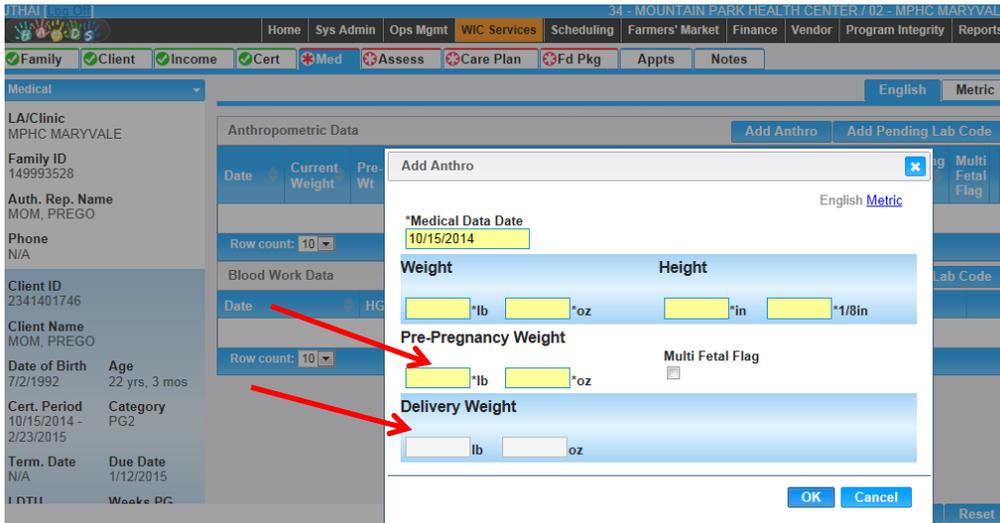
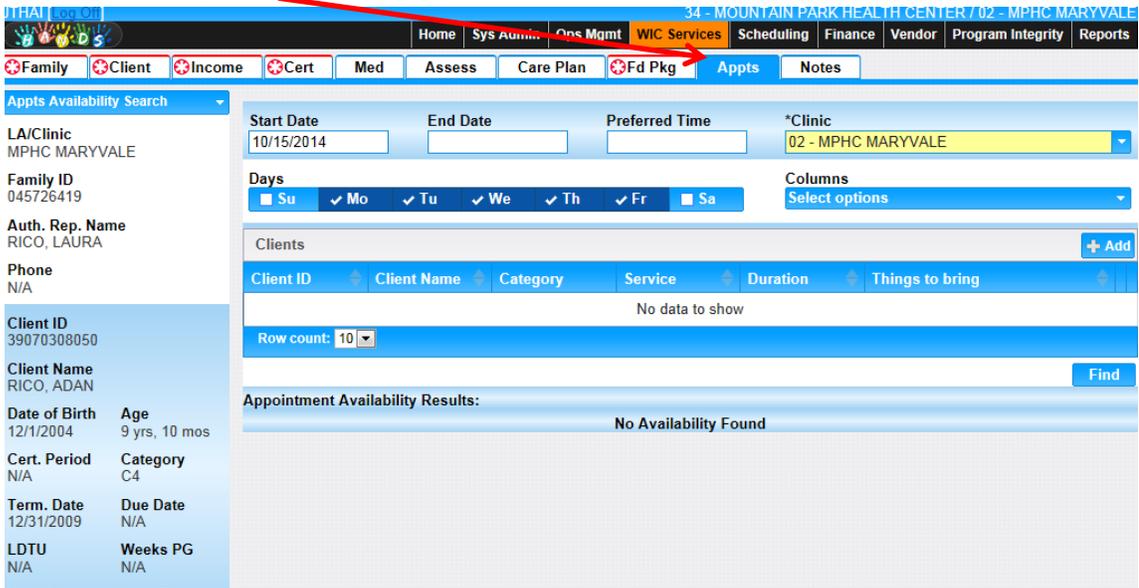


