with the following items: Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Finance, Vendor, Program Integrity, and Reports. Below the navigation bar, there is a section for 'WIC User Profile' with a dropdown menu for 'Report Type'. The dropdown menu is open, showing three options: 'Local Agency Detail', 'Local Agency Summary', and 'State Agency Summary'. The 'State Agency Summary' option is selected. To the right of the 'Report Type' dropdown, there is a 'Local Agency' dropdown menu set to 'State Summary'. Below the 'Local Agency' dropdown, there is a 'Clinic' dropdown menu set to 'All Clinics'. To the right of the 'Clinic' dropdown, there is an 'Active Flag' dropdown menu set to '<Select a Value>'. A 'View Report' button is located to the right of the 'Local Agency' dropdown.

Figure 35: Example of State Level Report Filters

Report Filters:

- When a user is logged in at the State or Local Agency level then the report filters data based on the following selections:
 - **Report Type** – A dropdown list allowing the user to choose which WIC User Profile report to generate. There are 3 available types:
 - Note – The Report Type dropdown list is only displayed and selectable when logged in with the 00 login. When logged in to a Local Agency/Clinic the Local Agency Detail report is automatically selected in the background for the logged in Local Agency/Clinic.*
 - **Local Agency Detail** – The Local Agency Detail report lists which local agencies/clinics a user is assigned to and provides a listing of the roles assigned to the user.
 - **Local Agency Summary** – The Local Agency Summary report lists which local agencies/clinics a user is assigned to and provides a listing of the roles assigned to the user.
 - **State Agency Summary** – The State Agency Summary report lists all the local agencies/clinics.

18 AUDIT TRAIL

For security and integrity purposes we have built an audit trail for the main certifications and Appointment scheduler module. We audit all fields in an audited table. For instance when a record is Created or Modified by a User, the data is recorded in the specific table.