1. Pre-Pregnancy and Delivery Weight fields will no longer show a value of zero before the weights are entered.



2. You can now make multiple appointments for the same client or family in the Appointments Tab of the family record.



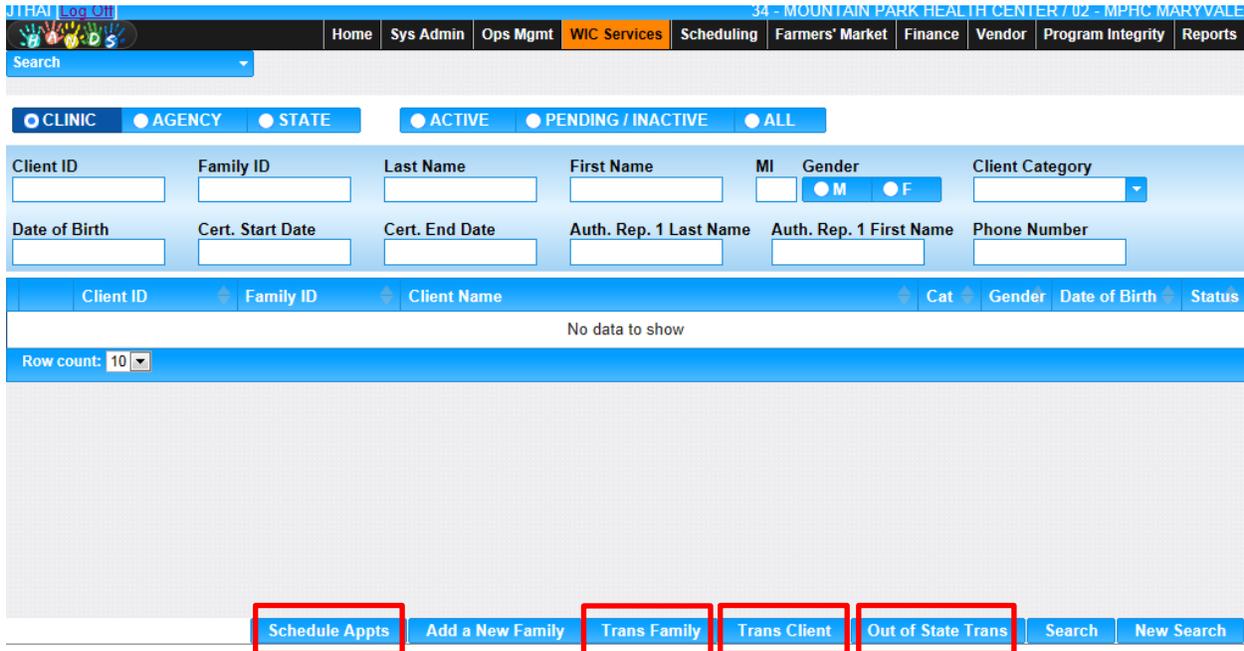
3. Farmers' Market tab is now visible for some agencies. Do not click on the Farmers' Market tab, it is not ready for use.



4. Search Page Button Name Changes

a. How it has changed –

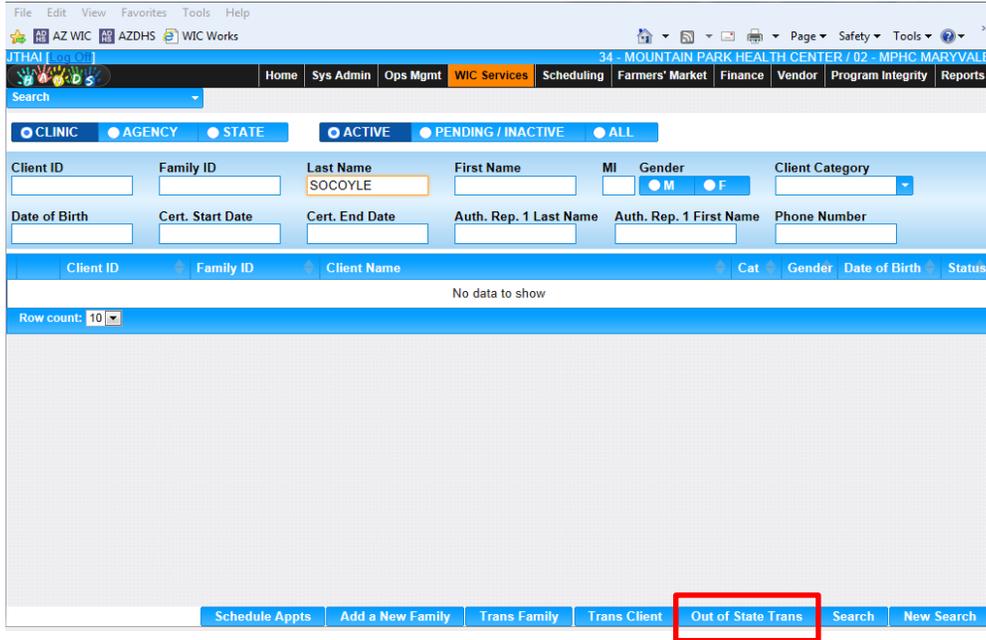
- i. Transfer Family has been changed to Trans Family
- ii. Transfer Client has been changed to Trans Client
- iii. Schedule Appointments has been changed to Schedule Appts
- iv. Out of State Trans button has been added



5. Out of State Transfer Flow has been updated.

For clients who have never been a participant in Arizona WIC (have never been in AIM/HANDS):

- a. Click on the Out of State Trans button.
- b. Complete the Out of State Transfer flow for the client.



For clients who have been a participant in Arizona WIC in the past (were previously certified in AIM/HANDS):

- a. Transfer the client/family into your clinic. **Note: Clients can not be in an active certification in HANDS to complete an out of state transfer. After you transfer the client into your clinic, you may need to terminate the certification before you can proceed with the out of state transfer.**
- b. Go back to the search screen, select one client in the family you want to transfer and click on Out of State Trans.

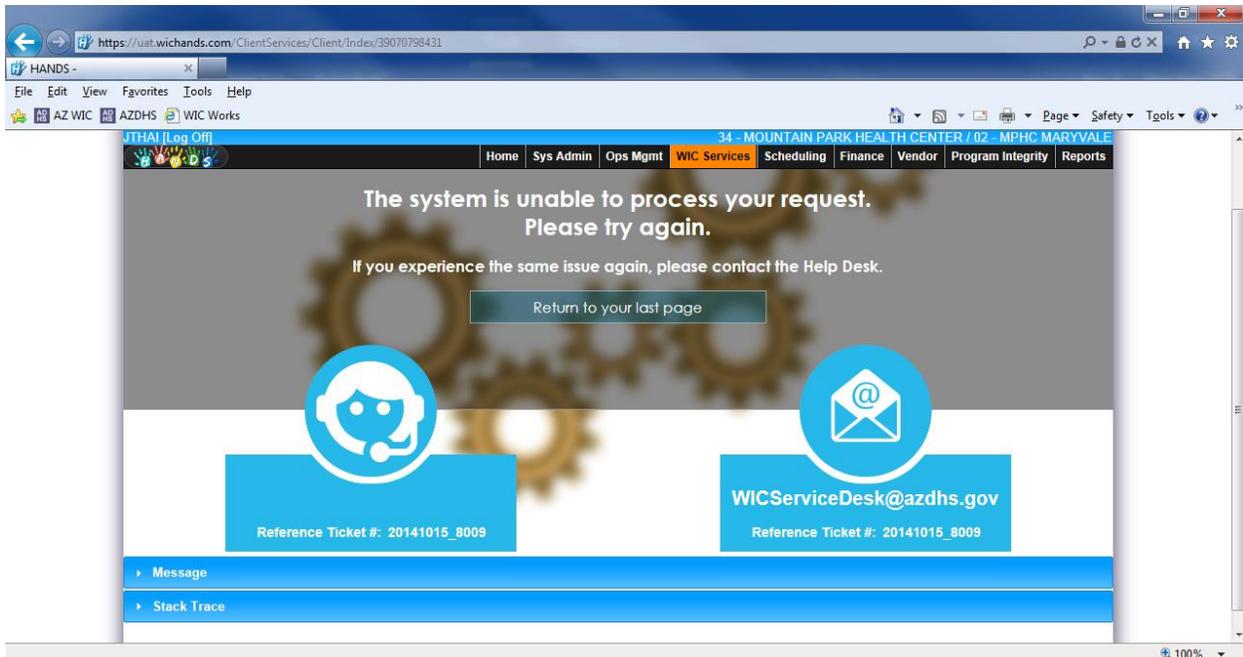
The screenshot shows the HANDS software interface with a navigation menu at the top including Home, Sys Admin, Ops Mgmt, WIC Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, and Reports. Below the menu is a search form with fields for Client ID, Family ID, Last Name, First Name, 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 table below displays a list of clients with columns for Client ID, Family ID, Client Name, Cat, Gender, Date of Birth, and Status. The client 'MADUENO, ALEXIS' is highlighted in yellow. At the bottom of the interface, a row of buttons includes 'Schedule Appts', 'Add a New Family', 'Trans Family', 'Trans Client', 'Out of State Trans' (highlighted with a red box), 'Search', and 'New Search'.

Client ID	Family ID	Client Name	Cat	Gender	Date of Birth	Status
2021401443	149993409	TESTING, BABY	IPN	M	2/17/2014	I
2341401439	149993406	VOC, TEST	PG2	F	7/22/1988	I
2341401421	149993396	BLAH, BLAH		F	7/22/1938	P
6070808275	149993389	SETHI, YVETTE	C2	F	7/15/2010	I
2341401518	149993382	ONE, MONTH	IPN	M	7/1/2014	I
2341401305	149993352	MADUENO, ALEXIS	PG2	F	8/13/1992	I
8341001899	149970465	WASHINGTON, DAHQARIE	IFF	M	12/4/2012	I
2341401203	149970456	CARRILLO, BRIANNA		F	11/27/1995	P
2341401146	149970429	COTRY, AYLIN	PG1	F	7/3/1997	I
2341401133	149970427	MACHADO, ALMA	PG2	F	11/28/1995	I

- c. Complete the out of state transfer flow for the client and verify any information that came over from the previous certifications.
- d. Use the active record to switch to a different client in the family to complete an out of state transfer if needed or click the add button on the client screen to add additional family members who are also receiving an out of state transfer.

6. Error Message screen has been updated.

- a. How it has changed - When users receive an error in HANDS, the screen below will appear that includes contact information and a ticket reference number.



7. Breast Pump Issuance and Return Page functionality has been updated.

a. How it has been fixed –

- i. Breast Pump Issuance and Return Page displays all historical client history related to the specific pump serial number.
- ii. HANDS displays the Local Agency/clinic that the breast pump was issued from when the client transfers to another clinic.

34 - MOUNTAIN PARK HEALTH CENTER / 02 - MPHC MARYVALE

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

Breast Pump Issuance and Return

Serial Number: 688166 Client ID: Last Name: First Name: MI:

Serial Number	Client ID	Pump Type	Pump Status	Issue Date	Issued By	Due Date	Reissued Due Date	Actual Return Date	Referred Date	LA/Clinic Issued From	LA/Clinic Returned To
688166	2341114917	HOSPITAL GRADE MEDELA LACTINA	ISSUED	10/10/2014	HERNANDEZ, SOCORRO,	01/31/2015				MPHC MARYVALE	
688166	4341401284	HOSPITAL GRADE MEDELA LACTINA	AVAILABLE	07/29/2014	HERNANDEZ, SOCORRO,	10/29/2014		10/10/2014		MPHC GOODYEAR	MPHC MARYVALE

Row count: 10 Showing 1-2 of 2

Issue Search New Search

8. Outreach Organizations functionality has been updated.

- a. How it has been fixed – Users are only able to see outreach organizations for their specific Local Agency.

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

Outreach Organizations

Outreach Organizations

Local Agency: 349 - MOUNTAIN PARK HEALTH CENTER Name:

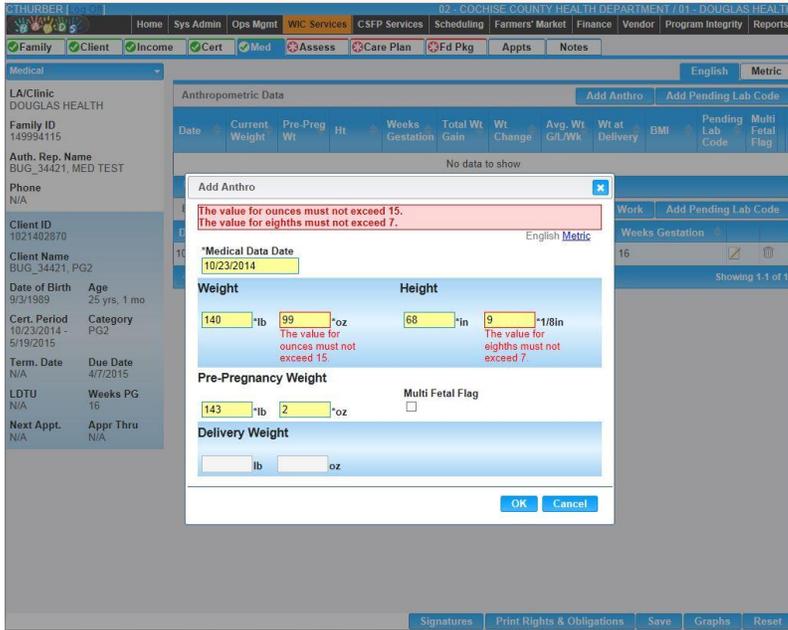
Name

- GIRL SCOUTS
- HEARING COMMUNICATIONS
- MANDATORY REFERRAL LISTING
- MPHC BASELINE PEDIATRICS
- LETICIA GRAHAM
- MOUNTAIN PARK HEALTH CENTER - GOLDEN GATE COMMUNITY CENTER
- BEHAVIORAL HEALTH/ CASE MANAGER
- MARGARET MADRID
- DENTISTRY MOUNTAIN PARK HEALTH CENTER
- SMOKING CESSATION

Row count: 10 Showing 1-10 of 23

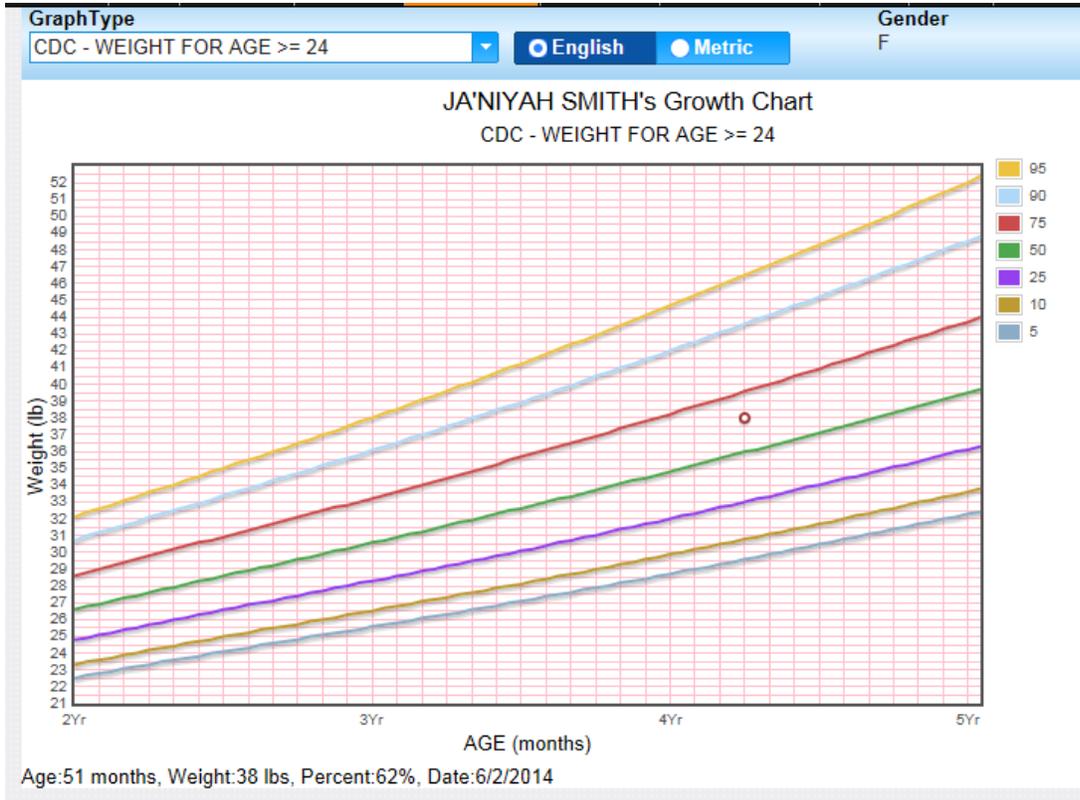
Add Search New Search

9. Users are able to issue Breast Pumps only to active clients.
10. Users are now able to transfer clients between clinics who have breast pumps issued to them without problems.
11. Multiples food packages now display in the standard packages for multiples moms.
12. The appointment report includes scheduled and rescheduled appointments.
13. The redemption amounts are correct in the FI Issuance Report.
14. When clients receive a starter package, HANDS will appropriately prorate the food package by removing the first food instrument(s) that the client would normally receive instead of the last one(s).
15. HANDS no longer flags clients as over income if they make exactly the maximum allowable amount, it only flags clients as over income when a family is over the maximum allowable amount.
16. BMI is calculating correctly.
17. Birth Data field label now reads 'Length' instead of 'Height' on Medical Screen
18. The validation error message is consistent in ounces and eighths field for Height and Weight in medical screen. For consistency within the system, all categories now follow the ounces not to exceed 15 and for an eighths not to exceed 7.



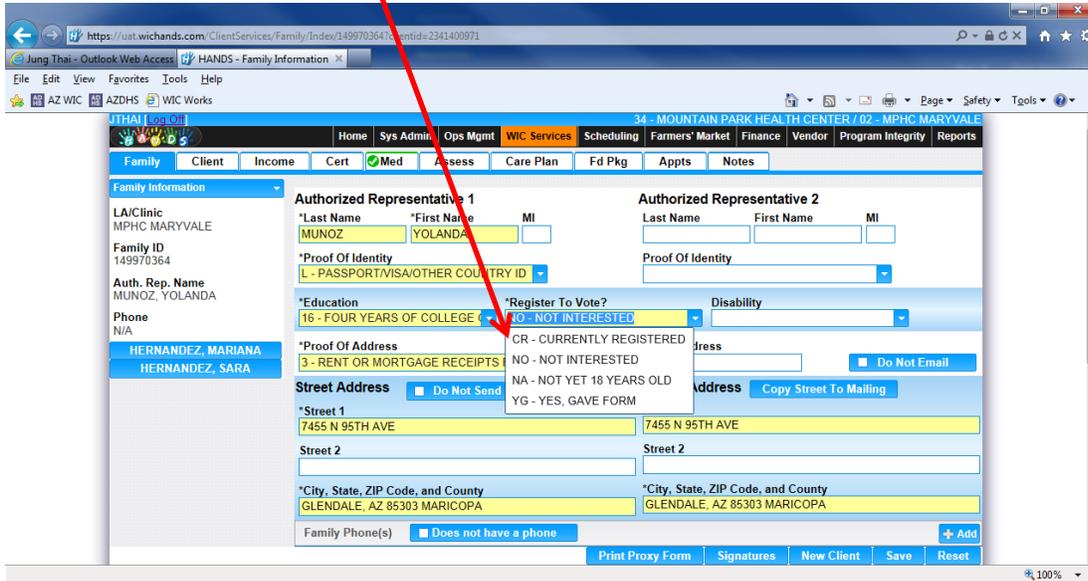
19. Adjustments have been made so when a WIC Code has been assigned to a client but it does not exist in the base table it will no longer give an error. The assessment page will instead display the WIC Code without a description associated with it since one does not exist.
20. The LA/ Clinic Codes are displayed correctly on the Preview of Food Benefits regardless how you are logged in to HANDS.

21. CDC Graphs have been updated to display the line labels in age in years instead of age in months. The lines in between each year represent the months beyond that year. The main Label still says AGE (months) because we have the lines marked at each month. Currently, the description below the graph indicates the age in months.



22. Voter Registration Functionality has changed.

- a. How it has been fixed – The Register To Vote base table has been updated to include the option “NA – Not Yet 18 Years Old.” If a participant is under the age of 18, they do not need to be offered the opportunity to register to vote as they are not eligible.



23. CSFP Distribution Page has been updated.

a. How it has been fixed –

- i. A scroll bar has been added to the Distribution Page to allow the user to scroll up and down.
- ii. The Distribution Site drop down list is sorted by alphabetical order.

24. The CSFP Distribution Master List Report have been updated

a. How it has been fixed –

- i. The CSFP Distribution Master List report includes a red Notice to Reapply message for all clients with a current certification that will expire during the calendar month.
- ii. The CSFP Distribution Master List report includes the Authorized Rep 1 phone number.

Home	Sys Admin	Ops Mgmt	WIC Services	CSFP Services	Scheduling	Farmers' Market	Finance	Vendor	Program Integrity	Reports	
Signature: _____								Date: _____			
AMADOR, MODESTO		06/15/1948		11110832012		11/30/2014		E3		07/02/2014	
Signature: _____								Date: _____			
ANTHONY, STANLEY		04/23/1943		11110032530		12/31/2014		E3		07/02/2014	
Signature: _____								Date: _____			
ARAIZA, JESUS		12/30/1946		1111031550		11/30/2014		E3		07/02/2014	
Signature: _____								Date: _____			
ARELLANO, HERIBERTO		08/14/1940		11111089253		01/31/2015		E3		07/02/2014	
Signature: _____								Date: _____			
NOTICE FOR LIONEL ARMENTA TO REAPPLY!!!											
ARMENTA, LIONEL		08/29/1924		11110629149		(602) 220-4444		10/31/2014		E3	07/02/2014
Signature: _____								Date: _____			
BALLENTINE, GLORIA B		06/13/1936		11110039623		02/28/2015		E3		06/04/2014	
Signature: _____								Date: _____			
BARNES, KRISTINE		11/24/1950		11111094785		02/28/2015		E3		06/04/2014	
Signature: _____								Date: _____			

25. Following CSFP Forms have been added to HANDS:

- CSFP Civil Right Complaint Form
- CSFP Notice of Ineligibility Form
- CSFP Notice to Reapply Form
- CSFP Onsite Application Form

26. Signature Pad and Scanning functionalities have been updated

- a. Signature Type drop down field will display the form name that the client will be signing. All signature types are now correct in HANDS. You may begin using signature types No Proof Exists, Forgot Income Documentation, and Zero Income Waiver Form instead of the paper statement of documentation form.

The screenshot displays the HANDS software interface for a client information form. The top navigation bar includes 'MNUÑEZ [Log Off]' and '02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE WIC'. The main menu contains 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Farmers' Market', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. A 'Back To Client Information' button is visible at the top left of the form area.

Client Information:

- LA/Clinic: BISBEE WIC
- Family ID: 132565644
- Auth. Rep. Name: GONZALEZ, ARIANA
- Phone: N/A
- Client ID: 2021401494
- Client Name: TEST, CLIENT
- Date of Birth: 2/10/2012, Age: 2 yrs, 8 mos
- Cert. Period: 8/27/2014 - 8/26/2015, Category: C2
- Term. Date: N/A, Due Date: N/A
- LDTU: 11/26/2014, Weeks PG: N/A

Signature Pad:

I authorize the WIC Staff to release my WIC Verification of Certification.

Buttons: Clear, OK

Form Fields:

- *Signature Type: Verification Of Certification (dropdown)
- Family ID: 132565644
- Client ID: 2021401494 - TEST, CLIENT (dropdown)
- Comment: (text area)

Buttons: Save, Reset

ROMOC [Log Off] 02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE WIC

[Home](#)
[Sys Admin](#)
[Ops Mgmt](#)
[WIC Services](#)
[CSFP Services](#)
[Scheduling](#)
[Farmers' Market](#)
[Finance](#)
[Vendor](#)
[Program Integrity](#)
[Reports](#)

Back To Family Information

LA/Clinic
BISBEE WIC

Family ID
149994089

Auth. Rep. Name
TESTING, CECILIA

Phone
(520) 555-1212

Client ID
2021402835

Client Name
TESTING, BABY

Date of Birth Age
10/6/2014 0 yrs, 0 mos

Cert. Period Category
10/20/2014 - 10/5/2015 IFF

Term. Date Due Date
N/A N/A

LDTU Weeks PG
01/19/2015 N/A

Next Appt. Appr Thru
N/A N/A

TESTING, CECILIA

I acknowledge that the information I reported and is documented in the computer regarding my identity/address/income is correct and that I do not have proof as I am a victim of theft, fire, or I am unable to obtain a written verification letter.

*Signature Type

Family ID Client ID
149994089

Comment

Signatures

Signature Image	Signature Type	Signature Date	Collected By	Client ID	Comment
	Proxy Form	10/20/2014	ROMOC		

- b. A user can now edit a scanned document same day/ same user. Also, they can delete a scanned document (same user, same day) by selecting the delete icon.

ROMOC [Log Off] 02 - COCHISE COUNTY HEALTH DEPARTMENT / 02 - BISBEE 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

Fd Pkg Assignment Assignment Issuance Formula Replacement Void / Reissue FMNP Issuance FMNP Void / Reissue

LA/Clinic
BISBEE WIC

Family ID
149994089

Auth. Rep. Name
TESTING, CECILIA

Phone
(520) 555-1212

Client ID
2021402835

Client Name
TESTING, BABY

Date of Birth 10/6/2014 Age 0 yrs, 0 mos

Cert. Period 10/20/2014 - 10/5/2015 Category IFF

Term. Date N/A Due Date N/A

LDTU 01/19/2015 Weeks PG N/A

Next Appt. N/A Appr Thru N/A

TESTING, CECILIA

Food Packages Selected + Add

Food Package ID	Description	Effective Date	End Date	Approved Thru	Disable	Nutritionist
AZ910003	SIMILAC ADVANCE, POWDER, IFF	10/20/2014	10/05/2015		No	 

Food Package Search

Food Package ID Food Package Description Food Category

Food ID Food Description Food Sub Category

Show Standard Show All

	Food Package ID	Food Package Description
<input type="checkbox"/>	AZ910003	SIMILAC ADVANCE, POWDER, IFF
<input type="checkbox"/>	AZ910007	SIMILAC SENSITIVE FUSS/GAS, POWDER, IFF
<input type="checkbox"/>	AZ910008	SIMILAC FOR SPIT-UP, POWDER, IFF
<input type="checkbox"/>	AZ910016	PROSOBEE, 12.9 OZ POWDER, IFF
<input type="checkbox"/>	AZ910055	PROSOBEE, 32 OZ RTF, IFF
<input type="checkbox"/>	AZ910063	SIMILAC ADVANCE, 13 OZ CONC, IFF
<input type="checkbox"/>	AZ910070	PROSOBEE, 13 OZ CONC, IFF
<input type="checkbox"/>	AZ910102	SIMILAC ADVANCE, 32 OZ RTF, IFF
<input type="checkbox"/>	AZ910371	SIMILAC FOR SPIT-UP, 32 OZ RTF, IFF
<input type="checkbox"/>	AZ910379	SIMILAC TOTAL COMFORT, POWDER, IFF

<< < > >> Row count: 10 Showing 1-10 of 11

Scanned Prescriptions for Food Package Approval

Scan Title	Description	Scanned Date	Scanned By
 FP ASSIGNMENT SCAN	TEST	10/20/2014	ROMOC 

Select Packages Scan Prescriptions Search Save Reset

- c. The Breast Pump Issuance and Return page now has a Scan Document button and documents grid and should be used for all pump contracts. There is no longer a Signature button on this page.

The screenshot displays the ROMOC WIC Services interface. At the top, the navigation menu includes Home, Sys Admin, Ops Mgmt, WIC Services (highlighted), CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, and Reports. The main content area is titled 'Breast Pump Issuance and Return'. On the left, a sidebar provides client details for SUAREZ, ALYSSA, including Family ID (122565576), Auth. Rep. Name (SUAREZ, ALYSSA), and Client ID (2020211205). The main area features a search form with fields for Serial Number, Client ID (2020211205), Last Name, First Name, and MI. Below the search form is a table with columns: Serial Number, Client ID, Pump Type, Pump Status, Issue Date, Issued By, Due Date, Reissued Due Date, Actual Return Date, Referred Date, LA/Clinic Issued From, and LA/Clinic Returned To. The table currently shows 'No data to show'. A red arrow points from the 'Scan Document' button at the bottom of the page to the 'Uploaded and Scanned Documents' section header. At the bottom right, a row of buttons includes 'Scan Document', 'Issue', 'Search', 'New Search', and 'Save'. Another red arrow points down to the 'Scan Document' button.

- d. All signatures and scanned documents can be viewed on the Scanned Documents & Signatures page.